



**Healthwatch Northumberland**  
**Derry Nugent Project Coordinator**

# Our Year 2018/2019





## What Northumberland is saying

Increased feedback from  
Cramlington and Bedlington

Access rather than quality

GPs feature in positive and  
negative



# What we have done

## Listening and Signposting

Audiology services

Joint Muscular and Pain  
Service (JMAPS)



# What we have done



Service Name	Service Type
Barnados	Voluntary Sector
Carers Northumberland	Voluntary Sector
Citizens Advice Northumberland	Voluntary Sector
Get-about service	Voluntary Sector
ICAN	Voluntary Sector
Talking Matters	Voluntary Sector
Tyneside and Northumberland Mind	Voluntary Sector
North of Tyne PALS	Health
Northumberland County Council	Local Authority



# What we have done

## Amplifying Northumberland's voice

Mental Health Services

Dementia Services

Transport

**NHS**

The NHS Long Term Plan



# What we have done

## Improving services

Northumbria Specialist  
Emergency Care Hospital



# What you can do to help

**healthwatch**  
Northumberland

## Volunteer with us!

**A role for everyone**

- Signposting people to local services
- Visiting health and social care premises
- Gathering people's experiences
- Admin, research and digital
- Distributing leaflets, flyers and posters

**Get in Touch**  
01332 428468  
emma@healthwatchnorthumberland.co.uk  
healthwatchnorthumberland.co.uk

*Image of a hand with smiling faces on the fingers.*

**Healthwatch Northumberland Volunteer Officer**  
Emma Griswood says: "This is your chance to meet new people, gain new skills and have fun. By joining our friendly team you can make a real difference to your community, helping to improve care services. We offer a role for everyone with lots of ways to get involved and we provide all the training and support you need."

**Signposting people to local care and support services**  
Let people know where they can get support with a particular illness or condition.

**Visiting health and social care premises**  
Listen to and record the experiences of patients, families and staff.

**Gathering people's experiences**  
Talk to people and listen to their stories about the care they and their families have received.

**Providing office support**  
You could help us with our communications, reporting, research and planning.

**Distributing leaflets, flyers and posters**  
Help us get information about our services to people in your part of the county.

**A role for everyone**

If you would like to find out more about what becoming a Healthwatch Northumberland volunteer might involve, or would like to register as a volunteer, Emma would love to hear from you.  
Call 01332 428468 or email: [emma@healthwatchnorthumberland.co.uk](mailto:emma@healthwatchnorthumberland.co.uk) for a Volunteer Information Pack.

*Image of a hand with colorful fingers.*





# What we do next



Patient Participation Groups

Small Grants

Annual Survey 2020

