

News update - October 2018

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### Care home website goes live



We're excited to announce our project to improve care home websites has taken a big leap forward in recent days. Volunteer Tony Bentley (far left) has been working closely with Kaydar, a local care home, to develop a [new website](http://www.kaydar.org.uk) ([www.kaydar.org.uk](http://www.kaydar.org.uk)) that provides all the information prospective residents and their relatives might need. Our research has identified that many County Durham care homes don't have all this information displayed online at present (e.g. about fees, services, and visiting protocols) and our hope is the Kaydar website will act as a template other care homes can follow to improve their own.

*Tony is pictured here presenting some thank you flowers to Norreen Burns from Kaydar.*

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# Update: improving cancer screening services



Last month we promised to tell you more about the impact our research into cancer screening programmes is having in the region. Here are some of the pledges made by key organisations involved in local cancer care in response to our recommendations for reducing barriers to screening. All our suggestions were based on feedback *you* shared with us.

1. We said: "Some patients who are having/ have had cancer treatment believe they do not need to attend screening as they have already been seen."  
*- Rob Milner from the local Clinical Commissioning Groups has shared our reports with the Cancer Services Manager at County Durham and Darlington NHS Foundation Trust and requested the importance of attending screening regardless of treatment for other cancers is reiterated by cancer specialist nurses to patients. He also agreed to include the findings in Cancer Champions training.*  
*- Kirsty Wilkinson from Public Health said she would check this message is clear in HPV information leaflets for young women and would share it with Joining the Dots, MacMillan Information Centres, and cancer nurses.*
2. We said: "There is confusion about when patients should expect to be called for screening, including the age criteria."  
*- Tracy Smith from NHS England agreed to check invite letters and information leaflets to make sure this information is included so patients are clear about the criteria for different programmes.*
3. We said: "The attitude and approach of medical staff seems a really important part of whether some people decide to attend future screening."  
*- Janet Cumiskey and Amanda Firby, who provide breast screening services in the North East, have shared our report at team meetings and learning events and discussed different ways to support women through screening with their teams.*  
*- Tracy Smith from NHS England said our report has been shared with the Cervical Screening Programme Board and will be considered by them.*

**\*\*\*You share. We listen. Together we make change!\*\*\***

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# Share your experiences + share our surveys...

We're still busy gathering views about the four service areas you told us you wanted us to prioritise this year: dementia services, GP appointment systems, mental health services and transitions from children's to adult services. Share your experiences and your ideas for improvement by completing our online surveys - full details below.

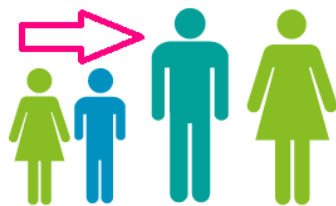


## Dementia services

Are you a relative or carer of someone living with dementia? Currently there is no standard procedure for how GPs in the area refer into dementia services, so we'd like your help to identify good practice so it can be shared. What works? What doesn't? And are there any gaps in services you think need addressing?

### **Dementia services survey**

<https://www.surveymonkey.co.uk/r/WSD5G5D>



## Transitioning into adult services

If you're a young person aged 13 or over with extra care needs, or a family member or carer who supports them, we'd like to hear your experiences of transitioning from children's to adult services. Whether you're just starting to think about moving, or have already transferred into adult services, we'd like to hear your thoughts.

### **Transitions survey**

<https://www.surveymonkey.co.uk/r/V6GRGYW>



## GP appointment systems

We are currently looking into the different ways GP surgeries manage their appointment systems. What is your experience of how they work? Please complete the survey to help us identify good practice as well as the things that could be done better.

### **GP appointments survey**

<https://www.surveymonkey.co.uk/r/J5KK68C>



### Mental health services

Getting the right support at the right time is vital if you are struggling with your mental health and we want to hear how you think current mental health services are working. Have you accessed mental health services in the last year? What worked well and what could have been better? Tell us your experiences by completing our survey. If you are a mental health professional we would also like to hear your thoughts about how you think your work affects your wellbeing.

#### **Mental health services survey**

<https://www.surveymonkey.co.uk/r/BTYP3F3>

#### **Mental health staff survey**

<https://www.surveymonkey.co.uk/r/BTK8MRS>

**Please share these links with anyone you know in County Durham who has experience of these services. Please be assured that all information submitted to us will be treated in confidence.**

## **Don't forget our signposting service!**



For help finding the health/social care service you need, call our team:  
0800 304 7039  
Mon-Thurs: 9am-5pm  
Fri: 9am-4.30pm

**healthwatch**  
County Durham

## Living with and beyond cancer



Age UK County Durham has launched a new programme for older people with a cancer diagnosis to help them maintain their health and wellbeing. Living With and Beyond Cancer will work with people living with a cancer diagnosis, and their family/carers, to help them access the right support. It will initially operate in Durham City, Chester-le-Street and the Derwentside and North Durham areas. For more information contact Clare Midgley on 0191 374 6567 or email [info@ageukcountydurham.org.uk](mailto:info@ageukcountydurham.org.uk)

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## Can you quit it? Yes you can!



[Smokefreelife County Durham](http://www.smokefreelifecountydurham.co.uk) ([www.smokefreelifecountydurham.co.uk](http://www.smokefreelifecountydurham.co.uk)) is supporting smokers who want to try to kick the habit this "Stoptober". Evidence suggests that people who give up smoking for a month are five times more likely to stop for good so the organisation is giving away a free week's supply of nicotine replacement therapy patches to anyone who completes a short assessment with one of their advisors as a headstart. People will then be referred to their nearest community clinic to receive ongoing support and further treatment.

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## To pay or not to pay...

NHS England has launched [an online tool](http://www.nhsbsa.nhs.uk/penalty-charges-dont-get-caught-out/check-you-tick) ([www.nhsbsa.nhs.uk/penalty-charges-dont-get-caught-out/check-you-tick](http://www.nhsbsa.nhs.uk/penalty-charges-dont-get-caught-out/check-you-tick)) to help you quickly check whether you are entitled to free prescriptions. It's hoped it will reduce the number of people incorrectly claiming exemption from payment and help reduce the £256m cost per year to the NHS when people incorrectly claim prescription medications for free.

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# Have your say



## Area Action Partnerships' priorities

County Durham is split into 14 Area Action Partnerships or AAPs. The idea of the partnerships is to enable people to have a say on services and so help ensure the work of organisations like the county council, police, and fire service meet the needs and priorities of each local community. Residents of County Durham are currently being asked to highlight their top three themes from a selection of ten to help set AAP priorities and target spending for 2019-21. The themes include young people, older people, health and wellbeing, and the environment. [Have your say.](#)

[www.durham.gov.uk/article/19031/Have-your-say-on-Area-Action-Partnership-AAP-priorities-for-2019-2021](http://www.durham.gov.uk/article/19031/Have-your-say-on-Area-Action-Partnership-AAP-priorities-for-2019-2021)

**Deadline: Friday 30 November**

## WAITING ROOM



## Weardale Practice

Weardale Practice is asking patients for their ideas on how to shape local health services. The practice says it wants to take patient views into account in any changes it makes to services in the future. People in the area can have their say via an [online survey](#) (<http://bit.ly/wdpsurvey>). Paper copies of the survey will also be available at all surgeries and a list of the drop-off points can be found [here](#) ([www.thewardalepractice.nhs.uk/info.aspx?p=6](http://www.thewardalepractice.nhs.uk/info.aspx?p=6)).

**Deadline: Friday 12 October**

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## A movie for mental health

The poster features a central illustration of a black movie camera with white reels and a lens. The text is arranged in a dynamic, diagonal layout. At the top left, there is a small logo for 'Stamp It Out' with the text 'Mental Health and Stigma'. Below it, 'FREE ENTRY' is written in large red letters. A black diagonal banner contains the text 'STAMPING OUT MENTAL HEALTH STIGMA' in white. The main title 'MOVIE NIGHT' is written in large, bold letters, with 'MOVIE' in red and 'NIGHT' in white. To the right, 'MOVIE & DISCUSSION TO MARK WORLD MENTAL HEALTH DAY 2018' is written in black and white. The camera's body contains the text 'A LONG WAY DOWN MON 8TH OCTOBER 6PM - 8:30PM'. At the bottom right, contact information is provided: 'If you require more information regarding the event contact: [chris.affieski@investinginchildren.net](mailto:chris.affieski@investinginchildren.net)'. The bottom of the poster is a filmstrip with five frames containing the following text: 'TALK TO US 116 123', 'RESERVE TICKETS BY CONTACTING GALA BOX OFFICE 03000 266600', 'time to change time to talk day 2018', '"YOU ARE NOT ALONE, THERE IS ALWAYS HOPE"', and 'GALA THEATRE MILLENNIUM PLACE DURHAM'.

**FREE ENTRY**  
STAMPING OUT MENTAL HEALTH STIGMA  
**MOVIE NIGHT**  
MOVIE & DISCUSSION  
TO MARK WORLD MENTAL HEALTH DAY 2018  
A LONG WAY DOWN  
MON 8TH OCTOBER  
6PM - 8:30PM  
If you require more information regarding the event contact:  
[chris.affieski@investinginchildren.net](mailto:chris.affieski@investinginchildren.net)

TALK TO US  
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RESERVE TICKETS  
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day 2018  
"YOU ARE NOT  
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GALA THEATRE  
MILLENNIUM  
PLACE DURHAM

## Advice and support

### Shildon memory cafes

**WHAT:** An opportunity for people with dementia and those who support them to meet up and chat over a cuppa. Volunteers will also be on hand for support.

**WHERE:** Chestnut Close Community Centre, Shildon, DL4 2HS

**WHEN:** First Tuesday of every month, 1pm-2.30pm.

**CONTACT:** 01388 417600

**MORE INFO:** There will also be a memory cafe at Harrison Close Community Centre, Shildon, on the *third* Tuesday of every month at the same time. Call 07809 342192 for more details.

### Fulfilling lives, fulfilling employment

**WHAT:** More than 50 stalls offering advice, guidance, support, and opportunities for moving towards employment for people with physical and learning disabilities.

**WHERE:** New College, Durham

**WHEN:** Thursday 25 October, 10am-1pm

**MORE INFO:** Contact Paul James at Durham County Council on 03000 265521 or email [paul.richard.james@durham.gov.uk](mailto:paul.richard.james@durham.gov.uk)

### Make sense of caring

**WHAT:** A half-day course for carers who look after an adult. Find out what help is available to you and get a better understanding of health and social care jargon.

**WHERE + WHEN:**

Peterlee - 10 October at William Brown GP surgery

Durham - 20 October at Arlington House

Newton Aycliffe - 25 September at Newton Aycliffe Youth and Community Centre

Pity Me - 26 September at Newton Hall Community Centre

**CONTACT:** Call 0300 005 1213 to book a place.

### Young people's future event

**WHAT:** A day of fun activities, information and advice for young people with special educational needs and disabilities aged 13-25 and their parents/carers.

**WHERE:** Spennymoor Leisure Centre

**WHEN:** Tuesday 23 October, 11am-2pm

**CONTACT:** Book tickets [here](http://youngpeoplesfuture.eventbrite.co.uk/?s=88507740) ([youngpeoplesfuture.eventbrite.co.uk/?s=88507740](http://youngpeoplesfuture.eventbrite.co.uk/?s=88507740)) or call 0191 307 7030 or email [chris.affleck@investinginchildren.net](mailto:chris.affleck@investinginchildren.net) for more information.

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