

healthwatch

County Durham

News update - January 2020



HAPPY NEW YEAR
and best wishes for
2020 from all of us at
Healthwatch County
Durham!

Could 2020 be the year we visit you?

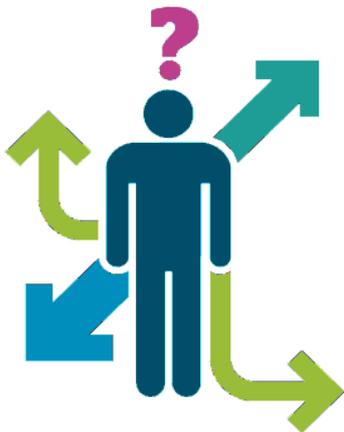


Are you part of a community organisation or group and would like us to visit you?

We are always happy to be on hand to answer any questions about health and social care services that you may have, and to signpost you to the support you need.

We can bring our pop-up information stand or, alternatively, can visit as a guest speaker. To find out more please contact our team at healthwatchcountydurham@pcp.uk.net or call us on 0800 3047039

Spotlight and Signposting



A client contacted us with some concerns over their child's anxiety levels, particularly in school. The client wasn't keen to pursue a Child and Adolescent Mental Health services (CAMHS) referral at this stage and was looking at other sources of support.

Our team put the family in touch with *Growing Healthy County Durham* who are now working with the family and the school on an emotional resilience program.

The client is reassured that their family is now getting the support they need.

Click [here](#) for more information.

Smoke free hospitals in County Durham



County Durham and Darlington NHS Foundation (CDDFT) asked us and *Healthwatch Darlington* to lead a programme of patient, staff and visitor engagement to support the organisation's ambition to become a smoke free organisation from 1st October 2019.

The Trust has launched its 'Change is in the air' policy and wanted to carry out engagement on the rationale for the change and what this will mean for staff, patients and visitors. The Trust wanted to gain insight into current views and perceptions, so that it can be used to inform and further develop the communications and engagement plans.

You can read about our findings [here](#).

Beat the "January blues"



After the rush of the holidays, January can be a difficult month. Christmas is over, it's cold and dark and pay day seems like a lifetime away. Sound familiar?

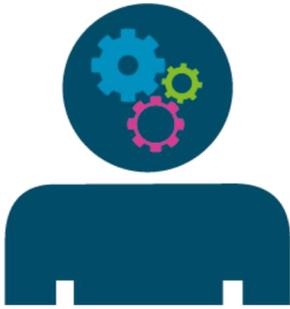
But, there are a few steps you can take to minimise the risk of poor mental health throughout January:

- Reduce the amount of alcohol you drink - alcohol is a depressant and may worsen feelings of low mood
- Eat healthily - nutrition plays an important role in health and wellbeing
- Catch up with friends or family and share your feelings
- Make time to exercise - even going for a walk can help
- Try to plan ahead for any Christmas bills that may be coming in
- Don't be afraid or ashamed to ask for help

And if you need a helping hand:

- [Mind](#) offer mental health help and support
 - You can also self-refer to [Talking Changes](#)
 - If debt or relationship problems are keeping you up at night, [Advice in County Durham](#) can offer a range of support and advice
-

New year - New you?



The start of the New Year sees many of us pledge to become healthier and fitter, and it's not too late to join millions of others in giving up alcohol this month.

If you want to sleep better, lose weight and save some money, you can jump on the bandwagon too!

Sign up [here](#) and read about the full benefits of being alcohol free for 31 days ...

The Trylife Project



This film will be co-developed and co-produced with young people in the 12 Clinical Commissioning Groups areas across the North East and North Cumbria.

The process kicks off with workshops for professionals working with young people in the region. If you are a professional working with young people Trylife would love you to be part of these workshops.

The focus will be on perinatal mental health and what's involved in pregnancy and parenting.

For further information contact Nicky Kaur, TryLife, nickykaur@trylife.tv

See what it's all about and have a go yourself [here](#).

Service updates



Peterlee Urgent Treatment Centre:

Peterlee Urgent Treatment Centre will close at **11:59pm on Sunday January 5 2020** until **8am Monday 6 January 2020** and then **every night at midnight from then on**. Care will still be available locally between these hours by calling NHS 111

The local NHS 111 team can give advice, book appointments at GP practices, hubs, other urgent treatment centres or even transfer your call so you can speak directly to a GP or clinician.

Patients in **Easington locality and parts of Sedgefield** who require urgent treatment for a minor injury or illness, which would have been suitable for treatment at Peterlee Urgent Treatment Centre, could now be offered a home visit from the Urgent Treatment Centre home-visiting team between the hours of midnight and 8am every day.

If you need help ...

Go to any Urgent Treatment Centre for:
(between 8am - midnight)

- Cuts and grazes
- Sprains and strains
- Simple broken bones
- Wounds and wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor back injuries

Think GP first:

Call your GP practice between
8am - 6pm Monday - Friday

Go to your pharmacy for help with:

For diarrhoea, runny nose, painful cough and headaches visit your local pharmacy for free advice and to buy medication

- Skin infections/rashes/allergic reactions
- Urine infections
- Raised temperature/fever
- Minor eye injuries (foreign bodies in eye)
- Emergency contraception
- Abdominal pain
- Vomiting and diarrhoea
- Ear and throat infections

Help yourself:

For hangovers, grazed knees, coughs and sore throats visit www.nhs.uk also download the free Child Health app

Call 999 or go to A&E immediately for:

- Chest pains
- Severe blood loss
- Choking
- Blacking out or unconsciousness
- Suspected stroke
- Serious injury

NHS 111 BSL service for Deaf patients www.interpreternow.co.uk/nhs111

999 texting service for Deaf patients

You **MUST** register first!

Text 'Register' to 999 & follow instructions.

In emergency text 'Ambulance' & address.

Find out more at www.emergencysms.org.uk



What happens when you call 111?

The local NHS111 team will ask questions to understand your clinical need.

Patients who would have previously been asked to attend Peterlee Urgent Treatment Centre will instead speak directly to a clinician who will discuss and agree the most appropriate care or treatment. This may include a home visit or an appointment with another service depending on clinical need.



In anticipation for the relaunch(s), there will be several public events which will take place over the January and February - You can book your spot now!

Stroke Rehabilitation Services:

DATE	TIME OF EVENT	BOOKING DETAILS
Saturday 25 January 2020	Weekend 10am-12noon	Bishop Auckland Football Club
Tuesday 4 th February 2020	Evening 6pm-8pm	Durham Town Hall
Thursday 6 th February 2020	Weekday 10am-12noon	The Witham, Barnard Castle
Tuesday 11 th February 2020	Weekday 1pm-3pm	St Augustine's Parish Centre, Darlington

Ward 6 Bishop Auckland Hospital:

DATE	TIME OF EVENT	BOOKING DETAILS
Thursday 30 th January 2020	10-12noon	Durham Town Hall event
Saturday 8 th February 2020	10am-12pm	The Witham, Barnard Castle event
Wednesday 12 th February 2020	6-8pm	Football Club, Bishop Auckland event

Tuesday
25th February 2020 1-3pm

[St Augustine's Parish
Centre, Darlington
event](#)

Europe's biggest patient experience survey ...



Around 2.2 million people aged 16 and over, who are registered with a GP practice in England, will receive an invitation to take part in **Europe's biggest patient experience** survey in the new year.

Most invitations will be sent by letter, but this year, for the first time, the survey will pilot digital invitations, so some people may receive an invitation by either text message or email.

Please take the time to complete and return the survey if you receive an invitation. Your feedback will help the NHS to identify what is working well and what can be improved.

To find out how your practice did in last year's survey, take a look at the [survey website](#).

One hundred thousand more people given personal health budgets!



From 2 December, everyone eligible for an **NHS wheelchair and people who require aftercare services under section 117 of the Mental Health Act** has access to a personal health budget.

Personal health budgets give people greater choice, flexibility and control over their health and care support. Over 70,000 people are already benefiting from them. As part of the NHS Long Term Plan, the health system will increase access so that up to 200,000 people can

receive one by 2024.

Find out more info [here](#).

Do you have hearing loss?



Come and try Yoga for beginners!

Benefits:

- Lowers blood pressure.
- Increasing circulation.
- Lowers cholesterol

Starting on Tuesday 7th January

Every Tuesday 2:00pm – 3:00pm at Framwellgate Moor Youth and Community Centre

For further details please contact Durham Deafened

Phone: 0191 5183358, Text: 07463 259216

Email: admin@ddsupport.org.uk

Student Volunteer Week



Student Volunteering Week 2020 runs from 10th - 16th February and this is the 19th year that Student Volunteering Week is taking place.

In 2018, students and staff from over 60 Higher and Further Education Institutions led over 300 events. Getting involved offers a great chance for students to develop their skills while forming key social action partnerships in local communities.

Student Volunteering Week celebrates student volunteering in the following ways:

1. Improves student wellbeing
2. Develops students' employability

3. Contributes positively to the wider and local community life

For more information, see [here](#).



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