

### News update - February 2019

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#### "Care Navigation": how is it working for you?

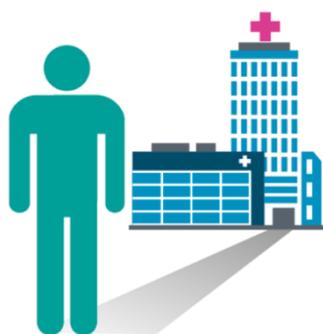


We've been asked by the Clinical Commissioning Groups to look into how well the new "Care Navigation" service in GP practices is working. Care Navigation is the system where trained, non-clinical staff, talk to patients when they ring to book an appointment, providing information about the professionals or services that may be suitable for their needs. [This booklet](#) from Weardale Practice is a useful guide to how it works. Your feedback about the system is vital to identify where it is working and where it could be improved. Please share your thoughts via our short online survey. All responses will remain anonymous.

[Complete the survey](#)

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#### Listening to patients' views of hospital services



Our team has been visiting wards at University Hospital of North Durham to listen to patients' experiences of services. Our aim was to identify areas of good practice that could be shared between wards as well as to highlight things that could be improved. The project came out of our involvement as a stakeholder in the County Durham and Darlington NHS Foundation Trust Quality Improvement Board. Staff from Healthwatch Darlington have also been helping with the project, visiting wards at Darlington Memorial Hospital. All the wards visited were selected based on recent Friends and Family test results as ones that had done well or had underperformed. Our [executive summary](#) collates the findings from all these "Enter and View" ward visits.

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## Supporting World Cancer Day



Next Monday is [World Cancer Day](#) when everyone is asked to raise awareness of cancer, its treatment and prevention. Here at Healthwatch County Durham we are [continuing to share our recommendations](#) for changes to screening processes based on what 2,000 people from the region told us about [bowel](#), [breast](#) and [cervical](#) cancer screening programmes.

In January, we met with Amanda Healy, Director of Public Health, and she confirmed that improving the uptake of life-saving screening programmes is a priority in County Durham and she will use our key findings and recommendations in her planning meetings.

Looking forward, we'll be attending an NHS England regional cervical screening event later this month and also speaking at a regional Northern Cancer Alliance event in March. Your feedback via our surveys really is making a difference!

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## Vascular services: information & listening events



We are holding a number of information and listening events on behalf of NHS England about vascular services. The events are intended to provide patients and the public with information about changes that are happening to vascular services in County Durham and how they will operate in future. There is still time for you to register for the last two events:

- Wednesday 13 February, 5-7pm - Consett
- Wednesday 27 February, 5-7pm - Barnard Castle

For more details about the venues, and to book a place, email us at [healthwatchcountydurham@pcp.uk.net](mailto:healthwatchcountydurham@pcp.uk.net) or call 0800 304 7039. Refreshments will be available from 4.45pm.

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## Get social with Healthwatch!

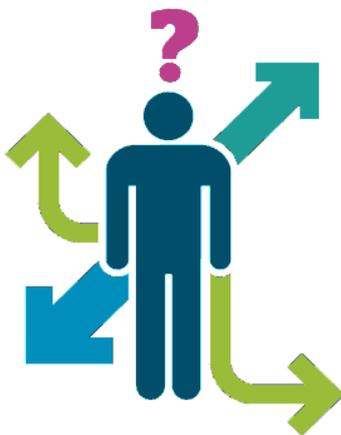


Are you following us on Facebook, Instagram or Twitter? It's a great way to find out more about the work we are doing. We also use our social media feeds to share information about other local health and social care projects and consultations and anything else from further afield that we think you'll be interested in. It's also a good way to share your information with us, particularly if you are hosting an event that is linked to health and social care that you'd like us to attend or share.



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## Spotlight on signposting



Our Information and Signposting Service can give you the information you need to access the services you are entitled to.

For example, we were contacted recently by a client who was finding it hard to make a podiatry appointment with their preferred clinician. Due to other health issues this appointment was crucial to their overall wellbeing and independence.

We contacted the central appointments team and asked them to widen the search to all clinics the client could attend to see their preferred clinician. A suitable appointment at a nearby clinic was found and the client was very happy that we had been able to solve this problem within the same working day.

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## Help needed to design easy read documents



The Macmillan Cancer Project is working with Public Health England to design easy read materials for cancer screening, to make cancer services and experiences better for people with a learning disability. Two workshops are being held on Friday 8 February 2019 for people with a learning disability, their families and carers to help come up with ideas for better easy read materials. The venue is Waterfront 4, Goldcrest Way, in Newcastle.

1. **Workshop for cervical screening** - women only - from 10am to 12.30pm followed by lunch until 1.15pm.
2. **Workshop for bowel screening** - men and women - lunch from 12.30pm until 1.15pm followed by the workshop until 3.45pm.

For more information or a booking form contact Julie Tucker at [Julie.tucker11@nhs.net](mailto:Julie.tucker11@nhs.net) or 0113 824 9693 or 07860 177981. Travel expenses will be paid.

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## Calling all carers of people with dementia



Carers of people living with dementia are being asked to contribute to a research project that hopes to make things better for people in their position. Durham County Council, the NHS, three universities and local charities are all taking part in the project and a workshop is being held on Thursday 28 February for carers to contribute too.

Organisers would like around 6-10 carers to attend and share their experiences and ideas. The workshop will take place from 1pm to 5pm at Spennymoor Leisure Centre, Spennymoor, DL16 6FB.

If you are interested in taking part, or would like more information, please contact Richard Glover (NHS) on 07934 914 333 or [richard.glover1@nhs.net](mailto:richard.glover1@nhs.net)

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# Northern Cancer Alliance - new website



Northern Cancer Alliance has published a [new website](#), which includes a section about public involvement. There is information about projects the public has already contributed to that have improved regional services, as well as details of current opportunities to get involved. The plan is to include cancer related educational information for the public on the website in the future.

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## The NHS 10-year plan explained

Last month, NHS England published a 10-year plan setting out its priorities for the future. NHS leaders said it could save up to 500,000 lives over the next 10 years by focusing more on prevention and early detection. [Healthwatch](#) and The King's Fund have both published documents that help explain what the plan could mean in reality if you want to know more, or were confused by what you heard in the news.

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## Local support

### Active Minds

**WHAT:** Group activities to stimulate and engage people with memory problems.  
Cost £2.

**WHERE:** East Durham Trust, Community House, Yoden Road, Peterlee, SR8 5DP.

**WHEN:** Wednesdays 10-12 noon

**CONTACT:** Call Lindsey on 0191 569 3511 or  
email [lindsey.wood@eastdurhamtrust.org.uk](mailto:lindsey.wood@eastdurhamtrust.org.uk)

### Making sense of caring

**WHAT:** Advice session for carers with topics including jargon busting, entitlement, how to access services and paying for them. Run by Durham County Carers Support. Buffet lunch provided.

**WHERE AND WHEN:**

16 March - Enterprise House, Spennymoor, 10am-1pm

16 April - Witham Hall, Barnard Castle, 10am-1pm

15 May - Lambton Arms, Chester-le-Street, 10am-1pm

**CONTACT:** 0300 005 1213

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