



Cost of living survey

For our next project, we are working with Action Together. We want to find out what effect the increased cost of living is having on local people's health and wellbeing.

We know poverty is a lonely and isolating situation. We want to show that this isn't affecting a few people, it is real. It has a long term impact on how people are living their lives. This affects health and wellbeing (both physical health and mental health).



We have designed an anonymous survey, which can be completed:

- Online at www.healthwatchtameside.co.uk/share-your-views
- On paper - with a FREEPOST envelope to return it
- Over the phone - give us a call on **0161 667 2526**, leave a message, and we will call you back

Please help us with this work, by completing the survey.

We will share the anonymised findings with local partners. The information will be used, alongside other feedback, to plan future services for the local population.



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



General survey

This survey collects feedback about any health and care service. If you have completed it in the past, then thank you.

If you have recently used services, we'd love to hear from you again. The survey is available online at www.healthwatchtameside.co.uk/share-your-views or you can ring us on **0161 667 2526** to request a paper copy, or complete over the phone.

We are writing a report based on the feedback collected between April and December 2022. This will be on our website shortly.

If you would like a paper copy when it is published, please give us a call. We have an answer phone, so please leave a message and we will post it to you.

New manager

In January we welcomed our new manager, Alex Leach, into the team.

Alex has been with the Healthwatch network since its launch in 2013, with his former role as the Chief Officer of Healthwatch Salford.

Alex brings with him extensive knowledge of organisational management, community empowerment and public engagement.

He is passionate about ensuring the public voice makes a difference in shaping health and care services.



Engagement

We are setting up our regular outreach sessions in the community. So far we have sessions at:



Tameside Hospital - 1 - 3pm on the 2nd and 4th Wednesday of each month

Stalybridge library - 2 - 4pm on the 3rd Wednesday of each month

If you're visiting either place at these times, please come and have a chat to us.

Warm welcome hubs

A list of places you can go during the day to keep warm has been created, and can be found at www.tameside.gov.uk/helpinghand/warm-welcome-hub.

Each location is slightly different in what they offer – this could be warm drinks, food, a quiet space, etc. The above website shows what is available at each location.

If you don't have access to the internet and would like more information, give us a call on **0161 667 2526**.

You can also call into any of the Tameside libraries for information.



Helping Hand Tameside

If you're struggling with the cost of living, find help and support local to you at www.tameside.gov.uk/helpinghand

Helping Hand provides you with a one-stop shop of local support services – for help with finances, housing, employment, energy efficiency and mental health and wellbeing.

You can also call the customer service team on **0161 342 8355**.



New maternity single contact number

From 16 January 2023 the Maternity Unit at Tameside Hospital changed to one centralised phone number – **0161 922 6655**.

There is a list of options to choose from, so you can speak to the right team or department.

Priority services register

The Priority Services Register is a free support service that makes sure extra help is available to people in vulnerable situations.

For more information, and to see whether you are eligible, have a look at

www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register

ofgem

Understanding your risk of diabetes

Diabetes UK are asking the community to help them spread the word and encourage their loved ones to find out their risk online at <https://riskscore.diabetes.org.uk/start> or in their local Tesco pharmacy.

They also have information to help you understand your risk of diabetes at <https://shop.diabetes.org.uk/collections/world-diabetes-day-2022/products/understanding-your-risk-booklet>.

This is a free booklet which can be downloaded online or delivered by post.

Their telephone number is **0345 123 2399**.



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

CQC reports 2022

The Care Quality Commission's annual assessment of the state of health and social care in England looks at the quality of care over the past year.

This year (based on CQC's inspection activity, information received from the public and those who deliver care alongside other evidence) the assessment shows that the health and care system is gridlocked and unable to operate effectively.

To read the report see www.cqc.org.uk/publications/major-report/state-care

Volunteering

Have you got a few hours to spare each month?

Do you love talking to people?

Do you want to help make a difference?

Please ring us on **0161 667 2526** to find out more,

We will shortly be recruiting more volunteers to help with our work.

