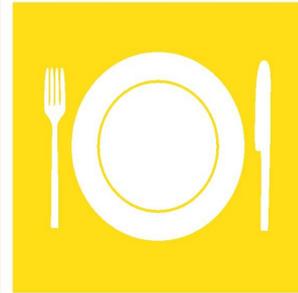
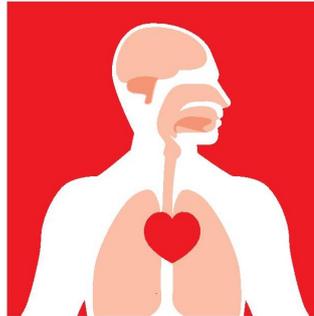


Special points of interest:

- Enter and View at Morris ward.
- Dates for your Diary
- Our participation in the UEC project
- Shared moments of our first work experience candidate

The Great Healthy Living Event



Intensive Rehabilitation Service

Healthwatch undertook this project after concerns were raised among the local people of the borough regarding the services. Most of the respondents indicated that the service is working well and they would be happy to be treated at the Intensive Rehabilitation Service again. Some respondents however felt that the treatment was only effective while receiving it and that it did have a long term effect; the patients were not always involved in decision making.

The IRS has responded to the concerns raised and has assured that they will provide clarity to patients and carers, and that all staff will be reminded to ensure joint goals with patients are signed off by patients themselves.

[Click here](#) for report

The Great Healthy Living Event took place on Tuesday 16th February 2016. The event was organized to give local people a say on the Clinical Commissioning Group's plans for 2016/2017.

This year event was planned to be informal, allowing people to come to the café, learn about services that showcased CCG's priorities and an opportunity to seek views and how the CCG can improve services offered in the borough. It was an interactive day and colleagues from a range of services came along and provided stalls to give information to participants about their services and projects.

Healthwatch are in the process of writing a report and this will be shared soon.

Our first Enter and View to a GP practice : Five Elms

Healthwatch Barking and Dagenham had identified a trend of inconsistent, negative feedback from patients about this GP service, and carried out an unannounced visit to Five Elms.

The visit found that although patients were generally happy with the way they were treated, there was a lack of empathy during difficult times.

Information boards within the practice were not used to display information for patients.

We were also informed that

there were issues with referrals being made to BHRUT outpatients, patients had been referred back and the GP told there were no appointments available. This had a negative impact on service being provided to patients.

Healthwatch recommended

- ◆ More information should be available to patients on the practice website and information boards.
- ◆ Patients should be treated in a professional manner when they attend the surgery.

The surgery has responded to our report highlighting how they meet the needs to their patients.

Since the visit Healthwatch have been to the practice for another project and found that information is now being displayed on the boards.

Take a look at our full report by visiting our website.

[Click here](#)

Save the Date!

Board Meeting Dates

- Tuesday 7th June 2016
- Tuesday 19th July 2016

All meetings take place at Harmony House, 10am-12pm.

Previous minutes can be found [here](#).

Medical and Surgical Dressing Service



Healthwatch conducted a survey on people's experience of using the District Nursing Service and how well the service was working.

Observations made during the survey were:

- ◆ Lack of dressing material when nurses visit patients to prevent wasted visits by the district nurse.
- ◆ Patients found it difficult to contact the service providers in the evenings and weekends.

A copy of the report was sent to NELFT who responded to the recommendations made by Healthwatch. [Click for full report](#)

Work experience student shares his experience!

Our first work experience student shares some of his moments.

"Work experience at Healthwatch Barking and Dagenham was an excellent experience for me. The experience certainly opened my eyes and mind about health care in Barking and Dagenham and how it must be improved, to suit all types of disabled patients and able patients. One of my favourite projects was the leaflet and bookmark project."

Harmony House CIC
Baden Powell close
Dagenham,
RM9 6XN

Phone: 020 8526 8200

E-mail: info@healthwatchbarkinganddagenham.co.uk

Website: www.healthwatchbarkinganddagenham.co.uk

Twitter: #HealthwatchBD



Facebook: <https://www.facebook.com/healthwatch.bd>

Morris Ward

Healthwatch Barking and Dagenham carried out an announced visit to Morris Ward, part of Sunflower Court Mental Health Assessment and Support Facility.

Observations made during the visit were:

- ◆ The general atmosphere was settled and people were satisfied with the support and treatment.
- ◆ People who access this service from Barking and Dagenham were staying longer compared with residents of other local boroughs using the same service.
- ◆ The staff handover process affected the activity that some patients took part in.

Recommendations included:

- ◆ The ward and the local authority work to find a solution for Barking and Dagenham patients staying too long in the ward.
- ◆ Consider ways of supporting patients to access their activities with the right staff support.

Our visit had a positive response from the service provider and for patients from Barking and Dagenham. These are the outcomes:

- ◆ An extra member of staff has been employed to fully facilitate the activities undertaken by patients.

[Click here for report](#)

Urgent and Emergency Care (UEC) Project undertaken by Healthwatch

The three local Healthwatch's were commissioned by BHR Clinical Commissioning Group to carry out a piece of research looking in to local Urgent and Emergency care services.

We spoke with service users accessing GP surgeries, Walk in Centres, Urgent Care Centres, GP Hubs, Accident and Emergency.

The findings from the survey were compiled in to a report and presented to the CCG's (clinical commissioning groups) and other clinical staff on 17th of March 2016.