

# news

**July 2019**

## What we did last year



We are pleased to have published our Annual Report for the year 2018-19, which outlines where we went, what we did, who we spoke to and how we made a difference in our role as independent champion for people who use health and social care services. The report can be viewed on our website or is available as a full colour booklet, packed with fantastic photographs of Northumberland. Please call us for a copy.

## Health News

### New musculoskeletal and pain service

NHS Northumberland Clinical Commissioning Group has announced changes to musculoskeletal services in the county. We would like to hear from people across all parts of the county who are using these services, about the care they are receiving and how the changes to services have affected them.

### Action on Hearing Loss

The community hearing aid repair service from Action on Hearing Loss is now closed. We would like to hear from anyone who used this service about their experiences. Action on Hearing Loss has launched a report about NHS audiology services in England. The report is called Valuing Audiology - NHS hearing aid services in England. Find it on our website.

### Support for people with dementia

To find out whether people are getting the right dementia support Healthwatch England reviewed: what 700 people said about their care and data from 97 councils about whether needs are being assessed and reviewed. Fewer than half of all people with dementia, who use social care, are getting the regular care reviews they are entitled to.

### Integrated care system for north east

This month the NHS confirmed that the North East and North Cumbria is set to become the country's largest integrated care system. You can read the full press release at our website or call us to request a postal copy.

## Out and about



In recent weeks we've attended Ageing Well events in Ashington, Blyth, Bedlington and Longhoughton, listening to local people about their recent care experiences and directing them to community organisations for more support and information.

We had a stand at the Northumberland Pride event at Alnwick Rugby Club in June, where we spoke to lots of people from all over the region and gave away plenty of freebies to visitors of all ages.

Our board meeting last month was in Bellingham, with a 'meet and greet' session at The Carriages Tea Room beforehand. We change the location of our board meetings each time and invite people from local organisations and communities to come along and meet the staff and board members.

## Coming up

### Volunteer Induction Day



Our first half-day volunteer induction session is on 31 July at our offices in Hexham. There's still time to register for this if you are interested in joining our volunteer team.

Call us for details.

### Hexham Information Morning



Find out what advice and support local organisations can offer you over tea and cake at this free event.

Attending are: Citizens Advice, Carers Northumberland, Cancer Support, Alzheimers UK, Tynedale U3A and more. Taking place at Adapt (NE), Burn Lane Hexham.

**Healthwatch Northumberland Conference/AGM 2019  
It Starts With You  
Wednesday 16 October  
Phoenix Theatre, Blyth**

We're almost ready to share our plans for our bigger and better conference which will be:

**Interactive** - workshops and group sessions

**Informative** - Lots of information about the areas of care you told us were a priority

**Entertaining** - there'll be films, presentations and even some singing!

Registration opens soon.

