



Have your say!

Over 525 completed COVID-19 surveys and counting

This survey has been open since early May 2020. The things we want to know include:

- ♦ How was lockdown for you and your family?
- ♦ How has your health and care been affected?
- ♦ What do you think about using technology for health appointments?
- ♦ What do you think about social distancing, masks, Test and Trace and communication of the rules?

We have been producing snapshot reports every few weeks, which are on our website at www.healthwatchtameside.co.uk/healthwatch-tameside-publications. **Paper copies** can be requested. The topics include:

- ♦ **Interim reports - June and July**
- ♦ **GP access and technology - June**
- ♦ **Mental health and wellbeing - July**
- ♦ **Access to appointments and technology - September**



Tell us what you think. If you filled in the survey a while ago, you can do it again, if you have more to tell us.

To request a **paper copy** and a FREEPOST envelope, give us call on **0161 667 2526**. We can give you a **call back** if you would like to complete it over the phone.

Or you can complete it **online** at:

www.healthwatchtameside.co.uk/covid-19-survey



Please help us to spread our news by sharing this newsletter with a friend or neighbour. Thank you

NHS dental care

Access to dental care

Feedback about:

- Availability of emergency care
- Usefulness of phone calls
- NHS dentists

At the start of lockdown in March 2020, all dentists were told to close their practices.

Appointments were cancelled and treatment delayed. Some NHS appointments have now been restarted. The people with the most need should receive appointments first.

Healthwatch Tameside are putting together all the information received about dental care - from emails, phone calls and comments in our COVID survey.

Do you have a story to tell us? Give us call on **0161 667 2526**.

Did you know?

Healthwatch Tameside are still open for business:

- Listening to your feedback
- Signposting information
- Support with NHS Complaints

Give us a call: on **0161 667 2526**

Email:

info@healthwatchtameside.co.uk

Healthwatch Tameside volunteers are still active in the community:

- Delivering leaflets
- Keeping in touch with the members of their group and signposting
- Providing feedback

Thank you for your continued support, and your flexibility and new ideas.

The NHS is still there to look after you.

If you are not well:

- You can still contact your GP or Urgent and Emergency care services **by phone or online**.
- Face to face appointments are still available if there is a clinical need.

To reduce the risk of infection, you are asked to contact your GP or NHS111 by phone or online first. In an emergency call 999.

You will be told what to do, if you are given a face-to-face appointment at your GP or a hospital.





Pharmacist roles

Many Greater Manchester community pharmacies have signed up to a new national scheme, which will see patient consultations booked via NHS 111 for the very first time.

Pharmacists can provide quick access to medical expertise, offering advice on all sorts of minor illnesses or help if someone needs an urgent supply of prescription medication.

A same day consultation with a local pharmacist can be booked via NHS 111.

For more information see www.gmhsc.org.uk/news/greater-manchester-community-pharmacists/

Appointments by video

Many health appointments have been carried out over the phone, or by video, during the pandemic.

Tameside Hospital - for some clinic appointments you can now talk to the consultant by video link on your computer or smartphone.

The system being used is called NHS Attend Anywhere.

For more details, please see the Tameside Hospital website at www.tamesidehospital.nhs.uk/Default.aspx?LocID-014new0fg.RefLocID-01403b001.Lang-EN.htm

If you do not have access to this sort of technology, or you do not want to try video appointments, you can ask for an appointment in a different way.



Healthwatch Tameside Annual Report 2019/20

Each year all local Healthwatch produce a report which highlights their work in the previous year.

A copy is available to read on our website at www.healthwatchtameside.co.uk/sites/default/files/healthwatch_tameside_annual_report_2019-20_final.pdf



If you would like a paper copy, please give us a call on **0161 667 2526**.



Have you seen?

Healthwatch Tameside has a Facebook page:

[@HealthwatchTameside](https://www.facebook.com/HealthwatchTameside)

Why not have a look and 'like' or 'follow' us?



Thank you

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Community groups

Thank you to all the groups and organisations who have helped Healthwatch Tameside to keep in touch with local residents.

Without your help we would not have been able to distribute so many paper copies of our survey. You have also included the online link in your own communications.

Goodbye

Earlier in the year Elaine Kilburn (a member of the staff team) took early retirement.

Elaine spent most of her time out and about in the community, talking to people about their experiences of health and care services.

We wish Elaine all the best, and hope she will be able to put into action all her plans for travel before too long.

Contact Us

Tel: 0161 667 2526

Email: info@healthwatchtameside.co.uk

Twitter: @HealthwatchTame

Facebook: @HealthwatchTameside

Web: www.healthwatchtameside.co.uk

If you would like this newsletter in large print or another format please contact 0161 667 2526

Supporting your COVID recovery

Some people who were infected with the coronavirus are finding it can take a long time to feel better.

A website has been set up to provide more information. This is for the person who was ill, and also for family and friends, to help them understand.

For more information please see www.yourcovidrecovery.nhs.uk/

If you cannot look at the website, but have a question to ask, then give us a call at Healthwatch Tameside on **0161 667 2526**.



Making a difference

Someone complained to Healthwatch Tameside about a lack of privacy during an examination at Tameside Hospital last year. We raised this, and the hospital said they were changing the curtaining.

Healthwatch has been to visit this treatment area and confirmed the new curtain tracks and curtains are in place. There is a curved one round the bed, allowing room for staff to move round the bed in private, and there is a second straight one behind the door. This was completed in November 2019.

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