



## October 2021 Update

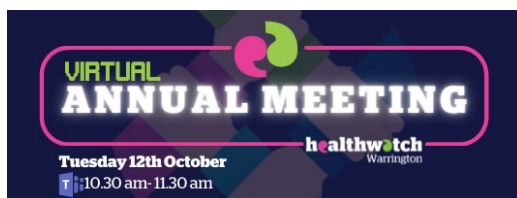
We hope you have had a lovely October.

We held our 2nd Virtual Annual meeting this month and were overwhelmed with the wonderful comments from everyone.

This month there has been a lot going on behind the scenes.

We have created a video for the Cheshire & Merseyside Cancer Alliance.

Been working with Warrington Borough Council and the Public health team surrounding the work on understanding the views pharmacy services.



Thank you to everyone that attended our virtual annual meeting.

We appreciate all the comments and are grateful.

If you missed the meeting, you can see download the presentation and watch the videos here.

See Annual Meeting  
Presentation



## What is NHS Complaints Advocacy?

Although most people using the NHS in Warrington are happy with their care and treatment, things can sometimes go wrong. If you're not satisfied with the service you've experienced from a hospital, doctor, dentist, local surgery or any other NHS provider, you are entitled to complain about it.

Find out more about our Advocacy Service



## Advocacy Awareness Week

This year marks the fourth annual advocacy awareness week and the theme this year is #AdvocacyInAction. We want to remind people about what advocacy is, how it works best and how it has already helped people in our communities to live their lives.

Read more about how Warrington's advocacy can help.

Read More



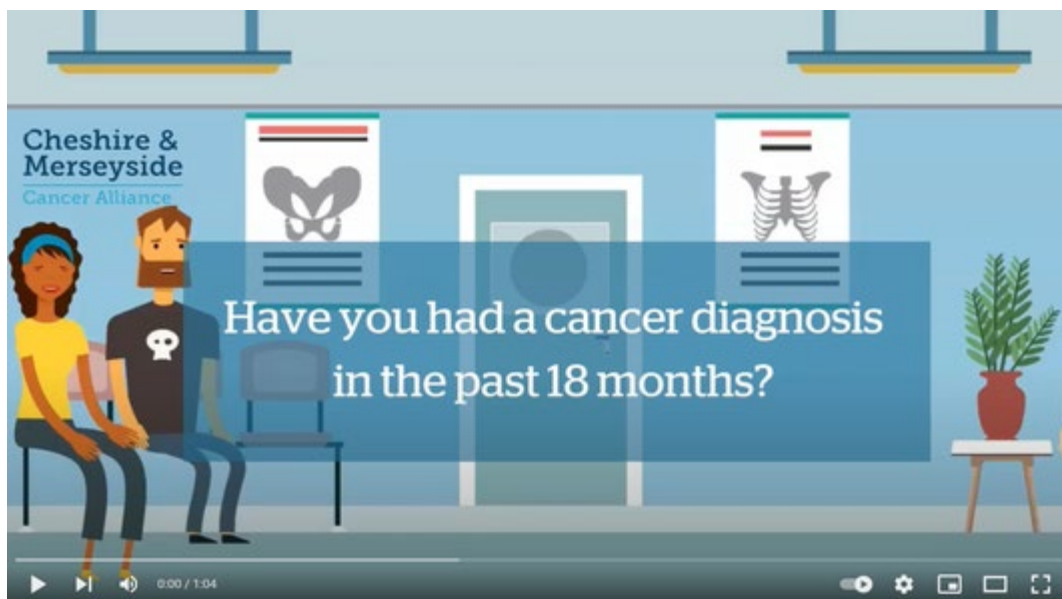
Children & Young Peoples (CYP)  
Mental Health & Wellbeing:

## CYP Mental Health & Wellbeing

At the end of July, our Young Person's Community Engagement Lead Julie Howson launched the Children & Young Peoples Mental Health & Wellbeing Surveys for KS3, KS4 & KS5, Parents and Teachers. These were well received. Julie will be relaunching these again in October along with surveys for KS1&2, GPs & Professionals.

You can find out more about these surveys and this project below.

[Find out more](#)



## Cancer Quality of Life Survey

Healthwatch Warrington offered to support [Cheshire & Merseyside cancer alliance](#) to help create a video that would explain the importance of the national "Cancer quality of life survey", and highlight how you can access help and support to fill out the survey.

Ellie Gunner-Taylor, CMCA Macmillan Quality Improvement Officer for Patient Experience and Health Inequalities, said: *"Thanks so much to Healthwatch Warrington for creating this video. It is so important that as many people in*

*Cheshire and Merseyside as possible complete their survey so that the information collected fully represents our cancer population."*

Watch the video

**WARRINGTON**  
Borough Council

**healthwatch**  
Warrington  
YOUR health and social care champions

**HAVE YOUR SAY  
ON PHARMACY  
SERVICES**

Residents are being asked for their views on pharmacy services in Warrington.

Responses will inform the local Pharmaceutical Needs Assessment (PNA) which is a mandatory requirement of local Health and Wellbeing Boards.

Your contribution to this assessment will help us to better understand whether pharmacy provision in the borough meets local need both now and over coming years

**TAKE THE SURVEY**

For paper copies of the survey, please contact Warrington's public health team: [PublicHealthBusinessUnit@warrington.gov.uk](mailto:PublicHealthBusinessUnit@warrington.gov.uk) or call 01925 442 487/01925 443067

If you would like help to complete the survey please contact Healthwatch Warrington [Contact@healthwatchwarrington.co.uk](mailto:Contact@healthwatchwarrington.co.uk) or call 01925 246 893

## Have your say on Pharmacy Services

Residents are being asked for their views on pharmacy services in Warrington.

Responses will inform the local Pharmaceutical Needs Assessment (PNA) which is a mandatory requirement of local Health and Wellbeing Boards.

Healthwatch Warrington will be distributing posters to all pharmacies across Warrington, posters will have QR codes that will take you straight to the survey.

If you would like a paper copy of the survey, please contact the council's public health team at [PublicHealthBusinessUnit@warrington.gov.uk](mailto:PublicHealthBusinessUnit@warrington.gov.uk) or call 01925 442487 or 01925 443067.

If you would like help to complete the survey, please contact Healthwatch Warrington at [Contact@healthwatchwarrington.co.uk](mailto:Contact@healthwatchwarrington.co.uk) or call 01925 246893.

Take the survey



## Health and Social Care Services Public Feedback

Last week Lydia met with Andy Carter MP for Warrington South to update on health and social care services feedback from local residents.

Andy Carter MP meets regularly with Ministers at Westminster to discuss current Health and Social Care public feedback.



The team got involved and wore yellow to support World Mental Health day and said #helloyellow in support of [Young Minds](#).



At this years' [Healthwatch Week](#), there is a whole day dedicated to looking at the introduction of Integrated Care Systems, our role in the new NHS landscape and how we can ensure the views of communities shape the planning and delivery of care.

Healthwatch England have set aside a whole day on the 11 November to discuss the introduction of ICS's and the best approaches to working with you to put the views of the public at the heart of health and care planning.

There will be some great speakers and excellent examples of best practice being showcased. I have included further information below and how you can register.

Register

## Updates



and



### Virtual Voices

If you would like to get involved and have your say with the chance to win a voucher– simply sign up to Virtual Voices. Sign up today and you have the choice to take part each month.

This month we are working with

### Peoples Panel

Our Peoples Panel meet monthly via Zoom. Each month there a different speaker and a chance to discuss health and social care matters that are arising in Warrington.

We are continuously recruiting for

Warrington Maternity services, wanting to know "What matters to you."

Warrington residents to join the panel in order to have an even more diverse group of people represented.

If you would like to contribute to the panel please apply below.

[Take Survey](#)

[Apply to Peoples Panel](#)




## Virtual Voices Winner

Last months winner for Virtual Voices was Lorraine. She was the lucky winner of a £20 vouchr gift voucher to spend in Warrington Market.

Join today to have a chance to win and make YOUR voice heard.

[Join Virtual Voices](#)



healthwatch  
Warrington

Warrington's  
**VIRTUAL VOICES**

Warrington  
**People's Panel**

Enter & View

Health Advisory Board  
Member

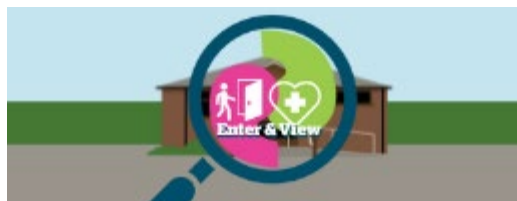
**VOLUNTEER**  
here to make a difference.

Get involved, there is something for  
**EVERYONE**

| Enter & View | Virtual Voices | People's Panel | Health Advisory Board |



**01925246893**



## Enter & View Representative

They are trained to visit a range of NHS and social care premises, and talk to staff, patients, carers and other service users about their experiences.

Information collected is used to make recommendations on how services can be improved. Our Enter and View Reports are shared with the CQC.

1. Prepare for visits by attending



## Healthwatch Advisory Board

In delivering Healthwatch Warrington's services, we are advised by a Healthwatch Advisory Board drawn from members of the public. This group provides advice on:

1. Healthwatch priorities
2. The Enter and View programme
3. Identifying key public concerns
4. Community engagement activity



briefings with the HW Support Team

2. Visit health and social care premises, including local hospitals, care and nursing homes, GP surgeries, dental practices, ophthalmic services, etc, to observe what is happening
3. Talk to patients, service users, staff and carers and gain their views on the quality of services provided
4. Maintain notes of the visits and assist in the preparation of reports to outline the findings, and if applicable, offer recommendations for change

More

They act as the voice of the people and ensure that Healthwatch Warrington adheres to the core principles of; confidentiality, respect, feedback, transparency and influence.

More



## Join the team

We are looking for a new Health Advisory Board Chair

The Healthwatch Advisory Board Chair is expected to recognise the potential conflict of interest and to avoid putting him/herself in situations where a potential conflict of interest may interfere with or be seen to interfere with the best interests of the Healthwatch. The Healthwatch Advisory Board Member must not use any information received via the Healthwatch or the Healthwatch Advisory Board for personal gain.

More information

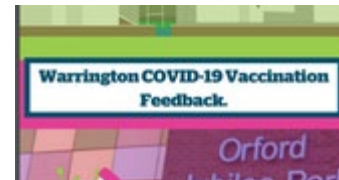
## Our Reports



HWW  
Annual



GP  
Access



COVID  
Vaccine

## Report

Find out what Healthwatch Warrington got up to during 2020–2021.

A full report of what we did, our volunteers and how we used our social media presence during the pandemic.

A highlights video of our annual report can be found [here](#).

[Read Report](#)

## Report

We asked our Virtual Voices about their experiences with GP Access, as we have received a lot of feedback regarding this issue in Warrington. We have collated this information and shared it throughout our networks. Our report is available below.

[Read Report](#)

## Feedback

Our Mass Vaccination Centres have been buzzing since the introduction of the COVID 19 Vaccines. We have been collating information from the centres and have had over 2800 responses. Below is the report on our findings of the experiences of Warrington Residents

[Read Report](#)

## Other Information



**Golden Square Information Centre**

**Our Golden Square Information Centre is now distributing school uniforms to families in need and in crisis.**

**Please call in to see how we can help you.**

Golden Square Opening Details  
Tuesday to Saturday 10am-2pm

Warrington Foodbank - Tel: 07583 080 521 - Email: [info@warrington.foodbank.org.uk](mailto:info@warrington.foodbank.org.uk)  
Website: [www.warrington.foodbank.org.uk](http://www.warrington.foodbank.org.uk) - Registered Charity 1152525

**SCHOOL UNIFORM APPEAL**  
Don't bin it, donate it!

Donations accepted at  
9 Tanning Court  
Warrington  
WA1 2HF  
Mon-Thu  
4pm-7pm



## We Urgently Need Carrier Bags

Our carrier bag stocks are fast depleting.

So, if you have a forgotten hoard, then why not donate them to us?

Drop them off at our Warehouse, 9 Tanning Court, WA1 2HF  
Monday-Thursday 4pm-7pm

Warrington Foodbank - Tel: 07583 080 521 - Email: [info@warrington.foodbank.org.uk](mailto:info@warrington.foodbank.org.uk)  
Website: [www.warrington.foodbank.org.uk](http://www.warrington.foodbank.org.uk) - Registered Charity 1152525

Thank You

### Up-to-date Shopping List for all donations

We are running really low on these items ....

All non-perishable items  
(Tins, packets, cartons, jars, etc)  
Except beans & pasta

Plus  
Toiletries & cleaning products

We also need ....

Carriers Bags  
&  
Egg Boxes



Donations accepted at our Warehouse  
Hilda Whitfield House  
9 Tanning Court  
WA1 2HF  
Mon-Thu 4pm-7pm  
&  
Golden Square  
Information Centre  
Tue-Sat 10am-2pm



Warrington Foodbank - Tel: 07583 080 521 - Email: [info@warrington.foodbank.org.uk](mailto:info@warrington.foodbank.org.uk)  
Website: [www.warrington.foodbank.org.uk](http://www.warrington.foodbank.org.uk) - Registered Charity 1152525

THANK YOU

# What does 'Living Well in Birchwood' mean to you?

## Come and talk to us!

We are holding sessions at Birchwood Youth and Community Centre, Delenty Drive:

- Tuesday 2 November, 5.30pm-7pm
- Thursday 4 November, 1.30pm-3pm





# Living Well in Birchwood

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## Questions

Where should the 'Talking Space' be and what should it be called?

When should the 'Talking Space' be open and who (what job roles/organisations) should be there?

What information do we need access to at the 'Talking Space' - how should it work?

Are there any barriers you can think of to Living Well in Birchwood and what can we all do to overcome these?

How do we promote the 'Talking Space' and Living Well in Birchwood?

What can you or your organisation offer, where do you fit in the bigger picture of Living Well in Birchwood? Do we have any gaps?



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## MS Discussion Group

Discussion Group:

Info Given to Individuals When Diagnosed with MS, 30/11/2021

Multiple sclerosis (MS) is a condition that can affect the brain and spinal cord, causing a wide range of potential symptoms, including problems with vision, arm or leg movement, sensation or balance. It's a lifelong condition that can sometimes cause serious disability, although it can occasionally be mild.

The MS Society are planning a Discussion Group on "Info you would like/would have liked to have had when diagnosed with MS".

The Discussion will focus particularly on treatment options, and will be held ONLINE on 30th November, 10.30am –12.45pm.

The aim of the session is to use points raised to develop a check list for health care staff to use when working with people living with MS.

This Discussion also links with an Action Plan put together at The Walton Centre, around developing services for people living with MS. This is overseen by Ian Pomeroy (Lead Consultant), The Walton Centre.

Interested?

To find out more or reserve a place at the Discussion Group, please email Ann Mcdougal at [serviceimprovement@mssociety.org.uk](mailto:serviceimprovement@mssociety.org.uk)

PLEASE NOTE: The group will be online via zoom – if you need info in a particular format, or need assistance to take part, please contact Ann as above.

If you are a group coordinator, and there are other people in your group who may want to come along then please share this info/invite.

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Just turn up ... no need to book and it's free



# PeerTalk®

WARRINGTON

Peer Support Group  
for those living with  
depression, anxiety  
and related conditions

Facing  
Depression  
Together

PeerTalk

EVERY MONDAY 7.00pm – 8.30pm

The Gateway  
89 Sankey Street  
Warrington  
WA1 1SR.

Find out more at:

- 07719 562 617
- peertalk.org.uk
- @peer\_talk
- @peertalk1
- enquiries@peertalk.org.uk
- peertalkcharity



In partnership with  
THE NATIONAL LOTTERY  
COMMUNITY FUND

The PeerTalk Charitable Foundation, registered charity no. 1169830.



## ONLINE NORTH WEST ARTHRITIS ACTION GROUPS

JOIN US ON ZOOM TO MEET  
OTHERS, SHARE HINTS AND  
TIPS, AND LEARN ABOUT  
SELF-MANAGEMENT  
TECHNIQUES

REGISTER BY EMAILING  
[INFO@ARTHRITISACTION.ORG.UK](mailto:INFO@ARTHRITISACTION.ORG.UK)



### [Presentations for groups](#)

I can offer free presentations to community groups and staff on arthritis and self-management via zoom, team or by phone. I've done several joining online with a group meeting in person, so happy to adapt to hybrid models.

### [Online Arthritis Action Groups](#)

We continue to run our popular Arthritis Action Groups online, including evening groups and online coffee mornings. Join to meet others with arthritis, share tips and experiences and learn more about self-management. The full



list of dates is on our website <https://www.arthritisaction.org.uk/media-centre/events/>

[New Young Adult's Hub](#)

We've launch a new resource for young adults with helpful guidance and tips for navigating arthritis including receiving a diagnosis, working, parenting and much more.

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## Tourette's Syndrome Symposium

Tourette's Syndrome Symposium for people living with TS,

11th June 2022

\*Further speakers TBC\*

Current confirmed speakers:

Susan Conners, M.Ed. – An internationally sought-after speaker, teacher, trainer and author of “The Tourette Syndrome/OCD Checklist: A Practical Reference for Educators and Parents” on the education of children with Tourette Syndrome (TS), Obsessive Compulsive Disorder (OCD) and other related neuro disorders.

Johnny Davidson MBE & Paul Stevenson – Adults with TS who are advocates for those living with the condition, travelling the country to speak in schools.  
Elaine Smurthwaite & Sarah McClory (Tourettes Scotland) – Elaine and Sarah will discuss sensory integration, the impact sensory difficulties can have on a person with TS, and the sensory ladder.

Bea Wood (Miss Transgender UK 2017) – Bea will be talking about living with ADHD and adult onset TS.

For more info or to book tickets for the event, visit <https://bit.ly/3GCFbUS>

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# WHH Charity



**NHS**  
Warrington and  
Halton Hospitals  
NHS Foundation Trust

Registered Charity Number: 1051858

# LOTTERY

## £10,000 ANNUAL JACKPOT!

### PLUS 10 x £500 PRIZES

- 1 x £1,000 Weekly Prize
- 29 Additional weekly cash prizes totalling £600 every week (1 x £100, 4 x £50, 4 x £25, 20 x £10)



## THE WHH CHARITY LOTTERY

has been established to help raise funds to support YOUR local hospital. Not only does it give YOU the opportunity to win some fantastic cash prizes it will contribute to providing MORE for the patients at Warrington and Halton Hospitals.

Money raised through YOUR support of the lottery will directly support the hospital through providing additional equipment and facilities that benefit both patients and staff.

Any help and support YOU and the WHH Charity can give to support patient care is greatly appreciated by our clinical colleagues.

## Thank you and good luck!

☎ 01925 662666   

The WHH Charity, Warrington Hospital, Lovely Lane, Warrington , WA5 1QG

## Walking to improve our mental health and wellbeing



Walking is an ideal activity to keep healthy, active, stay connected and reduce our chances of becoming unwell.

Walking can have a positive effect on our mood, our confidence, and can create opportunities to connect, to give and to learn from others.

Through Get Warrington Women Walking we aim to encourage women to look after their mental health and wellbeing and raise awareness of the mental health benefits of walking.

There will be a variety of different walks to suit different walking abilities with an emphasis on every woman feeling welcome and included.

The Five Ways to Wellbeing are key to positive mental health and wellbeing. Walking is an ideal opportunity to learn, connect, give, be active and take notice of what's around us.

For more information or to book your place  
Contact Pip



email: [Pip@warringtonspeakup.org.uk](mailto:Pip@warringtonspeakup.org.uk)



tel: 01925 246938



@GetWarrTalking



@GetWarringtonTalking



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