

News and Updates

If you have used any NHS or social care service recently such as GPs, dentists, hospitals, care homes, mental health services, pharmacies or patient transport, we want to hear about it. We share your views and experiences with those who pay for and deliver services, so they know what is working well and what could be improved.

Tell us your Covid-19 Story



If there's anything you'd like to tell us about your experience during the Covid-19 crisis, we'd like to hear from you.

At this time, more than ever, we are all grateful for our health and social care services and how they have adapted and continued to provide care.

Some services have changed the way they communicate and work. We'd like to hear your story of using services such as pharmacies, GPs, hospitals, care homes, NHS 111, opticians, mental health services or patient transport.

As services could be delivered in a different way for some time, we'd like to know what you have found works well or less well.

Care Homes - keeping in touch with loved ones



People are telling us they are worried about care homes continuing to be closed to nearly all visits.

They understand it is safer for residents and staff and the extra efforts made to maintain the quality of life in the homes, but after six months, people say they can see the effect on their loved ones, and their own, health and wellbeing.

If your relative, loved one or friend lives in a care home we would like to know what is being done to keep you in touch day to day and on special occasions like birthdays.

We would like to know your experience of using video calls, socially distanced visits and how the home keeps you informed about how your loved one is getting on.

By telling us about your experiences you can help us make care services better for everyone in our communities. Get in touch in one of the ways listed overleaf.

Join us at our online Review of the Year and AGM Wednesday 21 October, 2.00pm

You're invited to our AGM where we'll be looking back at our work and how we made a difference to people in Northumberland. Guests from Northumbria Healthcare NHS Trust will talk about how the Covid crisis has accelerated the move to online appointments and consultations in the NHS, what has worked well and not so well, and what we can expect in the future.

Questions can be asked in advance or at the Q&A session of the event. **Register here:**

bit.ly/HealthwatchNorthumberlandAGM2020 or call us.



Information and Signposting Service

Our Information and Signposting Service can help you find local services, a support group or help with a particular condition, give details of how to make a complaint, pay a compliment or raise a concern about care. We have put together contact details of some services you may find useful at this time, but please get in touch if the service you are looking for is not included.

Useful Numbers

- **Northumbria Healthcare NHS Patient Helpline:** 0191 293 4306
- **Northumbria Healthcare NHS Maternity Helpline:** 07823 907484
- **NHS Patient Advice and Liaison Service (NHS queries):** 0800 032 0202
- **OneCall (if you're worried about someone's welfare):** 01670 536400
- **Northumberland Communities Together - support during Covid-19:** 01670 620015
- **Citizens Advice Northumberland:** 03444 111 444
- **Northumbria Police** - non-emergency: 101, emergency: 999
- **Northumberland Early Help - for families:** 01670 620 461
- **Northumberland Domestic Abuse Services:** 01434 608 030
- **Cruse Bereavement Care:** 0808 808 1677
- **Carers Northumberland:** 01670 320 025
- **Northumberland Recovery Partnership:** 01670 798 200
- **Northumberland Cancer Support Group:** 07598 620599
- **Bridge Project Employment Support:** 0739 379 6522
- **Northumberland County Blind Association:** 01670 514316
- **Age UK Northumberland:** 01670 784 800
- **Re-engage - telephone befriending service:** 0800 716 543



Mental Health

- **Talking Matters Northumberland:** 0300 3030 700
- **Tyneside and Northumberland Mind:** 0191 477 4545
- **Cygnus Support:** 01670 853977
- **Choices4Growth (Berwick):** 07715 473667
- **Childline:** 0800 1111
- **Samaritans:** 116 123
- **The Mix** - for under 25s: 0808 808 4994
- **Shout - text service:** 85258
- **Crisis Team** - adults: 0800 652 2861, children and young people: 0800 652 2865

Get in Touch

We'd love to hear from you. Please contact us at one of the ways below. Not online? That's fine! We now offer a telephone appointment service for anyone who would like a friendly call from one of our team. Just call or text us to arrange a call back at a time that suits you.

Call: 03332 408468
Text: 07413 385275
Email: info@healthwatchnorthumberland.co.uk
Website: healthwatchnorthumberland.co.uk

Write to: FREEPOST Healthwatch Northumberland,
Adapt (NE), Burn Lane, Hexham,
Northumberland NE46 3HN

Social Media:

