



New surveys

We have enclosed a paper copy of our latest surveys:

* **Delays in non-urgent care**

This survey asks about any delays to your care or treatment (following a referral by a GP). We are thinking about delays since the start of the COVID-19 pandemic.

* **Changes to the ways people access health and care services**

This survey asks about your thoughts on the different ways of accessing health and care services.

During the pandemic, new ways were introduced very quickly. These involved using technology, whilst we were locked down. Services are looking at how they can build on these changes for the future.

A huge 'Thank you' to everyone who completes our surveys. We hope you will find these new ones interesting too.

If you want help filling out the surveys, or would rather answer the questions over the phone, please give us a call on **0161 667 2526**. If you leave a message on our answerphone, we will call you back.

You can also complete the surveys online at
www.healthwatchtameside.co.uk/share-your-views



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

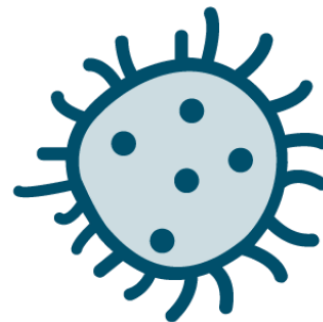
COVID-19 report

From May 2020 until January 2021, we ran our COVID-19 survey. This was followed by surveys about COVID vaccination and Test and Trace until April 2021.

We received over 900 survey responses altogether. Of these, 36% were completed on paper or by phone. Thank you if you helped with this work. It is important to us that everyone has a chance to have their voice heard.

We have analysed all the data, and produced a lengthy report (128 pages), with a summary at the beginning. This is on our website at

www.healthwatchtameside.co.uk/report/2021-07-26/covid-19-survey-report-2021



If you would like to read the report, but do not have access to the internet, please give us a call on **0161 667 2526**. We can print out a paper copy of either the summary or the full report and post it to you.



Did you know?

Healthwatch Tameside are still open for business:

- Listening to your feedback
- Providing signposting information
- Support with NHS Complaints

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

Email: info@healthwatchtameside.co.uk

Closed surveys feedback

We have recently closed three surveys about Urgent care, Transport to Medical appointments, and Mental and emotional wellbeing. The results are being analysed, and reports written. Once they are published, these will be available to read on our website, along with all our other reports. If you are interested in finding out more, but cannot access the reports, please ask for a paper copy to be posted to you. Our number is **0161 667 2526**.



Annual report

Each year we send our annual report to Healthwatch England by 30 June.

A copy is on our website at www.healthwatchtameside.co.uk/report/2021-07-01/annual-report-202021

Paper copies can be printed and posted to you. Call us on **0161 667 2526** to request a copy.

Professor Kailash Chand OBE

In July, it was with great sadness that we reported the sudden death of our Chair, Professor Kailash Chand OBE.

Kailash was Chair of Healthwatch Tameside from 2013 until his sudden death.

Our Deputy Chair, Tracey McErlain-Burns, is our Acting Chair whilst we recruit a new Chair.



Board recruitment

We have some vacancies on the Healthwatch Tameside board.

Do you have a good knowledge of your local community in Tameside?

Do you want to help improve health and social care services in Tameside?

If you are interested in this volunteering opportunity, and want to find out more, please get in touch with us. We will send details of what the role is about, and what is expected of our board members. If you have any questions, we would be happy to chat to you about them. Phone **0161 667 2526**.

We asked one of our current board members to tell us a bit about their experience.

“I became a Board member having been reassured that medical knowledge was not necessary - it was more important to have life experience and skills in order to 'fight the corner' and 'keep a watchful eye' on behalf of those using health and social care. I feel as a Board member, I can help to ensure that people are heard.



There are, quite rightly, responsibilities being a Board member, but with the support and skills of my fellow board members and the manager and staff of Healthwatch there is much personal satisfaction from my role and I am proud to represent the community in this way.”

Making a difference

Sometimes it's good to talk through what you have been experiencing with your health and care.

Here is a quote from someone we supported.

"You have been amazing, you have given me valuable advice and have made me feel that there are still people who care."

In another example, we helped a mother with information about NHS glasses for children. She said:

"They have replied and advised I can claim the cost of the voucher back for the glasses. So that's a great result. Thank you so much for your help as I am really pleased that I can do this, and know what to do in the future should this occur again."



Volunteer for us

Do you attend a community group? Would you be interested in volunteering for Healthwatch Tameside?

You could be trained to be a point of contact for Healthwatch within your group?

Or maybe you would like us to come and do a talk to the group about Healthwatch and what we do? If you have online meetings at the moment we could attend one of those.



Give us a call on **0161 667 2526** or email info@healthwatchtameside.co.uk to find out more.

Lung health check

More than 58,000 people aged from 55 to under 75 in Tameside and Glossop will be invited to a lung health check by their GP, and over 65% will be eligible for an appointment based on their smoking history. Over two years, this will identify an estimated 400 cases of lung cancer earlier than otherwise would have been.

More information can be found at <https://mft.nhs.uk/lunghealthcheck/tameside-and-glossop-targeted-lung-health-check/>



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