

healthwatch

St Helens

November 2025 Newsletter

Hello Healthwatch members. This month we have launched our third priority survey: Waiting time from referral to first appointment. Please follow the link to complete this to support us. It only takes 5 - 10 minutes. St Helens Council hold their Monthly Warm Connections Community Café, the first Saturday of every month, 11am - 12:30pm for anyone who has suffered a bereavement and wants to have a chat. 5th December is national volunteer day. NHS Mersey Care have their Carers Christmas celebration event on Saturday 6th December. Healthwatch want you to have your say on the NHS App and Feedback. St Helens Council want you to be winter prepared. If you are struggling with energy bills or the cost of living, you can come along and chat with their affordable warmth and welfare team. See locations enclosed. NHS Cheshire & Merseyside have relaunched their 'Only Order What You Need' communications campaign. You can find dates and locations of the Living Well Bus and where Healthwatch will be in December. Also Suicide&Co have launched their free app across all devices! The Suicide&Co app is here to support you, day and night.

Volunteers Needed!



We have a number of voluntary roles that support our team in helping to improve the health and social care services in St Helens.

Some of the roles include becoming a Healthwatch Champion, an Enter & View Representative and a Healthwatch Representative.

For further information, you can give us a call
0300 111 0007

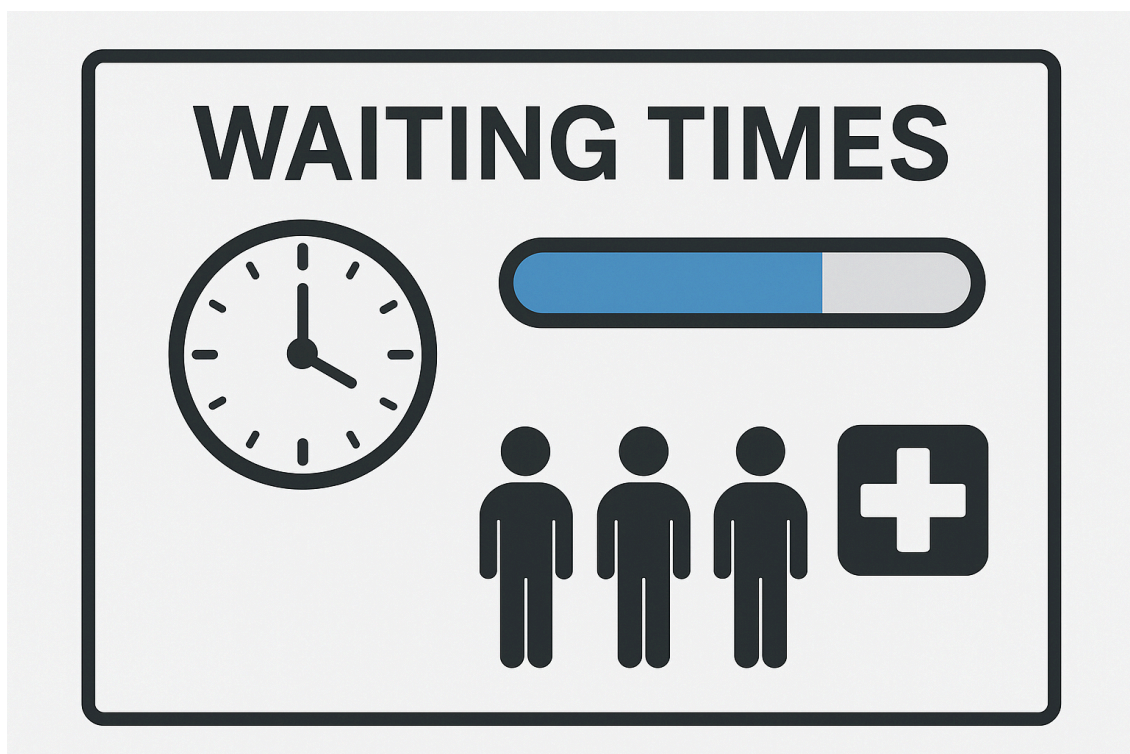


Have you or someone you know have or have had a health related referral? Do you live in St Helens? If so, we want to hear from you. We are conducting a survey to learn more about referral waiting times in St Helens. Your feedback will help us identify gaps, improve services, and advocate for better resources.

This survey is anonymous and will take approximately 5 – 10 minutes to complete. Eligibility: You can take part if you live in St Helens or care for someone who does.

Complete via link:

<https://www.smartsurvey.co.uk/s/SQARBL/>





St. Helens Council

Monthly Warm Connections Community Cafe

If you have suffered a bereavement, come along for a chat with people who have similar experiences.

We meet every month at Sunrise Ceremony Hall, St Helens Crematorium, Rainford Road, St Helens, WA10 6DF.

All are welcome at this free event. Held on the first Saturday of the month between 11am till 12.30pm.

This event is supported by the Bereavement Services Team and the Friends of St Helens Cemetery.





UNITED NATIONS

International volunteer day 5th December

International Volunteer Day 2025 is on Friday December 5, 2025. This day pays tribute to the frontline, selfless public welfare workers who also assist the organizations in the fulfilment of formidable goals like societal, environmental and economical development. The UN's General Assembly mandated annual and worldwide observance of this day on December 17, 1985.

Theme of the day 2025

International Volunteer Day theme is "Solidarity through volunteering." The theme aims to gather all people to volunteer work for social and economic development and to change people's mindsets to build a better world. This time is not to stand alone, but we must stand with each other to work together. We must act together for the future of our planet and start acting upon this idea right now before it becomes too late because sustainable human development and a spirit of equity underpin all interactions in this world.

Find out more:

<https://www.un.org/en/observances/volunteer-day>

Come and join us for our **Christmas celebration event** for our amazing unpaid carers!

NHS

Mersey Care
NHS Foundation Trust

**Saturday, 6
December
12.45pm to
3.15pm**

Meet other carers, take time out for yourself and get information and advice to support you in your caring role.

Welcome drink

Prize bingo

Christmas quiz

Christmas centrepiece making

Festive lunch

The Florrie, 377 Mill Street,
Liverpool, L8 4RF

Email carers@merseycare.nhs.uk or call 01925 972 801 with how many places you require, names of guests and any dietary or access requirements. Booking deadline is midday Thursday, 27 November 2025.

Christmas
jumpers
encouraged!

Scan the QR code to give feedback about your role as a carer.

If you require a paper copy please speak to a member of the Carer Engagement Team.





Have Your Say: The NHS App and Feedback

Healthwatch is the independent champion for people who use health and care services. The nine Healthwatch organisations across Cheshire and Merseyside are working together to understand people's views and experiences of using the NHS App. Your feedback will help make sure digital services work for everyone.

The NHS App is designed to give people a simple and secure way to access NHS services on a smartphone, tablet or computer. Many people use it to order repeat prescriptions, book appointments or view their medical record. The NHS is increasingly collecting patient feedback digitally. This can be convenient, but it doesn't work for everyone. We want to make sure people can give feedback in a way that suits them, so nobody is excluded or disadvantaged.

This survey will help us understand:

- who uses the NHS App and who doesn't
- what helps or prevents people from using it
- whether people feel comfortable giving feedback or raising concerns online
- what support people might need if more services move online

Your answers are anonymous. We do not ask for your name or any personal data about you. At Healthwatch, we are committed to data security and privacy. All responses to this survey will be treated in accordance with data protection legislation and local Healthwatch privacy policies. Privacy notices can be found on your local Healthwatch's website, or contact your local Healthwatch for more information.

The survey is open to anyone who lives or works in Cheshire and Merseyside, or uses NHS services in the area. It takes around 5 to 10 minutes to complete.

Complete via link:

<https://www.smartsurvey.co.uk/s/NHSAAppCheshireandMerseyside/>

If you need this survey in another format (paper, large print or by telephone), please contact us.

Be Winter Prepared

with you for you | ST HELENS
BOROUGH COUNCIL

STRUGGLING WITH ENERGY BILLS AND THE COST OF LIVING?
COME AND CHAT TO OUR AFFORDABLE WARMTH & WELFARE TEAM

WE
CAN
HELP
WITH



Reducing your energy bills



Keeping your home warm



Accessing grants and financial support



Welfare benefit advice

Come and have a chat and a brew - no booking required.

Chester Lane Library
Community Hub South
Tuesday 4th November
10am - 12.30pm

Moss Bank Library
Friday 7th November
10am - 1pm

St Helens Library (World of Glass)
Tuesday 11th November
1pm - 4pm

Eccleston Library
Thursday 13th November
11am - 3pm

Thatto Heath Library
Tuesday 18th November
10am - 1pm

Rainhill Village Hall
(Including the Living Well Bus)
Wednesday 19th November
10am - 2pm

Seneley Green
Community Hall
Thursday 20th November
10.30am - 1pm

Chain Lane Community Centre
Wednesday 26th November
1.30pm - 4pm

Newton Library
Thursday 27th November
11am - 3pm

Chester Lane Library
Community Hub South
Tuesday 2nd December
10am - 12.30pm

Rainford Village Hall
Tuesday 9th December
10am - 1pm

Haydock Library
Thursday 18th December
2pm - 5pm

Lynn Barton, St Helens Health Champion Coordinator, Halton & St Helens VCA will be attending some of the above sessions to complete blood pressure checks.



Cheshire and Merseyside

'FIVE DOUBLE-DECKER BUSES' OF MEDICATION SAVED IN CHESHIRE AND MERSEYSIDE

Residents in Cheshire and Merseyside have supported their local NHS to successfully reduce medicines waste in the region, saving approximately 60 tonnes of prescription medicines last winter – the weight of five double-decker buses.

A total of 641,000 prescription medicine items were saved during a five-month period from November 2024 to March this year, compared to forecasted numbers for dispensed medicine items, which would have otherwise cost the local NHS around £5 million.

A report by the Department of Health estimates that unused medicines cost the NHS around £300 million annually, and local health leaders have reported that large amounts of medicine items are wasted unnecessarily in Cheshire and Merseyside each year.

In response, NHS Cheshire and Merseyside launched a campaign in November last year, asking patients to 'only order what they need' from their repeat prescriptions list, to help reduce stockpiling and waste of prescription medicines.

The campaign was viewed approximately 2 million times across the region - via online platforms, local radio, and on 200 local buses - and is being relaunched this November in time for #MedSafetyWeek, with NHS leaders asking the public to 'only order what you need' to continue helping reduce medicines waste and stockpiling.

Susanne Lynch MBE, Chief Pharmacist at NHS Cheshire and Merseyside said:

"Saving 60 tonnes of medication in a few short months is such a brilliant achievement by our local residents, and we are very grateful for their support."



Cheshire and Merseyside

“We know that a significant amount of prescription medicines are not used and returned to pharmacies for destruction. Simply making the choice to only order the medicines you need this time, rather than everything on your list, avoids wasting medicines and money for the NHS.

“Our NHS belongs to all of us, so playing our part in making the best use of our resources ultimately benefits everyone in our community. I’d like to say thank you to our patients for working together with us to help reduce medicines waste, and to encourage everyone to help us to do the same again this winter, by only ordering what you need.”

Karen O’Brien MBE, Regional Chief Pharmacist, NHS England – North West said:

“Only ordering what you need is a great way to ensure that medicines are there for everyone when they need them, as well as keeping yourself and your family safe by avoiding stockpiling medicines, which can be dangerous for patients, and children and pets at home.

“Medicines also account for around 25% of carbon emissions within the NHS in England, and wasted medicines that don’t get disposed of properly can pollute our rivers, seas and soil. Every choice you make to reduce medicines waste is helping the NHS to ‘stay green’ and use our resources wisely.

“Thank you for only ordering what you need. If you have enough of some medicines at home, then simply don’t tick them on your prescription list. Your GP will continue to prescribe medication for as long as you clinically need it, but if you aren’t due to run out, you don’t need to over-order, and that medicine will still be there for you next time.”

To find out how you can help the NHS to reduce medicines waste, visit the ‘Only Order What You Need’ campaign page on the NHS Cheshire and Merseyside website: www.cheshireandmerseyside.nhs.uk/medicines-waste

To find out more about #MedSafetyWeek, visit the campaign website: www.who-umc.org/medsafetyweek

Living Well Bus timetable, also Drop in Covid, Flu and Shingles Vaccines 10:00am – 4:00pm

DATE

Tuesday, 2nd December
Thursday, 11th December
Friday, 12th December
Friday, 19th December
Friday, 2nd January

LOCATION

St Phillips Church, Fleet Lane, Parr
Peter Street Community Centre
Morrisons, Baxters Lane, Sutton
Salvation Army -Phoenix Brow
Morrisons, Baxters Lane, Sutton



Where we'll be in December

- 2nd December 10.00-4.00 St Phillips church
- 5th December 10.00-2.00 UTC - The Millennium Centre
- 6th December 10.00-12.00 UTC - The Millennium Centre
- 6th December 2.00-4.00 UTC - The Millennium Centre
- 11th December 10.00-4.00 Peter Street Community Centre
- 12th December 10.00 - 4.00 Morrisons Baxter Lane

Mobile Pantry

Wednesday 10.30-12.00 Mobile Pantry - Cross Lane United Church

Thursday 10.30 - 12.00 Mobile Pantry - Park Farm Community Centre

Friday 8.45-10.15 Mobile Pantry - Peasley Cross United Reform Church

More dates will be added to the Website as soon as they are confirmed: <https://www.healthwatchsthelens.co.uk/>

Suicide&co

New App To Support People Affected By Suicide

Suicide&Co have launched their free app across all devices! The

Suicide&Co app is here to support you, day and night, a companion in your pocket for every step of your grief journey. Whenever you open the app, it's ready: with tools, guidance, and gentle company. Even in the hours when other services can't be. Download the app today on the App Store or Google Play Store.

<https://www.suicideandco.org/app>

If you would like more information for clients or signposting please email support@suicideandco.org and if you have any App related questions please email info@suicideandco.org.

Want to share an experience with us?

Have you accessed health and social care services in St Helens lately? Have your say about your experience by completing our survey.

Patient and service user stories help us to find out what local people think of the services they use - what's going well and what's not so good.

Information - We give you information about the care choices you have and help you to navigate the health and care system.

Scrutiny - What's good or not so good about the services you use? We gather the views and voices of local people and hold services to account.

Advocacy - If you need help to resolve a complaint about a health service, Healthwatch Advocacy could help.

Telephone: 0300 111 0007
Email: info@healthwatchsthelens.co.uk