

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 Park in Autumn

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... *plus more!*

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Available in additional formats

Contact Us

➡ Our Report on GP Access for Older People

This summer, 203 local older people completed our survey on access to GP services in Redbridge.

We asked questions on telephone & online booking, waiting times, levels of choice and support, and whether disabilities, technology or language were a barrier in either booking or attending appointments.



In-person appointments are important

We found that a clear majority of respondents (87%) usually book their appointments by phone, with just 7% visiting the practice and a similar number (6%) using online services.

When phoning, fewer than a fifth of respondents (18%) usually get through within 10 minutes. 7% have not been able to get through at all, despite numerous attempts. One person says 'You can only phone for appointments at 8.00am. It takes ages to get through and normally then told all appointments for the day are gone - try again tomorrow'.

Around three quarters of respondents (73%) usually feel respected and supported when booking their appointments, however concerns over triage by reception staff have been voiced.

On choice, just a third of respondents (33%) are usually offered their preferred consultation method (in-person, telephone or online). The importance of continuity - seeing a regular GP is also outlined.

Our report, containing findings & recommendations is available now on our website. Paper copies are available on request. ➡ [More](#)

“I wish mum's home was a little closer.”

Join us today and have your say!

➡ New Survey on the Cost of Living

Age UK Barking, Havering & Redbridge is increasingly concerned about how the rising cost of living is affecting older people on low and modest incomes.

Household energy prices have risen by an average of 54% and are expected to rise further in future months. Inflation exceeded 10% in September 2022 and is set to go even higher.

Most people on low and modest incomes will not be able to make ends meet without more Government support.

Please complete our survey, to give us your views, concerns and feedback. What are the greatest challenges for you, and what can be done to best help, during this difficult period.



Energy prices are soaring

The survey is available now online, with paper copies on request. The closing date for responses is 31st December 2022. Our full report will follow in early 2023. ➡ [More](#)

“Physiotherapy helps me stay independent.”

Join us today and have your say!

Age UK London reports that poverty rates amongst older Londoners have increased.

25% of older Londoners (over 50s) live in poverty, compared to 18% in the rest of England and the proportion of pensioners in London living below the minimum income standard is 7 percentage points higher than for the rest of England. Ten years ago the gap was only 2 percentage points. ➡ [More](#)

➔ Pensioner Warmth Voucher, Deadline Extended

Redbridge Council has extended a deadline for pensioners on low-income benefits to using a voucher it has sent to 4,000 households in the borough.

The voucher, which was part of a Pensioner Pack sent to residents in September, expires now on 31st December 2022.

The pack included a cash voucher redeemable at the Post Office to be used towards keeping warm through winter, a thermometer to monitor the temperature at home to make sure it is safe, plus guidance on where to get advice on household finances, energy saving, energy bills, benefits and debt.



Helping those on low income benefits

The pack was distributed to help the most vulnerable residents meet soaring energy costs. ➔ [More](#)

➔ Councillors Surgeries at Wanstead

Did you know, local Councillors are out and about in the community regularly, listening to local people's views and experiences, and helping to support you.

The local Councillors for Wanstead ward hold a surgery on alternate Saturdays, 10.30am - 11.30am at The Allan Burgess Centre, 2 Grove Park. Wanstead.

The next sessions are on the 12th and 26th November and 10th December. Drop in, they will be pleased to see you!

“Nobody responds to my phone messages!”

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.



Supporting older people to 'get online'

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, to get online.

“I made new friends at yoga this week.”

Join us today and have your say!

The sessions are delivered by volunteer Digital Champions, who are trained to provide digital support to others. Those who take part in the programme can also get access to loaned devices such as tablets, allowing them to build their knowledge and practice their skills.

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](#)

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➔ Evening and Weekend GP Appointments

GP practices across North East London have changed the way they provide evening and weekend appointments to ensure patients can get help more easily when they need it.



Getting help 'more easily when you need it'

As of 1st October patients across the region are now able to book routine appointments, including for things such as vaccinations, health checks, and cancer screening, on weekday evenings from 6.30pm to 8pm and on Saturdays from 9am to 5pm.

“Parking at the hospital can be difficult.”

Join us today and have your say!

These routine appointments can be booked via your GP practice in the usual way on the phone or online and will either take place at your local surgery or at a nearby NHS site in your local area.

In addition to this, GP Access Hubs will continue to offer access to urgent appointments on weekday evenings between 6.30pm and 10pm (8pm in Hackney and City of London), and on weekends and bank holidays from 8am to 8pm.

You can book these urgent appointments by calling your own GP practice as usual during working hours or by calling 111 out of hours.

If you live in Barking and Dagenham, Havering or Redbridge, you can also book by calling the GP hubs booking hotline on 020 3770 1888.

Find our more in the full article. ➔ [More](#)

➔ Have Your Say on a Proposed New Health Centre

People who live or work in Ilford and the surrounding area are being asked to share their views on plans for a new health and care centre within Ilford Exchange shopping centre.

Proposals for the new centre aim to provide easy access to a range of health, social care and community services in a central location to better meet the needs of local people.

The plans have been developed by NHS North East London with North East London NHS Foundation Trust (NELFT) and Redbridge Council, in close collaboration with other organisations which all work together as part of the Redbridge Place-Based Partnership.



A range of health and care services

If approved, the new centre - proposed for two floors in the Ilford Exchange complex - would act as a 'one-stop shop', enabling people to access a range of services in a single visit. Along with GP services, it would offer blood testing and podiatry services, long term conditions care, mental health support, children's services and adult social care.

Feedback is now being sought on the proposals from Ilford residents and those who work in or visit the area. The quickest way to have your say is by visiting the North East London Health and Care Partnership (NEL HCP) website to find out more and taking part in an online survey. People can also attend a number of events to give their feedback.

The survey closes on 6th November 2022. ➔ [More](#)

“NHS 111 were fast and efficient.”

Join us today and have your say!

➔ Getting Social Care Right

Healthwatch England writes "Adult social care services help people with the practical support they might need to live independently. Many people benefit from social care support in different ways, including older people, those living with a physical or learning disability, and those who need short-term help after a stay in hospital.

In England, local authorities are responsible for providing their communities with information and advice about local social care services. They also organise and support care for those unable to fund it themselves, and can organise care services for self-funding individuals who may require assistance.



Social care helps people to live independently

This care can change people's lives. But our latest findings show that people don't always know where to turn for help. And when they do access services, they're not always fully supported.

“We need a single point of access.”

Join us today and have your say!

We polled a representative sample of 1,800 adults and found many people don't know where to go if they need social care support. And those who do are more likely to come from more well-off households.

When people do have to try to access support, they're more likely to speak to someone in the NHS. The number of people seeking support from GPs and NHS staff, rather than their council, indicates a potentially unnecessary burden is being placed on NHS services.

There's also a risk that if people are not going to the right place for information, they may miss out on the support they need.

Why it's time for better information?

It's vital that people can find accurate information on social care in a format suited to communication preferences, from a source they can trust.



Finding information can be a challenge

This advice is critical in helping people understand what help services can provide for them and their loved ones and how social care support is paid for.

More resources for councils

We want to see councils given the resources to be more proactive in their communication about social care and provide advice to people who may be living with their needs in silence.

Better integration

This can be achieved through better integration between health and care services, and the sharing of different types of data across the NHS and councils. Better integration is essential in targeting and providing support to unpaid carers and helping tackle health and care inequalities.

From April 2023, good signposting & communication will be even more important with local authorities carrying out new social care assessments following the introduction of a cap on personal care costs in the Government's plan."

Read more in the full article. ➔ [More](#)

“Not everyone has access to a computer.”

Join us today and have your say!

➔ Let's 'Chat Together' This November

Bowel Cancer UK writes "Join our online support groups for people living with and beyond cancer. Chat Together is a welcoming place to talk to others with bowel cancer and to meet new people.



Get understanding, empathetic support

It's a chance to share experiences in a friendly, supportive and informal environment.

Join us for a free one-hour weekly call on Zoom, over six weeks, with a small group of other people who are affected by bowel cancer.

Chats are hosted by a member of our team and our trained volunteers who've had bowel cancer themselves. You'll need a smartphone, tablet or computer with an internet connection & somewhere quiet to sit. We'll send you the instructions on how to join us for our weekly call on Zoom.

Please note spaces are available on a first come first served basis. For a group to take place we need a minimum of five people."

One attendee says "I felt very welcomed and I think we all felt comfortable very quickly to be open and to be able to discuss sensitive things.

Many of us were comfortable to be emotional and the group was very understanding, supportive and empathetic."

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

"We need constant and reliable information."

Join us today and have your say!

➔ Nordic Walking in Valentines Park!

Our Falls Prevention Service, aimed at helping local older people to stay independent has launched a Nordic Walking activity in Valentines Park.

The walks take place on Wednesdays at 2.00pm and there are some spaces available.

The walks have been greatly enjoyed, and are an opportunity to make friends as well as exercise and improve strength and balance.



Walks take place on Wednesdays

To find out more, get in touch:

☎ 020 8220 6000

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"Learning exercises has really helped."

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](#)

➡ Public Confidence in Urgent Care Services

Healthwatch England writes “Our latest findings reveal what people have been telling us about their experience of urgent and emergency care services. The pressure on urgent and emergency care services has been a big story recently, with significant press coverage of ambulance delays and long waits in accident and emergency departments (A&E).

This is backed up by the official performance statistics, which paint a grim picture as we head into winter.

To understand how the pressures have affected patients, we looked back at the experiences of urgent and emergency care services people shared with us between December 2020 and August 2022.



Confidence in the quality of care remains high

More than 3,000 people gave us feedback, and the number of cases shared grew over time.

Nearly two-thirds of people agreed that they were confident they would receive high-quality care, treatment or support at an emergency department such as A&E or a minor injury unit. However, just three in eight people said they felt they would be seen in a reasonable time at an emergency department or that an ambulance would arrive in a reasonable time.

We asked people whether their overall confidence in urgent and emergency care services had changed throughout the pandemic.

“I wish the letter was more detailed.”

Join us today and have your say!

72% of the people who said their confidence had changed said it had decreased.

Our data also indicates that stories about urgent and emergency care services in the media are a key driver of people's change in confidence. 30% of people whose confidence had changed told us it was due to television, radio, or newspaper stories.



70% of people expect services to be busy

Older people have lower confidence in urgent and emergency care services than younger people.” Find out more in the full article. ➡ [More](#)

“I was involved in dad's care planning.”

Join us today and have your say!

➡ Boost Your Immunity This Winter!

The ‘Boost your Immunity this Winter’ campaign highlights the importance of the flu vaccine and the COVID-19 vaccine programmes in helping to stop the spread of flu and COVID-19, and reducing hospital-related admissions for both.

This is particularly important at this time when the health service is under severe strain.

The message is clear - if you're eligible for either the flu vaccine, COVID-19 vaccine, or both, boost your immunity this winter and take up the offer when invited.

If you are eligible you should hear from your GP, you can also find out more in the latest news article from the NHS. ➡ [More](#)

➤ The Redbridge Local Lottery

Hazel McKenzie, Fundraising Manager at Age UK Redbridge, Barking and Havering writes "I am asking that you support our organisation by joining Redbridge Lottery so that we can continue to provide our highly valued services in the community that reach local older people.



We'd like to expand our services

Our services include Information and Advice; Help in the Home; a social network of activities for older people; Befriending and Falls Prevention.

We need your help so we can continue to offer and even expand our services so please join the lottery. You will be helping us support some of the most vulnerable, often isolated and lonely older people in your local community.

It's just £1 a week. Thank you for your support and good luck"! Find out more online. ➤ [More](#)

"The automated callback is really good!"

Join us today and have your say!

➤ 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](#)

➤ The Mayor Visits Wanstead Activity Centre

On Wednesday 12th October, the Mayor of Redbridge, the honourable Thavathuray Jeyaranjan visited our activity centre in Wanstead.

As with previous years, the mayor & local councillors joined us for lunch, and met service users, our volunteers and staff, and found out more about the vital services we provide at the centre.

Did you know?

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



The Mayor with staff and volunteers

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 & knitting may be for you.

Activities are £3 per session. There is also a daily lunch, with Monday - Thursday meals at £5, and £5-50 on Friday. As we are a charity we do not make a profit - all proceeds are ploughed into the centre.

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 on 020 8989 6338, or visit the website for the latest information. ➤ [More](#)

"I can't go shopping without support."

Join us today and have your say!

➔ Keeping Well This Winter - Tips from Age UK

This winter might be even tougher than usual, but there are lots of practical things you can do to look after yourself.

Age UK has compiled an online resource, containing information, advice and tips - on topics including maintaining your mental and emotional wellbeing, managing your money, how to access booster jabs, looking after each other and staying well in colder weather.

The page also includes videos and downloads.



Helping you to keep well this winter

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

Latest Newsletters

- ➔ Age UK - Health and Wellbeing Newsletters (Sign Up!) ➔ [More](#)
- ➔ Redbridge Council Newsletters (Sign Up!) ➔ [More](#)
- ➔ Alzheimer's Society - Dementia Together Magazines ➔ [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 London Statement on pre-9am suspension on Freedom and 60+Oyster Card ➔ [More](#)
- ➔ Poverty rates amongst older Londoners have increased, says Age UK London ➔ [More](#)
- ➔ Age UK marks Black History Month with 'Time for Change' theme ➔ [More](#)
- ➔ 24/7 control centres among new plans to step up NHS winter preparations ➔ [More](#)
- ➔ CQC urges government to fund better pay for care staff to tackle 'gridlocked' system ➔ [More](#)
- ➔ No adult social care minister appointed during Truss premiership ➔ [More](#)
- ➔ NHS launches laser beam brain surgery to treat epilepsy ➔ [More](#)
- ➔ Cap on care costs: government reportedly planning delay of a year ➔ [More](#)
- ➔ Thousands of over 50s to receive Covid booster and flu jabs ➔ [More](#)
- ➔ NHS set to boost GP workforce ahead of winter ➔ [More](#)
- ➔ Hunt U-turns on IR35 reform for agency social workers ➔ [More](#)
- ➔ NHS delivers 'record number' of cancer checks as long waits for care continue to fall ➔ [More](#)
- ➔ High street pharmacists treat thousands more people for minor illnesses ➔ [More](#)
- ➔ Average care worker earns less than over 80% of wider workforce ➔ [More](#)
- ➔ People with learning disabilities 'not always protected from abuse' - CQC ➔ [More](#)
- ➔ Care sector 'unsustainable' without more support, warn providers ➔ [More](#)
- ➔ NHS rolls out new electric vehicles to help patients and the planet ➔ [More](#)
- ➔ Coffey unveils £500m adult social care grant to free up hospital beds ➔ [More](#)
- ➔ NHS delivers on elective recovery plan with progress on treatment and tests ➔ [More](#)
- ➔ Record seven million people awaiting hospital treatment ➔ [More](#)
- ➔ NHS expands lifesaving home testing kits for bowel cancer ➔ [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:

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07551 417 326



Join the conversation!

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