

Issue 4 - 2014

Please forward this e-news to a friend or colleague who may be interested in getting involved with Healthwatch Gateshead to help improve health and social care services, or get your very own copy at info@healthwatchgateshead.org.uk

Healthwatch Gateshead

We want to seek peoples' views and experiences in accessing Health and Social Care Services in Gateshead. If you want to speak to the team or us to visit you then just give us a ring – details below. We've also produced our first Annual Report. Take a look at the flipbook link below or contact us if you would prefer a different format. <http://hwg2014.promoteyourhealthwatch.co.uk/>

New Safe Staffing Guidelines Now Live

The final guideline on Safe staffing for nursing in adult inpatient wards in acute hospitals has now been published on the NICE website <http://www.nice.org.uk/guidance/SG1/chapter/Introduction> . You can also find the supporting evidence reports and documents to support the implementation of the guideline on this page.

Further information contact NICE at **T:** 0300 323 0140 **W:** <http://www.nice.org.uk/safestaffing>

Neurological Patient Survey Now Open

The Neurological Alliance have launched a survey they would like anyone with a neurological condition to complete. You can find the survey at [neurological patient experience survey](#).

This survey is the first of it's kind so they would like as many people as possible to take part. The findings will be crucial in understanding progress made and in improving neurological services, and what still needs to happen.

The survey closes on **Monday 15 September 2014**.

Electronic Health Records Research

The Farr Institute are looking to establish a **Patient and Public Working Group with regards to electronic health records**. For more information see their website at www.farrinstitute.org or contact Heidi at H.R.Surridge@southampton.ac.uk or T: 023 8059 7476

Closing date for expressions of interest is: Friday 15 August 2014.

New Local Health Champions

The Health Champions team work with communities and GP practices to develop new relationships and conversations in order to create new ways of working together.

2 practices in Gateshead; Oxford Terrace - Rawling Road and Whickham are inviting patients of both to come and work with us and the practices. Champions have been recruited for both areas and new ideas are forming; these ideas might be activities such as walking groups, art & crafts activities, support groups for long-term health conditions, knitting groups, working with young people – ideas are generated from the passion and interests of Champions and can cover a wide range of activities.

To find out more contact the team on 0113 8248484 or Jill the Gateshead worker, on 07918 368441 or visit www.altogetherbetter.org.uk

Need help to get to hospital appointments?

Teams and Bensham Community Care have designed a **Thursdays Men's Group** to encourage independence, wellbeing and safety of local older people aged 60 plus or those who are disabled. This men only group aims to prevent social isolation and vulnerability of local older men. The group offers a safe place for people to meet and join in friendly competitions and a range of popular games. To refer or find out more, simply call 0191 4600297 or 0191 4900945 or visit <http://tbcommunitycare.wix.com/gateshead>

Home Care Support is ran by and for local people requiring cleaning, bill paying and pension collection support to live at home and also get out and about to hospital appointments, hairdressing/barbers, shopping, visiting friends or a leisurely stroll in the park. For more information, contact Natasha on 0191 4785919 or visit <http://h2h2000.wix.com/happy-to-help>

Online Dementia Community

The Memory Box Network has launched an online community, www.ourbigbox.com that aims to improve the quality of life for people affected by dementia. The website allows people to share memories through pictures and conversation to help families and friends of people living with dementia by stimulating conversation and inclusion through reminiscence.

Understanding medication for young people

HeadMeds is a new website, developed by YoungMinds, to provide young people with accessible, useful information about mental health medication.

http://www.headmeds.org.uk/?utm_source=Headmeds+dissemination&utm_campaign=d95a0c9c11-HeadMeds+dissemination6_17_2014&utm_medium=email&utm_term=0_d8c8857c80-d95a0c9c11-101703413

ICA update

Independent Complaints Advocacy have recently updated their website

<http://www.carersfederation.co.uk/services/independent-complaints-advocacy/locations/north-east-ica/>

Concerns around midwifery?

The Nursing and Midwifery Council (NMC) have produced a new leaflet for patients, carers and the public called [Raising concerns about a nurse or midwife](#). It explains the NMC's role and how patients, carers and the public can raise a concern about a nurse or midwife.

Free Legal Advice

Contact a Family in partnership with Irwin Mitchell solicitors and Disability North announce new dates for legal surgeries on any **disability related** issue.

The 30 minute appointments will be held at the Dene Centre, Castle Farm Road, Newcastle upon Tyne NE3 1PH. Dates available are:

Wednesday 23rd July

Thursday 21st August

To book an appointment, call Contact a Family on Tel: 0191 213 6300 or Disability North on Tel: 0191 284 0480.

Activities for Cancer Patients

Fighting All Cancers Together is a voluntary organisation based in Gateshead providing advice, support and activities for cancer patients and their families. Activities include anything from pamper and fun days to fitness classes and coffee mornings.

Contact Susan at FACT for more information on T: 4420833 E:susan@fact-cancersupport.co.uk

The National Careline

... is a free service offering information, signposting and support about care and support for older people, their carers and their families. They can signpost to various organisations including Government departments and support networks that will help create a clearer understanding of the care maze for you.

A range of lifestyle information to help with the support and care of an older person is also available.

www.thenationalcareline.org

Updated guide to family finance

As young disabled people turn 16, 17, 18 or 19 they become entitled to benefits and support in their own right. Sometimes there are choices to be made.

Depending on family circumstances, sometimes it will be more advantageous for a young person to claim their own benefits. However, sometimes the family will be better off if parents or carers continue to claim for the young people as their dependants.

This guide has sections for parents and carers and for disabled young people, a step-by-step guide to 'better-off' calculations and a list of useful publications, organisations and websites. Working Families have two telephone helplines, a Freephone helpline for low income families, Tel: 0800 012 0312 and a dedicated helpline for carers and parents of disabled children, Tel: 020 7017 0072.

You can view or download the publication at: www.workingfamilies.org.uk

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