

The value of listening – our year in review

We have now published our Annual Report for 2023–24. This year over 12,000 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care, or came to us for clear advice and information about topics such as mental health and the cost of living crisis.

We published 20 reports, the most popular one being the Lloyds Pharmacy Enter and View which highlighted the negative impact for patients at the start of pharmacy closures in the county.

We have continued to make sure we hear from communities we hear from less frequently.

Over the past year we have done this by:

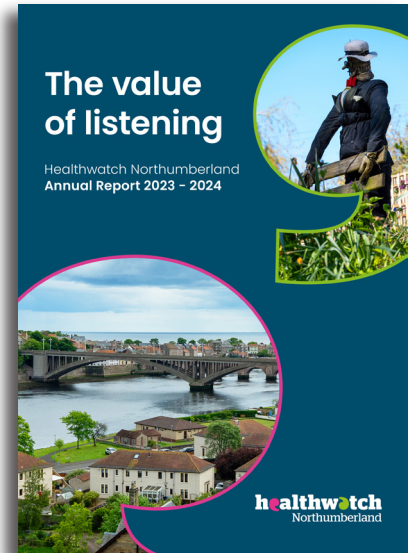
- Holding monthly drop-in sessions in all areas of the county
- Hearing from people with learning disabilities about their experiences of health and social care
- Being part of the Fishermen’s Mission Seafit events at Amble Harbour, bringing services to fishermen, who can find accessing care services difficult due to the nature of their job
- Working with senior Adult Social Care staff to create the Adult Social Care People’s Advisory Panel

Next steps

Over the next year we will keep working across the county, reaching out especially to people less often listened to, for example, people whose work or lives mean they face difficulties in using health and care services. Thank you to everyone who responded to our Annual Survey and for telling us what you think we should work on next year. You said these are:

- Care in the home
- Hospital discharge
- Pharmacy

We will continue to work on GP access, dentistry, mental health and audiology services. The report is available on our website, or get in touch to request a postal copy.



Northumberland County Council wants to improve support for children and young people with special educational needs and disabilities (SEND) and their families over the next three years, and wants to know what is working well and what needs to change.

You can leave your views online (scan the QR code), or contact us here at Healthwatch Northumberland if you would prefer to give your thoughts over the phone or would like support with the survey.

Call us on 03332 408468 or text 07413 385275 for a call back. A report will be published telling you what the council found out and what will be done in response to the feedback.

The closing date is 16 August.



Scan with your smartphone to leave feedback on SEND services

Changes to hospital visiting



Northumbria Healthcare NHS Foundation Trust hospitals have new visiting guidelines. This will mean that visiting is now daily between 10am - 8pm, including mealtimes, where a family member wishes to support their loved one.

Visitors will no longer need to book an appointment prior to visiting. For ward areas, two visitors can attend at the same time and the visitors can change.

Please speak to the nurse in charge if you have any questions or concerns.

Save the date!

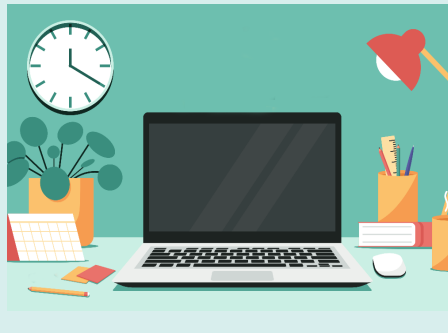
Our annual public event is taking place at The Maltings in Berwick on Wednesday 23 October 2024.

More details to follow.

Online event for you

NSPCC Building Connections Service
Friday 9 August 1pm - 2pm

Information on how the service is supporting young people to overcome and manage feelings of loneliness. To register for this free session please get in touch.



Samaritans Awareness Day

Talk it through

We're here to listen

Call free day or night on

116 123

SAMARITANS

Samaritans Awareness Day is Wednesday 24 July, raising awareness that Samaritans are there to listen to anyone who is struggling to cope, at any time of the day or night, 24/7.

Every ten seconds a Samaritans volunteer answers a call for help. There's no typical person who calls Samaritans' helpline and there's no typical problem that people talk about. No issue is too big or too small.

If you're going through a difficult time you can call 116 123 for free at any time.

Where to find us -Here to Hear drop-in events

Here's where you can find us over the next few weeks. Call in for a chat, tell us your experiences, or pick up some information.

Newbiggin Sports and Community Hub:

Wednesday 17 July, 10.30am-12.30pm

East Bedlington Community Centre:

Friday 19 July, 10am-11.30am

Prudhoe Hub: Friday 19 July, 10.30am-12.30pm

Morpeth Library: Wednesday 24 July, 10.30am-12.30pm

Weavers' Court, Alnwick: Thursday 8 August, 10.30am-12.30pm

Morpeth Library: Wednesday 28 August, 10.30am-12.30pm

Cafe @ Burn Lane, Hexham: Thursday 29 August, 11am-1pm



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
Website: healthwatchnorthumberland.co.uk

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

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