

# healthwatch

## County Durham

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News update - June 2018

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You are invited to our

## Annual Meeting

Wednesday 27 June 2018

9am - 11am

at Spennymoor Leisure Centre, High Street, Spennymoor, DL16 6DB

Join us for guest speakers, stalls, "speed dating" and surprises...

9am - Registration & breakfast

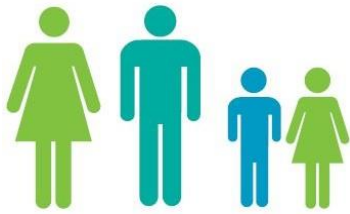
**Book your place now:**

0800 304 7039

[healthwatchcountydurham@pcp.uk.net](mailto:healthwatchcountydurham@pcp.uk.net)

[Book now](#)

We're starting to gather your views on two of the services you told us were your priorities... share your experiences with us and we'll use your feedback to make recommendations for change. Don't worry, we won't share your personal details with anyone else. Email [healthwatchcountydurham@pcp.uk.net](mailto:healthwatchcountydurham@pcp.uk.net) or call 0800 304 7039.



## 1. Transitioning from children's to adult services

Are young people and their parents or carers being supported sufficiently when they transition from children's to adult services? Are the right services available? What worked for your family and what could have been better? How do you think services could be improved? If you could only change one thing what would it be?

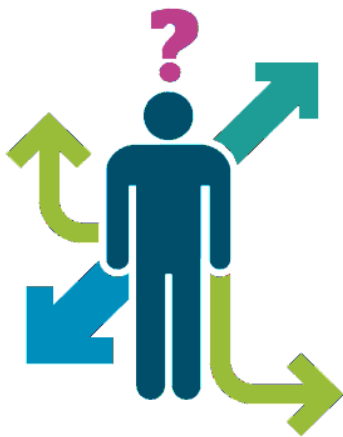


## 2. Mental health services

Have you accessed mental health services in the last year? If so, did you feel you got the support you needed? What worked and what didn't? Were services easy to navigate? If you were in charge how would you change things? Or do you work in mental health services? How do you feel the service operates? Do you feel your own mental health needs are supported? Is there anything else your employer could do to assist?

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## Spotlight on signposting



Our Information and Signposting team is available Monday to Friday on 0800 304 7039 (Freephone) to help with your health and social care queries - big or small. Some examples of how we have helped recently are:

- assisting an elderly client who was becoming increasingly worried as she hadn't received some scan results. We were able to contact the relevant hospital, identify where the results were located and request they be processed as a priority
- supporting people to find new dental practices
- signposting a client who is the main carer for a relative with mental health issues to the Independent Complaints Advocacy team as they were not satisfied with the response of the NHS to their complaint about their relatives treatment

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## Step up to stamp out stigma



Help stamp out mental health stigma in County Durham by getting involved with a big free event at Durham Town Hall on Tuesday 19 June from 10.30am to 2.30pm. Billed as "a fun, practical, interactive event", it is open to schools, colleges, Time to Change champions, businesses, employers and organisations in County Durham. You'll learn about free interactive resources to help you challenge mental health stigma. Lunch and refreshments are provided. Book your place via [Eventbrite](#).

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## Choose how your health data is used



NHS Digital has just launched a new tool that you can use to set your preferences for how you want your confidential patient information to be used. If you do not want your personally identifiable data to be used for reasons other than your own care and treatment (e.g. in research or planning) you can now set your data opt-out choice online on the [NHS website](#). There is also a telephone service available on 0300 303 5678.

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## Helping young people overcome abuse

A new [guide](#) has been published to support young people experiencing abuse and neglect, written by others who have been in the same situation. The [guide](#) explains what is meant by neglect and abuse and describes how young people might feel because of their experience. It also explains what they should expect from services and what they should do if they are not happy with the support they are getting. A list of organisations that can help is also included. An [A5 booklet version is available as a PDF](#) if you work somewhere that young people access and you are able to print some out.

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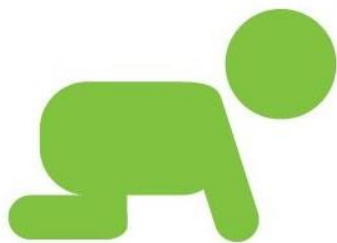
## Have your say...



### What would improve urgent care services?

Sunderland Clinical Commissioning Group (CCG) is looking to improve its urgent care services following feedback that they are too complicated and difficult to navigate. Urgent care means "*when you suddenly become unwell and need to see a health professional but it is not an emergency*". The CCG has come up with a proposal which they would like people's views on and they are also keen to hear any other solutions people think could work. You can have your say via an [online survey](#). There is also an event at The Glebe Centre in Murton on 2 July from 5pm to 7pm. Find out about other ways to get involved and how to book your place at the event on the [Sunderland CCG website](#).

**Deadline for survey: 12 August 2018**



### Views sought on children's therapies

Durham Dales, Easington and Sedgefield CCG are gathering feedback on children's therapy services, such as occupational therapy and physiotherapy. They would like to speak to parents, carers and families who have children and young people who have used these services, including those with complex needs. They want to understand what works best for children's complex needs, when they need input from therapy services and what is important to them. Use this [survey](#) to tell them about your experiences or request a paper copy from Tina Balbach at [tina.balbach@nhs.net](mailto:tina.balbach@nhs.net) or 07825 732163.

**Deadline: 29 June 2018**



## Would you want to see a GP online?

NHS England would like to know how you would feel about having an "online consultation" as an alternative way of seeing your GP. It is currently supporting local GP practices to offer consultations over the internet as a way to save patients from having to wait on the phone or take time out of their day to go to the GP surgery. But would you want to get your health advice this way? Share your views through this [online questionnaire](#).

**Deadline: 15 June 2018.**



## Your chance to influence rural policing policy

Crime, and fear of crime, can have a big impact on our health. It might feel like you have no power to do anything about this but if you live in a rural area the [National Rural Crime Survey](#) is your chance to influence local policing strategy. Ron Hogg, Police, Crime and Victims' Commissioner for County Durham and Darlington, has said he will be using the results of the survey to help him formulate the next Rural Crime Statement which lays out improvements to services. The survey results will also feed into the National Police Chiefs' Council's Rural Affairs National Strategy for 2018-2021.

**Deadline: 10 June 2018**

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