

March 2020

healthwatch County Durham

News update - March 2020

Look out for our Public Vote!



We will soon be taking our *2020 Workplan Priorities* to a public vote!

Keep a look out for this appearing on our website, in our newsletter and on our social media pages in the next couple of months. Your feedback is very valuable to us, as it lets us know what is important to you and what issues you would like to see us address.

Having your say in our public vote can help shape the future of health and social care services within County Durham.

Your voice matters!

**Enter and View:
Devonshire House Care Home-West Auckland**



As part of our ‘Enter and View Positive Pilot’, Devonshire House Care Home requested a visit, which went ahead on **Friday 13th December 2019**.

The Care Home were celebrating Christmas, with a party on the day.

You can read the complete report [here](#).

Up and coming Enter and View: Howlish Hall



As part of our ‘Enter and View Positive Pilot’ programme, Howlish Hall Care Home requested a visit, which went ahead on **Tuesday 25th February 2020**.

The Care Home were keen to take part and gather feedback from their users.

Watch out for the full report in the next newsletter!

Spotlight on signposting



Following last month’s e bulletin, we have received calls from a number of clients expressing their views about accessing patient transport.

Some patients are having problems accessing transport that will get them to their appointments on time and others have commented that they haven’t been able to take a family member with them for support, and have subsequently not attended their appointments.

We work with clients, their healthcare professionals and the Clinical Commissioning Groups (CCGs) to try and resolve transport issues so that appointments are not unnecessarily missed.

If you would like to share your experience of accessing patient transport with us, please contact us on healthwatchcountydurham@pcp.uk.net or 0800 3047039

Last Chance to do our Pharmacy Survey!

We would love to hear from you!

Are you happy with the service you receive from your local pharmacy?

Are there things you would like to see improve?

Whether it is good or bad, we would like to hear your views on pharmacy services, and would be grateful if you could complete our survey!

You can view the survey [here](#).

Please note this survey closes on March 31st 2020.

If you require a paper copy of the survey:

Please contact our office on 08003047039 and we will send one out to you.



Advice on the Coronavirus



A number of people have now tested positive for the Coronavirus in the UK, but the risk to individuals remains low.

The NHS and Public Health England are well prepared for outbreaks of new infectious diseases.

Like the common cold, Coronavirus usually occurs through close contact with a person via cough, sneezes or hand contact. You can also be infected by touching contaminated surfaces if you do not wash your hands.

To stop germs from spreading, make sure you cover your mouth and nose with a tissue when you cough or sneeze, put used tissues in the bin straight away and wash your hands with soap and water often.

The main symptoms of the virus include a cough, a high temperature and shortness of breath.

If you have travelled from Wuhan or Hubei Province to the UK in the last 14 days, or have come into close contact with someone with confirmed Coronavirus, you should immediately:

- Stay indoors and avoid contact with other people, just as you would with the flu
- **Do not go to a GP surgery or hospital!**
- Call NHS 111 to inform them of your recent travel or any symptoms you are experiencing

You can find out more information on the Coronavirus [here](#).

Eating Disorder Awareness Week



It is estimated that 1.25 million People in the UK are living with an eating disorder right now, but behind every one, is a network of loved ones struggling too.

Beat is the UK's eating disorder charity which provides vital work supporting anyone affected by an eating disorder. From **2nd-8th March 2020** it is Eating Disorders Awareness Week (EDAW), the international event for raising awareness and understanding of eating disorders, challenging stereotypes and stigmas.

You can get involved with EDAW, or learn more about the work that Beat carries out all year round [here](#).

If you or anyone you know is showing signs of an eating disorder, please don't hesitate to get in touch with [Beat](#) to receive the help and support you need as soon as possible.

Help for adults Helpline: 0808 801 0677

Help for young people Youthline: 0808 801 0711

Help for students Helpline: 0808 801 0811

World Autism Awareness Week



Defined by the National Autistic Society, the term 'Autism' is used to describe all diagnostic profiles, including Asperger syndrome and Pathological Demand Avoidance (PDA).

Without understanding, autistic people and families are at risk of isolation and developing mental health problems.

There are around 700,000 people on the Autism Spectrum in the UK - That's more than 1 in 100. If you include their families, Autism is a part of daily life for 2.8 million people.

World autism awareness week 2020 kicks off on the **30th March until 5th April** and it's not too late to help spread awareness, increase acceptance and do your bit to help autistic people and their families.

You can find out how you can get involved [here!](#)

Get involved ...



Awareness of First Aid For Mental Health (MHFA Level 1) training:

Price: £25 per candidate (12 places available)

Where: Blackhall Community Centre

When: Wednesday 20th May, 10am - 2pm

This ½-Day course is aimed at providing learners with the knowledge to identify suspected mental health conditions and the skills to start a conversation and be able to signpost the person towards professional help.

Duration: A minimum of 4 hours within one day.



Bishop Auckland Healthy Heartbeat Group:

Where: Henknowle Community Centre, Cumbria Place

When: Wednesday 20th May, 10am - 2pm

This is a friendly, fun, safe support group.

Pop along for a cuppa and a chat.

For more info: healthyheartbet@outlook.com or,
Audrey 01388 815 041



SEND (Special Educational Needs and Disability) Workshops and 1:1 appointment's:

The day(s) includes a variety of workshops to help you understand your child's SEND (Special Educational Needs and Disability)

3rd March 2020, 10.00am - 2.00pm

Durham Town Hall Market Place Durham DH1 3N

Workshops:

Sensory Worx, Anger Management and Coping Strategies, SEN Support in School, SEN Law Wills and Trusts: **10am -12 pm**

Self-care for parents and carers: **1pm - 2:30pm**

Welfare Rights 1:1 appointment's, Moving into Adult Services, Anger Management and Coping Strategies, SENDIASS 1:1 appointment's: **12:30pm -2pm**



4th March 2020, 10.00am - 2.00pm

Durham Town Hall Market Place Durham DH1 3NJ

Workshops:

Understanding Sensory Based Eating and Drinking Difficulties, Sensory Worx Moving into Adult Services, SEN Support in School, SEN Law The Sensory Place - Drop in session **10am-12pm**

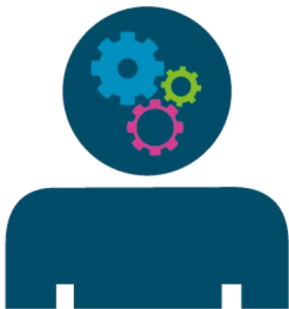
Self-care for parents and carers, SENDIASS 1:1 appointment's, Investing in Children - Drop in session, The Sensory Place - Drop in session: **12:30pm-2pm**

ALL PLACES MUST BE BOOKED IN ADVANCE!!

To book your place:

Phone Ann Connor on 0191 5873541 or email ann.connor@durham.gov.uk

Diabetes Prevention Programme



Did you know that the NHS offers a 'Diabetes Prevention Programme' to individuals who are at risk of developing Type 2 Diabetes?

Those referred to the service will receive tailored, personalised support to help reduce their risk of developing the disease, including education on healthy eating and lifestyle, help to lose weight and physical exercise programmes.

You can find out if you are eligible for your local NHS Healthier You Service and how to join [here](#) or, speak to your GP.

Rock your socks - World Down Syndrome Day



On **Saturday 21st March 2020** the world will be coming together to celebrate World Down Syndrome Day!

So jump in with both feet and join the millions of people who will be standing tall and showing support by wearing outrageous, colourful and non-matching socks, spreading awareness and helping change perceptions.

Together 21 (T21) is a project supported by *Pioneering Care Partnership (PCP)* based in Newton Aycliffe and serves families from throughout the North East. The project helps children and young people with Down Syndrome, and their parents acquire essential skills that will equip them to meet the future with confidence.

T21 provides learning support groups, training and advice, as well as being a forum of peer support for the whole family.

To celebrate World Down Syndrome Day, T21 are launching their 'Rock Your Socks' 2020 campaign. By supporting their campaign, you can help assist them in raising essential funds to ensure this vital service continues.

If you would like to log your interest, or know of any schools or businesses that would like to get involved, please contact T21.Rockyoursocks@pcp.uk.net or, **01325 321234!**



Contact us:

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