

News and Updates

September 2021

We're recruiting - join our board!



Could this be you?

- Are you passionate about improving local NHS and care services?
- Could you act as the 'eyes and ears' of your community and let us know about any changes needed to local health and social care services?
- Do you want to ensure Healthwatch Northumberland works in an inclusive and equitable way?

Great! We would like you think about joining our board. Have a look at the Information Pack on our website or call for a postal copy, to see if this is a role for you. Deadline for applications is Friday 1 October.

Here to Hear drop-in sessions get underway



Here to Hear: our free and confidential monthly drop-in sessions in Cramlington, Haltwhistle, Berwick, Morpeth and Blyth started this month. These are the places in the five local council areas where we heard the least from people last year.

The sessions are a chance for residents to call in and tell us about their NHS and social care experiences, or use our Information and Signposting Service to find out more about local services and support.

We also have a monthly online drop-in session for those who are unable to get to the above locations or prefer to drop-in online.

What to expect when waiting for care

Waiting for planned medical care or surgery can be a frustrating time. That's why it's so important that while you wait, you get regular, clear and accessible updates so that you can plan your next steps.

Healthwatch England has put together a guide about what and how healthcare staff should be communicating with you when waiting for care.

The guide can be found on our website or can be sent in the post. Just get in touch.

Save the date: for our AGM 2021

Our AGM this year is on Thursday 4 November and will be an online event. As well as reviewing our work over the past 12 months and plans for the coming year, we will hear from the new Northumberland Recovery College about what it has to offer, plus there will be the chance to take part in some taster sessions. More details to follow.



Care Homes, Covid-19 and beyond

In September 2020 it was widely reported that people who were living in care homes in Northumberland during lockdowns had struggled to keep in touch with their loved ones, as visiting restrictions were in place to protect the most vulnerable from infection.

We responded by asking for feedback from people whose loved ones were in care homes in Northumberland. We hosted a series of online forums and had 46 attendees across four forums.

At different stages of changes in visiting guidance for care homes these forums gathered feedback from relatives around their experience of visiting and other ways they were keeping in touch with loved ones during the pandemic.

We also heard from professionals who work with older people including those with dementia, their carers, and other professionals in the health and social care field.

Our findings can be read on the website or please call to ask for a postal copy.



Northumberland Pride 2021



We had a stall at Northumberland Pride 2021 last month at People's Park in Ashington.

The winner of our free competition to win a Pride disco dog was Lacey from Newbiggin (pictured), who named the dog Dexter. Well done Lacey!

Join your PPG



Get involved in your GP practice's Patient Participation Group and help the NHS shape services for your community. If you're interested in influencing how your GP practice works and about the health services it delivers email: lesley.tweddell@nhs.net for more details.

Escape Family Support



Escape Family Support helps those affected by a loved one's substance misuse and the isolation this can cause.

The team provides one-to-one support, peer support, courses, social activities, workshops and a helpline number: 07702 833944.

Get in Touch

We'd love to hear from you. Please contact us at one of the ways below. Not online? That's fine! We now offer a telephone appointment service for anyone who would like a friendly call from one of our team. Just call or text us to arrange a call back at a time that suits you.

Call: 03332 408468
Text: 07413 385275
Email: info@healthwatchnorthumberland.co.uk
Website: healthwatchnorthumberland.co.uk

Write to: FREEPOST Healthwatch Northumberland,
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