



## We're Here to Hear: find us at a venue near you this month



We'll be across the county with our free, confidential Here to Hear drop-ins throughout February.

Call in to say hello, use our Information and Signposting Service or tell us about the NHS or social care services you and your family have used recently.

Look out for our new drop-in venues, coming soon.

**Weavers' Court Alwick:** Thursday 13 February, 10.30am-12.30pm

**Hirst Welfare Ashington:** Wednesday 19 February, 10am-11.30am

**Hexham General Hospital:** Thursday 20 February, 10.30am-12.30pm

**Morpeth Leisure Centre:** Wednesday 26 February, 10.30am-12.30pm

**Cafe @ Burn Lane, Hexham:** Thursday 27 February, 11am-1pm

**Hexham Mart:** Friday 28 February, 9am-1pm

## Online event - Kidney Care UK



### **Kidney Care UK** **An introduction to kidney disease** **Friday 14 February 1pm - 2pm**

Find out more about kidney disease and the support available locally for people living with kidney disease, and their families.

This is a free online event for anyone wanting to know more about kidney disease and kidney health.

To register for a free place visit our website or give us a ring on 03332 408468. Catch up with previous online events on our website.

## Spotlight on... NECA gambling support

As part of our Information and Signposting Service, we're shining a spotlight on voluntary and community organisations offering support to people in Northumberland.

NECA provides free, confidential advice and support for people affected by gambling related harms. Support is tailored to the individual's needs throughout their recovery journey, with opportunities for one to one and group support.

Virtual, telephone and face to face appointments are on offer.

To get support contact the Gambling Hub on 0191 562 3309.



## Your feedback

Thank you for sharing your thoughts and experiences of care with us. Whether it's good, bad, big or small, we are here to listen and act on your feedback. You can read more about what you told us in November and December 2024 in our short summaries. These can be found on our website or please get in touch to ask for a postal copy.

## Time to Talk Day – start a conversation about mental health

Time to Talk Day takes place on Thursday 6 February this year and is the nation's biggest mental health conversation.

If someone opens up about their mental health to you, we know it might not always feel easy to know what to say. But it doesn't have to be awkward – just being there for someone can make a big difference.

If someone does confide in you, there are a number of things you could do.



**Ask questions and listen:** Asking questions can give the person space to express how they're feeling and what they're going through. Try to ask questions that are open and non-judgemental, like 'what does that feel like?'

**Use positive body language and encourage them:** Small verbal comments like 'I see' or 'what happened next?' will let them know you are paying attention to them and actively listening.

**Don't try and fix it:** Try to resist the urge to offer quick fixes to what someone is going through. Just talking can be really powerful, so unless they've asked for advice directly, it might be best just to listen.

**Dispel any myths and avoid clichés:** Mental health problems are more common than people think and can affect anyone at any time. Comments like 'Pull yourself together' or 'You're just having a bad day' are not helpful.

**Be patient:** No matter how hard you try, some people might not be ready to talk about what they're going through. That's okay – the fact that you've tried to talk to them about it may make it easier for them to open up another time.

Look out for more tips and ways to get involved in Time to Talk Day, on social media or visit the Time to Talk Day website. Get in touch to ask for a free copy of our mental health support in Northumberland booklet.

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

**Call:** 03332 408468  
**Text:** 07413 385275  
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**Write to:** FREEPOST Healthwatch Northumberland,  
Adapt (NE), Burn Lane, Hexham,  
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### Social Media

