



Have your say!



Our COVID-19 survey has recently closed. We will be analysing the data and producing a report in the Spring. Thank you to everyone who completed the survey.

We are rolling out a programme of shorter surveys in 2021, each staying open for a few weeks. Whatever the topic of each survey, you will also have an opportunity to give us feedback about any health or care services you have used recently in the second half of the survey.

The first few surveys are:

* Workplan priorities survey - help our board to decide what topics to include this year. This survey was emailed and posted out a couple of weeks ago. If you did not receive a copy please get in touch.

* Vaccination survey - this survey asks a couple of questions about your views of the COVID vaccination programme.

* Test and Trace survey - this survey asks whether you have experienced the Test and Trace service and the NHS COVID smartphone app.

For the paper version, these two surveys have been combined and a copy of the survey is enclosed, with a FREEPOST envelope.

Surveys can be completed online at www.healthwatchtameside.co.uk



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

Get involved

We are looking at different ways people can get involved in our work, particularly whilst we are not able to be out and about in the community. Currently people can:

- * Give us a call
- * Send us an email
- * Use the post



We are looking at whether we can arrange online or telephone discussion groups. These could be to get your views on a particular topic, for example.

If you would be interested in finding out more, and maybe getting involved, please give us a call on **0161 667 2526** or email info@healthwatchtameside.co.uk

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

Maternity leave

Best wishes to Ayesha Khatun, who has recently taken maternity leave, after the birth of a little boy. Both mum and baby are doing well.

Welcome

We welcome Karolina Jantas to the Healthwatch Tameside team, to cover Ayesha's NHS Complaints work during 2021.

COVID jobs

If you receive a letter inviting you to one of the national vaccination centres, please do not panic if this is too far to travel. You will also be invited to receive the vaccination closer to home by your GP, and it is OK to wait for this.

The vaccinations are free and you will never be asked for your bank details. If you are, it is a scam.



Healthwatch Tameside board members

Healthwatch Tameside has a board made up of a chair, a representative of Tameside Council, and appointed members. The appointed members are:

- Professor Kailash Chand OBE - Chair
- Tracey McErlain-Burns - Deputy Chair
- Maria Bailey
- Royce Goodier
- Glenis Lee
- Jyoti Rao
- Anna Wardle

The Board has two main purposes. The first purpose is to make sure that Healthwatch listens to a wide range of local people and takes their views and experiences into account. The second

is to provide assurance on behalf of local people - to make sure that the work Healthwatch does is always focused on the quality of care and support that local people receive.

Would you be interested in becoming a board member? We are looking for new members to help us to make sure we have a good representation of different communities in Tameside.



Get in touch on **0161 667 2526** to find out more about what is involved. Or email info@healthwatchtameside.co.uk

NHS 111 First

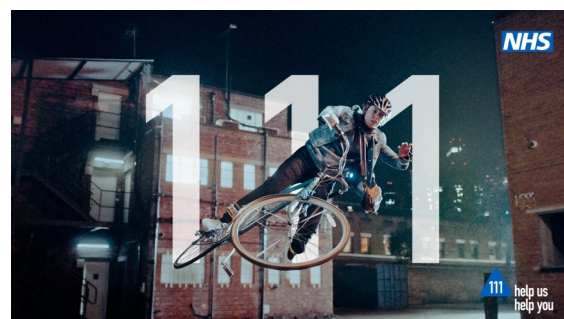
Did you know there's a new, more convenient way for you to get the urgent care you need? Instead of going to A&E, just contact 111 first. NHS 111 can book you a timeslot at A&E if needed.

Anyone with a health condition that cannot be treated by a pharmacist or GP should call NHS 111 or go online <https://111.nhs.uk/>, available 24 hours a day, 7 days a week.

Contacting NHS 111 before going to an Emergency Department (A & E) or Urgent Treatment Centre, will:

- ⇒ Ensure you GET THE RIGHT HELP in the right place.
- ⇒ Help keep you, your family and friends SAFE by avoiding too many people being in the waiting room.
- ⇒ Help you be seen in an agreed time slot.

If there is an emergency, ring 999 as usual.



Making a difference

Every time you complete one of our surveys, or provide feedback about health or care services, you are helping to make a difference.



Thank you

healthwatch

Local commissioners and providers of services appreciate the reports and information we provide. At a recent meeting, several people said how much they valued our COVID reports and how they had found them useful - helping their organisation to understand local need.

We have not forgotten people who do not use the internet, for whatever reason. We provide paper copies of our surveys, and offer to complete them with people over the phone.

This has led to us being invited to take part in the local digital strategy group. We remind people when they are planning to make changes to services that not everyone wants to use digital technology.

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

Work with us

We are looking for community groups who would be interested in working with Healthwatch Tameside.

Maybe one of your members could be trained to be a point of contact for Healthwatch within your group?

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



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



Tameside
District

Citizens
Advice
Bureau

From 1st December 2020 Citizens Advice Tameside have a new free local Adviceline number. The new number is **0808 278 7805** and replaces the existing local number - 0300 330 9076 .

The existing number will continue to work and will give people the option to continue with their call or to ring back on the new freephone number.

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