

## 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: Valentines Mansion

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Contact Us

## ➡ Voices of Experience is Back!

Do you want better public services? Are you happy with the local hospital, council or transport? Why not be part of improving them by just telling us what you think? We have the ear of those managing the services and they want your opinion - on a wide range of matters.



Your views can help us to improve services

Or, just tell us what is important to you. Your views matter and do make a difference.

## ➡ What is Voices of Experience?

There are two groups - the Questionnaire Group and the Citizens Panel. Each works in different ways to ensure seniors' opinions are represented and their voices heard.

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. We can provide training, support and transport to assist our panel members. The Panel is chosen from the broadest spectrum of older people to ensure we are truly representative of local residents.

**“I am in control of my diabetes.”**

Join us today and have your say!

## ➡ What's in it for Me?

It's fun! You get to influence what services you get. You can find out about what changes may be coming your way first. You may meet other like-minded people and form lasting friendships.

## ➡ Introducing Sue Grant, Service Coordinator

Service Coordinator, Sue Grant says “I'm looking forward to getting Voices of Experience up and running again. The project is your opportunity to have a meaningful say on a variety of topics, related to the older generation and affecting our health, social care, finances and everyday living.

This is vital work to ensure local people have a voice, to express their views and have a chance to influence those making important decisions on our lives in Redbridge.”



Sue Grant, Voices of Experience Coordinator

To find out more, contact Sue 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 need to be involved in decisions about me.”**

Join us today and have your say!

## ➡ Insight and Reports

Our quarterly reports, available on the website reveal 'at a glance' what local older people think of local services.

The latest report, covering the period to 31<sup>st</sup> March 2022 is available now. ➡ [More](#)

## ➡ Age UK Report on The Cost of Living

Age UK writes "At Age UK, we are increasingly concerned about how the rising cost of living is affecting older people on low and modest incomes. Prices of everyday items are going up so quickly now that they risk being totally overwhelmed.

Older people get in touch with us every day to say they are drastically cutting back on their spending, but their finances just won't stretch to cover the huge price rises they are facing. People of all ages across the country are finding that their monthly budgets simply don't add up anymore.

Household energy prices are going up by an average of 54% and are expected to rise further in the autumn. Inflation hit 6.2% in February 2022 and is set to go even higher, yet the State Pension and benefits are only due to rise by 3.1%.



Energy bills are up by 54% 'and will rise further'

The help the Chancellor has announced so far for people on low and modest incomes is nowhere near enough. It's simple - they won't be able to make ends meet without considerably more government support. The Government must take immediate action to provide more financial support. People of all ages on low and modest incomes need help to meet rising costs now and cannot wait any longer."

Resident Margaret says "I am 72 and on a low income. The rises will affect me personally because I am on pension credit and already ration my energy use so that I can afford the bills. I feel very anxious about it". Find out more in the full article. ➡ [More](#)

**"My GP could offer more support on referrals."**

Join us today and have your say!

## ➡ Whipps Cross Voices - Do You Have a Story?

Barts Health NHS Trust writes "We're looking for participants and volunteers to get involved in Whipps Cross Voices to help us capture stories about the hospital and preserve them as a historical resource for the future.

Whatever your connection with the hospital, from local residents and patients, to current and former staff and volunteers, and nurses and others who trained at the hospital and/or lived on the hospital site, we want to hear from you.



Share your stories about Whipps Cross!

We'll be adding new oral histories to the collections and making stories of the hospital accessible in new interactive ways in the archives space and on the hospital site.

**"The care assistants get to know you."**

Join us today and have your say!

There will be a range of opportunities to participate in the project, depending on your interests and the time you have available.

You may be interested in recording your memories and experiences of the hospital; in developing new skills working within the archives with the existing collections held by Barts Health NHS Trust; or in helping us to curate stories of the hospital for activities and displays. ➡ [More](#)

Do you have a story to tell? Please get in touch!

✉ [info@whippscrosvoices.com](mailto:info@whippscrosvoices.com)



## ➔ Medical Support for New Arrivals to the UK

For new arrivals to the UK it can be confusing where to go if you need medical assistance.

In this article, Healthwatch England outlines your rights as a refugee, where you can access emergency help and how to register for a GP.

### In need of urgent medical care?

If you urgently need medical help or advice but it's not a life threatening situation call NHS 111 if you are living in England. If someone is seriously ill or injured and their life is at risk call 999.



Pharmacists can offer some clinical advice

What are my rights as a refugee when it comes to healthcare in the UK? Refugees' and asylum seekers are entitled to NHS care. In all four nations of the UK, refugees and asylum seekers with an active application or appeal are fully entitled to free NHS care.

### Pharmacies

Pharmacists can offer clinical advice and medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

The pharmacist will let you know if you need to visit a doctor or direct you to other healthcare professionals to make sure you get the help you need. You can also buy medicines for minor illnesses or first-aid supplies in a pharmacy or supermarket.

**“I want a named social worker.”**

Join us today and have your say!

## GP Practices

A GP can offer medical advice, provide a diagnosis and prescribe medicines. They might be your first point of contact for many physical and mental health concerns.

The GP practice is also responsible for coordinating and managing your long-term healthcare and they can refer you if you need more specialised hospital services.

Everyone has the right to register for a GP. You don't need proof of address, immigration status, ID or an NHS number.

## Community Health Services

Some health services are accessed in the community, and not in hospitals.

These include mental health, child health & antenatal services and sexual health and family planning clinics.



Everyone 'has the right' to register for a GP

## Walk-In or Urgent Treatment Centres

If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice, you can directly go to a walk-in or urgent care centre without an appointment. These centres are usually open during daytime hours.

## Emergency Mental Health

If you have seriously harmed yourself or are about to do so, call 999 for an ambulance or go straight to A&E (at the hospital).

If you are thinking about suicide, talk to someone at the Samaritans by calling 116 123. ➔ [More](#)

### ➔ Redbridge Mobility Hub - Your View?

Redbridge Council is interested in finding out what local people think of a new "Mobility Hub" on George Lane, South Woodford.

The idea behind the hub is to use existing parking spaces to offer something new to the community - a place to meet, rest and refresh or interchange between cycling, car club hire and taking the underground. It's located outside Tipi Café.



What's your view on the mobility hub?

The space is enjoyed by young families, over 60's walking groups, cyclists connecting with the train, dog walkers and anyone who cares about their High Street.

Redbridge Council would like to know what you and your service users or members think:

- Is this a good use of public street space?
- Do you like the elements - greenery, cycle parking, car club hire, seating?
- What more should be included?
- Should we create more of these across the borough?

A short survey has been launched. ➔ [More](#)

### Come Along to the Workshop...

Mobility Hubs and the Future of the High Street invite you to attend a FREE workshop.

Monday 20<sup>th</sup> June 2022, 5-8pm at Woodford Baptist Church, 32 George Lane, E18 1LW.

Take part to improve your neighbourhood and receive a £20 voucher!

Find out more online. ➔ [More](#)

### ➔ Streets Apart: Walking with Over 65's in Essex

Living Streets is working with public health teams across Barking & Dagenham, Redbridge and Havering to support over 65's to enjoy healthier lifestyles and supporting people to connect in their communities.

This project focusses on establishing small groups of older citizens to meet for weekly walks. We already have a number of groups up and running and are keen to develop more.

Each walk is about an hour and takes advantage of the green areas in each borough - but is also flexible to discover new places, rather than fixed in the same location (as the group members wish).

Features of the walking groups are a limit of 8 participants; running in neighbourhoods near where members live; a focus on forging social contact and friendships, with café time at the end.



Get out and about with Streets Apart!

Walks are led by trained walk leaders who are often over 65 too. ➔ [More](#)

### ➔ Refugee Council - Accessible Information

The Refugee Council London has produced a range of health service information in several languages including Albanian, Arabic, Dari, Farsi and Tigrinya. Topics include getting help with translation, maternity care and access to health services. The resources are available now. ➔ [More](#)

“I like to be recognised on arrival.”

Join us today and have your say!

## → London Loos

Age UK London writes “Good provision of public toilets is a hallmark of a civilised and welcoming place to be. Unfortunately the long-term decline in the number of public toilets has accelerated in recent years and the situation in London and elsewhere is much more than just an inconvenience.

As part of our ‘Out and About’ campaign we’ve launched London Loos – a call for better public toilet provision in the capital. London’s lack of toilets is a serious public health concern and it has already disadvantaged groups of Londoners such as those with health conditions requiring more frequent visits to the toilet that are most affected.



Better availability can reduce social isolation

Everyone benefits from good and available public toilets but tackling social isolation is the key reason why we have launched the London Loos campaign. That’s because too many older Londoners currently avoid leaving their home as much as they would like because they are not confident they will be able to access a toilet if they need to.

One in five of us experience ‘the loo leash’ where we don’t leave our homes as much as we might like because we are anxious that we won’t be able to find a toilet when we need to. The same concern can mean we drink less than we should, which can lead to dehydration. Dehydration is associated with a higher risk of ill health in older people, from having an infection, a fall or being admitted to hospital.

“My pharmacist had the answers.”

Join us today and have your say!

For those that can’t walk or ‘wheel far or fast’ the lack of toilets can be more acute. Three quarters of the population say that there are not enough toilets in their area.

There are around 1,500 public toilets in London but that’s not enough for a city of more than eight million people. In some parts of London you can walk for 20 minutes or more to reach a toilet and often the provision is poorly maintained or made inaccessible through design or opening times.



Sign up to be a Campaign Champion

Increasing public toilet provision would reduce social isolation for thousands of older Londoners and is fundamental to London becoming an age-friendlier and therefore people-friendlier city.” [➡ More](#)

“Staff need awareness of different cultures.”

Join us today and have your say!

## → Don’t Miss Out on Your £150 Energy Rebate!

People living in Redbridge, in council tax bands A-D are being urged to claim their £150 energy rebate.

In April, most households received their energy rebate automatically because they pay their council tax by direct debit. For anyone who doesn’t pay by direct debit, they can claim their payment.

Redbridge Council is aware that fraudsters have been contacting people pretending to be from their local council in some parts of the UK, asking them for bank details to access their energy payments. Redbridge Council will never call a resident unannounced to request their bank details. [➡ More](#)



## ➡ Your Care, Your Way

Clear, understandable information is important to help you make decisions about your health and care and get the most out of services.

The Accessible Information Standard gives disabled people and people with a sensory loss the legal right to get health and social care information they can understand and communications support if they need it. But, is the standard being delivered by services and does it go far enough?

The Healthwatch England campaign 'Your Care, Your Way' aims to find out how well health and care services are delivering the accessible information standard, and make sure that, if the standard covers you, you know your rights.



Information given by services should be accessible

Why is clear information important? We all expect to be involved in decisions about our health, treatment and support.

But medical and healthcare information can be complex, and if you don't get clear and understandable information, you might not make decisions that are right for you.

Some people find getting clear and understandable information even harder because they have communication needs that require support.

For example, you might need an interpreter or information in format like Braille. ➡ [More](#)

**“A lack of support after discharge.”**

Join us today and have your say!

## ➡ Redbridge Respite Care Association

Redbridge Respite Care Association write “We have over 30 years’ experience. We provide person centred support tailored to people’s needs promoting independence and well-being.

Our charity was set up in 1999 in order to provide support to people with mental health issues and their carers living in the London Borough of Redbridge.



Supporting local people and carers

We employ fully trained support workers who provide care and information tailored to people’s needs, which includes support at home and a day centre for people living with dementia.

Our services are free of charge for Redbridge residents. For people living outside Redbridge we provide services at competitive rates.

**“The welfare of carers is very important!”**

Join us today and have your say!

**Newsletter:** We print a monthly newsletter to inform you of any events we have going on, peer support groups, raffles, celebrations, day trips, day closures and to let you know what your loved ones have been up to at the day centre.

**Day Trips:** We also have day trips, such as to Eastbourne, Southend, Brighton, River cruises etc. We hire a coach for an average of 6 outings per year.”

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

## ➡ Keeping Active in Older Age

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.



The many activities include arts and crafts

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.

**"Fast service today at radiography!"**

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."



You can also drop in for a cuppa!

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

**"Not everybody can use a computer."**

Join us today and have your say!



## ➔ Social Care and Support Guide

If you or someone you know needs help with day-to-day living because of illness or disability, this guide by NHS England explains your options and where you can get support.

Topics covered include money, work and benefits; practical tips if you care for someone; help from social services and charities; care after a hospital stay; caring for children and young people; making decisions for someone else; support and benefits for carers; equipment and more.



Get information on a wide range of topics

The guide is available online now. ➔ [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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- ➔ Checks for prostate cancer hit all-time high on back of NHS and charity awareness campaign ➔ [More](#)
- ➔ Maggie Keenan among millions given NHS spring COVID booster ➔ [More](#)
- ➔ Longest waits falling despite busiest ever NHS winter ➔ [More](#)



# **CRAFT SALE**



**Wanstead Activity Centre**

**Tuesday 14<sup>th</sup> June  
10am – 2pm**



**Why not come along and support us?**

**Tea & Coffee on request!**

**The Allan Burgess Centre, 2 Grove Park, Wanstead, E11 2DL**

**020 8989 6338**