

News and Updates



Tell us your experiences of accessing NHS dental services

We know some people have struggled to access the dental care they need during the pandemic. We want to hear your experiences of trying to use a dentist since March 2020. Tell us what worked well for you and what could be better so we can help providers improve their services.

Due to strict infection control measures in place in dental practices, fewer appointments have been available causing a backlog of patients. We have been hearing that some people are unable to find an NHS dental practice which is taking on new patients while others aren't sure where to go for urgent dental care.



Please visit our website or get in touch to tell us your experiences, before 7 January 2022.

Why are GP practices working differently?

In order to keep staff and visitors safe during the Covid-19 pandemic, GP practices have had to adapt how they work.

Like the rest of the health service, practices have made use of technology by introducing additional telephone and video appointments.

As the pandemic is still ongoing, practices are continuing to keep robust infection prevention measures in place, and telephone triage continues to be the first point of contact. However, face-to-face appointments are being offered and you can still visit in person should you need to.

If you need to visit your GP practice, your temperature may be taken on arrival. You will also need to sanitise your hands, wear a face covering (unless exempt) and observe social distancing during your visit.

Although it remains a challenging time for all NHS services, you should not put off getting the care you need. Your GP practice is open and is there for you and your family.

Elsdon Avenue Surgery: have your say



Elsdon Avenue Surgery in Seaton Delaval is proposing to build a new purpose-built practice close to the current location. This is because the current building needs a lot of maintenance, the layout of the building has no scope to accommodate new services and parking for patients is limited.

Patients and local residents can ask questions on the proposal for a new surgery. After 12 weeks all feedback and options for the surgery will be reviewed. The results of all this and what happens next will be shared in early February 2022. Get in touch for details.

Hear to Hear drop-ins

Our community drop-ins continue next month. Call in and speak to us about the NHS or social care experiences you or someone you care for have used recently, or ask a question about local services and support.

- **Wednesday 5 January 11am to 1pm: The Community Hub, Manor Walks Cramlington NE23 6US**
- **Friday 7 January 11am to 1pm: Haltwhistle Leisure Centre NE49 9DP**
- **Wednesday 12 January 10am to 12pm: Berwick Voluntary Forum TD15 1NG**
- **Tuesday 18 January 9.45am to 11.45am: Buffalo Community Centre, Blyth, NE24 1LL**
- **Wednesday 19 January 11am to 1pm: Northumberland County Blind Association, Morpeth, NE61 1TD**

Or come along to our online drop-in on Friday 14 January 1pm to 2pm:

Find out more about the Health Trainer service, the stop smoking service and the health improvement team from local Health Trainers Justine and Mark. They will give an outline of what support is on offer to help to improve and maintain health and wellbeing, plus details of 1:1 clinics, healthy lifestyle programmes, Weigh & Go programmes, community health checks, Health Walks and more. They will also share some top tips for keeping well this winter.

What you told us: July to September

Between July and September this year we received feedback from 85 people at face-to-face engagement events, telephone calls, emails, our website and social media.

We signposted 35 of these people to services.

Visit our website or call to get a copy of the report in the post. It details who we heard from and what they told us about their experiences of NHS and social care.

We also outline what is working well for the people of Northumberland across care services and where there are areas for improvement.

Ask the Board

Our board meets every three months with the next meeting is on Tuesday 14 December at Stannington Village Hall.

If you'd like to ask a question about anything on the agenda, or about local NHS and social care in general, please email it to: info@healthwatchnorthumberland.co.uk by Monday 13 December.

Your question will be raised at the meeting and you will get the response within ten working days.

Christmas and New Year 2021



Our office will close on Thursday 23 December at 5pm and we'll be back in the new year on Tuesday 4 January.

We wish you a Happy Christmas and a peaceful New Year and we look forward to seeing and hearing from you in 2022.

Get in Touch

We'd love to hear from you. Please contact us at one of the ways below.

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

Write to: FREEPOST Healthwatch Northumberland, Adapt (NE), Burn Lane, Hexham, Northumberland NE46 3HN

Social Media:

