

healthwatch

Kingston upon Hull



Newsletter
February 2021



Vaccination Survey

Last month, Healthwatch Hull asked local residents to give their views about the COVID-19 vaccine. So far, we've received an incredible **978 responses** which has provided us with a vast insight into what our local community thinks and feels about the vaccine.

There's still time for you to be involved. It doesn't matter what age you are or whether you are eligible for the vaccine at this time; your views are as equally important.

If you have already received the vaccine, this is also an opportunity to tell us about your vaccination experience and to make us aware of what went well and if there was anything that could have been better.

To complete the survey, please use the link below:

<https://healthwatchkingstonuponhull.co.uk/vaccine-survey>



Care for a Cupper?



Are you tired of surveys?

Do you just want to sit down and talk to someone from your local area about your experiences with Health and Social Care services?

Then feel free to get yourself snug, prepare a cupper and talk to a member of our team through the Care for a Cupper Club.

Contact: gletcher@healthwatchkingstonuponhull.co.uk to find out more.

Would You Care for a Cupper?

The Care for a Cupper Club is back and is better than ever!

Are you tired of seeing surveys?

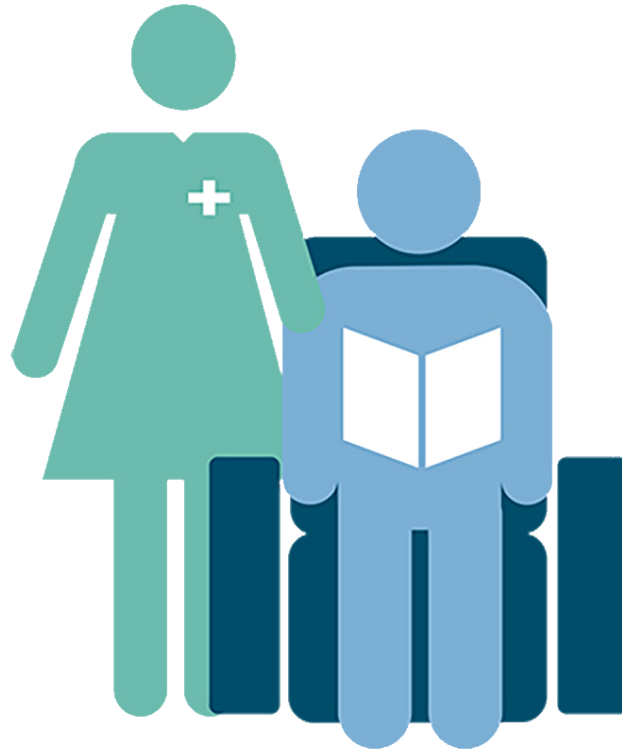
Would you rather just sit down in a comfortable environment and talk with someone local about your Health and Social Care experiences?

Then the Care for a Cupper Club is for you!

With the Care for a Cupper Club we will come to you, virtually of course, arranging a Zoom around your schedule and giving you all the time you need to talk about your experiences.

What could be more comfortable than sitting in your own home, with a cupper, talking to one of our team? We don't think there is anything that can beat it so why not give it a try?

Contact: gletcher@healthwatchkingstonuponhull.co.uk to find out more.



Community Wellbeing Service

Healthwatch Hull has been invited to work alongside the Hull City Council and Hull Clinical Commissioning Group (CCG) and assist them with looking at ways current Home Care Services could be improved.

We're asking for your help so we understand what future Home Care Services should look like. There isn't any criteria that you need to meet to be eligible, we want anyone and everyone to come to us with any views and ideas they may have.

By being involved, you are making a difference within your local community for the years to come. Your input will help to redesign and develop a new Community Wellbeing Service that will work better for you and others who use Home Care Services, now and in the future.

If you are interested in taking part, please express interest by contacting us through the options below:

Call / Text / WhatsApp: [07593 261312](tel:07593261312)

Facebook: [Healthwatch4Hull](https://www.facebook.com/Healthwatch4Hull)

Twitter: twitter.com/HealthwatchHull

Instagram: [Instagram.com/HealthwatchHull](https://www.instagram.com/HealthwatchHull)

Email: gletcher@healthwatchkingstonuponhull.co.uk



Make A Difference By Sharing Your Experience

Have you visited a Health and Social Care service and felt like you've not been listened to, that you've not been given the information, advice or support that you've needed?

Have you received an outstanding service which has met all of your needs?

We are here to listen to you and work with the providers and commissioners of services so they understand what they are doing well and what they need to do better.

We don't share your personal details but we do share your experiences, in your own words, so providers understand how you feel about the service you received.

You can make a difference and help to improve your local services by sharing your experiences with us:

<https://healthwatchkingstonuponhull.co.uk/feedback>

Want to see what people have told us?

All of our reports, including our monthly intelligence reports (which are based entirely around the experiences we receive each month) are available on our website:

<https://healthwatchkingstonuponhull.co.uk/healthwatch-reports/>



Have We Met Your Needs?

Healthwatch Hull has a prominent role in Health and Social Care to provide the experiences of local communities; to inform providers of what is working well and make suggestions on what could be better.

However, as an organisation we are keen to understand what people think about our service. If you have contacted us at any point throughout the last year or do so in the future; please let us know what we've done well and what we could have done better (hopefully there isn't anything).

We want to make sure that we listen to you; not just about your experiences with Health and Social Care services but about how your experience was with us as well. We want to make sure that now and in the future we understand your needs, not just from local services but from us as well.

Please let us know about your experience by using the link below:

<https://healthwatchkingstonuponhull.co.uk/qualityassurance>

“HW were a constant in terms of support and help during what was an extremely traumatic & stressful time for me. They kept in contact, sought help from Hull Royal Infirmary when I couldn't communicate with my Mum who was in hospital, and we're always there for me no matter what time of day or night.”



Help Us Make A Difference

Healthwatch Hull wants to engage with local communities however possible. We're aware that local groups and organisations have developed their own ways of staying in contact with their members; such as via Zoom, WhatsApp, Microsoft Teams, etc.

We're asking local groups and organisations to contact us about any campaigns or events they are hosting. We are always happy to look into promoting you across our platforms and to join in wherever possible to learn more about the valuable work that you do.

Contact Healthwatch on enquiries@healthwatchkingstonuponhull.co.uk and let us know how we can be involved with any future campaigns or events.



healthwatch

Humber Network

#YourHomeYourVoice

**Do you have family or
friends who live in a care
home?**



**Tell Healthwatch about your or their
experiences. Please take 5 minutes to fill
out our survey.**

Care Home Virtual Engagement

Healthwatch Hull has joined together with the East Riding of Yorkshire, North and North East Lincolnshire Healthwatch teams to form the Healthwatch Humber Network.

As the Healthwatch Humber Network; each Healthwatch is conducting Virtual Engagement with a number of care homes within their area, to highlight their experiences since the start of the COVID-19 pandemic. We are looking at:

- What has worked well?
- What new ways of working have been implemented that the care home is proud of?
- What could have gone better?

We are speaking with the Registered Manager, the staff, residents and their family and friends virtually to understand what impact COVID-19 and the restrictions has had on them.

We will be shortly conducting Virtual Engagement with Westdene Residential Care Home. We are inviting family and friends of residents living at the care home to contact us so we can speak to them about their experience:

You can submit a brief summary of your experience and your contact details using the link below:

<https://www.surveymonkey.co.uk/r/carehomeshull>



Volunteering

Staying at home doesn't mean you can't still make a difference!

Healthwatch Hull has virtual volunteering opportunities available such as:

Healthwatch Administrators support us by ensuring all of our information is kept up to date. They also conduct online research to look at what the public have been saying about their local Health and Social Care services and feed back to us any views and experiences that they find.

Virtual Engagement Volunteers participate in Healthwatch activities that take place virtually. This can include speaking with residents of Care Homes and service users of Home Care services via platforms such as Microsoft Teams, Zoom and WhatsApp. They will also attend online meetings as representatives of Healthwatch and feed back any relevant information to us.

Healthwatch Bloggers create articles in relation to Health and Social Care to be placed on our website. This can be through personal experiences, research or professionals they have spoken to!

To apply for any of these roles or to find out more about what other opportunities we have available, please click on the link below:

<https://healthwatchkingstonuponhull.co.uk/volunteering/>



#BecauseWeAllCare - Unpaid Carers

Because We All Care is a year-long campaign led by the Care Quality Commission (CQC) and Healthwatch England in response to coronavirus (COVID-19). As the country pulls together to recover from the impact of coronavirus, Because We All Care aims to encourage more people to share their experiences of care to help the NHS and social care services identify and address quality issues and provide the best care possible.

We are calling on carers to share their experiences to help improve support after a year which has seen enormous challenges. We want to know about the experience of care that your loved ones have received, and the support given to you as a carer.

It only takes five minutes to feedback in our short, confidential survey:

<https://www.healthwatch.co.uk/tell-us-about-your-experiences-nhs-and-social-care-services>



The census is coming

Sunday **21 March**

it's about us
census 2021

Ready, Steady, Census!

Households across Hull will soon be asked to take part in Census 2021.

The census is a once-in-a-decade survey that gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

It will be the first run predominantly online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets.

“A successful census will ensure everyone from local government to charities can put services and funding in the places where they are most needed,” Iain Bell, deputy national statistician at the Office for National Statistics, said.

“This could mean things like doctors’ surgeries, schools and new transport routes. That’s why it is so important everyone takes part and we have made it easier for people to do so online on any device, with help and paper questionnaires for those that need them.”

Census day will be on March 21, but households across the country will receive letters with online codes allowing them to take part from early March.

The census will include questions about your sex, age, work, health, education, household size and ethnicity. And, for the first time, there will be a question asking people whether they have served in the armed forces, as well as voluntary questions for those aged 16 and over on sexual orientation and gender identity.

Results will be available within 12 months, although personal records will be locked away for 100 years, kept safe for future generations.

For more information, visit [census.gov.uk](https://www.census.gov.uk).



#YourNHSneedsyou

Do you want to make a difference during the pandemic?

Do you have a few hours to spare?

You can help your NHS by becoming a Volunteer Marshal.

Volunteer Marshals act as support to members of the public when receiving their COVID-19 vaccinations. This might include helping those with physical disabilities or a learning difficulty to access the centre safely and to get all the information they need.

CHCP are providing Volunteer Marshal opportunities at their Vaccination Hubs. There are volunteering opportunities Monday to Sunday with three different volunteering shifts available:

- 7:30 AM to 12 Noon
- 12 Noon to 4 PM
- 4 PM to 8:30 PM

Want to find out more and apply, click on the link below:

<https://www.chcpcic.org.uk/fast-track-volunteer/new>



Coronavirus: vaccine scams



- In the UK, coronavirus vaccines will only be available via the NHS. You can be contacted by the NHS, your employer, a local GP surgery or pharmacy, to receive your vaccine.
- **REMEMBER:** The vaccine is free of charge. If you are asked to pay for the vaccine or asked for your bank account or card details, it is a scam.

Learn more: [actionfraud.police.uk/vaccine](https://www.actionfraud.police.uk/vaccine)

OFFICIAL

#coronavirusfrauds

COVID-19 Vaccine Scams

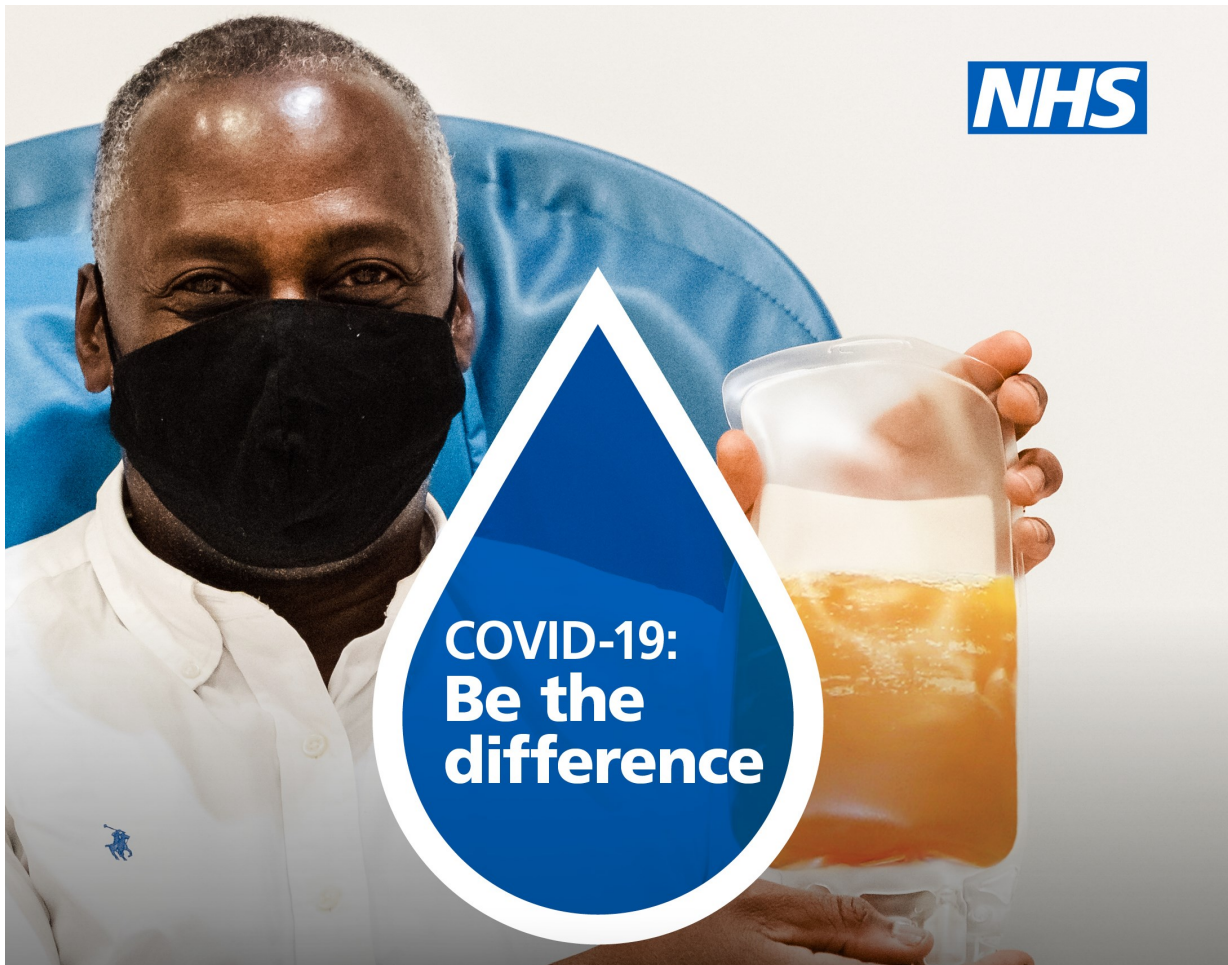
Healthwatch Hull has been made aware that there are COVID-19 Vaccine Scams being sent to people across the country by text message. A message is sent from what seems to be the Government or NHS advising the recipient that they are now eligible for the vaccine and to click on a link to register.

The text and website look official, using branding such as NHS or GOV.UK but some tell-tale signs to spot these scams are:

- **Spelling / Grammar Errors**
Often scammers will make their text and website look the part at a quick glance; however upon closer inspection commonly there are spelling and grammar issues that would not expect if it was genuine
- **Name of Sender**
Often the name of the sender will be different than if it was an official text. For example, It may say UKGOV.UK rather than UK.GOV
- **URL Link**
The link at the top of the webpage will not be the same as the official site. For example, gov.uk/coronavirus is genuine, ukgov.uk/coronavirus is not genuine

If you receive any correspondence that informs you are being fined for breaching lockdown, asks you to send in documents to prove your identity, bank details or asks for payment; this is a scam. Always check the sender of the text and the link in the message; even if it looks real, check the URL at the top of the webpage before you continue any further. **You will not receive text messages from the Government or NHS to ask for payment for the vaccine as it is free.**

If you, or anyone you know, has been affected by any of these scams, report it to Action Fraud by calling 0300 123 2040 or by visiting www.actionfraud.police.uk



COVID-19: Be The Difference

The NHS Blood and Transplant (NHSBT) is leading a major programme, on behalf of the government, to collect convalescent plasma as a potential treatment for COVID-19.

NHSBT is urgently appealing for more people to donate plasma. It is prioritising people who have had coronavirus (COVID-19) to donate blood plasma to potentially help others.

They welcome all donations but are seeking donations in particular from recovering males who are 18 - 65 years old as they are more likely to have high levels of antibodies against the COVID virus.

Donated plasma could help some of the most vulnerable patients, such as the elderly, or people with weak immune systems.

It takes a little bit longer than blood donation and donators will be required to provide an initial blood test to check for high levels of antibodies, there will also be further tests carried out at the donor centre to check that the donor is suitable before donating the plasma.

You can find out more by using the link below:

<https://www.nhsbt.nhs.uk/covid-19-research/plasma-donors/who-can-donate-plasma/>



**A COUGH THAT LASTS
THREE WEEKS OR MORE
COULD BE A WARNING SIGN**



**JUST CONTACT
YOUR GP
PRACTICE**



Help Us Help You

NHS England have found that a result of the COVID-19 pandemic, some members of the public are reluctant to use NHS services, citing concerns about being exposed to the virus and not wanting to be a burden on the NHS.

If you've had a cough for three weeks or more and you haven't had COVID-19, don't ignore it, speak to your GP. It's probably nothing serious but it could be a sign of something that needs treatment. If it is cancer, finding it early makes it more treatable and can save lives.

Your NHS is here to see you safely.

Visit [nhs.uk/cancersymptoms](https://www.nhs.uk/cancersymptoms) for more information.



Bowel Cancer UK
Beating bowel cancer together

Bowel Cancer UK - Chat Together

New digital support group for bowel cancer patients

Chat Together is a free online support group for people living with and beyond bowel cancer. It's a welcoming place to talk to others with bowel cancer and to meet new people. It's a chance to share experiences in a safe, supportive and informal environment.

Chat Together is a chance for patients to virtually get together and support each other from the comfort of their own homes at this time of isolation. They just need a smartphone, tablet or computer with an internet connection and somewhere quiet to sit.

When asked about this vital peer support service 100% of patients found the service helpful and 100% felt better connected following their chat group. 88% of patients could cope better after the chats.

'Chat Together has given me the opportunity to meet with people in a similar situation to mine, who understand what I'm going through. It's a safe space where we can share our ups and downs. I've met a great bunch of people and it's been a real lifeline!'

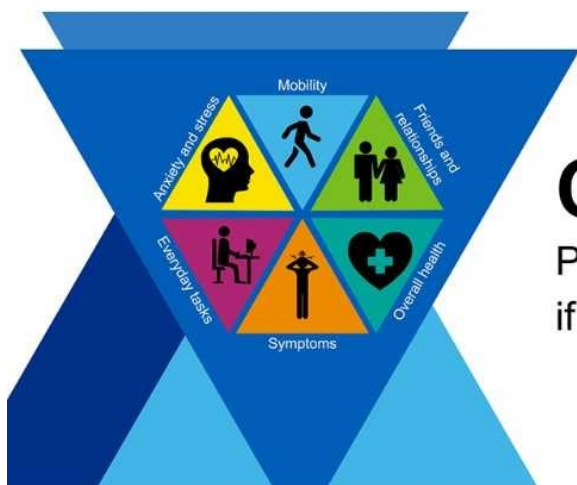
Chats take place once a week, via Zoom, over an eight week period and are hosted by Bowel Cancer UK staff and their trained volunteers who've had bowel cancer themselves.

Bowel cancer patients can join Chat Together by registering on the website below:

www.bowelcanceruk.org.uk/how-we-can-help/supportevents/chat-together

Any questions?

If you have any questions about Chat Together, you can get in touch by emailing Sarah Wix, at sarah.wix@bowelcanceruk.org.uk



Cancer Patient?

Please fill in the Cancer Quality of Life Survey if you're asked

Tell us, how are you doing?



Cancer Quality of Life Survey

The Cancer Quality of Life Survey is a national survey run by NHS England and NHS Improvement and Public Health England. The survey is for people in England who have been diagnosed with cancer. From 2020, people who have had a breast, prostate or colorectal (bowel) cancer diagnosis are being asked to complete the survey around 18 months after diagnosis.

Recognising that quality of life outcomes are as important to patients as surviving cancer, Public Health England and NHS England and Improvement have launched the survey to ask participants, "How are you doing?". Answers to the question can be related to their cancer diagnosis and treatment, or other things which may be happening in their life. The information collected will be used to help improve support for those living with and beyond cancer.

The survey takes between five and ten minutes to complete, with Public Health England joining up the answers to the survey with information that is already recorded about cancer and its treatment. This will help the NHS to work out where care may not be working well for cancer patients, and if any improvements should be made. It is estimated that in early 2021, the survey will be delivered to those living with and beyond other cancer types.

To find out more about the NHS Cancer Quality of Life Survey, including a list of FAQs, visit <http://www.cancerqol.england.nhs.uk/>



Neighbourhood Network Events

Neighbourhood Network aims to support and empower people to create safer environments and increase community spirit. They've set up the following events open for you to join.

KEEPING SAFE FROM FRAUD WORKSHOP

Join us ONLINE on
TUES 16th MARCH
AT 11am

Presented by
Amanda Smith
Natwest Community Banker

A yellow square with a black handprint and the text 'TAKE FIVE' inside.

A photograph of a laptop computer on a desk with a yellow highlighter and a pair of orange scissors.

Keeping Safe From Fraud Workshop: Tuesday 16th March - 11 AM

Join the Neighbourhood Network team along with Amanda Smith from NatWest for a presentation on how you can keep yourself safe from Fraud.

Amanda will be delivering a 45-minute presentation with real examples of how people have fallen foul of this cruel crime and more importantly how you can protect yourself and others!



Cancer Champion Training: Wednesday 7th April - 10:30 AM

Presented by Emma Lewin from the Cancer Champion team at Humber, Coast and Vale Cancer Alliance, the session aims to save lives by promoting healthy lifestyle choices and encourage early detection of cancer.

The free 90-minute online awareness session teaches people about the key facts, statistics, symptoms, and screenings which are linked to several cancers.

If you're interested in any of the above events, you can register by emailing Neighbourhood Network on office@nnetwork.org.uk or by calling 01482 826061.



How Did You Find This Newsletter?

As part of our Quality Assurance, Healthwatch Hull wants to invite you to give us your feedback on every edition of our Newsletter now; and in the future.

The process will only take a few minutes but for us, it is invaluable to know what we're doing well and what we could be doing better. It's only you, our subscribers, who can tell us that and make sure that we're aware of what you need from our Newsletters.

Once you have finished reading this Newsletter, it would be fantastic if you could provide your feedback here: <https://healthwatchkingstonuponhull.co.uk/newsletter-feedback>

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Kingston upon Hull

Contact Us

You can contact Healthwatch Hull at any point using any of the methods below. The team works Monday to Friday 9 AM to 4 PM and will respond to any enquiries during these times.



01482 595505 (Temporarily Out Of Action Due To Homeworking)
07593 261312



<https://healthwatchkingstonuponhull.co.uk>



enquiries@healthwatchkingstonuponhull.co.uk



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