

# North Tyneside Patient Forum Newsletter Issue 8 | June 2024



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This newsletter is produced quarterly for you by members of the Forum's Communications Working Group.

If you think you'd like to get involved, and you have a passion for healthcare and a sense of local community, you're just the person we are looking for. Find out more in the 'Have your Voice Heard' section later in the newsletter or contact ; Michele Spencer [michele@chcfnorthtyneside.org.uk](mailto:michele@chcfnorthtyneside.org.uk) for more information.

## Living Well North Tyneside

Living Well North Tyneside is a website where people can go to find out what you can get involved in locally. This includes healthy activities, support and advice from lots of local organisations. Living Well has recently been updated to make it easier for residents to find information and to promote self-care.

Services include health, mental health, social care, carer support, and resources for older people, families and children. It also offers details on adult education, training, volunteering, financial aid and legal guidance. The website also lists physical and social activities suitable for all ages.

Living Well aims to help people find activities and help for themselves, which means fewer health appointments. Health staff can benefit from efficiently accessing resources, minimising unnecessary appointments and increasing awareness of important local services and events. This not only saves time but also helps staff stay up-to-date and connected within their community.

Living Well North Tyneside is a vital resource hub that supports community wellbeing by providing accessible information and services, playing a crucial role in connecting individuals with essential resources in North Tyneside.

Explore the website today at [www.livingwellnorthtyneside.co.uk](http://www.livingwellnorthtyneside.co.uk) — sign up and spread the word to find free activities, services and support that meet your needs!



# Parent Carer Forum



Are you a parent or carer of a child or young person (0-25 years) within North Tyneside who has Special Educational Needs and/or Disabilities ('SEND')? If so, come and join us!

North Tyneside Parent Carer Forum cic We are a community and voluntary organisation based within North Tyneside. We are led by and for parent carers of children and young people with SEND. Our lived experience gives us direct understanding of what it is like to be a parent carer. We come from a range of different professional backgrounds, including strategic, legal, SEND, banking, HR, and customer service.

We work with providers on a strategic level to help improve and develop local services available to families. We work in co-production with service providers, such as the Local Authority, Health and Social Care, and Education.

We facilitate peer support sessions. We share local and other relevant information on our social media. We provide workshops, signposting, an annual conference, and drop-in sessions for parent carers across North Tyneside. All our work and activities are based on what parent carers want and are all free of charge to parent carers. Most recently, this has included Positive Behaviour Support Workshops, Disability Living Allowance workshops and wellbeing sessions for our parent carers.

## Useful links:

Facebook Page (open to all):

<https://www.facebook.com/NorthTynesideParentCarerForum>

Facebook Page (open only to North Tyneside Parent Carers):

[https://www.facebook.com/groups/558117574906255/?ref=share\\_group\\_link](https://www.facebook.com/groups/558117574906255/?ref=share_group_link)

Website: [www.ntpcf.co.uk](http://www.ntpcf.co.uk)

Email address: [info@ntpcf.co.uk](mailto:info@ntpcf.co.uk)

Contact Number: 07572 787 044

## Waiting Well



**Waiting Well – supporting our patients to prepare for surgery**

**North East and North Cumbria**

### Background

'Waiting Well' is a regionwide programme that aims to support patients who are waiting for planned care such as knee and hip replacements.

Evidence shows that taking simple steps before surgery or treatment to improve fitness, diet and mental health, plays a crucial role in helping patients recover more quickly and reduces the chance of being re-admitted to hospital. By empowering them to manage their own health where they can and be in as good shape as they can for their treatment means that there is much less chance of their planned care being cancelled.

The programme will focus on about 70,000 people, including 21,000 people from the most deprived communities. The Waiting Well programme looks at people's mental health and wellbeing as well as people's physical health. Both are important when you prepare for an operation and to help you recover.

### **How it works**

The Waiting Well central hub team look at the waiting list and health population data to work out who would benefit the most from our help.

They write to patients to offer them support. The local Waiting Well Support Team will then phone patients to talk about their general health and wellbeing.

### **The website**

Not all patients waiting for surgery are eligible for the one-to-one support from Waiting Well. However, all patients can get self-help information on the Waiting Well website [www.getsetforsurgery.org.uk](http://www.getsetforsurgery.org.uk)

The website has lots of information to help people waiting for surgery make changes to improve their health and wellbeing, things that can affect the success of the patient's planned surgery.

It covers factors such as nutrition, sleep, alcohol, smoking, wellbeing, pain management and exercise. There's even a library of exercise videos demonstrated by a physiotherapist, that are simple and achievable by most patients. Patients can also find inspiring case studies from other Waiting Well patients.

For further information, contact [necsu.comms@nhs.net](mailto:necsu.comms@nhs.net)

## **North Tyneside Recovery Partnership**



NTRP is for anyone of any age in North Tyneside who is experiencing problems with drugs and/or alcohol. People are supported in a range of ways with the aim of making recovery a reality.

If you would like support from NTRP you can contact the team on 0191 640 0180 or ask your GP to refer you.

More information can be found by visiting [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

## Family Drug and Alcohol Service

Props is available to residents across North Tyneside and Newcastle this specialist family service is there for you if you are worried about someone else's drug and alcohol use.

Specialist services include 1 to 1 support, face to face, online or on the phone and group support.

There is a specialist Young Person Project, and a range of health education and training packages are available.

The Helpline is open 9am-9pm seven days a week. Just call 0191 226 3440 or visit their website [www.props.org.uk](http://www.props.org.uk)



**Do you worry about someone else's alcohol or drug use?**

Free confidential support is available for Newcastle and North Tyneside residents.

## Women's Health



The NHS website has a range of very useful information and support for women, everything from periods to the menopause. Each section on the website gives a lot of easy-to-follow information and what to do next.

<https://www.nhs.uk/womens-health/>

# The Linskill Centre

The valuable work of the Centre aims to:

- reduce social isolation and loneliness by providing a range of weekly activities that helps people feel connected to others.
- support our community to stay healthy and improve wellbeing.
- provide opportunities to learn new skills or knowledge,
- share skills and knowledge with others through our volunteering opportunities.

**From post-natal support groups to a Men in Sheds project, and from craft groups to community cookery workshops – there really is something for everyone.**

The Centre is a thriving community facility in North Shields, read their latest newsletter to find out more. <https://linskill.org/http-mgl-io-8tuvp/>

## North Tyneside Parks and Play Facilities



Walking in parks and green spaces is understood to improve mental health and reduce anxiety as well as being good for bones, muscles and joints.

There are lots to choose from in North Tyneside and cost nothing but your time!

- [Find your nearest park or play facility](#)  
Enter your postcode to find a park near you.
- [Benton Quarry Park](#)  
A landscaped nature reserve with children's play area.
- [Killingworth Lakeside Park](#)  
A Green Flag Award winning park with leisure and conservation facilities.
- [Marden Quarry Park](#)  
A nature reserve with striking natural features.
- [Northumberland Park](#)  
A treasured Victorian attraction featuring leisure and horticultural facilities.
- [Rising Sun Country Park](#)  
A 162-hectare nature reserve with farm and boating lake.
- [Shiremoor Adventure Playground](#)  
An adventure playground catering for children and young people of all abilities.
- [Souter Park](#)  
A suburban park with bowling greens and tennis courts.
- [Wallsend Parks](#)  
Three public parks with leisure and play facilities.



## Borrow my Doggy

BorrowMyDoggy connects dog owners with trusted local people who would love to look after their dog. They make it easy to arrange walks, playtime, overnight stays or holidays. Their aim is to help dog owners when they need it, give dogs more exercise and playtime and to allow people without a dog to spend quality time with one. They call it a win-win (or a woof-woof) situation for everyone involved. There is a small annual fee for borrowers, more information can be found on the website. <https://www.borrowmydoggy.com/>

## Look at Me

Things have changed, not for the best.  
Lots of problems with my back.  
Still shouldn't complain.  
Even though I can hardly walk.  
I can still recall talk about the past.  
A wife, mother, daughter, sister worked as a teacher.

Fell in the Garden this morning hurt my leg.  
Struggled to get to a phone.  
Dialled 999 told the girl what had happened.  
She was nice and sent an ambulance.  
Two young lads checked me over.  
Sorry Maisie you need to go to hospital.

I will be alright just ring my daughter.  
No reply, where had Jenny gone.  
The pain was bad, so I relented.  
They gave me pain relief which helped a bit.  
Got to hurry to the hospital.  
As the lads were soon off shift.

The hospital was busy had to wait in a line.  
People spoke but never looked me in the eye.  
All they wanted was my details.  
Fill in their notes to get me sorted.  
No one asked how I felt, I had become a patient not a person.  
More like a medical book or journal, or part of a computer programme.

As I waited in a cubicle people passed with their hand-held gadgets.  
Looked at the screens on the wall.  
I was frightened all alone, but nobody came, too busy to respond.  
All I wanted was somebody to talk to me.  
Hold my hand tell me what was happening.  
Inside I shouted, look at me, look at me!

Anon.

If this poem strikes a chord with you some of these organisations may be of interest.

**Age UK North Tyneside** <https://www.ageuk.org.uk/northtyneside/>

**Social Prescribing** Ask your GP Practice for information for non-clinical support

**Independent Advocacy North East** <https://www.iane.org.uk/>

**Patient Advice and Liaison Service (PALS)**

<https://www.northumbria.nhs.uk/patients-and-visitors/share-your-feedback/patient-and-advice-liaison-service-pals#0cc07cb3>

## Member Spotlight

**Viki Mayes and fellow walkers**



I moved to Whitley Bay with my husband in 2012, our children having both settled in the area. Concern about the reforms of the NHS and fears of increasing privatisation led me to get involved in the patient forum. I have not worked for the NHS but have experience as a patient and as a carer – first for my mother in Norfolk and then later for my husband who was diagnosed with Parkinson’s soon after we moved here.

From the first meeting I was impressed with the enthusiasm and knowledge of the members as well as the professionalism of the group and the ideas that were generated. The working groups cover a great variety of fields – all with the aim of improving healthcare and the health outcomes for people living across the borough of North Tyneside. Initiatives for doing this have been wide and varied, I have only been actively involved in a few.

I joined the Wellbeing group who had already started a project aimed at encouraging people to become more active.

Several of us did the Walk Leader training organised by Active North Tyneside and one member, Eddy Johnson, started a walking group that still meets to this day – Eddy’s Haven Walking Group meets at 10.30 every Thursday at Prior’s Haven car park, Tynemouth. It is well documented that joining a walking group can be of benefit and my experience will certainly bear that out. We are always welcoming new members who have various reasons to join us – moving new to the area, recommendations from healthcare professionals, needing to get out more, bereavement and making new friends are just some of the reasons given. On a personal level we found it a great way to learn about our new home area from the locals and I know the social aspect and the exercise was of benefit to my late husband as his Parkinson’s progressed.

Another initiative of the Wellbeing group was to set up back pain clinics in different parts of the borough. These were run by physiotherapists and aimed at people who were experiencing back pain with advice about movement and exercise. Patient forum members would go along to support these and help to make the tea and coffee.

As the NHS goes through another reorganisation, I think that the patient forum has a very useful role in being a critical friend and in putting forward the patient voice. I have been privileged to play even a small role in the many achievements of the CCG patient forum and am still keen to help keep the NHS a national service that is available to all and free at the point of demand.

## Have your Voice Heard!

**Would you like to help improve local NHS services? If so, joining the North Tyneside Patient Forum is a great way to provide feedback and encourage positive changes.**

We want as many people to be a part of the forum as possible to make sure we're hearing a wide range of views. So far, we have members who are new mothers, those who have caring responsibilities for elderly relatives and those who are managing long-term conditions themselves.

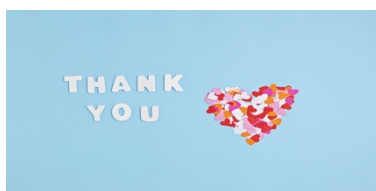
### What could you bring to the conversation?

- Do you have an illness that reduces your ability to carry out day-to-day activities?
- Have you ever experienced low mood or depression?
- Is English a second language for one of your friends or family members and you could advise us on how best to reach them?

Any and all are welcome as long as you live in North Tyneside.

The **forum meets for a couple of hours six times a year** and you can attend as many or as few meetings as you're able.

## Celebration Day



Sunday 7 July 2024 is the recognised Thank You day, just an opportunity to be kind and recognise good work and deeds.

**Thank you for reading our newsletter! We hope that you found the information useful.**

**If there are any topics you'd like us to explore in further issues, please share your thoughts with Michele Spencer [michele@chcfnorthtyneside.org.uk](mailto:michele@chcfnorthtyneside.org.uk)**