



Picture: Nordic Walking Group (More on Page 4)

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## ➔ Our Report on GP Access for Older People

This winter, 280 local older people completed our survey on access to GP services in Redbridge.

We conducted a very similar survey in 2022, which found that telephone systems were poor (just 18% of respondents got through within 10 minutes) and there was limited ability, among older people, to use the alternative online systems.



Telephone access has improved, slightly

Also, we found that trust levels in remote (video or telephone) consultations was low, with confidence among older patients at 44%. Our report contained many recommendations. In running this new survey, we were able to measure the difference, in what has improved since 2022, and what has not.

**“Thanks to yoga I feel in much better shape!”**

What can we do for you?

What has improved? We found that respondents are now more likely to get through within 10 minutes (an improvement of 5%) and to be offered a choice of consultation method (a 6% improvement).

On access, respondents are being seen quicker for both emergency (up 12%) & routine appointments (up 2%), with better punctuality of callbacks. A greater proportion of remote appointments have suited needs - with confidence improving by 7%.

What has not improved? We also found respondents are less likely to see their clinician of choice, and feel less respected by staff, when booking. Read more now, in the full 2024 report. ➔ [More](#)

## ➔ Voices of Experience - Listening to You!

Our GP survey was conducted as part of our very popular ‘Voices of Experience’ programme, giving older residents in Redbridge an opportunity to share their views, and to have confidence that we will use the evidence collected - to seek improvements.

Recently, we have run comprehensive surveys on the cost of living, digital skills, social care, and social isolation & loneliness. Collectively, over 600 residents have taken part. Our next survey (more on page 8) is about transport services and we welcome all Redbridge residents to have their say.

What is Voices of Experience? There are two groups, the Questionnaire Group and the Citizens Panel.



Your feedback can help to improve services

The Questionnaire Group receives surveys and questionnaires at least four times a year about a range of services. It only takes around 15 minutes to respond. It doesn't cost you anything and a report with the results of the consultation are sent to you too. All of your comments are anonymous.

The Citizens Panel meets on a regular basis. The Panel receives presentations and reports to comment on, and is attended by people from many influential organisations in Redbridge.

To find out more, contact Sue Grant by phone or email. You can also visit our website. ➔ [More](#)

☎ 020 8911 2927 or 📧 [sue.grant@ageukrbh.org.uk](mailto:sue.grant@ageukrbh.org.uk)

**“I found out I could get additional support.”**

What can we do for you?



### ➔ Nail Cutting Clinics

Sami Jobanputra, Business Development Coordinator writes “Are you finding it difficult to trim your own nails? Or do you have family members or friends who could benefit from a nail trimming service?”

Age UK now have two clinics available for service users over 50 to have their nails trimmed by a qualified nail technician.

Keeping toenails trimmed not only affects comfort but also can prevent falls and maintains good hygiene.

Our Ilford clinic runs every Tuesday and our Wanstead clinic is open alternative Mondays.”



Our affordable, local nail cutting service

Full information, including clinic sessions & prices can be found on our website. ➔ [More](#)

You can also contact Sami:

☎ 07943 877035

### ➔ Gardening Service

Our wonderful Gardening service has been so inundated with clients that we have decided to recruit another Gardener!

Please keep an eye on our Website/Facebook page for more information regarding this.

“ I couldn’t fill in the form and Age UK helped. ”

What can we do for you?

### ➔ Havering - My Health Matters

Sharon Adkins, My Health Matters Coordinator writes “Following on from the fabulous news of training our 500<sup>th</sup> Health Champion, our accrediting body, the Royal Society of Public Health (RSPH) have highlighted the milestone as a case study in their members’ mailout this month. ➔ [More](#)



The project features professional talks

More celebrations to follow as we mark the 10<sup>th</sup> year of this wonderful health project - all Health Champions past and present are invited to a party to show our appreciation and gratitude for all of the work done in the borough of Havering, promoting positive health and wellbeing messages.

Anybody over 18 with a link to Havering can apply for our free, accredited RSPH training which leads to an award in ‘ Understanding Health Improvement.’

“ After discharge they got me additional support. ”

What can we do for you?

Sadly it will be my last event as Project Coordinator - passing these milestones is a good time to move on. I have been overwhelmed by the messages received from community colleagues, commissioners and champions and I truly appreciate them all.

The project will continue and you can find out more about becoming a Havering Health Champion by contacting us.”

☎ 07538 798478

✉ [myhealthmatters@ageukrbh.org.uk](mailto:myhealthmatters@ageukrbh.org.uk)

➔ Falls Prevention & Awareness - Book a Talk!

Falls are the biggest cause of accidents in the home and one in three people over the age of 65 fall each year. This increases to one in two for people aged over 80. The good news is that falls are not an inevitable part of ageing, many can be prevented and our Falls Prevention service is here to help.

As well as our comprehensive support service, we also visit local groups and organisations to raise awareness and to give practical advice.



Empowering people to stay independent

On 20<sup>th</sup> March, Service Coordinator Glenda Templeman was a guest speaker on the Nick Ferrari Show at LBC. She talked about our work, and also gave tips on reducing trip hazards around the home, and on other preventative measures. You can listen through the podcast (go to 1 hour 16). ➔ [More](#)

**Book a Talk...**

If you would like Glenda, or a colleague to attend your group or event, simply get in touch on the details below.

Our falls service offer includes a wide range of activities, such as Tai Chi and Nordic Walking.

To find out more about our Falls Prevention service, visit the website or get in touch. ➔ [More](#)

☎ 020 8220 6000

✉ glenda.templeman@ageukrbh.org.uk

“ I got one-to-one support, to use my smartphone. ”

What can we do for you?

➔ International Women’s Day - Award for Jasbir!

On International Women’s Day (8<sup>th</sup> March), Jasbir Jheeta, our Befriending Service Support Worker was honoured with an award from the Sikh Women’s Alliance as ‘Sikh Woman of Substance’ for her work with them.

In giving the award, the Sikh Women’s Alliance expressed their gratitude for our support in helping people to live independently, and to access relevant services.

Jasbir, a very long-serving staff member at Age UK Redbridge, Barking & Havering has given many presentations about our work in the community, and about the vital support and information we provide.



Jasbir with Balvinder Saund

Recently on 3<sup>rd</sup> February, Jasbir visited the Sikh Women’s Alliance to deliver a talk on preventing falls. The event, attended by 120 women was very well-received, and an opportunity to learn about our comprehensive falls prevention service, which includes workshops, talks, exercise classes, walking groups and much more.

➔ When Was Your Last Blood Pressure Check?

The NHS writes “High blood pressure is a leading cause of major health problems like heart attack and stroke, but it can be controlled. We are encouraging you to check your blood pressure, because knowing your numbers could save your life.

If you are concerned about your blood pressure, arrange a check today - it’s quick, easy and painless. If you are 40+, you should have a blood pressure check at least every five years.

There are hundreds of pharmacies in North East London offering free blood pressure checks with no appointment needed. Find one now.” ➔ [More](#)

➔ **Wanstead Activity Centre**

We run a diverse range of activities at Wanstead Activity Centre, for local people aged 55 or over.

We can help you get fit with chair exercises and yoga, or if you prefer something livelier, Zumba at the nearby Cherry Tree. If you fancy something more intellectual, why not join us for a game of bridge, read along at the book club, or learn how to get the most of your smart phone, tablet or computer. Creative? Then arts, crafts & knitting may be for you.

Louisa Ryrie, Centre Manager writes “So far this Spring our Allan Burgess Centre has been busy, with a Saint David’s Day lunch, a successful Easter craft sale, Holi celebrations, and an Easter roast with a bunch of daffodils provided for all attendees by Daisy’s florists, who regularly support our activities.



Raising a glass on St Patrick’s Day!

There was also a delicious St Patrick’s Day lunch, featuring boiled ham, colcannon mash and veg, Irish dairy cake and Guinness.

Watch this space for news on upcoming events, including tea parties, talks and presentations, exhibitions, and some new ongoing activities for the timetable!”

To find out more about us, drop in, Monday to Friday 10am - 2pm at The Allan Burgess Centre, 2 Grove Park. Wanstead, E11 2D. You can also give us a call on 020 8989 6338, or visit the website for the latest information. ➔ [More](#)

➔ **Volunteering - We Need You!**

The Volunteering team has a new addition - Sami Jobanputra. Sami has been working alongside Age UK for a number of years as a Chair Yoga Instructor and within Business Development.

She recently launched the Nail Cutting clinics in Ilford & Wanstead as well as the Gardening service.



Our activity centre needs you!

She has now taken the role of our new Volunteer Coordinator. There will be some exciting updates to our Volunteer process in the next six months so watch this space!

“Lunch at the activity centre is delicious!”

What can we do for you?

In the meantime - WE NEED YOU! If you are interested in volunteering your time to help a worthwhile charity, we would love to hear from you.

We have a variety of volunteer roles available and some wonderful elderly members of the community who benefit from a few hours of your time each week. It really is a rewarding position.

You could help us to befriend local older people, you could assist with activities, you could even become a champion - assisting with healthy living, or helping people to use their smart phones and computers.

To find out more, contact Sami:

☎ 07943 877035

✉ [sami.jobanputra@ageukrbh.org.uk](mailto:sami.jobanputra@ageukrbh.org.uk)

“Tried poetry & managed to inspire others!”

What can we do for you?



➔ The Digital Champions Programme

We are very pleased to announce that Our Digital Champions programme, thanks to its success, is continuing this year.

The project has been helping local older people to get online, make the most of their devices (such as smart phones, tablets and laptops) and to get access to equipment.



Our 'Digital Champion' Lorraine, at Ilford

If you need assistance with your devices, or access to tablets and other support, then this service is for you. We run class based sessions, and also (depending on criteria) may be able to visit you at home.

Our 'Digital Champion' volunteers have many years of experience in assisting older people - and are very knowledgeable about all things digital!

“The volunteering has made me feel good.”

What can we do for you?

**The service is expanding!**

The group sessions, initially hosted at our Ilford office, are now also available in Wanstead, Dagenham and Havering.

To find out more about Age UK Redbridge, Barking and Havering's Digital Champions Programme, or to sign up as a volunteer Digital Champion, please get in touch or visit the website. ➔ [More](#)

☎ 07946 032332

✉ [vivienne.greengrass@ageukrbh.org.uk](mailto:vivienne.greengrass@ageukrbh.org.uk)

➔ Introducing Di's Diamonds

Di's Diamonds are a group of men and women living in Havering, Redbridge and Barking & Dagenham, from all walks of life and backgrounds, single or partnered, aged 50+, who want to meet people and make friends, get out and about, enjoy activities and events, discover opportunities and take on new challenges.

Di's Diamonds & Diamond Geezers enjoy a variety of social activities.

Diamond Geezers meet every Monday, 3.00 - 5.00pm at Harrow Pub in Hornchurch. Di's Diamonds meet regularly for coffee mornings and meals across the three boroughs in coffee bars, at libraries and pubs.



Walking at Fairlop Waters

We also meet for regular tea dances, bowling, talks, and trips to the cinema, museums and theatres. On Zoom we have tai chi, watercolour art and poetry.

Recently, Di's Diamonds members braved the rain to visit Foxborough Farm at Hainault Country Park. We dried off with a nice cup of tea and lunch.

Other recent activities included a walk at Fairlop Waters and dancing at Eastbrookend.

Our activities schedules, for all 3 boroughs are (as usual) 'action packed' this month. Meet people, get exercise, have a dance or create something! We might have something for you!

Find out more on our website. ➔ [More](#)

“I'm better placed to identify a scam.”

What can we do for you?

## ➔ TV Licence - Are You Eligible for Discounts?

You need a TV licence to watch or record live programmes on any TV channel, including BBC channels.

You also need a licence to watch BBC programmes using BBC iPlayer - whether you're watching live or watching a downloaded programme on your TV, computer, tablet or smartphone.

A standard TV licence costs £159 per year. However, you might be eligible for a discount or even a free TV licence.

If you're 75 or over and you receive Pension Credit you can claim a free TV licence. It'll cover you and anyone you live with, regardless of their age. If you are not in receipt of Pension Credit and would like to check if you are entitled then call our Advice & Information Team for a Benefit Check. You can also use the Age UK Benefits Calculator to check your entitlement. ➔ [More](#)



If you watch live TV, you need a licence

If you're blind or you have a severe sight impairment you can claim a 50% discount on your licence. If you live with anyone else, the licence needs to be in your name in order for your household to get the discount.

If you live in a care home or sheltered housing you might be eligible for an Accommodation for Residential Care (ARC) licence, which costs £7.50. You'll only need a licence if you watch TV in your own separate accommodation, rather than in a communal space such as a residents' lounge. Speak to your warden or administrator.

Once you turn 75 you need to apply for your free TV licence - they're not given out automatically. Contact TV Licensing on 0300 790 6117 for an application form, or apply online. ➔ [More](#)

## ➔ WaterSure - Help With Water Bills

The Citizen's Advice Bureau writes "WaterSure is a scheme which helps some people with their water bills. To apply for the scheme, you must be on benefits and need to use a lot of water either for medical reasons or because your household has a certain number of school-age children. You also need to be on a water meter or be waiting to have one installed.



Are you eligible for a discount?

If you get help through the WaterSure scheme, your water bill will be capped. This means you will not pay any more than the average metered bill for the area your water company deals with.

In some cases, your normal metered water bill could be less than your company's WaterSure cap. If this applies to you, you will only be billed for the amount of water you use.

You can ask your water company what their cap is if you want to check this before applying.

The benefits you need to be on depends on your supplier. You should check which benefits they cover.

Some water suppliers also offer WaterSure if you're on Disability Living Allowance or Personal Independence Payments. Check with your water company if you're not sure if they cover these."

Find out more in the full article. You can also visit our advice and information web page. ➔ [More](#)

**“ I was assisted in applying for pension credit. ”**

What can we do for you?

➔ Our New Survey on Public Transport

Sue Grant, Voices of Experience Coordinator writes "Most elderly travellers are able to use all forms of public transport without any problems, but those with impaired mobility and sensory impairments may have some difficulties.

A disabled passenger should have the right to unrestricted access to all means of transport and be able to use them with ease and confidence.



Ensuring transport is accessible, for all

We designed this survey, to identify if older people in Redbridge are using public transport services and how easily they find it to do so.

This is due to the fact some older residents have been complaining about accessing bus and underground services and the fact that the changes to the Dial-A-Ride system is making the service less user friendly to many residents."

If you live in Redbridge, complete our survey now. Closing date is 30<sup>th</sup> June 2024. ➔ [More](#)

Age UK London writes "Considering that 18% of London's economy is contributed by older people and 39% of older Londoners volunteer, a transport network that suits all ages is of huge importance to London's economy.

Having a frequent and reliable public transport network is a hugely important feature of an age-friendly city."

**“They saved me money with a travel tip.”**

Join us today and have your say!

➔ Share for Better Care

Healthwatch England writes “Last year, Healthwatch received nearly 400,000 experiences of health and social care.

When services are under pressure, feedback on care can be crucial to identify what is working and what issues need fixing.

But not everyone's voice is being heard. 'Share for Better Care' aims to help more people give feedback about their care, especially if their community experiences poor health outcomes.

The simple act of sharing feedback is already helping to improve care for the people who use it. We want people to know that their feedback, no matter how small, has the power to transform health and social care across the country.



Healthwatch aims to improve services

Together we can improve health and care, but we can only make a difference if we know about your experience. ➔ [More](#)

**“I had a game of bowls, delighted to win!”**

Join us today and have your say!

➔ Living Experience Group

Do you want to help with research to understand how diverse cultural backgrounds and ethnicity influence access to adult social care services in Redbridge & Newham?

Find out more in this North Thames study. ➔ [More](#)



## ➔ Introducing the Eatwell Guide

The Eatwell Guide outlines the recommendations for eating a healthy balanced diet.

The guide shows the different types of foods and drinks you should consume - and in what proportions - every day or over a week.

The recommendations apply to most people regardless of their weight, dietary restrictions or preferences or ethnic origin.

It has advice for people of all ages.



Helping you to eat well, every day

The guide is available now. ➔ [More](#)

## Latest Newsletters

- ➔ [Age UK - Health and Wellbeing Newsletters \(Sign Up!\)](#) ➔ [More](#)
- ➔ [Alzheimer's Society - Dementia Together Magazines](#) ➔ [More](#)
- ➔ [One Place East - Talking Newsletters](#) ➔ [More](#)

Please send us a link to your latest newsletter!

## Health & Wellbeing Roundup

- ➔ [The latest news, campaigns and events from Age UK](#) ➔ [More](#)
- ➔ [The latest news from Barts Health NHS Trust](#) ➔ [More](#)
- ➔ [The latest news from Barking, Havering and Redbridge University Hospitals NHS Trust](#) ➔ [More](#)
- ➔ [The latest news from North East London NHS Foundation Trust](#) ➔ [More](#)
- ➔ [Age UK - More than 1 in 3 over 65s lack the basic skills to use the internet](#) ➔ [More](#)
- ➔ [Millions more dental appointments to be offered under NHS Dental Recovery Plan](#) ➔ [More](#)
- ➔ [King's diagnosis prompts 51% increase in searches for NHS cancer advice](#) ➔ [More](#)
- ➔ [NHS waiting list falls for third month in a row, thanks to efforts of staff](#) ➔ [More](#)
- ➔ [Councils given funding to train more staff as social workers through apprenticeships](#) ➔ [More](#)
- ➔ [NHS apprenticeship 'truly changed my life'](#) ➔ [More](#)
- ➔ [More people face self-funding care as means-testing thresholds frozen again](#) ➔ [More](#)
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# HOW ARE YOU?

In our adult years, the lifestyle choices we make can dramatically increase our chances of becoming ill later in life.

Making small changes now can improve your health right away and double your chances of staying healthy as you get older. It's never too late to start.

**Talk to your doctor or nurse about your health today.**

BECAUSE THERE'S ONLY  
**ONE YOU**