

March 2024 News Update

Good news for our Middle Eastern client



This month we were contacted by a Middle Eastern woman, who wanted some advice about the quality of care her son had received when attending a local A&E department. This individual speaks some English as a second language, and felt that the language barrier meant her son's care was less than the normal, high standard she expected - she hadn't been given enough information to be sure she understood what was wrong with her son and how to deal with it.

We contacted the hospital and the Patient Experience Team concerned and as a result, an investigation took place. The woman has now received a written response and an apology in Arabic. A "wonderful" response, she said, that was "appreciated".

Communication issues are something we hear about regularly - barriers to communication should never be a reason to accept a lower standard of care. If you have concerns about communication with your health & care providers, get in touch with us at healthwatchcountydurham@pcp.uk.net or 0800 3047039.

Enter and View Report - Sacriston Surgery



Our trained representatives went into Sacriston Surgery on 11th December 2023 to get feedback from the patients using the doctor's surgery. We carried out 27 individual interviews with patients and left surveys in the reception area before our visit. 1 was completed beforehand and 2 comments were left on comments cards.

Please read the full report on our website. Or you can get in touch to have a copy sent out to you at 0800 3047039.

In case you missed it - Dentistry Survey



**What is the word
of mouth on your
local dentist?**

**Share your views
on NHS dental
care**

We sent out an email earlier this month but in case you missed it please give us your experiences of dental services and fill in our survey.

We have had feedback telling us about the challenges people face when it comes to NHS dentistry and your views and feedback will help shape future services.

You can also fill it out more

than once on behalf of children and others in your care.

As a thank you for participation in this survey you can choose to enter our prize draw for £100 of Love2Shop vouchers. Fill out the survey

here: <https://www.smartsurvey.co.uk/s/DentistNENC23/>

Please share with your family, friends and colleagues so we can get as much feedback from County Durham as possible! If you would like a physical copy sending out please get in touch at 0800 3047039.

Thanks for all your help so far!

Healthwatch County Durham Drop In



This month we held a drop in session at Cooper's Hall in Witton Gilbert to inform people about what we do and how we can help them by signposting them to services across County Durham.

We have another drop in session on Tuesday 26th March at Cooper's Hall 9:30am-12 if you would like to come along for a chat and find out more!

Small Talk Saves Lives



Small Talk Saves Lives empowers the public to trust their instincts and encourages them to act if they see someone who might need help.

A little small talk and a simple question like “Hi, where can I get a coffee?” can be all it takes to interrupt someone’s suicidal thoughts and could help set them on the journey to recovery.

Delivered in partnership with Network Rail, British Transport Police and the wider rail industry, Small Talk Saves Lives will run from 22 February to 19 March 2024.

Join thousands of people looking out for one another www.samaritans.org/smalltalksaveslives

Apply for a Miscarriage Certificate



If you have suffered a miscarriage before 24 weeks, you can now apply for a Baby Loss Certificate.

It has been designed to formally recognise the devastating loss of a baby during pregnancy and help those grieving feel more recognised. It is not compulsory but is free for those who feel they could benefit or get closure from this certificate.

For more information and how to apply go to www.gov.uk and search baby loss certificate.

#WeSeeAMum Tommy's Campaign



Mother's Day can be emotional. Especially if you're a mam without your baby. People can feel like parents from the moment they see a those blue lines - but heartbreakingly, not everyone gets to bring their baby home. Tommy's campaign We See a Mum is working to change this.

No matter what your experience, they see every mam. Mother's Day, and every other day. To support the campaign, or seek support for yourself please visit: <https://www.tommys.org/WeSeeAMum>

Fun Facts



Did you know that laughing can actually be a benefit to your health and wellbeing!?

It lowers stress levels and makes you feel more relaxed because it disarms your nervous system.

It increases oxygen to your body which in turn decreases your heart rate and helps you think more clearly. Laughter also can reduce artery inflammation and increase HDL (which is the 'good' cholesterol). It increases blood flow which can lower your risk of a heart attack!

Whether it's that funny cat video on social media or that funny story someone told you, or your favourite funny show, it's worth having a good giggle. It's beneficial to your health!

Become a Community Champion

Become a
**County Durham Together
Community
Champion**

Join a growing network of like-minded people from across County Durham who want to help people live longer, healthier and more connected lives.

Share key information about health and wellbeing with your community.

You'll be supported with regular updates, resources and free training.

Sign up today!
Let's work together for a healthier County Durham.

Sign up now:
[www.durham.gov.uk/
cdtcommunitychampions](http://www.durham.gov.uk/cdtcommunitychampions)

County Durham Together
Better for everyone

Durham
County Council

Could you be a County Durham Together Community Champion? Do you see and talk to people in your community on a regular basis? Maybe you're part of a group, club or sports team, or perhaps you just enjoy meeting people and having a chat. If this sounds like you, and you have an interest in health and wellbeing, then you could become a Community Champion.

Find out more: <https://www.durham.gov.uk/cdtcommunitychampions>

OOOPS Free Chairarobic Gentle Exercise and Support Group



IleOstomy, UroOstomy, ColoStomy Patient Support

Takes place during the meeting, lasting 30 minutes

FREE Chairarobic and

Shotton Community Hub,

Bridge Road,

Shotton Colliery.

DH6 2PQ

10.00am till 12.00pm

Every Monday excluding Bank Holidays

For more information contact

Claire on

0191 5863520



Gentle Exercise

The Group supports people preparing for a stoma operation or already has a stoma for any reason.

Can have **IBS** or any of the **IBDs**, **Endometriosis** and other digestive system related complications in the Durham Area.

Is injury or mobility stopping you from being as active?
Are you an **Ostomate**?
Feeling Isolated?

A little down or tired?

Come Join Us

Wear loose, comfortable clothing, keep water handy. If you've not done much physical activity for a while, you may want to get the all-clear from a GP before starting

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IleOstomy, UroOstomy, ColoStomy Patient Support

We would like to welcome anyone interested to attend our support group at the

Shotton Community Hub,

Bridge Road, Shotton Colliery, Co Durham DH6 2PQ

10.00am to 12.00pm

Meetings are held on the first Monday of every month. (excluding Bank Holidays)

The Group supports people preparing for a stoma operation or already has a stoma for any reason. Can have **IBS** or any of the **IBDs**, **Endometriosis** and other digestive system related complications in the Durham Area.



email
ooopsgroup@outlook.com
on
[#oooppsed](https://twitter.com/oooppsed)

OOOPS Web Site

It is a informal free get together which is confidential, welcoming and friendly.

It is important to learn how to deal with the flare ups, with lifestyle changes, and stress management. The goal is to keep the symptoms from interfering with day-to-day life.

You are not alone

For more information contact

Claire on 0191 5863520

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Durham OOOPS

Discharge and Prevention Service



Durham Acute Hospital Discharge and Prevention Service.



Our service focuses on delivering support to people, who have been admitted to hospital and may be experiencing issues such as homelessness, tenancy issues, benefits and finance or anything that maybe affecting your mental wellbeing.

What we do!

We work closely with the NHS across all departments including A&E and outpatients. The service can also provide support to any inpatients on the wards as well follow up community based support post discharge for any patients who live in County Durham. We develop personalised support plans to meet your individual support needs that is affecting your health and wellbeing. The community health negotiators will provide support and companionship to those being discharged from hospital who are residing with County Durham.

How we can help..?



Supporting you to find somewhere safe to live or any tenancy related issues



Help with managing finances or benefit claims



Support to talk to agencies or professionals



Accessing services relating to your health and wellbeing

To refer into the service please pick a platform below:

Telephone - 0300 131 0030

Email - homestay.UHND@homegroup.org.uk

Mental Health Support Group

Woodland Community Group supporting Woodland, Copley, Butterknowle and surrounding areas.

Alcohol?

Depression?

Anxiety?

**WHAT'S ON YOUR MIND?
LET'S TALK ABOUT IT**

MENTAL HEALTH

Join us for tea, coffee and a warm & friendly welcome!

A WEEKLY SUPPORT GROUP AT ST MARY'S CHURCH, WOODLAND, BISHOP AUCKLAND DL13 5RF

FROM 7.00PM - 8.30PM

STARTING ON WEDNESDAY

7th FEB 2024

FOR MORE INFO CALL: 07515 928981

Living with Type 2 Diabetes Course - For people with Learning Disabilities

Registered Charity No.: 1069993

Skills for Living with Type 2 Diabetes

A Six Week Course for People with a Learning Disability

Who?

- ✓ This course is for people aged over 18 with a learning disability who have **type 2 diabetes**, registered with a County Durham GP practice.
- ✗ This course is **not** for people with type 1 diabetes or those who are pregnant or post-natal.

What?

The course is **designed for people with a learning disability**. It covers:

- Understanding diabetes
- Looking after our health
- Eating healthily and exercising to manage diabetes
- Feeling good and making sure we have support.

Where?

East Durham Trust. Community House, Yoden Road, Peterlee, SR8 SDP.

When?

Starting **Monday 4th March 2024**
Every Monday, afternoon sessions, for six weeks.

How to book

Referrals are made through the patient's GP practice.

Scan here for a video about the course

For more information please contact Skills for People on: 0191 281 8737
email: diabetes@skillsforpeople.org.uk www.skillsforpeople.org.uk



Walking Netball

Where: Peterlee Leisure Centre

When: Every Friday (starting 17th April)

Time: 10:00 - 11:00am

Cost: £3

Thrive

No booking required - just bring your Thrive card along if you have one. Alternatively, you can pick one up at the leisure centre.

For further information:

E-mail enquiries-move@sport.durham.gov.uk

Telephone: 03000 262539



www.thriveleisure.co.uk



TENPIN BOWLING

Partnership Event – All welcome

Where: Peterlee Leisure Centre

When: Friday 8th March 2024

Time: 2:00pm – 4:00pm

Cost: Free of charge

No booking required – just bring your Thrive card. If you need a FREE Thrive card you can apply for one at reception.

For further information:

E-mail enquiries-move@sport.durham.gov.uk

Telephone 03000 262539



www.thriveleisure.co.uk



Share your News

If you have anything you would like to share with us to put in the e-Bulletin, please get in touch and we will be able to include it in the future. This can include upcoming events, important information on health and social care and support around County Durham. Email victoria.dixon@pcp.uk.net if you would like your information on the e-Bulletin.



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
