

Hello Healthwatch members

We hope you're all doing well and staying safe.

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



Remember that help is still help available if you need someone to do some shopping, walk your dog or you just need someone to call you on the phone for a chat.

Mental health and wellbeing support online, for St Helens residents, aged 26 and over



Online counselling and wellbeing for adults

Qwell is an online counselling and support service which aims to improve the emotional wellbeing and mental health of adults in St Helens by providing an early response to emotional wellbeing and/or emerging mental health needs. This enables any issue to be addressed promptly, and prevent problems from escalating and requiring a more specialist response such as face to face intervention or crisis.

Children and young people in St Helens aged 11-25 already have access to Kooth.com and following the success of this platform, especially during lockdown, Qwell which is from the same team, is aimed specially at adults and provides:

- Online emotional wellbeing and mental health support service seven days a week, 365 days a year, with counsellors online from 12 noon to 10pm Monday to Friday and 6pm to 10pm at weekends
- An accessible, safe, secure, moderated website with online community features
- Qwell is a confidential service which adults anonymously access therapy and self-help content, with links to other appropriate services
- Adults aged 26 and above who are registered with a St Helens GP can visit www.qwell.io to sign up to the Qwell website.

Your response to our survey about your experiences of accessing service during the Covid-19 crisis.

The team at Healthwatch St Helens would like to say a huge *“Thank you”* to everyone who completed our survey.

We are happy to report that we had over 2200 surveys completed, making this the best response we’ve ever had to a survey.

Your results of this research will be available to view in a report later in the year and will be sent to the people who design and deliver your health and social care services so they can learn from what you told us.

You can still complete the survey if you haven’t already by visiting our website: www.healthwatchsthelens.co.uk



THE EVE APPEAL

With Cervical Screening Awareness Week happening right now, The Eve Appeal has updated its Cancer and Coronavirus Information Hub to reflect the beginning of some cervical screening programmes across England resuming.

You can access updated information at: eveappeal.org.uk/coronavirus

The Eve Appeal is also delighted to announce its new live series, ‘Probably Nothing’. Every Tuesday at 6pm @eveappeal on Facebook and Twitter, Eve’s Cancer Information Officer, Karen Hobbs, will be joined by an expert guest to answer the gynaecological health questions sent in by their followers.

Most of the calls to the nurse-led information line, **Ask Eve**, start the same way: ‘It’s probably nothing, but...’ **Ask Eve**, is there to answer those questions, set minds at rest, provide expert information, signpost to trusted sources and tell you when you should make an appointment to see a doctor.

You can find out more at: eveappeal.org.uk/probablynothing.

We’re helping to support **The Eve Appeal** this Cervical Screening Awareness Week by spreading the word about ‘Probably Nothing’ and their updated Cancer and Coronavirus Information Hub.

With some surgeries beginning to resume their cervical screening programme, read @eveappeal’s updated Screening and Coronavirus FAQs to know what to expect if you get an invitation to your appointment: eveappeal.org.uk/coronavirus

A short video is available for download: <https://we.tl/t-4RfIDrxB3R> :

Dental services during the Covid-19 Pandemic

Following the announcement that dental services will be starting up again, from now on, Liverpool University Dental Hospital will no longer be providing the direct patient telephone line which they have provided for people with urgent dental problems since routine dentistry stopped in March 2020.

An answerphone message will be provided directing patients to their own dental practice or the Cheshire & Merseyside dental helpline. Please note the dental practices will be starting with a phased return and not all treatments will be available at this time. However, you will be able to speak to the dental practice for further advice.

Patients seeking treatment should be able to access their regular dental practice in the first instance or for those patients who don't have a regular dentist the Cheshire & Merseyside dental helpline number is 0161 476 9651 (charged at local rate).

The Dental Hospital will continue to support the dental practices in the region by accepting patients by referral. Initially this service will accept urgent referrals as not all treatments are as yet available.

Email us at: www.healthwatchsthelens.co.uk to request the full update document.



Morrisons provide safe spaces for people who are experiencing domestic violence.

Morrisons is the first supermarket to offer a safe space where victims of domestic abuse can contact support services.

Morrisons is joining forces with the charity Hestia's UK SAYS NO MORE campaign because a trip to a supermarket is such a routine activity it's unlikely to alert an abuser.

Consulting rooms in pharmacies in 117 Morrisons stores will be designated safe spaces where Morrisons pharmacists - who have been specially trained - can direct those seeking help to the support they need.

For more information visit the website: <https://www.morrisons-corporate.com/media-centre/corporate-news/morrisons-opens-safe-spaces-for-those-experiencing-domestic-abuse/>



Bereavement Services & Support

- for St Helens Residents that are Experiencing Bereavement or Loss During the Coronavirus Outbreak

As the pandemic continues to develop and impact on all of our lives, St Helens Council want to offer some reassurance that their priority is to continue to provide the highest standards of service while protecting the health and wellbeing of the bereaved, their staff, your staff, you and the public at large.

Go to: [information and support for St Helens residents who are experiencing bereavement or loss during the pandemic](#).

Visit the Council's website at:

<https://www.sthelens.gov.uk/births-deaths-and-marriages/deaths-funerals-and-cremation/covid-19-information-for-funeral-directors-and-mourners/>



Following a rapid test phase in April and May 2020, the Stroke Association is delighted to announce the roll out of the new Stroke Association Connect service across England, in response to the ongoing COVID-19 pandemic.

Supported by NHS England and NHS Improvement, the service has been developed for newly diagnosed stroke survivors during the coronavirus pandemic. When they're discharged from hospital, we'll get in touch to see how they're getting on. We'll provide:

- Reassurance, ensuring that people affected by stroke know they are not alone in their recovery.
- Assistance with immediate concerns (highlighting urgent clinical concerns to agreed NHS teams).
- Connection to ongoing support.

To find out more about the service or learn more about the referral process visit the Stroke Association Connect [website](#).

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.