

Hello Healthwatch members

We're happy to bring you our September newsletter.

We'd like to say sorry to those of you who haven't received our newsletter for a while. We just found out that there was an issue with our computer system which meant that some of your names were not on our mailing list. We've fixed the problem now so you should start hearing from us regularly.

Out and about in your communities

Our team members, Janet and Gail have been out and about, visiting community groups to find out what people think of the health and social care services they use.

Do you belong to a group who would like to hear more about what we do and share your experiences with us? Are you involved with a community centre or other venue where we could hold an information stand?

Telephone us on 0300 111 0007 or email: info@healthwatchsthelens.co.uk to talk to us about it.

The Hope Centre Training Provision for September 2018 is now out.

For more information on the courses being run please telephone: 01744 26414 or go to: www.hopecentre.org.uk

Don't forget that you can call us on 0300 111 0007 to tell us anything about health & social care in St Helens, compliments or concerns, in confidence - we need your views and experiences! Also please contact us if you would like our Outreach Officer to come out and speak to your group.

Follow us on Twitter @HWStHelens or log on to our website, www.healthwatchsthelens.co.uk, for more information.

Patient Access

Do you use Patient Access to order your repeat prescriptions and make your GP appointments?

The launch of Patient Access 2.0 was the first major update to the service for over seven years. The new service is designed to be easier to access.

We want to hear about your experiences, good and bad so that we can identify what's working well and what needs to be improved.

Call us on 0300 111 0007 or email: info@healthwatchsthelens.co.uk to tell us what you think.

Goodbye to NHS Choices



NHS Choices is no more. Instead, www.nhs.uk will now just be referred to as the NHS website. It contains information to help people manage their health and care online, and there will be more changes coming to improve services. If you have questions or queries about these changes you can email: nhswebsite.servicedesk@nhs.net

Finding out about Stroke

Stroke can change your life in an instant. Whether it's happened to you or someone close to you, My Stroke Guide is here to help support recovery.

My Stroke Guide gives you free access to trusted information about different types of stroke, risk factors and secondary conditions, as well as advice on prevention and improving your own health.

You can find practical tools and over 200 videos, to help you to understand stroke and manage its effects. This includes a dedicated section for family and friends which provides information on the impact of stroke and advice about supporting loved ones.

Our online community connects you to thousands of others so you can share stories and tips and find out how they manage recovery.

My Stroke Guide can help support recovery, no matter where you live, 24/7.

Join thousands of others affected by stroke.

Log on to: www.mystrokeguide.com today.



If you still receive our newsletters by post but would like to receive information in future by email please get in touch at:

<https://www.haltonsthelensvca.org.uk/healthwatch-st-helens-newsletter-sign>

or call us on 0300 111 0007.