

Healthwatch Merton News

August 2013



info@healthwatchmerton.co.uk

www.healthwatchmerton.co.uk

020 8685 2282

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We're here!

July 2013 saw the official launch of Healthwatch Merton. We're here to give YOU the children, young people and adults of Merton a voice and to help you to influence the delivery and design of local services, whether that is improving health and social care services today or helping to shape them for tomorrow.

This is a huge agenda and we are in the early stages of establishing Healthwatch Merton's presence locally. Our success depends on you telling us what's going on in care services in Merton and how things could change and improve.

There are many different opportunities and ways for you to do this and we invite you to help us to create change together by 'speaking up' and getting involved in whichever way possible.

Dave

Dave Curtis, Healthwatch Merton Manager

Get Connected

Visit our website - www.healthwatchmerton.co.uk - to find out what Healthwatch Merton has to offer. Our website will provide you with up to date information about your health and social care, local and national news and events in your area. You also have the opportunity to 'speak out' and share your views, opinions and thoughts in our 'Your Say' page. The more detail you can give us, the better able we can investigate your feedback...so don't be shy!

Our friendly and hard working team have been busy getting Healthwatch Merton off the ground. You have already met Dave (above) and in the newsletter you will also hear from Adele. Make sure you visit the 'About Us' page on our website to find out what they will be up to in the local area.

Please be sure to register your details online and we will keep you informed about related feedback opportunities and receive our regular newsletters.



@hwmerton



Healthwatch Merton



Healthwatch Merton

Lets Get Social...

Healthwatch Merton has joined the wonderful world of social media so make sure you follow us on Facebook and Twitter for the latest events, news, information, advice and our photos too!



Get your voice heard!

I will be engaging with the community and collecting views regarding health and social care services provided to adults, young people and children within Merton. I want to give you the opportunity to have your say, tell me what you like about the service you use and what improvements or changes you would like to see.

We will compile your views to create an overview of local public opinion, this information will then be given to the health and social care commissioners, to help them develop health and social care services that meet your needs. If you would like your voice to be included in this process then register your details on our website and have your say through our 'Your Say' page.

Adele
Adele Williams, Information and Outreach officer

Latest News

Healthwatch England responds to the Don Berwick Review



Don Berwick's report on the safety of patients in England was published on 6th August 2013, along with his letter to you - The people of England.

The Berwick report makes direct recommendations to the NHS that include engaging, empowering and hearing patients and carers throughout the entire system and at all times, and, embracing transparency unequivocally and everywhere, in the service of accountability, trust, and the growth of knowledge."

Healthwatch Merton welcomes recommendations that aim to make the patient voice an essential part of measuring safety and quality of care. To view Don Berwick's full report please click below.

[Read more](#)

National pledge to improve children's health



A new pledge about making improvements to the health of children and young people has been launched. The Department of Health is asking organisations to sign up alongside the government and do everything they can to improve the care that children and young people receive and reduce avoidable deaths. Many organisations have already signed up to the pledge with more expected to follow.

The pledge commits signatories to put children, young people and families right at the heart of decision making and improve every aspect of health services - from pregnancy through to adolescence and beyond, you can read the pledge below.

[Read more](#)

Your Healthwatch



Speakers at the launch event (from left to right) Barbara Price - MVSC Lead Trustee for Healthwatch, Simon Williams - Director of Adult Services at the London Borough of Merton, Chris Frost - Chief Executive of MVSC, Eleanor Brown (Chief Executive) and Dr. Howard Freeman (Chair) of the Merton Clinical Commissioning Group and Dr Katherine Rake OBE - Chief Executive of Healthwatch England.

Thank you...

We would like to say a massive thank you to those who attended our launch event on Wednesday 17th July. We were delighted to be joined by over 70 people representing a wide range of interests. We were also pleased to hear that guests want to work together to provide the best health and social care services possible to the people of Merton.

Chair of Merton's Health and Wellbeing Board and cabinet member for adult social care and health, Councillor Linda Kirby, said: "I'm really pleased that Healthwatch Merton has officially launched and look forward to working with them to ensure residents have a real say and can influence how their health and wellbeing can be improved." Thanks Linda!!

Your voice in action

The day after our successful launch we held a service user and carers event. The aim of the event was to gain direct feedback on how to improve the care of people with complex conditions that often need to go into hospital. We were pleased that local hospitals and GP's were also present.

We were grateful to hear the varied and rich feedback from the 50 people who attended this event. The views raised on this day have been collated and compiled in a report and the programme board are now using this feedback to help put together a pilot care model.

The board are hoping to hold a "test drive" of this proposed model later this year. The aim of this model is to improve user and carer experience and to reduce unnecessary hospital admissions, length of stay in hospital and the need for residential care.

The views of service users and carers are really important in designing this new approach so thank you to all those that attended on the day and provided an essential insight. If you would like a copy of the report from the day please contact Adele (adele@healthwatchmerton.co.uk or telephone 020 8685 2282)



Local Events

Save the date!

On Friday 27th September a community consultation meeting will take place in which the key findings for the 2013-14 Joint Strategic Needs Assessment (JSNA) will be presented. A mixture of residents, service users, and service providers from Merton will be invited to attend this event and will have the opportunity to query, make suggestions and feedback their own views. We will contact you directly with more information regarding this event and how to register soon so watch this space!

INVOLVE

Join us and MVSC at the next INVOLVE meeting on Tuesday 24th September, 10:30am - 12:30pm at Vestry Hall, London Road, Mitcham, CR4 3UD. Speakers at the event will address a number of important topics including:

- Disclosure & Barring Service explained with a Q&A
- Online disclosure checks and training
- Safe Network Standards explained Q&A
- Public Health in Merton and Consultation on Health Champions project

Get in touch with MVSC to book your place. Email the team at info@mvsc.co.uk or call 020 8685 1771. You can also book online at www.mvsc.co.uk.

Celebrating Age Festival

During September there will be activities spread all over Merton, to highlight everything that's available for older people. Events are arranged by over 100 organisations - voluntary, public and commercial and aim to offer something for everyone from 50+. Whether your interests include patchwork, horse racing, zumba or mosaics, current affairs or Wimbledon pubs, or any one of 100 other activities, there's something here for you. Visit Age UK Merton's website to find out more at www.ageuk.org.uk/merton

Merton Council Community Forums

We're looking forward to attending two Merton Council Community Forum events in September. Merton Council organises these community forum meetings in Colliers Wood, Mitcham, Morden, Raynes Park and Wimbledon. We encourage you to attend and make your views on council and other public services known.

Raynes Park - 12th September, Raynes Park Library at 7:15pm

Wimbledon - 26th September, Wimbledon Methodist Church at 7:15pm

Visit the council's website at www.merton.gov.uk for more information.

