



Tell us what you think!

Every year we ask you to rate the NHS and social care services you and your family have used, in our short annual survey. Your answers help us to see how satisfied people living in Northumberland are with their experiences of care over the last 12 months, and if people are more, or less happy with services compared to previous years.

We'd also like your thoughts on where we should focus our work in the coming year. In previous years we've asked the open question, 'Which services do you want us to focus on?' This year we're asking you to choose two from a list of services we hear about regularly, that you'd like us to focus on.

We haven't included GPs, dentists and mental health services as we know these will stay a priority for at least the coming 12 months and we will continue to focus on these services.



Help us decide our priorities for the year



The services we'd like you to choose from are:

- **Audiology (hearing services)**
- **Support coming out of hospital (hospital discharge services)**
- **Pharmacies/Pharmacy First scheme**
- **Care in the home**
- **Physiotherapy**
- **Issues affecting carers**
- **Hospital services**

Please let us know what you think online - visit our website or scan the QR code - or get in touch for a postal copy with freepost return. If you'd like to tell us your views over the phone please call 03332 408468, or text 07413 385275 to arrange a call back. The closing date is 6 May 2024. Thank you for telling us your thoughts. Together we can make a difference to local health and care services.

April 'Here to Hear' drop-ins

Find us at one of our Here to Hear drop-ins across the county. If you'd like to speak to one of our team in confidence to share your views and experiences of NHS and social care services please call in!

East Bedlington Community Centre: Friday 5 April, 10am-12pm

Weavers' Court, Alnwick: Thursday 11 April, 10.30am-12.30pm

Hirst Park Pavilion: Wednesday 17 April, 10am-12pm

Prudhoe: date to be confirmed

Morpeth Library: Wednesday 24 April, 11am-1pm

Easter 2024

We will be closed from 5.00pm on Thursday 28 March until 9.00am on Tuesday 2 April for the Easter weekend.

Please visit our website for lots of local and national health and care information.

A very happy Easter to you from all of the team here at Healthwatch Northumberland!



Stress Awareness Month

April is Stress Awareness Month which aims to raise awareness of the causes of modern day stress and ways to help deal with it.



Stress is our body's response to feeling threatened or under pressure and it can affect us in many different ways, both physically and mentally. Too much stress can affect our mood, our body and our relationships - especially when it feels out of our control. It can make us feel anxious and irritable, and affect our self esteem.

Find more information about stress and useful tips at the NHS Every Mind Matters website.

Pharmacy First – get more from your pharmacy



Pharmacists can now provide treatment for seven common conditions without patients needing to see a GP.

These conditions are:

- earache
- impetigo
- infected insect bites
- shingles
- sinusitis
- sore throat
- urinary tract infections (UTIs) for women aged 16-64.

You don't need an appointment and private consultations are available. Speak to your local pharmacist for more information about these conditions and the Pharmacy First service.

Meet the Health Trainers online event



Friday 12 April 1pm – 2pm

At this free event we'll be hearing from Health Trainers Jack and Kirsty.

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, health checks, Health Walks and more.

They will also share some top tips for keeping well and there will be an opportunity to ask questions at the end of the session.

To book your place please get in touch at one of the ways below.

Reasonable adjustments in healthcare settings



Did you know you can ask for reasonable adjustments to help you get the most out of health care appointments?

Reasonable adjustments are small changes that can help people with a disability or health condition with a big or long-term effect on their lives to be treated equally. This could include having a carer or friend with you at appointments or being communicated with in a specific way.

If you have a disability or a long-term health condition and would like a reasonable adjustment, ask your healthcare provider for more information.

Activities from Age UK Northumberland

Age UK Northumberland offers a wide range of exercise sessions and social activities for people over 50 in Northumberland. Sessions take place at venues throughout the county.

Sessions include exercise to music, social group, chair based exercises, gardening group, sitting and standing, and pilates. Sessions cost £2-3. To see what's happening at a venue near you, visit our website or ask us for a postal leaflet. Age UK Northumberland can be contacted on: 01670 784800, or email: info@ageuk-northumberland.org.uk.



Get in Touch

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

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