



## Could you get help with prescription costs?



If you live with a long-term condition, you may be able to save money on your prescriptions.

A Prescription Prepayment Certificate will save you money if you pay for more than three items in three months, or 11 items in 12 months. If you are on a low income, you could be entitled to help with NHS costs or free prescriptions depending on your circumstances.

You could get help to pay for:

- NHS prescriptions
- NHS dental treatment
- sight tests, glasses
- travel to get NHS treatment
- NHS wigs and fabric supports

Check if you're eligible for help at: [nhsbsa.nhs.uk/check-if-youre-eligible-help](https://nhsbsa.nhs.uk/check-if-youre-eligible-help), or call 0300 330 2089.

## Children's Occupational Therapy Sensory Processing Service: new website



A new website from the Children's Occupational Therapy Sensory Processing Service has now been launched.

The service is delivered by Northumbria Healthcare NHS Foundation Trust and based at Wansbeck General Hospital.

### What is the Children's Occupational Therapy Sensory Processing Service?

The overall aim of the service is to support parents, carers, education staff and other professional groups to understand how sensory processing can impact on daily life, providing information on how to modify activities and the environment to support participation for children and young people with sensory processing challenges. Visit [sensoryot.northumbria.nhs.uk](https://sensoryot.northumbria.nhs.uk).

## Spotlight on... Wag and Company



Wag and Company's aim is to end loneliness for older dog lovers.

Professionally assessed volunteers and their special dogs visit older dog lovers in their own homes as well as in care homes and hospitals across the North East of England.

They provide elderly people, often in poor health, bereaved or isolated, with something to look forward to, some human company, a chat and a cuddle with that much missed furry friend.

If you know someone who could benefit from a visit call 01434 611801 or visit the Wag and Company website: [wagandcompany.co.uk](https://wagandcompany.co.uk).

## Out and about: where to find us

### East Bedlington Community Centre:

Fridays 3 Nov and 1 Dec, 10am-12pm

### Merton Hall, Ponteland:

Winter Warmer Friday 3 Nov, 9.30am-11.30am

### Weavers' Court, Alnwick:

Thursdays 9 Nov and 14 Dec, 10.30am-12.30pm

### Blyth Community Hub:

Wednesday 15 Nov IT special (see across) and 20 Dec, 10am-12pm

**Prudhoe Community Hub:** Health and Wellbeing Fair Wednesday 15 Nov, 10am-2pm

**Morpeth Library:** Wednesday 22 Nov, 11am-1pm

**Prudhoe Spetchells Centre:** Thursday 21 Dec, 11am-1pm



## Blyth drop-in IT special

**Blyth Community Hub, Wednesday 15 November 10am-12pm**

If you're a patient of Marine Medical Group, come to this free drop-in for advice and support with managing your health online. We'll be joined by surgery staff to show you how to use eConsult, register for GP online services, download and use the NHS app, and help you be fine online! If you're not online and would like to be, we can point you in the direction of digital skills support.

## Online events

### Care homes forum

Wednesday 8 November 10am-11am

We'll hear from a Care Quality Commission (CQC) inspector about CQC's role regulating and inspecting care homes. We'd also like to hear your feedback of visiting in care homes and accessing respite care, or you can simply join us to get support from people with shared experiences.

### Stroke Association session

Friday 17 November 1pm-2pm

Janet Nesbitt, a volunteer from Stroke Association, will join us to talk about support for stroke survivors and their carers, and how to access advice and information.

Please get in touch to register for a place at either online event.

## AGM 2023 - that's a wrap!

A big thank you to everyone who came to our AGM at East Bedlington Community Centre. We had a really interesting and engaging day, and would like to say a special thank you to our guest speaker Gill O'Neill, Executive Director of Public Health, Inequalities and Stronger Communities.

We are already making plans for next year's event which we hope will be in the north of the county. More details to follow!



## Choose well

Help us help you stay well



### Self-care

Hangover. Cough. Cold. Grazes. Small cuts. Sore throat.



Self-care is the best choice to treat minor illnesses and injuries.

A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

### Pharmacy

Diarrhoea. Earache. Painful cough. Stings. Bites. Rashes. Teething. Sticky eye.



Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP, UTC or ED and save time.

No appointment is needed and most pharmacies have private consulting areas.

### GP

Arthritis. Asthma. Back pain. Vomiting. Stomach ache.



GPs, nurses and other primary care staff have an excellent understanding of general health issues and can deal with a whole range of health problems

### Urgent care

Minor scalds and burns. Sprains. Strains. Suspected broken bones. Itchy rashes.



Our urgent treatment centre provides services for a range of conditions

### ED/999

Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.



Our Emergency Department or 999 is best used in an emergency for serious or life-threatening situations

NHS 111

If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111.

24 hours a day  
7 days a week

NHS website

You can also access health advice and guidance or find your nearest service online through the NHS website.

Visit [www.nhs.uk](http://www.nhs.uk)

## Where to get healthcare this winter

A&E departments are already seeing large numbers of visitors as we head into winter. Urgent care centres can be a good option when it isn't an emergency. They can treat conditions such as cuts, strains, and children's minor ailments.

The three urgent care centres in our region are:

**Wansbeck General Hospital:**  
Open 8.00am-10.00pm

**Hexham General Hospital:**  
Open 8.00am-10.00pm

**North Tyneside General Hospital:**  
8.00am-12 midnight

There are also minor injuries units at:

**Alnwick Infirmary:**  
Open 7.45am to 8.30pm

**Berwick Infirmary:**  
Open 24 hours

## Get in Touch

To unsubscribe from this newsletter or to contact us with feedback or a question, please get in touch.

**Call:** 03332 408468  
**Text:** 07413 385275  
**Email:** [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk)  
**Website:** [healthwatchnorthumberland.co.uk](http://healthwatchnorthumberland.co.uk)

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

**Social Media:**

