

healthwatch County Durham

November 2024 News Update

Star Awards



In October we gave out 2 very deserving Star Awards, both nominated by members of the public.

Nicola Howey from St Anne's Community Services was nominated for an award for helping a service user's son with with serious illness and recognised her outstanding contribution to the care. She has progressed from support worker to manager and continues to oversee top class care within the organisation. Her manager also confirmed this by saying in her 20 years at the organisation she has always put the clients at the heart of everything she does, inspiring the rest of the team.

The second Star Award went to Richard Piggott from Wellbeing for Life. He was nominated for his enthusiasm, support and positivity whilst helping a client with their health and weight journey. He was very encouraging and always put the client first. Richard's manager backed this up by adding, he thrives in supporting people to succeed

and understands everyone is unique and one thing may not work for everyone.

Well done to both of our stars and a huge thank you for the support they provide to the residents of County Durham.

If you would like to nominate an individual or an organisation for a star award, please visit <https://www.healthwatchcountydurham.co.uk/blog/2024-05-02/star-awards-nominate-star>

Last Chance to have your Say on Pharmacy First



The poster features the Healthwatch County Durham logo at the top left. The main title 'Pharmacy First' is in large pink font next to a green cross icon. Below this, text explains that treatment for several conditions is now available directly from pharmacies. A pink box lists these conditions: Earache, Impetigo, Infected insect bite, Shingles, Sinusitis, Sore throat, and Urinary tract infection. A 'Share your feedback' section includes a QR code and a survey link. At the bottom, contact information is provided, including a phone number and an email address, next to a photo of a pharmacist.

healthwatch
County Durham

Pharmacy First

Did you know you can now get treatment for some common conditions directly from your pharmacy, without needing a GP appointment or prescription? This includes things like but not limited to:

- Earache
- Impetigo
- Infected insect bite
- Shingles
- Sinusitis
- Sore throat
- Urinary tract infection

Share your feedback
Have you used your pharmacy for illnesses or ailments? Please share your experience with us in our survey by scanning the QR code!

Contact us: 07706 359 390
lynsey.kim@pcp.uk.net

It is your last chance to give us your feedback on Pharmacy First as our survey will close on 12th November.

Have you used your pharmacy in the last year? They can now help you with more ailments (listed on the poster) without a GP appointment.

Share your experience by clicking the link or scanning the QR code on the poster.

<https://www.smartsurvey.co.uk/s/13PY2B/>

Women's Health Big Conversation Update



Thank you to everyone who took part in the recent 'Big Conversation' about women's health – the survey carried out by our regional Healthwatch network had 4497 responses, with over 15% of those responses coming from County Durham.

From the responses, we heard that some of the most important health topics to women are 'Mental Health', 'Healthy Ageing and Long-term conditions', and 'Bone, Joints and

Muscle Health'.

We also heard that women want to be listened to, and have their health concerns taken seriously, not to feel dismissed or fobbed off.

The final report is almost complete and will be shared with the North East & North Cumbria Integrated Care Board (NENC ICB), who will use this information to learn more about what improvements are needed within health and care services, and to inform future plans and developments, including further 'Big Conversations'.

It is crucial that the voices of women and girls are heard in order for improvements to be co-produced, so your experiences will make a difference to future health care.

We will share further updates when we have them.

Youth Health



Our Youth Engagement Lead, Sandra, has been talking to young people across the county about Mental Health – what it means to them, where they go for help, and what the barriers are to getting support.

The young people who spoke to us generally look at 'mental health' as being a negative feeling, and told us that they find it difficult to speak up and be open about their mental health, because they worry about what people might say or that they might be bullied. We also heard that

young people often don't know who to talk to, or feel there isn't anyone who will understand them.

Look out for our Youth Health – Mental Health report being published in November to find out more.

Miscarriage Survey

We would like to hear from anyone that has been affected by miscarriage



We understand that this is a very upsetting and sensitive subject, however we would like to understand your experiences of miscarriage and what support was there for you at this difficult time. We will use your feedback to make recommendations to improve services and ensure your voice is heard.

Please scan the QR code or use the link below:
<https://www.smartsurvey.co.uk/s/M2CPV1/>

We understand that this is a very upsetting and sensitive subject, however we would like to understand your experiences of miscarriage and what support was there for you at this difficult time. We will use your feedback to make recommendations to improve services and ensure your voice is heard.

Please scan the QR code or use the link below: <https://www.smartsurvey.co.uk/s/M2CPV1/>

Hydrotherapy Pool Renovations in Newton Aycliffe Now Complete

Open hydrotherapy session

General hydrotherapy pool sessions are suitable for all ages and abilities, wanting to reap the many therapeutic benefits of hydrotherapy. No referral needed.



The hydrotherapy pool at the Pioneering Care Partnership in Newton Aycliffe has undergone huge renovations and it is now complete. It has doubled in size, has brand new changing rooms, a hoist that can take you straight from the changing rooms to the pool and a seating area within the pool if you need a break.

There are many benefits to hydrotherapy including relieving muscle tension and inflammation, it can reduce stress and anxiety and relieve muscle and joint pain. No referral is needed to use the pool.

Call 01325 321234 or visit <https://www.pcp.uk.net/booking> to book. For more information and FAQs click here: <https://www.pcp.uk.net/hydrotherapy-faq>

Pride in Practice Patient Survey



**HAVE YOUR SAY IN THE
FUTURE OF LGBTQ+
HEALTHCARE**



**Fill in our Pride in Practice survey linked
below and share your experiences.**



For more information, email pip@lgbt.foundation

The LGBT Foundation would like to hear from you. They have released their Pride in Practice Patient Survey that aims to capture data on patient experiences in primary care, such as GP practices, dental practices, pharmacies and optometry services. This survey will be used to support the LGBT Foundation in improving awareness of the experiences LGBTQ+ patients have when using primary care services.

Click here to find out more and fill in the survey: <https://form.jotform.com/242603515677358>

Menopause Support

Let's talk menopause

Monday evenings
6pm-7.30pm

14th October 2024, 11th November 2024, 9th December 2024, 13th January 2025
10th February 2025, 10th March 2025



Are you, or anyone you know affected by menopause?

For information and conversation, pop along to our first face to face peer support group.
Everyone is welcome.

 Location: Auckland Youth Community Centre,
Walker Dr, Bishop Auckland DL14 6QL

 07566794554 - Sharon Milner

 sharon.milner1@nhs.net

For further information on the Wellbeing for Life service
Freephone: 0800 8766887 www.wellbeingforlife.net



Wellbeing for Life are offering menopause support sessions at Auckland Youth and Community Centre in Bishop Auckland. They can offer you information on menopause, peer support and people to chat with.

For more information contact Sharon Milner on 07566794554 or sharon.milner1@nhs.net.

Growing Healthy Drop In Sessions

Where	Day	Time
Barnard Castle Hub	Wednesday	9.15am to 11.15am
Bishop Auckland Family Hub	Tuesday	9.15am to 11.15am
Brandon Family Hub	Thursday	9.30am to 11.00am
Chester-le-Street Family Hub	Monday	1.30pm to 3.00pm
Consett Family Hub	First and third Tuesday of the month	10.30am to 12.00 noon
Coundon Eden Centre, Victoria Lane, Coundon, DL14 8NP	First Wednesday of the month	9.00am to 12.00 noon
Durham Family Hub	Tuesday	1.30pm to 3.00pm
Easington Family Hub	Thursday	10.30am to 11.30am
Ferryhill Family Hub	Thursday	9.00am to 10.00am
Glenroyd House, Consett, DH8 5HL	Friday	9.30am to 11.30am
Horden Family Hub	Wednesday	2.00pm to 3.00pm
Newton Aycliffe Family Hub	Tuesday	9.30am to 11.15am
Seaham Family Hub	Tuesday	10.30am to 11.30am
Stanley Family Hub	Monday	1.30pm to 2.30pm
Tudhoe Family Hub	Second and fourth Tuesday of the month	9.00am to 10.00am
Wheatley Hill Family Hub	Wednesday	10.30am to 11.30am
Willington Family Hub	Wednesday	10.30am to 12.00 noon

Durham County Council will be holding Growing Healthy drop in sessions all across the county. This is to ask any questions about your child's health and development.

Sessions are for parents/carers of children who are up to six years old, and offer advice around feeding, sleep, toileting and much more. You can also get your baby weighed (in line with [NHS guidance](#)).

You do not need an appointment, just pop in to speak to a staff member.

For more information visit: <https://www.durham.gov.uk/article/30566/Growing-healthy-drop-in-sessions>

Sacrison Community Transport Scheme



THE FULFORTH CENTRE

COMMUNITY TRANSPORT SCHEME

**LOCAL TO SACRISTON?
WANT TO GET OUT AND ABOUT?
UNABLE TO ACCESS TRANSPORT OR HAVE LIMITED MOBILITY?**

We are now offering a free transport service - from your doorstep to our centre!

Join us on Tuesday's and Thursday's at our weekly Lunch Club for a 2 course hot meal for only £4. We'll pick you up and drop you off in time for lunch. When you're ready to leave, we'll take you back home.

CONTACT US TO ARRANGE YOUR FREE TRANSPORT

 0191 371 0601

 THEFULFORTHCENTRE@GMAIL.COM



The Fulforth Centre in Sacrison are offering free transport for those with limited mobility or who are unable to access transport, to get to their lunch club every Tuesday and Thursday! For £4 you get a 2 course hot meal and they will pick you up and drop you off to your door.

To find out more or to arrange your transport call 01913710601 or email thefulforthcentre@gmail.com

CDDFT is looking for Public Governors



County Durham and Darlington NHS Foundation Trust is looking for 13 new members to join its Council of Governors from public constituencies across the area it serves.

By putting your name forward you can really make a difference to your local NHS Trust as you represent the views of your community and you will work closely with the Board on how the Trust is managed.

Peter Dixon, Corporate Affairs Manager for County Durham and Darlington NHS Foundation Trust said: “This is a real opportunity to have a say in the way health services across County Durham and Darlington will be delivered in the coming years as well as holding the Board to account for its management of the Trust. We’re looking for governors to represent a number of our public constituencies. You must live in the area you represent, be a Trust Member and over the age of 16.

“Governors will have strong working links with the Trust Board to ensure local communities and staff have a greater say in how services are developed and delivered. Our Council of Governors is made up of local people, staff members and representatives of local stakeholder organisations.”

More information on the Council of Governors and the criteria to become one can be found on the Trust website: <https://www.cddft.nhs.uk/about-us/corporate-information/council-governors>

If you would like to speak with someone for more information on becoming a governor, email cdda-tr.Foundation@nhs.net

SEND Swimming Session



Peterlee Leisure Centre will be holding a swimming session for children with SEND needs on Saturday 16th November from 4-5pm for £2.50 per person.

To book a place visit <https://www.thesensoryplace.net/book-online>

Share your News

If you have anything you would like to share with us to put in the e-Bulletin, please get in touch and we will be able to include it in the future. This can include upcoming events, important information on health and social care and support around County Durham. Email victoria.dixon@pcp.uk.net if you would like your information to be considered for the e-Bulletin.



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Meadowfield Industrial Estate
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DH7 8XL

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