

November 2019

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healthwatch County Durham

News update - November 2019

Healthwatch County Durham's work on Enter and View is highlighted by NHS Lincolnshire



Primary Care in County Durham were looking for ways to learn from high performing GP practices (those who did well in Care Quality Commission inspections and patient satisfaction surveys) to help improve quality throughout Primary Care.

We have offered to use [Enter and View visits](#), where authorised representatives would carry out appreciative conversations with patients to gather the stories behind the good results. Two practices volunteered for the project and our team spent half a day in each practice. It was fascinating to see the same trends coming out at both practices; empathy and professionalism of doctors, appointment availability, positive staff culture, comfortable environment and being consulted on things that affect them.

After being slightly apprehensive at first, the practices

both had a great experience and have become ambassadors for positive Enter and View!

Our vision is for this way of working to become the norm in County Durham, where providers and commissioners of health and social care services embrace using Enter and View to gather patient and public opinions on how to design and deliver great services.

People will become confident in celebrating and building on good practice and patients will be actively involved in service improvement.

Changes made to care home service after our 'Enter & View' visit to Springfield Lodge



Following on from our 'Enter & View' visit to Springfield Lodge Care Home, West Rainton, the manager, Helen Reeve, showed us a new grassed area that they have recently laid out. Some residents at the home had previously shared how they missed having access to a garden and green space to relax in.

After receiving this feedback, Helen and the staff have worked to install the area, which is linked to and from the main conservatory. Helen said that she 'wasn't aware that residents wanted this and was very grateful that the process had flagged this up'.

The space is really lovely with overhead lights, plants and seating where residents can enjoy even into the evening, if the weather is kind. They are also due to have a large aquarium delivered and set up in one of the communal areas, as residents mentioned pets were also something they missed and could benefit from.

And the results are in ...



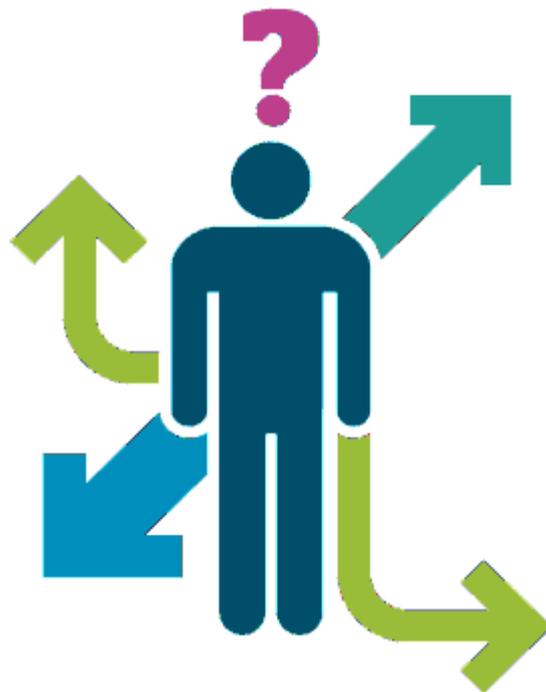
Pictured above: Miss Smith - Assistant Head at St Leonard's Catholic School with Healthwatch County Durham's Administration Officer - Georgina Cowey.

Our research on pharmacy services with 439 young people has now concluded!!

Thank you to everyone who took part and to the schools, youth groups and Durham University for inviting us along to talk to them about our work. Recommendations will now be made to the Local Pharmaceutical Committee (LPC) on how service access for young people could be improved.

For taking part in our research the school received a £100 Amazon voucher for an educational project of their choice.

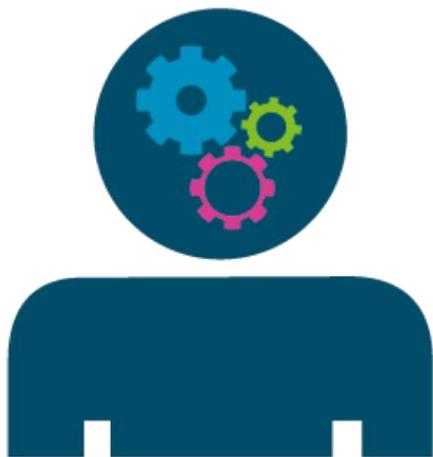
Spotlight on signposting



Our information and signposting team is available Mondays to Fridays on Freephone 0800 304 7039 to help answer your queries about local health and social care services.

The range and complexities of these queries is very diverse. We can provide you with information on a range of services such as chiropodists, dentists or home care. We can also talk to providers on your behalf where you are unhappy with the service. This can include issues such as incorrect prescribing and diagnosis as well care home services. In some cases we make referrals to the Safeguarding team if we are worried that a vulnerable person may be at risk of abuse or neglect. So whatever your query we are here to help.

Flu Vaccination report



In 2019 we were approached by Durham County Council's Public Health team to gather feedback on what people think about the NHS flu vaccination. The aim was to find out what discourages eligible people from getting their free NHS flu vaccination and find out what would encourage more at risk groups to get vaccinated. [This](#) is what you told us.

Supporting Veterans in County Durham



Remembrance Sunday is a day to remember and honor those who lost their lives in both World Wars and later conflicts. It is held at 11am on the second Sunday in

November (the Sunday nearest to 11th November, Armistice day).

Part of Durham County Council's website, [Armed Forces Outreach Service \(AFOS\)](#) can provide help and support to all Forces Personnel, Reservists, Veterans and their families.

As well as the website, [Veterans at Ease](#) (a UK-registered charity) is committed to helping Veterans, Reservists, Serving Military Personnel and their families deal with Post-Traumatic Stress Disorder (PTSD) and other combat stress-related issues. They will help anyone who feels they need support whether they have been diagnosed with PTSD or not.

Mind your language!



A 'Mind Your Language' pledge sheet has been developed by Investing in Children's Time To Change Champions within Durham County Council.

This campaign aims to get people to pledge not to use stigmatising language when talking about mental health and hopes to encourage employers and community groups to sign the pledge.

If you're interested in setting your own work place pledge into action, you can find more info [here](#).

Have your say...



Mental Health Attitudes:

Investing in Children on behalf of the County Durham Time To Change Hub has launched a Mental Health Attitudes [Survey](#) which is open to any individual living or working in County Durham, both young people and adults.

The results will help inform the priorities for the future of the County Durham Time To Change Hub and the County Durham mental health anti-stigma campaign group Stamp It Out. If you have any questions please do not hesitate to contact

chris.affleck@investinginchildren.net or call 0191 3077030.

Deadline: 31st December



Integrated Care System Research:

NHS England need your views on what **wellbeing** means to you and what may prevent you from **looking after yourself** as well as you can.

They would also like to know how you think the health and care system can support you further to look after yourself.

Your feedback is really valuable to the NHS and this [survey](#) will take less than ten minutes to complete.

Deadline: 21st November 2019



MS Services - Face to Face Forum:

They are hosting a face-to-face forum at The Durham Centre, Belmont DH1 1TN on 19th November, 12.30pm - 4pm.

MS Society would like to give patients across County Durham and Darlington an opportunity to tell them what services they need to **help them live as well as possible** with MS. They would love to know what a good MS service would look like to you.

Your views will help MS Society develop standards for MS services across England. Come and help make a change!

Refreshments will be provided, including a buffet lunch. Please [register](#) by the 12th November 2019.

Leonard Cheshire Open Day...



Volunteer Open Day at Leonard
Cheshire Bradbury House in Crook
DL15 8NL.

Pop along and have a cuppa at their
volunteering open day on **Wednesday**
the 13th November,
1 - 4pm.

If you'd like more information, call
01388 768380 or email

alison.garland@leonardcheshire.org

Integrated care



Join Our Journey Towards Our #FutureNHS

Earlier this year the NHS launched a new Long Term Plan to help improve the quality of care and sustainability of services. It sets out how the NHS will

work across all different organisations to ensure that the health and care system is fit for the future. To help the NHS understand what matters most to people living in the North East they would like you to [complete a short online survey](#)



Contact us:

Healthwatch County Durham
Whitfield House
St Johns Road
Meadowfield Industrial Estate
Durham
DH7 8XL

Freephone: 0800 3047039

Text: 07756 654218

Email: healthwatchcountydurham@pcp.uk.net



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