

In this edition, we tell you more about the South West London Sustainability and Transformation Plan and what this means for Croydon residents. You can read our recent Asylum Seekers report on their experiences of health services. There is also a round-up of opportunities for you to get involved in public meetings and consultations.



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News from Healthwatch Croydon - December 2016

Survival is more essential than health for Croydon's vulnerable asylum seekers



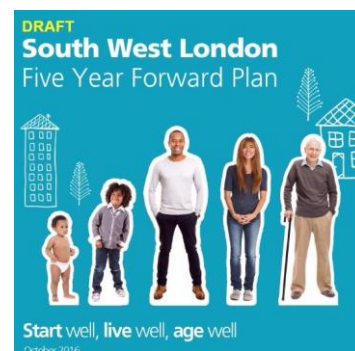
Healthwatch Croydon, published its [*Refugees and Asylum Seekers: The Health and Wellbeing of those in Croydon*](#) report in December, based on the experiences of over 100 asylum seekers in Croydon of all ages, as well as those working in organisations on the front line.

Our report found that single adults without access to benefits and accommodation can find life very difficult. They are vulnerable, at risk and some have experienced exploitation, violence, malnutrition and constant tiredness - for them survival is more essential than health.

Issues raised included service accessibility, information and advice, and language difficulties. Healthwatch Croydon made recommendations calling for better support and access, clearer information and advice and more understanding.

[Click here for the full story.](#)

Croydon residents want effective engagement on NHS changes



A big change in the way that the NHS plans its services is coming to Croydon, and local residents want effective engagement in the process. At our recent open forum on the Sustainability and Transformation Plan (STP) residents gave views of what the

priorities for health services should be but also what the residents need to know to ensure the STP is a success.

Croydon residents also welcome more effective engagement on what is planned as the consultation process begins. This includes knowing who is responsible for delivery, measures of success, consultation process, public access and involvement. [Read the report and how the STP will affect Croydon's services.](#)

You will also find guidance on how Healthwatch Croydon plan to engage in terms of communication,

participation, insight and co-design. Give us your views and questions, on 020 8663

5648, info@healthwatchcroydon.co.uk or [tweet us](#) your questions with [#CroydonSTP](#).



healthwatch
Croydon

**Season's Greetings and a Happy and Healthy New Year
from all at Healthwatch Croydon**

We are closed from Friday 23 December 5pm - reopening Tuesday 3 January 9am



ENGAGE

[#HWCROEngage](#)

Come to our events

Patient Experience Panel on Friday 6, 13, 20, 27 January from 10.30-12.30 at Croydon Carers Centre, 24 George Street, Croydon CR0 1PB:
No need to book just drop in.

Local events

[NHS Croydon Clinical Commissioning Group Governing Body Meeting](#)

Tuesday 17 January 2017

13.00 Conference Room Croydon College, College Road, Croydon, CR9 1DX - Decision on service changes to Foxley Lane, prescribed medicines and IVF due at this meeting.

[Health and Social Care Scrutiny Sub-Committee](#)

Tuesday 17 January 2017 18:30, at Council Chamber, Town Hall, Katharine Street, Croydon CR0 1EA

[South London and Maudsley NHS Foundation Trust Board Meeting](#)

Tuesday 24 January 15.00-17.00 at the Maudsley Hospital Learning Centre, Denmark Hill. London SE5 8AZ

[Croydon Health Services NHS Trust Board Meeting](#)

Wednesday 1 February 9.30-12.30 at Austen Seminar Room, Shirley House, Croydon University Hospital, CR7 7YE



LEARN

[#HWCROLearn](#)

Homeless people have the right to healthcare

One of the results of publishing our Asylum Seekers report, and then tabling this at Croydon's Health and Wellbeing Board, is that it created some discussions with health providers. We got some relevant feedback on services changes taking place.

We made a point that some homeless asylum seekers did not know that they can register at GPs without an address, which can act as an access point to others services. NHS Croydon CCG said that NHS Healthy London Partnership have launched a 'My right to access healthcare' card scheme which will run across London in December.



The plastic cards are designed to be carried by people who are homeless across London, including people who sleep rough, live in hostels, sleep on family and friend's sofas, or who are chronically insecurely housed. They can be used to remind GP



VOLUNTEER

[#HWCROVolunteer](#)

Thank you to our amazing volunteers

We held a seasonal celebration last week for our volunteers. Many thanks again all our Croydon volunteers - your commitment and contribution is amazing and we could not do what we do without you.



See the pictures a little larger on [our new Pinterest page](#). See if you can find yourself or a people you know there.

Health and Wellbeing Board

Wednesday 8 February 2017 14:00 at Council Chamber, Town Hall, Katharine Street, Croydon CR0 1EA

Have your say on services



This month, we have four consultations and reviews for you to comment on. NHS Croydon CCG wish to gain your view on prescribing of gluten-free foods, vitamin D, baby milk and self-care medications, and the future of Foxley Lane women's mental health service in Purley as well as Musculoskeletal services. Croydon Council Public Health also want your views on the childhood obesity in the Great Weight Debate. There is also the opportunity to book a place at the Royal Marsden's Improving Cancer Services at an event on 10 January 2017.

Visit www.healthwatchcroydon.co.uk/consultations for more information.

receptionists and other practice staff of the national patient registration guidance from NHS England. This states that: people do not need a fixed address or identification to register or access treatment at GP practice where necessary, the practice may use the practice's address to register the patient if they wish. [Find out more here.](#)

Annual Report and Business Plan

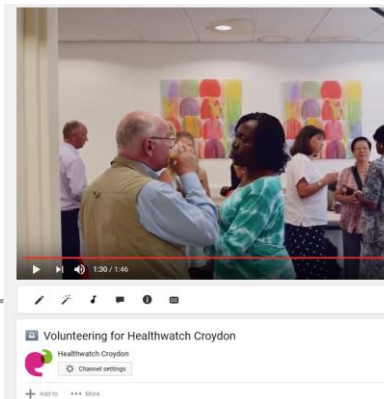


Download our Annual Report for an overview of what we achieved in 2015/16 and our Business Plan to see our priorities for 2016/17. Both can be accessed from www.healthwatchcroydon.co.uk/annual-report-business-plan and [view video presentations on YouTube.](#)

Your stories

Our database currently contains over 10,000 stories about local health and social care services, some of which can be viewed at www.healthwatchcroydon.co.uk/your-stories

Find out more about volunteering



[View our film on why Croydon residents volunteer for us](#)

NHS Croydon Clinical Commissioning Group Cancer Steering Group

The CCG is looking for a patient/public representative to become a member of our cancer steering group. The group meets monthly and The meeting usually takes place at the hospital and lasts two hours. If you are interested, please contact Jimmy Burke Senior Commissioning Programme Lead - Planned Care on 0208 544 226 or Jimmy.Burke@croydonccg.nhs.uk

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