

healthwatch

December 2024 St Helens

Hello Healthwatch members. In our newsletter this month you will find our Christmas and New Year opening hours. Information on where we have been and listening events to take place monthly next year at both St Helens and Whiston Hospitals. The living well bus timetable and the new cervical screening bus timetable. There is a message from Public Health with flu updates. We have also included our GP Survey again so if you could, please complete and ask family and friends too. This way we can help improve services if needed. Amparo Christmas opening hours are also attached.



Christmas & New Year Opening Hours

We will be closed from Monday, 23rd December 2024 at 12pm, and reopen on Thursday, 2nd January 2025 at 9am.

We are looking forward to continuing our work in the New Year.

We'd like to wish you all a very Merry Christmas and a Happy New Year.

Where have we been?



St Helens College

Ish attended St Helens College in the town Centre and the Stem Centre Campus for the Student Health and Wellbeing Event where an information stand was held. Ish collected Patient Experiences and also had students complete the GP Survey.



Enter and View

Gail has been busy completing Enter and View visits along with volunteers, Kath, Ann, Rita & Judy. They conducted a visit to Fairfield Hospital for the first time which went really well. You can read all the reports on our website:

<https://www.healthwatchsthelens.co.uk>

St. Helens and Whiston Hospitals



Ish has been present at both St Helens and Whiston Hospitals with an information stand to collect patient experiences. From January 2025 Ish and Paula will be attending both hospitals once a month to conduct Listening Events.

Living Well Bus Timetable

Date	Location
02/01/2025 Thursday	Tesco Earlestown Newton-le-willows WA12 9LN
06/01/2025 Monday	Park Farm Community Centre
16/01/2025 Thursday	Salvation Army 47 Tickle Avenue St Helens WA9 1RS
24/01/2025 Friday	Foundry Wharf Extra Care Scheme Atlas Court St Helens WA9 1BY
28/01/2025 Thursday	Tesco Earlestown Newton-le-willows WA12 9LN.

Cervical Screening Bus

Date	Location
09/01/2025	Chain Lane Community Centre Hinkley Road St Helens WA11 9HT
30/01/2025	Chain Lane Community Centre Hinkley Road St Helens WA11 9HT



Up to date flu messages from Public Health

- Anyone still eligible for the flu, COVID-19 or RSV** vaccines should get booked in ahead of the busy winter holiday period, when we expect flu, and other respiratory viruses to spread between people more easily as we spend more time indoors.
- It's vital that those eligible for their flu and COVID-19 vaccines who have still not been vaccinated come forward as soon as possible before the [NHS booking system](#) closes on 19th December*. 20th December is the last day that people can attend appointments for their flu and COVID-19 vaccination booked through the National Booking Service (NBS), with 19th December being the last day to book. After this date, it will still be possible for those eligible to get their vaccinations through local NHS vaccination services, however people may need to travel further.
- It takes about two weeks following vaccination to build up the maximum defences against the viruses, so it's important to book in as soon as you can – not just to protect yourselves, but to protect your families and friends too.
- Vaccination against Respiratory Syncytial Virus (RSV) is being offered for the first time this year to anyone who is 28 or more weeks pregnant, along with people aged 75–79 years. This is a year-round offer.

The living well bus will be in a few locations between now and January offering both covid and flu vaccines:

- 13th December St Helens Town Centre, Church Street (outside Boots)
- 2nd January Tesco Earlestown WA12 9LN
- 6th January Park Farm Community Centre
- 16th January Salvation Army
- 28th January Tesco Earlestown WA12 9LN



Share your experiences on the GP Access

Your feedback helps to
shape and improve
future services

Complete our short survey
online or contact us for a
paper copy



healthwatch
St Helens

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AMPARO
support following suicide

opening times over the festive
period (9-5 working day)

20th December – normal working day

23rd December – normal working day

24th / 25th / 26th December – Closed.

Staff are encouraged to switch off,
relax, and spend time with their loved
ones.

27th December – normal working day

30th December – normal working day

31st December – normal working day

1st January - closed

2nd January - normal working days
resume

Referrals from 24th will be picked
up on our return on 27th.

Want to share an experience with us?

Have you accessed health and social care services in St Helens lately? Have your say about your experience by completing our survey.

Patient and service user stories help us to find out what local people think of the services they use - what's going well and what's not so good.

your
voice
counts

Have your say on health and social care in St Helens

healthwatchsthelens.co.uk

0300 111 0007

info@healthwatchsthelens.co.uk

Information - We give you information about the care choices you have and help you to navigate the health and care system.

Scrutiny - What's good or not so good about the services you use? We gather the views and voices of local people and hold services to account.

Advocacy - If you need help to resolve a complaint about a health service, Healthwatch Advocacy could help.

Telephone: 0300 111 0007

Email: info@healthwatchsthelens.co.uk