

Hello Healthwatch members

We hope you're staying home and staying safe in these challenging times. We know some of you will be finding things particularly difficult at the moment so please read on to see the ways that you can get help and support.

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



Don't forget that help is still available if you need someone to do some shopping, walk your dog or you just need a chat on the telephone.

The Healthwatch team are still available, to hear your views and to signpost you to services that can help with your health

#### COVID-19 Notice

healthwatch  
St Helens

We are all working from home just now, due to COVID-19.

Please browse our website on ways to keep safe during these difficult times:

Please continue to share experiences about the health and social care services you have used by visiting our website at:

[www.healthwatchsthelens.co.uk](http://www.healthwatchsthelens.co.uk)

The best way to reach us is by email...

**Jayne:** [jparkinson@healthwatchsthelens.co.uk](mailto:jparkinson@healthwatchsthelens.co.uk)

**Janet:** [jroberts@healthwatchsthelens.co.uk](mailto:jroberts@healthwatchsthelens.co.uk)

**Gail:** [ghughes@healthwatchsthelens.co.uk](mailto:ghughes@healthwatchsthelens.co.uk)

**General enquiries:**

[info@healthwatchsthelens.co.uk](mailto:info@healthwatchsthelens.co.uk)

For **advocacy support** please email: [advocacy@sthelenshealthwatch.co.uk](mailto:advocacy@sthelenshealthwatch.co.uk)

If you need to telephone, please leave a message and we'll call you back.

Phone: **0300 111 0007 / 01744 457119**

Visit our Facebook page: [facebook.com/Healthwatchsthelens](https://www.facebook.com/Healthwatchsthelens) Follow us on Twitter [@HWStHelens](https://twitter.com/HWStHelens)

**Keep Well, Stay Safe from all the team at Healthwatch St Helens**

## You are NOT alone

St Helens Council are raising awareness of the links between domestic abuse and mental health.

Follow the link below to find out more about the green and purple ribbon campaign:

<http://orlo.uk/ThdWx>



# Our local Hospital Trust urges people not to ignore other health concerns because of Covid-19



## Could it be Cancer?

Call our Cancer Symptoms Advice Line now

### Are you worried about...?

- unexplained weight loss
- unusual swellings or lumps
- changes to a mole
- blood in wee or poo
- changes in bowel habits for over six weeks
- a hoarse voice for over three weeks
- difficulties swallowing
- unusual changes to your breast
- vaginal bleeding after menopause or between periods



Speak to Jonathan.  
He's here for you today

Call for Rapid Advice Now

**01744 646 222**

Mon- Fri 9am-5pm

## Could it be Cancer?

A new advice line for St Helens residents has launched, to offer advice and rapid access to those who are experiencing symptoms they are worried may be cancer.

St Helens and Knowsley Teaching Hospitals NHS Trust has set up a telephone call centre for people to speak directly to a specialist nurse who can discuss the symptoms and offer advice on the next steps to take.

John McCabe, Consultant Surgeon said: "We want to hear from you if you are worried. It is vital that during the coronavirus pandemic we don't ignore symptoms that may be a sign of something that needs urgent attention. Cancer services are still going ahead at our hospitals and we want to make sure that people are having the tests they need and any treatment required as soon as possible."

**You can ring the advice line on 01744 646 222, Monday to Friday, 9am-5pm**

If nurses on the advice line think you need to see a specialist quickly or have some tests, they will organise that for you. If they think that you don't need to see a specialist, or have tests, they may recommend you contact your GP or will make an appointment for you.

Pat Gillis, Cancer Services Manager said: "It is natural that during these times people are concerned about going to a hospital or to their GP surgery, but it is really important that people don't delay seeking help. If you call our specialist nurses they can offer reassurance and make sure people are getting the help and support they need as soon as possible.

If you do need appointments with our hospital specialists, appointments will be given for either a telephone chat, video call or we may suggest you need a face to face appointment. If you do need to come into hospital, then every precaution is being made to ensure the safety of our patients."

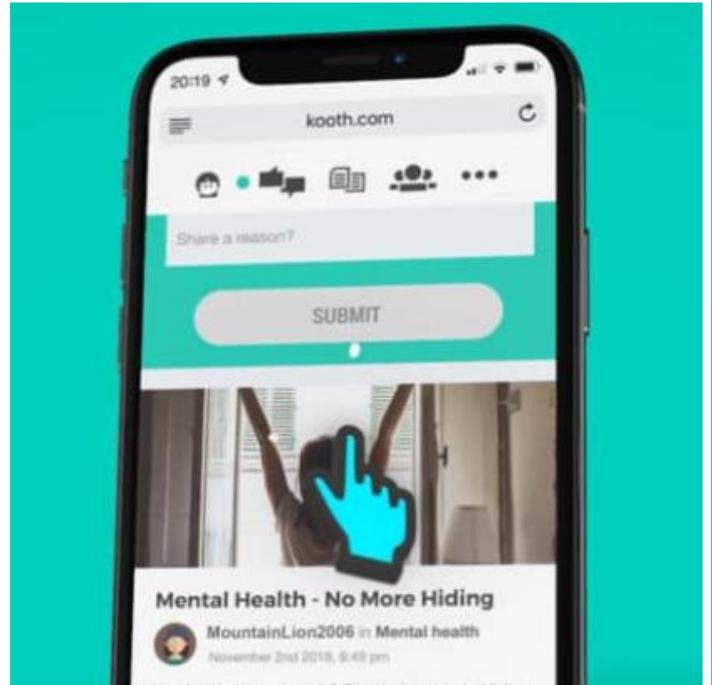
This service has been set up as an alternative response to ensure that people with symptoms don't ignore them and can still be diagnosed and treated early.

We know from the decrease in referrals to the hospital that the public are not visiting their GP either because they are scared of contracting the virus or they don't want to bother their doctor during the pandemic. The earlier cancer is detected and treated, the better the outcome.

# No more hiding

Kooth is a free, safe and anonymous online mental wellbeing community, for young people aged 11-25 in St Helens.

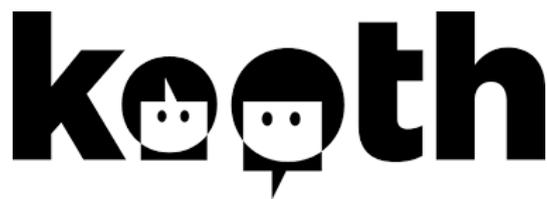
Kooth has lots of different features such as blog space to share stories and access self-help resources, forums with other young people to chat about interests and hobbies and confidential 121 counselling and support with qualified counsellors.



If you are a professional working with young people aged 11-25 in St Helens and would like free training on the Kooth service, please email [scarr@xenzone.com](mailto:scarr@xenzone.com).

If you are a parent and would like to know more about the Kooth service please email [parents@xenzone.com](mailto:parents@xenzone.com).

Here is a video for more info on what Kooth provides and how to access it:  
<https://vimeo.com/318731977/a9f32c87de>



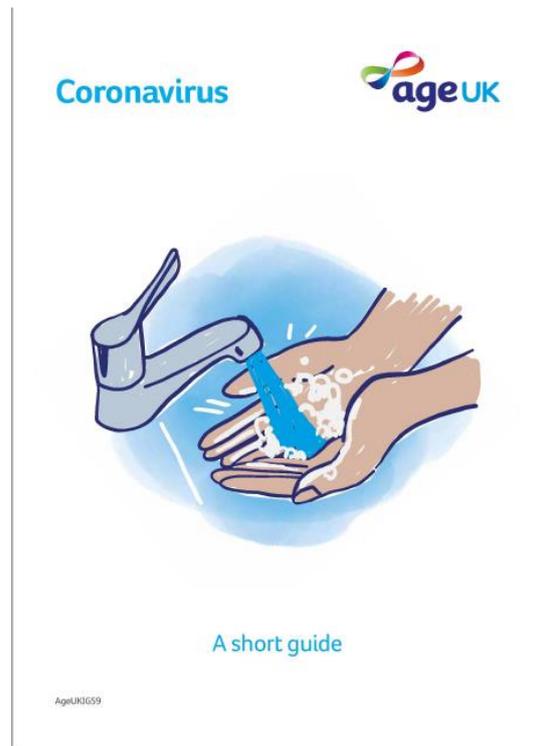
**Do you or anyone you know have a loved one who lives or works in a Residential Nursing or Care Home?**

Our colleague at St Helens Council have asked for our support in finding out what people's experience has been of living or working in a nursing/care home during Covid-19.

To share your story email us at: [info@healthwatchsthelens.co.uk](mailto:info@healthwatchsthelens.co.uk) or leave a message for us on 0300 111 0007 with your name and number, so that one of the team to call you back.

# More helpful advice to for keeping yourself safe and well during this difficult time

Our colleagues at Halton & St Helens Voluntary & Community Action have some great information on their website, including these two helpful guides.



Visit [www.haltonsthelensvca.org.uk](http://www.haltonsthelensvca.org.uk) or click on these links:

<https://www.haltonsthelensvca.org.uk/lcr-keeping-well-home-guide>

<https://www.haltonsthelensvca.org.uk/age-uk-mid-mersey-cv19-short-guide-older-people>

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](http://www.healthwatchsthelens.co.uk)

Email us at: [info@healthwatchsthelens.co.uk](mailto:info@healthwatchsthelens.co.uk)

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