

## How is your local pharmacy doing? Let us know and help services improve



We're working with Northumberland County Council to assess pharmacy services in the county.

Most of us use pharmacy services at some time or another. By telling us how you and your family use these services you can help make improvements for everyone in your community.

What you tell us about how you use your local pharmacy will help the council to write a Pharmaceutical Needs Assessment, which will help to ensure that your local pharmacy provides the service you need both now and in the future.

You can give us your feedback online - visit our website or scan the QR code above - or get in touch to ask for a postal copy with freepost return. If you'd prefer to tell us your experiences over the phone please phone us on 03332 408468 or call into one of our drop-in events. The closing date is 30 November 2024.

## Coming up: online events for you



### **An introduction to the Macular Society** Friday 8 November 1pm-2pm

The Macular Society will talk about macular degeneration and the support available for people in Northumberland.

### **An introduction to STAMMA** Friday 13 December 1pm-2pm

Join us to hear from this national stammering charity, about how we can make healthcare settings more accessible, plus support for those who stammer.

Visit our website or call to register for a place.

## Pension Credit - are you eligible?



If you are over State Pension age, you may be eligible to claim Pension Credit, even if you own your home or have savings.

Pension Credit tops up pension income and can help with day-to-day living costs. Find out if you are eligible at [gov.uk/pension-credit-calculator](https://www.gov.uk/pension-credit-calculator).

The last date to apply for Pension Credit and still qualify for the Winter Fuel Payment, is 21 December 2024.

## Your feedback from September 2024



During September 2024 we heard from 210 people. The issues you told us about most were hospitals and GP services.

Poor communication was the most common issue with hospitals, either with the patient or between GP and hospital, and/or between hospitals. About a third of the feedback we received praised the quality of care within hospitals.

You can tell us your experiences of NHS and social care services by getting in touch in a way that suits you (see overleaf).

# Thank you Berwick!

A big thank you to everyone who came to our Annual Event 2024 last month at The Maltings, Berwick.

Our Information Marketplace in the morning was bustling, with 25 organisations from across NHS, voluntary and community services talking to people about the care, support and services they offer.

Around 100 people came to the theatre session in the afternoon to listen to our guest speakers about mental health, hospital, and community services in the area. We also gave an overview of our work as local health and social care champion over the last year, including Health Visiting Services and our visits to care homes.

If you were unable to join us you can watch the recording of the presentations and view the presentation slides on our website.



## We're Here to Hear, at a venue near you

We'd love to see you in person at one of these drop-in events across the county!. There will be no Here to Hear drop-in at Bedlington, Prudhoe or Alnwick this month but you can find us at one-off events in Bellingham, Blyth, Seaton Delaval and Wooler. You can also join us at Morpeth Town Hall to mark Carers Rights Day.

**Wellbeing event, Phoenix Theatre, Blyth:**  
Wednesday 13 November, 10am-12pm

**Seaton Delaval Welcome Cafe:**  
Monday 18 November, 11am-1pm

**Hirst Welfare, Ashington:**  
Wednesday 20 November, 10am-12pm

**Carers Rights Day, Morpeth Town Hall:**  
Thursday 21 November, 2pm-4.30pm

**Wooler Warm Hub (URC):**  
Friday 22 November, 11am-1pm

**Morpeth Leisure Centre:**  
Wednesday 27 November, 10.30am-12.30pm

**Cafe @ Burn Lane, Hexham:**  
Thursday 28 November, 11am-1pm



## Carers Rights Day: 21 November 2024

Every day, 12,000 people become unpaid carers for a partner, family member or a friend – many of whom don't see themselves as carers, often unaware of their legal rights and what they're entitled to in terms of support and benefits.

This year's theme is about helping carers recognise and understand their rights, and to access support.

Head to Carers Northumberland Carers Rights Day information event (details to the left) to find out more about your rights as a carer, and how to get support for you or the person you care for.

## 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:

