

October 2024

healthwatch County Durham

October 2024 News Update

Hospital Waiting Times Report



Our report on Hospital Waiting Times has now been published. In this report we focus on people's experiences of hospital wait times for routine procedures and surgeries and how the waiting times have effected people.

Click here to view the report on our website:

<https://www.healthwatchcountydurham.co.uk/report/2024-09-26/hospital-waiting-times-report>

Your Views of the North East Ambulance Service



We are working with the North East Ambulance Service (NEAS) to understand people's experiences and expectations of the broad range of their services, including:

Ambulances and paramedics
Patient transport
999 call handling
NHS111

We are interested in your views whether you have contacted them recently or not.

Please share your feedback in this quick, anonymous survey: <https://www.smartsurvey.co.uk/s/NEASviews2024/>

As a thank you for your time and contribution, at the end of the survey you will have the opportunity to take part in our prize draw to win £100 of Love2Shop vouchers.

For more information visit: <https://www.healthwatchcountydurham.co.uk/news/2024-09-16/share-your-views-north-east-ambulance-service>

Veterans Feedback

DDHF DURHAM DALES HEALTH FEDERATION

healthwatch County Durham

northern cancer alliance

NHS County Durham and Darlington NHS Foundation Trust

We Need Veterans

NEW DATES

Location: Blackhall Community Centre
When: Tuesday 22nd October 2024, Timings: 12:45hrs – 15:30hrs
or
Location: Bishop Auckland Football Club
When: Monday 4th November 2024, Timings: 09:45 hrs – 12:30 hrs
Free Lunch provided

“We need veterans to tell us, the NHS how we can improve the information we share with veterans about cancer”

Would you like to help? To register for a place:
email: jo.meynell@nhs.net or call 07717 320335

We have teamed together with our partners to get feedback from veterans about how the NHS can improve the information they provide to veterans about cancer and make the experience better. There are 2 dates available:
Blackhall Community Centre - Tuesday 22nd October 12:45-15:30.

Bishop Auckland Football Club - Monday 4th November 9:45-12:30.

A free lunch is provided.

To book a place email jo.meynell@nhs.net or call 07717320335.

Durham County Carer Sleep Training

UPCOMING

Parent Carer TRAINING & information

Understanding sleep

This workshop will provide an understanding of sleep cycles and importance of good sleep hygiene and routine. We will look at why sleep problems may occur for young people, possible causes and look at strategies to help your child develop good sleep habits

Wed 9th October 11am - 12:30pm

Team Training

Durham County Carers have a workshop on understanding sleep on Wednesday 11th October 11am-2:30pm. The workshop will provide an understanding of sleep cycles and importance of good sleep hygiene and routine. It will look at why sleep problems may occur for young people, possible causes and look at strategies to help your child develop good sleep habits. To book places or for more information email teww.countydurhamcamhstraining@nhs.net. Please state on emails which sessions (and dates) you'd like to attend. The sessions are

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aimed at parents of school aged children but parents of younger/older children are very welcome. The session will on Microsoft Teams.

Stoptober

STOP TOBER NHS

Stop smoking for Stoptober and you're **5 times more likely to quit for good.**

Search **Stoptober** for free support

Better Health Let's do this

smokefree county durham NHS

“Make a fresh quit this Stoptober.”

Cathy, Co Durham – diagnosed with lung cancer at 49.

From the moment you stop, a better life starts.

Find tips, advice and local help to quit smoking.

Text **DURHAM** to **62277** or visit [smokefreecountydurham.co.uk](https://www.smokefreecountydurham.co.uk)

fresh Making Smoking History

What happens when you quit?

The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.



After 20 minutes

Check your pulse rate, it will already be starting to return to normal.



After 8 hours

Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.



After 48 hours

All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.



After 72 hours

If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.



After 2 to 12 weeks

Blood will be pumping through to your heart and muscles much better because your circulation will have improved.



After 3 to 9 months

Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.



After 1 year

Great news! Your risk of heart attack will have halved compared with a smoker's.



After 10 years

More great news! Your risk of death from lung cancer will have halved compared with a smoker's.

It is the month of Stoptober!

It's not too late to join thousands of other people quitting smoking this October. Make it to 28 days smoke-free and you're 5 times more likely to quit for good!

If you need help and support to stop smoking there are services in County Durham to help you.

Wellbeing for Life can offer support and resources to help you quit through sessions with their practitioners. Email cdda-tr.WBFL@nhs.net or visit their website

here: <https://www.wellbeingforlife.net/#/Stopping%20Smoking>

Smokefree County Durham can also offer you support to help you quit smoking. Get in touch at smokefreelife.countydurham@nhs.net or visit their website

at <https://www.smokefreecountydurham.co.uk/>

GP Guidance Document

We have worked with a range of professionals to put together our document, 'How to get the best from your GP practice'.

We often get asked about how to get a GP appointment and a range of questions around the GP, what they do and where to go for support around using their surgeries.

If you would like this document sent out to you please get in touch at healthwatchcountydurham@pcp.uk.net or phone 0800 3047039.

To access the document see the

link: <https://www.healthwatchcountydurham.co.uk/report/2024-09-30/how-get-best-your-gp-practice>



Sensory Support Day

Do you struggle with your hearing or eyesight and need help?

You can pop along to Durham County Council's Sensory Support day and meet dedicated services, who work across County Durham to provide advice and guidance for people with vision or hearing impairments?

On Thursday 10th October, they will be at Bishop Auckland Market Place from 9:30-4pm where the following services will be available to speak to:

- Action Deafness
- Durham Deafened Support
- Sunderland and Durham Royal Society for the Blind
- Durham County Council Sensory Support Team

There will be information for you to take away and a variety of equipment aids we can demonstrate to help overcome some hurdles for people who have vision and hearing impairments. There is also space on the bus for anyone needing to chat about the

services on offer and referrals can be taken too.

It will be situated on the Melissa Bus, which is a double decker bus parked in Bishop Auckland Market Place.

For more information visit durham.gov.uk/deafblind



Sensory Support Day

Thursday 10 October

Melissa Bus, Bishop Auckland Market Place

Do you struggle with your hearing or eye sight?

Our sensory support service can offer you advice and support.

durham.gov.uk/deafblind



If you struggle with your hearing or eye sight, come along and meet our sensory support team for advice and support.

Visit us on the **Melissa Bus** in Bishop Auckland for:

- Advice and guidance for visual and hearing impairment
- View our equipment aids and find out how they work
- Speak to our support service

For further information on services and support for people with vision or hearing impairments, visit durham.gov.uk/deafblind

Durham Alliance for Community Care

'Helping you to stay independent and living in your own home and community for longer'

DURHAM ALLIANCE FOR COMMUNITY CARE

Specialist Day Care provider since 1994



Bishop Auckland



New Brancepeth

Open Weekdays

9.15am - 4.00pm

'A Warm Welcome Awaits'



0191 3843679



Durham



Pelton



Willington

'Helping you to stay independent and living in your own home and community for longer'

A Day at DACC

Breakfast Snack on arrival.

Activities throughout the day.

- Memory Stimulation
- Puzzles
- Singing
- Games
- Socialising & Friendships
- Fun & Laughter
- Well Being Sessions
- Daily topics

Three Course cooked meal

Afternoon Tea

Cakes and treats for birthdays

Centre information:

Bishop Auckland - Cornwall Place, DL14 6UR, T: 01388 451751

Durham - Kepier Crescent, DH1 1PH, T: 0191 3843679

New Brancepeth - Village Hall, DH7 7EP, T: 0191 3736108

Pelton - Chester le Street, DH2 1DE, T: 0191 3702450

Willington - Rosedale Centre, DL15 0AJ, T: 01388 748431

www.dacc-daycare.co.uk E: durhamalliance@btconnect.com

www.facebook.com/DACClttd

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Durham Alliance for Community Care are a day care provider for vulnerable people, many of whom have dementia. They have centres across the county and offer a warm and friendly space with activities, music and socialising with local staff from the community. Transport can also be arranged for you to be taken to their centres. For more information phone 01913843679.

TEWV Annual General Meeting



Tees Esk and Wear Valley Foundation trust will be holding their AGM on Wednesday 16th October from 1pm at Darlington Arena.

You will be able to find out how they are performing, improvement plans and their ambitions for the future.

There will also be a 'marketplace' where you can hear from a range of teams and services will be showcasing their work.

More information is

available at <https://www.tewv.nhs.uk/get-involved/membership/agma/>

Book your free place by emailing tewv.enquiries@nhs.net by 9am on Friday 11 October.

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 on the e-Bulletin.

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St Johns Road
Meadowfield Industrial Estate
Durham
DH7 8XL

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Text: 07756 654218

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