

September 2024

healthwatch County Durham

September 2024 News Update



Join the BIG Conversation on women's health before it closes on 8th September.

We joined the Women's Health Innovation Conference with Healthwatch Cumberland and Healthwatch Middlesbrough. We heard about health & care leaders' plans to improve women's health and health outcomes in our region. We also ran a 'Listening Booth' so people could talk to us about their own health experiences.

Women in the North East and North Cumbria live shorter lives and face higher rates of heart disease, diabetes, and mental health issues. We want to change this! Join our women's BIG health conversation for a healthier, happier future.

Complete our 10 minute survey – it's quick and easy, but will make a BIG difference. <https://www.smartsurvey.co.uk/s/WomensHealthBIGConvo>

Enter and View Visits 2024/25

Mental Health Service	Address	Date	Time
Derwent Clinic	192 Medomsley Road, Consett	29th August 2024	9:30am-12pm
Enterprise House	Meadowfield Avenue, Green Lane Industrial Estate, Spennymoor	11th September 2024	9:30am-12pm
Lanchester Road Hospital (amalgamated North End House)	Lanchester Road, Durham	24th October 2024	9:30am-12pm
Chester-Le-Street Health Centre	Newcastle Road, Chester-Le-Street	6th November - 7th November 2024	AM
The Goodall Centre	Walker Drive, Bishop Auckland	28th January 2025	TBC



An important part of the work local Healthwatch does is to carry out Enter and View visits. Our representatives carry out visits to health and social care services to find out how they are being run and make recommendations about where there are areas for improvement. We speak to service users, families, carers and staff.

This is one of our powers under the Health & Social Care Act.

Our Enter and View programme for 2024-25 is around Mental Health services, because we have had a lot of feedback from the public. Our authorised representatives will be at the following sites on the listed days – we would be interested to hear your feedback if you are there on the day. If you won't be at the site on these days, but would still like to give us your feedback and experiences, we would love to hear from you. You can contact Claire Sisterson by emailing claire.sisterson@pcp.uk.net or phone 0775 6654223.

Spotlight on Signposting



We recently had telephone call from a Mrs M who was extremely frustrated with her GP practice. She was a carer for her mother and was having issues with new medication prescribed from her consultant. Mrs M noticed the new medication hadn't been prescribed and got in touch with the GP to find there was miscommunication between

the GP and the pharmacist. After several phone calls between the two services Mrs M was still struggling to get her mother's medication. Both services were blaming each other, and Mrs M was getting nowhere so she contacted Healthwatch County Durham. With consent we were more than happy to investigate and look for a solution. Our main priority was to ensure her mothers medication was in order and then to speak with both the pharmacy and the GP about the issues Mrs M was having to prevent this from happening again. Mrs M has been back in touch to thank us stating since our involvement everyone has began to communicate with each other and are working completely differently. It has made such a difference.

If you need help or advice with any health and social care services, please get in touch with us at 0800 3047039 or email us at healthwatchcountydurham@pcp.uk.net.

What are the benefits of Volunteering with us?

Did you know:



Volunteering with **healthwatch**
County Durham

Claire our Volunteer Support Officer met with one of our newest Volunteers to try to understand what worries/concerns people might have, when thinking about getting involved in volunteering with us.

Here are a few 'Did you knows.' from our discussion.

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Did you know....

- We do not require you to have any experience in Health and Care to be involved.
- We welcome you to contact us to ask any questions about volunteering or anything else related to Health and/or Care
 - We pay your 'out of pocket expenses' when you volunteer with us
- We are flexible around any cultural or other needs you may have, that you think might affect being involved with us
 - All cultures are welcome
- We are keen to understand what areas you are interested in and will try to match those up within work we ask you to do, when volunteering
- We will give you background information when asking you to carry out a task with/for us
- We will give you feedback on your involvement and how this has made a difference and
 - We would love to hear from you if you are involved in a cultural society!

If you are interested in volunteering with us please get in touch with Claire at claire.sisterson@pcp.uk.net or phone 07756654223.

Youth health County Durham

We want to hear your voice

Are you 14 - 24 years old?
We want to hear your views, opinions and experiences on health and social care services. Such as:

Hospital, GP surgeries, pharmacies, mental health, inpatient, dentists.



Contribute to giving the younger voices of County Durham a say on health and social care services. Share what experiences you have been through and make a difference.

Contact us:

 sandra.burton@pcp.uk.net  07706 359 390

Youth Health

With the new term starting in September, we would love to hear the voices of people aged between 14 and 24 years old and find out about your experience of health and social care services.

This feedback would be really useful for us and would help to understand these services from a younger perspective. If you have any feedback please get in touch with sandra.burton@pcp.uk.net. You can also phone or text Sandra on 07706359390.

Please feel free to share.

Baby Memorial Garden at University Hospital of North Durham is Now Open



The Baby Memorial Garden at University Hospital of North Durham has now reopened.

Situated in the peaceful setting of the hospital's Woodlands Walk, this newly relocated and redesigned garden is a dedicated space to honour the memory of babies who have sadly passed away.

With thoughtful input from families, they have created a more expansive and inviting environment, featuring additional seating, beautiful plantings, and a unique sculpture carved from a tree in the original garden. County Durham and Darlington Foundation Trust hope that the garden provides a place of peace, reflection, and remembrance for all who visit.

Families are welcome to visit the garden at their convenience.

To access the garden, please collect a key from the reception at our Trust Headquarters (the brick building at the back of the visitor's car park), available Monday to Sunday, from 6am to 6pm.

The Arts Centre, Peterlee Activities

CRAFTY COMPANIONS CAFE



- BRING YOUR OWN PROJECTS
- JOIN US FOR A CUPPA & CHAT
- ART CART SUPPLIES PROVIDED

THE ARTS CAFE WEDNESDAY'S 2PM
COMMUNITY HOUSE, YODEN RD, SR8 5DP
Contact gemma@eastdurhamtrust.org.uk or 0191 5693511 for more information

GEEK RETREAT TAKE OVER THE ARTS CAFE



Open to Adults and Young People 11+ under 16's must be accompanied by an adult



- WE HAVE POKEMON STARTER KITS
- D&D AND DARGONBALL Z
- FREE GAMES AND COMPETITION PRIZES TO BE WON

THE ARTS CAFE EVERY TUESDAY 6-8PM
COMMUNITY HOUSE, YODEN RD, SR8 5DP
Contact gemma@eastdurhamtrust.org.uk or 0191 5693511 for more information

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A promotional graphic for Thrive Cafe. At the top left, the text 'THRIVE CAFE' is written in large, white, bold letters on a blue background. To the right is the East Durham Trust logo, a white triangle with the text 'east durham trust' inside. Below the title is a photograph of several people sitting at a table in a cafe, engaged in conversation. To the right of the photo is a vertical banner with a teal background and white text that reads: 'CONNECT WITH OTHERS TO STEER THE GROUP', 'TEA, COFFEE AND SNACK FOOD WILL BE AVAILABLE', and 'LEARN TO THRIVE YOUR OWN WAY WITH SUPPORT'. At the bottom left of the graphic, the text 'THE ARTS CAFE' is written in white on a green background. To its right, the text 'EVERY MONDAY' is written in white on a blue background, followed by '10AM ONWARDS', '4 PM CLOSE STARTS 9TH SEP', and 'COMMUNITY HOUSE, YODEN RD, SR8 5DP'. At the very bottom left, in small white text, it says 'Contact gemma@eastdurhamtrust.org.uk or 0191 5693511 for more information'.

East Durham Trust have lots of activities in the Arts Cafe, Community House, Peterlee for you to join.

The Geek Retreat - Tuesdays 6-8pm
To play free games, win prizes, Pokemon starter kits and D&D and Dragonball Z.
Crafty Companions Cafe - Wednesday 2pm

Create your own arts and crafts with supplies provided and have a cuppa and a chat whilst working on your own crafty projects.

Thrive Cafe - Mondays from 10am

Connect with others, tea coffee and snack food available, receive support to learn to thrive on your own.

If you want to make new friends, try something new, meet like-minded people and receive some support whilst doing so, pop along to one of these groups.

You can also contact gemma@eastdurhamtrust.org.uk or phone 01915693511 for more information.

Clinical Pharmacy Services Survey

NHS RAND Europe and NHS England **RAND EUROPE**

SHARE YOUR EXPERIENCES OF CLINICAL SERVICES AT YOUR PHARMACY

As a thank you for taking part receive £25!

SIGN UP HERE
<https://www.smartsurvey.co.uk/s/PSUSQ1/>

Have you been offered one of these services in the last 6 months?*

Blood pressure checks	Referral from hospital to a stop smoking programme
Support taking medications after a hospital stay	Free flu vaccine
Birth control ('the pill')	Support in using a new medication (including follow up)

**We would also like to hear from you if you declined the service.*

Contact us
communitypharmacy@randeurope.org
01223 606346

- We will use the information you give us in a report to the NHS to help improve clinical services offered by community pharmacies.
- If you would like to speak to us but do not feel comfortable participating in the focus group discussions, please get in touch and we will do our best to support you.

We are looking for people to participate in online focus groups in August and September.

Rand Europe and NHS are conducting online focus groups to ask people about their experiences receiving certain clinical services at their local pharmacy, such as blood pressure checks, flu vaccines, support with medication, birth control and joining a stop smoking programme.. If you were offered but decided not to use these services in your local pharmacy your opinions are equally important. By filling in the survey, you may be asked to take part in a focus group online, which is around 5 people, and will receive £25 for taking part. This is not mandatory.

Fill the survey in here:
<https://www.smartsurvey.co.uk/s/PSUSQ1/>

DEN BSL Learning



September / October 2024 Class Schedule

BSL LEVEL 1

Monday - Darlington Golf Club, 12.30pm - 2.30pm
Starting 9th September 2024 (27 weeks)

Tuesday - Durham University, 6.00pm - 8.30pm
Starting 8th October 2024 (20 Weeks)

Wednesday - Durham University, 6.00pm - 8.30pm
Starting 9th October 2024 (20 Weeks)

Thursday - Saltburn Earthbeat Centre, 11.15am - 1.15pm
Starting 12th September (27 Weeks)

BSL LEVEL 2

Monday - Durham University, 6.00pm - 9.00pm
Starting 7th October 2024 (20 weeks)

BSL LEVEL 3

Thursday - Darlington Golf Club, 6.00pm - 9.00pm
Starting 12th September 2024 (30 weeks)

LEARN BSL IN 6 WEEKS (NON-ACCREDITED COURSES)

Tuesday, Redcar Fire Station, 10.00am - 12.00pm, 10th September 2024
Wednesday, Darlington Golf Club, 12.30pm - 2.30pm, 11th September 2024
Thursday, ONLINE, 1.00pm - 3.00pm, 12th September 2024
Friday, Hartlepool Cafe One77, 10.00am - 12.00pm, 13th September 2024

For further details and to book please check our website
www.deafemp.com Tel: 01325 790405

If you would like to learn British Sign Language, DEN are holding BSL Level 1, 2 and 3 from September. They are also holding a shorter course where you can learn some of the basics which is not accredited.

To book on or to find out more phone 01325 790405 or visit:

<https://www.deafemp.com/>

Luncheon Club Newton Aycliffe

Luncheon Club

A free two course meal followed by activities from various providers.

Starting Thursday 26 September from 12.30pm to 2.30pm at the Pioneering Care Centre in Newton Aycliffe.

Open to anyone but you must contact 01325 321234 or email admin@pcp.uk.net to book your place.



The Pioneering Care Centre will be starting a Luncheon Club from Thursday 26th September from 12:30-2pm.

It will include a free 2 course meal and various activities for you to get involved in such as crafts.

Anyone is welcome to come along, but you need to book your place. For more info or to book a place phone 01325321234 or email admin@pcp.uk.net.

Singing for the Brain

Singing for the Brain- Spennymoor



First Friday of the month, 1.30-2.30pm

Singing for the Brain brings people affected by dementia together to sing a variety of songs they know and love, in a fun and friendly environment.

To join us, please contact:

Tel: **0191 3890400** or email:
durhamandchester@alzheimers.org.uk



Together we are help & hope for everyone living with dementia



Registered charity no. 296645. Alzheimer's Society operates in England, Wales and Northern Ireland.

Singing for the Brain- Peterlee



Third Monday of the month, 1.30-2.30pm

Singing for the Brain brings people affected by dementia together to sing a variety of songs they know and love, in a fun and friendly environment.

To join us, please contact:

Tel: 0191 3890400 or email:
durhamandchester@alzheimers.org.uk



Together we are help & hope for everyone living with dementia



Registered charity no. 296645. Alzheimer's Society operates in England, Wales and Northern Ireland.

Alzheimer's Society Singing for the Brain sessions bring people together who are affected by dementia to reminisce over the songs they love in a friendly, safe environment. They do vocal exercises that help improve brain activity and wellbeing. It is fun and an opportunity to meet new people.

They have a group in Spennymoor which meets on the first Friday of every month from 1:30-2:30pm.

The group in Peterlee meets on the 3rd Monday of every month from 1:30-2:30pm.
To join either group phone 01913890400 or email durhamandchester@alzheimers.org.uk.

DC Carers Hospital Discharge Project

Hospital Discharge Project

Supporting Family Carers

We've been funded by Durham County Council to work closely with UHND to identify and support family Carers, ensuring that they have all the services and support they need when someone is being discharged from hospital.

We know that with the right support and information that Carers will be able to continue caring for longer and will reduce readmission and Carer breakdown.

Training such as first aid, manual handling, mindfulness which can provide essential skills

Free counselling with qualified counsellors either over the phone or face to face

Support groups for all Carers to access peer support and meet other people in the same situation as they are

Accessing benefits that they and / or the person being cared for are entitled to. Grants and Bursaries for essential equipment and household items that may not be provided by other services

Carer Breaks to give them some time out from their caring role to relax and unwind

Signposting and referrals to a wide range of other support and services to meet their needs

Make a Referral

www.dccarers.org

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Durham County Carers Support are working with University Hospital of North Durham to identify and support family carers, ensuring they all have the support they need when someone is discharged from hospital.

For more information visit <https://dccarers.org/hospital-discharge/>

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.



Contact us:

Healthwatch County Durham
Whitfield House
St Johns Road
Meadowfield Industrial Estate
Durham
DH7 8XL

Freephone: 0800 3047039

Text: 07756 654218

Email: healthwatchcountydurham@pcp.uk.net