

Hello Healthwatch members

We know the weather's been very unpredictable and things are far from back to normal, but we hope you're managing to get out and about when the weather's fine, while still staying safe and alert.

Don't forget to visit our website and follow us on Facebook and Twitter for advice on how to keep safe.

"I was called by phone as a follow up and sent a letter from the surgeon ... I was told I could phone anytime if I had a problem."

Share your feedback on leaving hospital

Because we all care



Have you left hospital since the arrival of COVID-19? Did you know what would happen next?

Tell Healthwatch England all about it, to help NHS services know how they can better support your or your loved ones.

To complete this confidential survey go to: <https://www.healthwatch.co.uk/tell-us-about-your-experience-leaving-hospital-during-covid-19>

Are you a young person who feels that you've been affected by COVID-19? Have you had the virus or has someone you know been diagnosed?

How has COVID-19 affected your mental health? Did you feel your education has suffered? Are you worried about going back to school or college?

We'd really like to hear from you so that we can make sure that the people who design your health and care services know how young people feel.

You can -

Call us on: 0300 111 0007 for a confidential chat

Email us at: info@healthwatchsthelens.co.uk

Visit our website: www.healthwatchsthelens.co.uk

Don't forget to follow us on Facebook and Twitter

What your GP Practices are doing to keep you safe, get the treatment you need and fight flu.

While there are still concerns about COVID-19, patients are asked to make initial contact with their Practice by phone or through the website, and only to attend the Practice if they been asked to by someone from the Practice.

After clinical assessment, any patient who needs a face-to-face appointment will be given one, but most patients will be consulted with remotely, in an effort to keep people safe.

Medicals for new patients have now started up again. Reviews for long term conditions and medication reviews will continue remotely as far as possible with patients only being asked to attend for any examinations that cannot be conducted in this way. Practices have been asked to risk assess those eligible for reviews and new patient medicals so that those with greatest clinical need are seen first. All baby immunisations continue to be offered, as well as cervical screening.

The key focus is now on delivery of an extended flu programme in September/October this year. St Helens CCG, Public Health and the Practices are working together on this, along with local Pharmacies.

There is provision being made for mass vaccination clinics for Practices who may have difficulty delivering socially distanced flu clinics in their own premises. This is in order to maintain patient safety but still making sure flu vaccinations happen as quickly as possible.

All patients are advised to consult their own Practice's website.

Depending on which surgery you belong to, you might be able to have your jab at the Saints Stadium, where there is plenty of space to social distance and lots of parking available.

Any patient who is unable to attend these clinics will still be able to attend their own Practice and some Practices will continue to deliver flu vaccinations from their own premises if it is safe to do so.

Remember, this year, it's more important than ever for people in the vulnerable category to have their flu jab.

If you think you're eligible and if you're usually offered a free vaccination, contact your GP Practice or check out their website to find out where you can have yours.

Consult your GP Practice's website for up-to-date information about assessments, screening and getting your flu jab.



Every Thursday
1.30pm via



Practical Support for Carers

Informal
and
interactive
peer
support

Offers
ways of
coping and
adapting
care

Access to
a range of
specialist
professionals

Practical
advice and
support

Live
demonstrations

Donations
welcome



This is a rolling programme of weekly carer support sessions facilitated by a variety of hospice professionals.

Some of the themes include...

- mouth care • manual handling
- skin care • washing/dressing
- equipment services • self care
- relaxation therapies • nutrition
- symptom management

How to join us?

To take part you must be a carer for someone with a palliative condition. For more information or to register your place contact our Connections Co-Ordinator Helen Heeney on:
0151 430 8736 ext. 3521



Attend Anywhere – video consultation

Have you used North West Boroughs' video consultation system, Attend Anywhere?

If so we want to hear about your experience. Your feedback is essential in helping us improve this newly developed system.

Please either call **(01925) 664057** or email bernadette.millington@nwbh.nhs.uk

For more information contact:
(01925) 664057
www.nwbh.nhs.uk

Supporting our communities to live life well



Everybody has had to change how they work during COVID- 19 and now a lot of services are being offered online or over the telephone.

For some of you, this might be a better way of working - but some of you might be struggling to adapt.

Tell us what you think about services like this one, where you can have a video consultation and be comfortable in knowing that you don't have to leave your own home.

What could be done to make services like this better for you?

Get in touch and let us know.

Don't forget, we're all working from home but the team at Healthwatch St Helens still want to hear your experiences of using health and social care services.

Visit our website: www.healthwatchsthelens.co.uk

Email us at: info@healthwatchsthelens.co.uk

Call us on: 0300 111 0007 and leave your name and number so we can call you back.