



## June 2024 News Update

### Pharmacy First Survey



## Pharmacy First

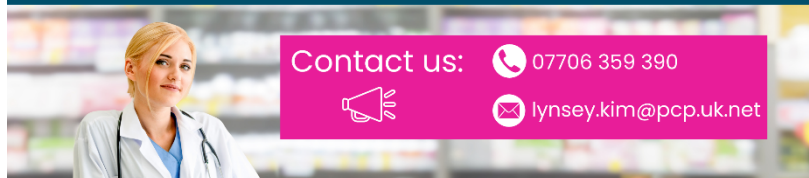


Did you know you can now get treatment for some common conditions directly from your pharmacy, without needing a GP appointment or prescription? This includes things like but not limited to:

- Earache
- Impetigo
- Infected insect bite
- Shingles
- Sinusitis
- Sore throat
- Urinary tract infection

### Share your feedback

Have you used your pharmacy for illnesses or ailments? Please share your experience with us in our survey by scanning the QR code!



Contact us: 07706 359 390

lynsey.kim@pcp.uk.net

Have you used your pharmacy in the last 5 months?  
With the Pharmacy First scheme they can now help you with more ailments without having to go to a GP first. See the list above.  
We want to hear your experiences and feedback on this new system so we can find out if it is helpful to you. Scan the QR code on the poster above or follow the link here: <https://www.smartsurvey.co.uk/s/13PY2B/>  
Please share with colleagues, friends and family.

## Youth Health County Durham



### We want to hear your voice

Are you 14 – 24 years old?  
We want to hear your views, opinions and experiences on health and social care services. Such as:

**Hospital, GP surgeries, pharmacies, mental health, inpatient, dentists.**



Contribute to giving the younger voices of County Durham a say on health and social care services. Share what experiences you have been through and make a difference.

Contact us:



[sandra.burton@pcp.uk.net](mailto:sandra.burton@pcp.uk.net)



07706 359 390

Our Youth Engagement Lead, Sandra, wants to hear from anyone who is between 14-24 years old. We want to know how younger people engage with services, how services engage with you, and if there is anything you would like to be different. We can give services your feedback and help improve the future of health and social care for young people.  
Get in touch with Sandra at [sandra.burton@pcp.uk.net](mailto:sandra.burton@pcp.uk.net) or phone 07706359390.

## Accessible Information Poster

# Do you have communication needs?

It is the law for the NHS and social care providers to help you understand information about your health and social care under the Accessible Information Standard

**Here are 5 things NHS and Social Care services must do for you:**

**Ask**



The service should ask if you have any information and/or communication needs

**Record**

They should make sure these needs are recorded on your notes



**Highlight**



They should flag and alert staff your requirements

**Take Steps**

The service should be communicating about your care, your way to meet your needs



**Share**



If you agree, the service should share with other services your requirements

**If your needs aren't being met** tell the service. It's your right to receive information in a way you understand.

You can also give feedback to us at:  
[www.healthwatchcountydurham.co.uk](http://www.healthwatchcountydurham.co.uk)  
email [healthwatchcountydurham@pcp.uk.net](mailto:healthwatchcountydurham@pcp.uk.net)  
call 0800 3047039 text 07756 654218

**healthwatch**  
County Durham

Following our recent engagement work and GP access report we found out people don't always know their rights to information. It is law that they have information available to them that is clear and presented in a way that is understood. We are all individual and one method of communication may not be suitable for everyone.

We have created this accessible information poster which we hope to promote across County

June 2024

Durham. We want to ensure everyone is aware they have the right to ask for communication to be provided in a way that is clear to them and it is law that services provide information in a way they understand.

Please get in touch with us if you are struggling to understand information and would like some advice.

healthwatchcountydurham@pcp.uk.net

0800 3047039

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## Last Chance to Contribute to the Farming Health Survey



In case you missed it.... Are you part of a farming community within County Durham?

We are running a survey on the subject of “access to health and wellbeing services for farming people”. We want to better understand what issues the farming communities face when they need health or care services. Please take a few minutes to give us your views via the link

here: <https://www.surveymonkey.com/r/V7LPRCB>

Or to request a paper copy, contact Tony Bentley on [tony.bentley@pcp.uk.net](mailto:tony.bentley@pcp.uk.net) / 07821650442.

Please feel free to share to share this information with anyone who may be interested in contributing. The survey will be closed in a few weeks time!



## Sensory Support Day - 5th June



Do you struggle with your hearing or eyesight and need help?

Why not go along to Durham County Council's Sensory Support day and meet dedicated services, who work across County Durham to provide advice and guidance for people with vision or hearing impairments.

On Wednesday 5<sup>th</sup> June, you can find them at Ferryhill Market Place from 9:30-4pm where the following services will be available to speak to:

Action Deafness

Durham Deafened Support

Sunderland and Durham Royal Society for the Blind

Durham County Council Sensory Support Team

Durham County Council will have information for you to take away and a variety of equipment aids they can demonstrate to help overcome some hurdles for people who have vision and hearing impairments. There is also space on the bus for anyone needing to chat about the services on offer and they can take referrals too.

It will be based in the Melissa Bus, which is a double decker bus parked in Ferryhill Market Place.

For further information on services available to support people with vision or hearing impairments please log onto: [www.durham.gov.uk/deafblind](http://www.durham.gov.uk/deafblind)

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## Outreach Event - We are at Annfield Plain Library



Come and see us at Annfield Plain Library

10am-12pm on Tuesday 02 July

We are attending the Durham County Council Library outreach event on Tuesday 02 July 10-12pm at Annfield Plain Library, North Road, Stanley, County Durham, DH9 8E.

Please pop along to join us for a chat or discuss our surveys on people's experience of miscarriage and the

June 2024

launch of the new Pharmacy First survey. We are here to help with any health and social care queries and signpost people to appropriate services.

No booking required. If you would like more information or advice beforehand email [healthwatchcountydurham@pcp.uk.net](mailto:healthwatchcountydurham@pcp.uk.net) or phone 0800 3047039.

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## Our Volunteers Involved in Assurance Rounds



Our volunteers were asked by the 'Patient Experience' team if they would take part in assurance rounds happening at University Hospital North Durham on Thursday 30<sup>th</sup> May 2024.

Two volunteers, Paul Stokes and Eve Thomson, agreed to go along to carry out this piece of work. The task is part of work 'Quality improvement' reviews around the hospital. They asked the staff about a whole range of areas, such as safety, care quality and environment. We will update you on the results in a future e-Bulletin.

## Carers Week 10th - 16th June



Do you take care of a family member or friend who needs your support due to illness, disability, frailty or mental health?

We care that you care! Carers week is an opportunity to raise awareness of the impact of caring and to make sure that you know that support is there for you when you need it



Durham: 0300 005 1213  
Darlington: 0300 030 1215  
Text: 07800 005830  
[www.dccarers.org](http://www.dccarers.org)

We can help with:

- Form filling & accessing benefits
- A listening ear & free counselling
- Accessing other services & support
- funding to take some time out

And so much more



Charity Number: 1069278

Carers Week is coming up on 10th - 16th of June. It shines a light on carers who may often go unnoticed, highlights the challenges unpaid carers face and recognises the contribution they make to families and communities in the UK.

DCC offers support, tools and information for people in County Durham. Visit their website here: <https://dccarers.org/>

## Back on your Bike Course

thrive

### Back on your Bike Course

**Where:** PCP, Carer's Way, Newton Aycliffe

**When:** Tuesday 4<sup>th</sup> June 2024

**Time:** 9.30am – 12.30pm

**Cost:** FREE  
(Bikes and helmets available for loan)

Booking essential

Please e-mail [enquiries-move@sport.durham.gov.uk](mailto:enquiries-move@sport.durham.gov.uk)

Or call Telephone: 03000 262539



[www.thriveleisure.co.uk](http://www.thriveleisure.co.uk)



If you are interested in getting back into riding a bike again join Thrive's Back on Your Bike Course starting at the Pioneering Care Partnership on Tuesday 4th June, 9:30-12:30. The course is free and bikes and helmets are available for loan.

Booking is essential. Email [enquiries-move@sport.durham.gov.uk](mailto:enquiries-move@sport.durham.gov.uk) or phone 03000 262539.



## Men's Pie Club - Sacriston

**NEW CLUB COMING SOON!**

**MEN'S  
PIE CLUB**  
LOCAL GUYS, MAKING PIES

Men's Pie Club is a weekly get together for men to make a pie, chat to other guys, make new friends, laugh and maybe learn a thing or two.



MPC is a club, not a course, so there's no start or end date or expected commitment to attend every week. Clubs have up to 10 participants week to week.

There is always a warm welcome, the only thing Pie Men need to bring is a little bit of enthusiasm and a willingness to be part of a team where everyone supports each other.

### **MPC SACRISTON**

Woodshed Workshop,  
Plawsworth Road,  
Sacriston DH7 6PD

Thursdays 10am—12pm  
(launches 23 May, 2024)

#### **HOW MUCH DOES IT COST?**

Not a penny... All your equipment and ingredients are free, and you get to take your freshly baked pie home with you (or eat it there and then if you wish).

#### **WHAT IF I CAN'T COOK?**

You don't need any cooking skills, but we'll teach you one or two if you fancy it.

#### **CAN ANYONE JOIN?**

Yes. We're open to any men who want to come and give Pie Club a go. If you want to bring a mate with you, that's good with us.

#### **HOW DO I GET IN TOUCH?**

Feel free to give Chris a call/text on **07932 378 034** or email [hello@menspieclub.co.uk](mailto:hello@menspieclub.co.uk)

Or message us at [facebook.com/menspieclub](https://www.facebook.com/menspieclub)

The Men's Pie Club has come to Sacriston. It is a free group for men to make a pie for yourself, make friends and have fun along the way for free.

This group meets every Thursday 10am - 12pm at Woodshed Workshop, Plawsworth Road, Sacriston, DH7 6PD.

If you want more information or have any questions, get in touch with Chris at 07932 378034 or email [hello@menspieclub.co.uk](mailto:hello@menspieclub.co.uk).

## Sensory Room - Durham Cricket Club

### SENSORY ROOM

THE  
SHIPPEY  
GROUNDS



Durham Cricket will once again be opening it's Sensory Room as well as its Multi faith space for the 2024 season.

Based in the Club's Media Centre, the Sensory Room is designed to ensure cricket is accessible to families with neurodiverse children who might otherwise feel uncomfortable attending matches.

The space is fitted out with bubbletubes, colourful fibre optics and soft furnishings to provide a calming environment for children and families that need to get away from the hustle and bustle of a matchday atmosphere at the ground.

During the 2024 season the Sensory Room will be accessible at **all** of Durham Crickets home fixtures.

To book a place in the room or the multi faith space for any of Durham's remaining home games, contact us:  
**0191 387 1717** or email **[box.office@durhamcricket.co.uk](mailto:box.office@durhamcricket.co.uk)**

*You must have a valid match ticket to access the room, preference will be given to those who have pre-booked the room.*



#### 2024 HOME FIXTURES

FRI	<b>31 MAY</b>	18:30	BIRMINGHAM BEARS
WED	<b>12 JUN</b>	18:30	LEICESTERSHIRE FOXES
SUN	<b>16 JUN</b>	14:30	LANCASHIRE LIGHTNING
FRI	<b>21 JUN</b>	18:30	YORKSHIRE VIKINGS
FRI	<b>05 JUL</b>	18:30	WORCESTERSHIRE RAPIDS
FRI	<b>12 JUL</b>	18:30	NOTTS OUTLAWS
SUN	<b>14 JUL</b>	14:30	NORTHANTS STEELBACKS

Durham Cricket will be opening a sensory room whilst the cricket games are on. This enables families with neurodiverse children can still enjoy the cricket. It has bubble tubes, colourful lights and a calming environment.

You can book a place by phoning 0191 3871717 or email [box.office@durhamcricket.co.uk](mailto:box.office@durhamcricket.co.uk)

## Wellbeing for Life - Eatwise and Exercise Course



# Eatwise & Exercise

Alternate Wednesdays, 10:00am - 11:30am  
Mickle Grove Community Centre

24th July, 7th August, 21st August, 4th September, 18th September, 2nd October, 16th October and 30th October



“Healthy eating isn't about calorie counting, elimination diets or expensive ingredients...It's real ingredients and wiser food choices.”

### Join like-minded people to socialise and share the experience.

This is an 8 week course starting on July 24th.. Each session will provide you with healthy eating support and advice followed by 30 minutes of chair based exercise.

For more information contact Sharon Milner on the details below.

-  Mickle Grove Community Centre, Coundon, County Durham, DL14 8XL
-  Sharon Milner - 07566 794 554
-  [sharon.milner1@nhs.net](mailto:sharon.milner1@nhs.net)

For further information on the Wellbeing for Life service  
Freephone: 0800 8766887 [www.wellbeingforlife.net](http://www.wellbeingforlife.net)



Wellbeing for Life are offering a course which gives people support with healthy eating and 30 minutes of chair based exercises. It is an 8 week course starting on 24th July continuing on alternate Wednesdays at Mickle Grove Community Centre, Coundon.  
For further information email [sharon.milner1@nhs.net](mailto:sharon.milner1@nhs.net) or phone 07566794554.



## 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](mailto:victoria.dixon@pcp.uk.net) if you would like your information on the e-Bulletin.

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### 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)