

Voices of Experience

We are the voice of older people in the London borough of Redbridge.

Welcome to the latest edition of our newsletter!

Find out what older people think of local services & get the latest news.

[Click here](#) to find out more!



Picture: Fullwell Cross Leisure Centre

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... *plus more!*

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Available in additional formats

Contact Us

➡ GP Access Questionnaire

According to local, regional and national research, the ability to obtain a timely appointment to see a GP or Practice Nurse is becoming ever more difficult.

This is due largely to unprecedented demand, with fewer clinicians available to see a growing number of patients.



How accessible is your GP?

To help with this, many services have switched to a remote (telephone or online) setting, rather than in-person.

While this does help to manage demand, research also shows that a large number of people, including older or disabled patients, and those from ethnic minority communities, are now at a disadvantage when accessing services through these new systems.

We would like to know if patients are being treated fairly and equally, and whether additional support meets the wide variety of needs and circumstances.

Please help us to understand the experience of local older people when accessing GP services, by completing our brief survey, available now on the website. ➡ [More](#)

Paper copies are available.

The survey closes on 16th September 2022. Please circulate to your friends, family and colleagues - all views are important!

“I need to be involved in my care planning.”

Join us today and have your say!

➡ The Digital Champions Programme

Age UK Redbridge, Barking and Havering has launched a new Digital Champion Programme to help older people in the region who want to get online and learn how to use digital devices.

Vital services such as banking, shopping and health services have become increasingly 'digital first' since the COVID-19 pandemic. But there are more than 3 million people aged 65 and over in the UK who do not use the internet, meaning there is a huge risk of older people being left behind.

The scheme, which is part of a wider Age UK Digital Champion Programme being run through local Age UKs across England and Wales, will provide digital training sessions to help those older people who want to learn how to get online.



Helping older people to 'get online'

The sessions will be delivered by volunteer Digital Champions who will be trained to provide digital support to others. Those who take part in the programme will also be given access to loaned technology, allowing them to build their knowledge and practice their skills.

“Essential that parking is available.”

Join us today and have your say!

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

☎ 020 8220 6000

✉ admin@ageukrbh.org.uk

➔ Disability Awareness Festival, 24th August

Redbridge is once again hosting its annual Disability Awareness Festival on Wednesday 24th August at Christchurch Green, Wanstead.

It aims to reach out to thousands of people across the borough and beyond to celebrate the talents and abilities of people with disabilities while also spreading disability awareness, breaking down the barriers between those with disabilities and the wider public.



Building a 'more resilient community'

Redbridge Forum, One Place East, Uniting Friends, Vison, Redbridge Council, LBR day opportunities and extra care services, and service user led forums are all collaborating to co-produce this event.

Local residents and families are welcome to join a day of fun activities, workshops, music and dance performances.

There will also be local businesses selling arts and crafts as well as a food and drink village.

The festival depends on the generosity of donors and is welcoming any contributions. Anything you can spare will help towards the cost of BSL interpreters, accessible toilets, entertainers and all the tents and stages needed on the day.

Please help support the event by donating to the Just Giving Page!

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

“The automatic callback is a good idea!”

Join us today and have your say!

➔ Supporting Blind and Sight Loss Communities

One Place East is carrying out research into the employability needs of blind and sight loss communities in Redbridge.

The project is taking place in three stages: a survey, focus groups and interviews. Data will be shared with Vision Research, the project funder, and will be used to produce a report to be published on One Place East's website.

The survey is now available and can be completed online. Responses are especially encouraged from disadvantaged communities, including those with multiple disabilities and long-term health conditions, older people, ethnic communities, minority faith groups and LGBTQ residents. ➔ [More](#)

➔ Your Say on Improving Urgent Care Services

NHS England are developing a strategy to set out the approach they will take to transform urgent and emergency services over the next five to ten years. To ensure it meets patient needs, they are inviting people to share their ideas and experiences.



How can we best improve services?

The survey closes on Friday 19th August. ➔ [More](#)

➔ Young at Heart

Retired and looking for new friends? Introducing registered charity Young At Heart.

Drop in on Mondays, 1pm-3pm for quizzes, chat, refreshments, games and outings.

Have fun and forge new friendships! They're at Ilford Baptist Church, 322 High Road, IG1 1QP. To find out more, contact Gillian:

☎ 07842 530945

➔ Community Diagnostic Centres - Your Views?

The NHS in North East London is asking for feedback from local people and stakeholders on their plans for Community Diagnostic Centres.

Health and Care Partners have been working together to develop the proposals that would see freestanding, digitally connected, multi-diagnostic centres in North East London.

The aim is to increase capacity 'where it is most needed', improving patient access, experience and health outcomes, reducing health inequalities and increasing efficiency - for example reducing pressure on hospitals.

The proposals include expanding the two most developed sites at Mile End Hospital and Barking Community Hospital.



Increasing capacity 'where it is most needed'

Development of smaller centres will also be looked at, such as in shopping centres - for example Canary Wharf, Westfield Stratford and Liberty Romford that would focus on a smaller range of tests either as temporary centres to clear the backlog or longer term, perhaps instead of some of the NHS sites.

It is also planned for hospital consultants to spend their time with people who have the most complex conditions, and GPs and their patients to have greater ability to book tests and look at test results.

Have your say by 13th September 2022. Find out more, or take the survey now online. ➔ [More](#)

“Unplanned discharge causes distress.”

Join us today and have your say!

➔ Protect Free Travel for Older Londoners

Since June 2020, older Londoners have not been able to use their Older Person's Freedom Pass or their 60+ Oyster card between 4.30am and 9.00am on weekday mornings. Since then, travel concessions have become increasingly 'under threat'.



Affordable transport 'is a lifeline, not a luxury'

Thousands of people have raised their voices to call for vital travel concessions to be protected. Thanks to them, remaining travel concessions have been saved, but the danger of future cuts has not gone away.

Age UK London are campaigning against the early weekday morning suspension of travel concessions because it penalises older Londoners with no choice about when and how they travel. Some of the poorest older Londoners are among those hardest hit and hundreds have talked about the 'devastating impact' it has had, so far.

“Not everyone can use a computer.”

Join us today and have your say!

Affordable transport is a lifeline not a luxury and it can transform lives. Taking travel concessions away from older Londoners who live in the city with the worst pensioner poverty rate in the country and some of the highest living costs in the world will drive up poverty and exacerbate the capital's social isolation crisis.

The number of older Londoners relying on out of work support like Universal Credit has doubled in seven months and only one in three made redundant find a new job within three months. ➔ [More](#)

➡ Does the NHS Have to Provide an Interpreter?

Healthwatch England writes “Good translation and interpretation are vital to ensuring that people access the health and care services they are entitled to and understand their treatment.

But did you know that healthcare providers must provide patients with translation and interpretation services?



The NHS should provide translation for you

Do you have a right to an interpreter?

It is your right to have a professional interpreter help you at every stage of your healthcare journey. It is the responsibility of your healthcare provider to arrange an interpreter for you.

“Popping to the chemist did the trick!”

Join us today and have your say!

The NHS has a legal responsibility to make sure that the services they provide are equally accessible to all sections of the community. Guidance to services also makes clear that a professional interpreter should always be offered where language is an issue in discussing health matters.

What should I expect?

You have a right to expect that the NHS provides timely interpretation support. Additional time should be provided at appointments when an interpreter is required.

Your healthcare worker should also record in your healthcare record your preferred spoken language (including dialect), your preferred written language and whether you require an interpreter.

This information should be passed on when you get a referral to other health or social care services. You should never have to pay for language interpretation services.

Can I provide my own interpreter?

You might think that it's easier to ask a friend or family member to help translate or interpret important information. Sometimes this may seem like the simplest, most straightforward solution.

But this brings up a range of risks and issues, and it is safer to use interpreters provided by NHS services. Even a person with excellent English skills may not be able to understand health-related information very well.



It is important to use professional interpreters

This can create gaps in the information shared and increase the likelihood of something going wrong along the patient's healthcare journey. Children should not be used to interpret or translate health or care information. Guidance states professional interpreting services should always be provided.

Should health information be translated for me?

Healthcare providers should provide you with written information about health and care services (such as leaflets) in a language and format that you understand.

When translated information isn't available in your preferred language, it should be provided free.

Find out more in the full article. ➡ [More](#)

“I have no help to fill in the forms.”

Join us today and have your say!

➔ Dial-A-Ride Report from Age UK London

Age UK London writes “Our recent research has shown that the door-to-door service has a vital role in enriching the quality of life of its users and reduces social isolation and loneliness. However, the lack of flexibility in the way the service is run is limiting the potential it has to truly transform lives and reach those Londoners that would benefit most.

The free, bookable bus service for disabled Londoners of all ages allows them to shop, meet with friends and family, and attend health, wellbeing and social groups and classes.

The service can make the difference between being stuck at home and living the lives that people want to live. Yet many of the users find the booking service causes stress and frustration with one saying ‘They tend to disappoint and it raises my anxiety which is not very good for my health’.



Booking causes ‘stress and frustration’

While celebrating the huge difference Dial-a-Ride makes to the lives of those using the service we are making recommendations to enhance the experience of users. These include changes to the booking system, in particular to avoid situations where users give up on calls to the telephone booking line, due to long waiting times.

We are also calling for longer operating hours, fewer restrictions on the length of journeys and much better communication, particularly when it relates to service changes”. ➔ [More](#)

“Been waiting months to see a dentist.”

Join us today and have your say!

➔ Healthwatch Redbridge Community Cash Fund

Healthwatch Redbridge writes “We are pleased to announce that we have extended the application deadline for our Community Cash Fund to Friday 26th August 2022.

We have also increased the grant amount to £1,000 for individuals, groups and organisations.



Share your ideas with Healthwatch!

We’re looking for new ideas that explore people’s experiences of local health and care services and that improve wellbeing in the community. This year we are focusing on health inequalities.

To apply, please download the application form and return it before the deadline of Friday 26th August.”

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

“It’s time to talk about mental health.”

Join us today and have your say!

➔ Listening Campaign from Redbridge Council

Redbridge Council are working with people across the borough to better understand what they would want to see in their community, as part of the Community Hubs Programme.

They want to bring together local people, businesses, charities and local services to create a future vision for the area, through projects and activities around shared interests at the heart of the community.

To find out more, visit the website. ➔ [More](#)

➡ Support and Treatment for Long Covid

Healthwatch England writes "It's easy to feel isolated and alone when struggling with Long Covid, but we are here to help to you find the support and treatment you need.

Should I speak to my doctor about my symptoms?

If you are concerned about any of your symptoms contact your doctor. You can also speak to other healthcare professionals like pharmacists.



Speak to your doctor about any concerns

If your doctor thinks you have Long Covid, they will look at your medical history and ask questions about your symptoms and the impact they are having on your day-to-day life.

They may also examine you and arrange for tests to be undertaken, such as blood tests, measuring your blood pressure, measuring your oxygen levels or a chest X-ray.

What support should I receive after I've seen my doctor?

After you have seen your doctor, they will talk to you about what they think is happening and discuss any support they think you need. They will also rule out any other conditions or illnesses that might be causing your symptoms.

Your doctor may give you advice about how to manage and monitor your symptoms at home.

**“GPs and pharmacists
should work together.”**

Join us today and have your say!

If your symptoms are having a big impact on your life, you may be referred for support from primary care services, community services or mental health services, and specialist care. If you need specialist care you may be referred to a Post Covid Service, where you'll be looked after and supported by a range of health professionals.

Do I need to attend a Post Covid Service?

Post Covid Services were launched in December 2020, bringing together a wide range of healthcare professionals including doctors, nurses, physiotherapists and occupational therapists.

The clinics offer physical, psychological and rehabilitation needs assessments, with the aim to bring a more holistic diagnosis and referral for Long Covid treatment, management and support.



Online resources are now available

Referrals to the specialist services are made based on someone's ongoing symptoms and the impact on their daily life. They are not based on the severity of the initial illness, or a positive Covid-19 test.

Your Covid Recovery

The NHS has also launched an online resource called 'Your Covid Recovery' which is available in two parts. The first part of the platform is designed to offer advice and guidance to support your physical and emotional recovery if you have Long Covid symptoms. You will need to get a referral from your doctor to access this online resource.

The second part can be accessed following referral from a Post Covid Service. Through this platform you can get advice and support from health care professionals on your mental health, physical activity, managing your symptoms and diet. You'll also be able to track your symptoms and set goals." Find out more in the full article. ➡ [More](#)

➡ Keeping Active in Wanstead

Darren Morgan, a Senior Manager at Age UK writes "Now that the pandemic is easing and things are slowly returning to normal, I would like to highlight the importance of keeping active.

If you are over the age of 55, and live locally, you can give your fitness, mental wellbeing and social life a real boost - by dropping into our activity centre at 2 Grove Park, Wanstead.



Keep fit and make new friends!

The centre, staffed by wonderful volunteers is a short walk from the station and bus stops, and is a homely, welcoming and safe environment.

What's on offer? 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 and knitting may be for you.

"I prefer a face-to-face diagnosis."

Join us today and have your say!

Our activities are food for thought. And speaking of food, we provide a two course lunchtime meal, cooked fresh on-site using wholesome, high quality ingredients by a trained cook. The menu changes daily - except for Fridays when we love to serve a delicious, traditional roast dinner. When are we open? We're open Monday to Friday, with activities typically taking place between 10am and 3pm, and lunch served around 12.30pm.

Is there a cost? There is - activities are £3 per session, with Monday - Thursday lunch £5, and £5-50 on Friday. As we are a charity we do not make a profit - all proceeds are ploughed into the centre.

What else is on offer? Our knowledgeable staff and volunteers are able to give useful information and advice - we also have talks from the local police on keeping safe, and from local health services on keeping fit, healthy and independent.

Dropping into the centre is a great way to spend an hour or two, to do something interesting, eat and drink, and most importantly to make friends. But don't take our word for it."

Geraldine, who has been attending the Art Classes says "I thought I'd give it a go, and not only did I find a new talent for painting, I've made several new friends over the weeks.



Traditional and spicy meals, we have it all!

We're like a family here, we all have a laugh and the staff really look out for you as well. I'm so glad I initially popped in, it's now something to look forward to and I certainly recommend it."

To find out more, 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, or find out more on the website. ➡ [More](#)

☎ 020 8989 6338

"Services need to be on my doorstep."

Join us today and have your say!

➤ Falls Prevention and Acute Frailty Services

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.

Recently service staff jointly manned a frailty stall with nurses, Occupational Therapists and community physios handing out leaflets, discussing falls prevention and ways to manage safely in and out of the home.

The purpose was to promote frailty awareness to patients, families and carers but also for Age UK to network with hospital staff and community teams to promote our services in a joint effort to reduce unnecessary hospital admissions in the local area.



Get out and about with confidence!

One of our chair based exercise group members says "I suffered from lower back and hip pain and my yoga class wasn't really helping. I joined the Age UK Chair Exercise class based at Ilford library. I went along, continued and now I can walk without having to stop here and there to regain my composure. The tutor is very helpful and concentrates on individual needs.

There is plenty of humour as we laugh at our mistakes and because the atmosphere is congenial, you don't feel embarrassed by doing so. The group is mixed gender. Why not come along and join us?"

Find out more about the service online. ➤ [More](#)

“Lunch at the activity centre is delicious!”

Join us today and have your say!

➤ 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.

We joined with Forestry England in their "Feel Good in the Forest" project recently, with events including a Nordic Walk for beginners at Thames Chase.



The many activities include walking

The project, offering a range of activities, aims to improve the physical and mental health of those in most need. ➤ [More](#)

“The lovely lady gives me a call once a week.”

Join us today and have your say!

Celebrating the Jubilee at the Kenneth More

Staff member Amanda hosted three Jubilee cream teas in June. Funded by Redbridge Council, the well-attended events were kindly hosted by the Kenneth More Theatre, in Ilford.

Their amazing singer Fraser kept us all entertained with a singalong. Volunteers from Kenneth More kept everyone topped up with refreshments and everyone worked really hard to make it a day to remember. Jubilee decorations were kindly donated from the Collier Row community.

Find out more about Di's Diamonds, including what's on in the coming weeks, on our website. ➤ [More](#)

➔ Eight Tips for Healthy Eating - A Guide!

This online guide, from the NHS outlines eight practical tips which cover the basics of healthy eating, and can help you make healthier choices.

The key to a healthy diet is to eat the right amount of calories for how active you are, so that you balance the energy you consume with the energy you use.

If you eat or drink too much, you'll put on weight. On the other hand, if you eat and drink too little, you'll lose weight.



Eat a 'wide range of food' for a balanced diet!

Eat a wide range of foods to ensure that you're getting a balanced diet and that your body is receiving all the nutrients it needs. ➔ [More](#)

Latest Newsletters

➔ Age UK - Health and Wellbeing Newsletters (Sign Up!) ➔ [More](#)

➔ Redbridge Council Newsletters (Sign Up!) ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

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- ➔ The latest news from Barts Health NHS Trust ➔ [More](#)
- ➔ The latest news from Barking, Havering and Redbridge University Hospitals NHS Trust ➔ [More](#)
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- ➔ NHS to roll out life-changing glucose monitors to all Type 1 diabetes patients ➔ [More](#)
- ➔ Better access to NHS dental services under new reforms ➔ [More](#)
- ➔ NHS launches awareness campaign for England's most deadly cancer ➔ [More](#)
- ➔ Medical support worker role helps hundreds of refugees to become NHS doctors ➔ [More](#)
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- ➔ Army of volunteers join NHS trial to spot deadly cancers ➔ [More](#)
- ➔ High street pharmacies spot cancers in new NHS early diagnosis drive ➔ [More](#)
- ➔ Breakthrough treatment to boost life chances for hundreds of people with respiratory cancer ➔ [More](#)
- ➔ Social care waiting lists up 37% in 6 months, finds ADASS ➔ [More](#)
- ➔ NHS saves £1.2 billion on medicines over three years ➔ [More](#)
- ➔ Thousands of patients to benefit as NHS marks 100th fast-tracked cancer drug ➔ [More](#)
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- ➔ Government boosts nursing home payments as vacancies continue to mount ➔ [More](#)
- ➔ Ethnic minority care workers in more insecure work than white peers, finds watchdog ➔ [More](#)
- ➔ NHS in final push to treat longest waiters ➔ [More](#)
- ➔ NHS launches lifesaving sickle cell campaign ➔ [More](#)

#belonging #hainault #fairlop



Ayla, age 5 - John Bramston Primary Winner

What does
community mean
to you?



This is your community.
We want to bring together
local people, businesses, charities and
local services to create a future
vision for the area, through projects
and activities around shared
interests at the heart of the community.

Redbridge Council are working
with people across the borough to
better understand what they
would want to see in their
community, as part of the
Community Hubs
Programme.

There are lots of ways
to get involved, from sharing your
stories and experiences of
Hainault & Fairlop to setting
up your own community project.



...or contact our
Community Organisers directly:

Sam Toogood
Sam.Toogood@redbridge.gov.uk
07467 486977

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Neeta.Kanagaratnam@redbridge.gov.uk
07551 417 326



Join the conversation!

Either scan the QR code, or visit
letstalkredbridge.uk/engagementhq.com

