



Healthwatch Tameside in the community

During the summer months staff and volunteers have attended 11 community events, fun days and open days, including:

- Armed Forces Day event - Denton
- Summer Blast - Denton Community College
- Grafton Centre - Hyde
- Tameside Hospital - Ashton
- Suicide prevention - Audenshaw



1472 postcards handed out
248 surveys completed
19 stories told about a health/care experience



Do you have an experience of using health or care services you would like to tell us about? Were you happy? Have you thought of a way for improvements to be made?

Give us call on **0161 667 2526**

Or email us: info@healthwatchtameside.co.uk

Or online at: www.healthwatchtameside.co.uk/content/your-story



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

We are looking for new board members.

Could you represent your community in Tameside?



The Healthwatch Tameside board is the group of people who help to make sure that Healthwatch Tameside is run properly. The board is also responsible for making sure we are representative of local people and our work is based on the feedback and views of local people.

Do you need any special knowledge?

No. All new board members complete an induction programme, which helps them to understand what Healthwatch Tameside is expected to do and what their role on the board is. You just need to be passionate about wanting good quality health and care services for people in Tameside.

We try to get a balance of people who know the health and care system and people who understand our local communities.

What would you be expected to do?

- Take part in board meetings, once every two or three months.
- Read any papers before the meetings and ask for more information if you need it.
- Take part in board training and development activities.
- Act as an ambassador for Healthwatch Tameside. Always act in the best interests of Healthwatch.



The role is voluntary, however reasonable expenses will be reimbursed in line with good practice in the community and voluntary sector.

How to apply

There is an information pack available, which includes an 'Expression of Interest' form. This must be completed and returned by **10 January 2020**.

If you would like to find out more, please give us a call on **0161 667 2526**, or email:

info@healthwatchtameside.co.uk



New care surveys

Are you a carer?

Do you, or a family member, receive care to help you live at home?

Do you, or a family member, live in a residential care home or nursing home?

If you have answered 'yes' to any of these questions, we would love to hear from you.

We want to find out what is working in the health and care system for these groups of people, and what isn't.



Can you think of any improvements that could be made?

Copies of the surveys are available on our website at

www.healthwatchtameside.co.uk/social-care-survey

or you can ring **0161 667 2526** for a paper copy to be posted to you with a FREEPOST envelope for return.

Please share the enclosed flyer with friends and neighbours who could help us. Thanks

what would you do?

It's your NHS. Have your say.

On the front page of our last newsletter, we asked people to complete various surveys. These all related to the NHS Long-term plan which had been recently published. They were about:

General themes

Autism

Cancer

Dementia

Heart and lung

Learning difficulties

Mental health

Reports have now been published and can be found on our website at

www.healthwatchtameside.co.uk/news/healthwatch-long-term-plan-reports-2019

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

Making a difference

Here is a summary of a story we were told during an outreach session in the community in September 2019.

“Self check-in stands at Hartshead outpatients very difficult to see for a partially sighted person. Young man couldn't operate screen and also said the position of the stands made him nearly walk into them.”

Here is a summary of the response from Tameside Hospital in October 2019.

“The Kiosks do now have the option to select a work flow that enables Hi-Vis colours. This gives a yellow background behind a bolder wording. [We] are also looking at increasing signage for patients to help direct them to the check-in desks.”



Annual Report

Healthwatch Tameside submitted their report for 2018/2019 in June 2019.

A copy can be found on our website at

www.healthwatchtameside.co.uk/healthwatch-tameside-publications

or you can ring us on **0161 667 2526** for a paper copy.

Community Groups

If you attend a voluntary or community group in Tameside, we can come along and talk to your group members at one of your meetings. There is no charge for this service.

Please ring us on **0161 667 2526** or email:

info@healthwatchtameside.co.uk

for more information.

Contact Us

Tel: 0161 667 2526

Email: info@healthwatchtameside.co.uk

Twitter: @HealthwatchTame

www.healthwatchtameside.co.uk

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

Suicide awareness

The Zero Suicide Alliance have brought out free online training, available to anyone, at

www.zerosuicidealliance.com/

It is aimed at teaching how to approach a conversation if you see someone who is distressed or showing signs they are struggling with their mental health and might be thinking about harming themselves.

Healthwatch Tameside staff have all completed the training and found it easy to follow and helpful.



Volunteers needed

We are planning to expand this work, but to do this we need to recruit **additional volunteers.**

Can you spare a few hours each month?

Do you love talking to people?

Do you want to help make a difference?

Please ring us on **0161 667 2526** for more information, or email:

info@healthwatchtameside.co.uk

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Tameside