



Share your experiences of audiology and hearing aid services



Do you, or does someone close to you currently use NHS audiology services, or have you used these services in the past two years?

This could be at The Freeman Hospital where the service is based, or at one of the outreach clinics.

Please tell us what you think. Your feedback will help the NHS know what is working well and how the service could be improved.

Visit: bit.ly/HWNAudiologyFeedback2025, scan the QR code, or call us on 03332 408468 to leave feedback over the phone.

The closing date for leaving feedback is 31 January 2025.

Could you help shape adult social care services?



We are looking for volunteers to be part of the Northumberland Adult Social Care People's Panel.

We run the panel with Northumberland County Council. The aim of the panel is for you to have your say and help shape adult social care services in Northumberland.

We meet every couple of months, in person, at County Hall and chat about experiences – what has gone well and what could be better?

If you receive care, or care for a family member or friend and want to make a difference, you can find out more on our website or by calling us on 03332 408468.

New BSL service for North East Ambulances

North East Ambulance Service has launched a new British Sign Language (BSL) relay service to improve emergency communication with deaf/BSL users.

All ambulances now have access to an iPad with the SignVideo App. This will help paramedics triage patients and ensure deaf/BSL users understand the next steps in their treatment.

Cost of living information now available in easy read and six other languages

Our cost of living support information booklet is now available in easy read, Arabic, Bengali, Kurdish, Spanish, Turkish and Ukrainian.

We can also provide the information in large format.

If you would like a copy or copies of the booklet in any of these formats, please get in touch and we will post to you free of charge.

All the information plus downloadable pdfs can also be found on our website.



Drop-ins and other events for you

We're #HereToHear at venues across the county. Call in to say hello, leave feedback or ask a question.

Newbiggin Community Hub: Wednesday 18 Dec 10am-12pm
Cafe @ Burn Lane, Hexham: Thursday 19 Dec 11am-1pm
East Bedlington Community Centre: Friday 3 Jan 10am-11.30am
Hexham Auction Mart: Friday 10 Jan 9am-1pm
Seaton Delaval Welcome Cafe: Monday 13 Jan 11am-1pm
Hexham General Hospital: Thursday 16 Jan 10.30am-12.30pm
Morpeth Leisure Centre: Wednesday 22 Jan 10.30am-12.30pm
Cafe @ Burn Lane, Hexham: Thursday 30 Jan 11am-1pm

Online information session from Fybromyalgia Action UK

Friday 10 January 1pm – 2pm

Find out what fibromyalgia is, the symptoms, possible causes, and ways to help manage the condition.

To register for a free place visit our website or give us a call.

Spotlight on... Northumberland Domestic Abuse Services

Northumberland Domestic Abuse Services (NDAS) provides emotional and practical support to anyone in Northumberland affected by domestic abuse. If your partner or someone in your household is being physically, emotionally, sexually or financially abusive, or you are being stalked or harassed by an ex-partner, this service is there to help.

NDAS also has a Young Persons Counsellor who supports children and young people who have witnessed or been affected by domestic abuse.

Support can be provided by phone, email or face-to-face, either one-to-one or in a group session. Call 01434 608030 to find out more.

Please note this is not an emergency service. In an emergency, always dial 999.

Looking after yourself: tips from mental health charity Mind to help you cope this Christmas

Be gentle and patient with yourself.

Think about what's best for your wellbeing during Christmas and prioritise what you need.

Remind yourself it won't last forever.

You could set a 'start' and 'finish' time for what you count as Christmas.

Set your boundaries.

Try to say no to things that aren't helpful for you.

Let yourself experience your own feelings.

Even if they don't match what's going on around you, they're still valid. E.g. if you don't feel like celebrating Christmas when everyone else does.

Take time out.

Do something to forget that it's Christmas or distract yourself. E.g. you could watch a film or read a book that's set in summer.

Let yourself have the things you need.

Take a break instead of doing an activity if you need to.

What we heard in October

During October 2024, 312 people gave feedback on NHS or social care experiences, asked a question through our Information and Signposting Service, or came to one of our events. GP practices and hospitals were the services we heard about most this month. Read more on our website or ask us for more information in the post.



Christmas and New Year: Our office closes at 1pm on 24 December, reopening at 9am on Thursday 2 January. Thank you for your support this year and we look forward to staying in touch in 2025. Wishing you a peaceful Christmas from all the team.

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

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

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