

# healthwatch

July 2024 St Helens

Hello Healthwatch members.

In our newsletter this month you will see information on Andy's man club which started in St Helens this month and has had a great response up to now. Kooth and Qwell are available throughout the summer holidays to support people. Also news from St Helens Council regarding blue badge spaces whilst the construction of the town's new Multi-Modal Transport Interchange starts and details of OpCourage, a veterans mental health service with the NHS.

## 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.



**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.



Andy's Man Club is coming to St Helens and starting Monday 1st July at FC St Helens, Windleshaw Sports, Windleshaw Road, WA10 6TD at 7pm (advised to get there for 6:30pm). They will be there every Monday (except Bank Holidays)

For more information, please head to Andy's Man Club |  
#ITSOKAYTOTALK | Andy's Man Club  
(andysmanclub.co.uk)

**ONE MAN  
EVERY TWO HOURS  
TAKE HIS LIFE  
IN THE UK.**





**Kooth and Qwell are available throughout the summer holidays - our professional mental health practitioners support people with whatever's on their mind, from loneliness, family or friendship issues, to body image, self harm or suicidal thoughts.**

**This summer we're also running a campaign called Go Somewhere Good! Please let your patients know!**

**We're sharing inspiring ideas of good places and things to do over the holiday that are free and have been sourced from young people across the UK. Everyone who votes for their favourite idea has the chance to win a prize that might give your patients an alternative to spending too much time on their phone - prizes include skateboards, frisbees and £50 book vouchers.**

**For families, many of whom can't afford to take their children on holiday or to take time off work all summer, we have some resources for you to share:**

**Free KoothTalks webinars "Parenting pressures during the summer holiday and how we can help" - here's the booking form for you to email to parents:**

**<https://docs.google.com/forms/d/19a5eP3nKlIhtXFynLcDt-HafsafYTc9r5sMj8z6UsKs/edit>**

**Activity sheets to supplement all the good ideas of things to do that are available on Kooth:**

**<https://cloud.brandmaster.com/shared/assets/ef34378cadfc8190907>**



## **NEWS ABOUT BLUE BADGES FROM ST HELENS COUNCIL**

Chalon Way West in St Helens Town Centre has been selected as the location of a Temporary Bus Station from which bus services will operate during the construction of the town's new Multi-Modal Transport Interchange.

Construction of the temporary bus station will begin this summer and it is expected to start operating before the end of the year. This will mean that all existing accessible (Blue Badge) parking bays on Chalon Way West and Foundary Street will no longer be in use from Monday, 22nd July 2024. These parking spaces will be redistributed at other locations in the town centre. The majority will be provided in a dedicated, free to use accessible car park on Parade Street. The remainder will be provided in the existing pay and display car park on Birchley Street.

These spaces are in addition to 94 Blue Badge parking spaces located around the town centre at on-street locations and within car parks. The temporary bus station on Chalon Way West will replace the existing town centre bus station on Bikerstaffe Street for approximately an 18 month period while the new multi-modal interchange is constructed. This is part of a strategy to ensure travel around the town centre remains seamless when regeneration construction work begins on the once in a lifetime town centre regeneration.

St Helens Council will be holding public events including an online meeting to explain these plans in more detail this summer. The online meeting will be held on Tuesday, 25th July at 6pm. To register to take part please visit: <https://events.teams.microsoft/21e3abe-99f9-462f-be9e-0a4eab475ef@6cdf8d0d-3b59-4f56-a560-1db144555eca>

Find mental health information and support for veterans, service leavers, reservists, families and carers.

Mental health problems are common and can affect anyone, including veterans, serving personnel, reservists and their families. It's important to get help and support if you or someone you know has mental health problems.

Do you need help? To find out more, speak to a health care professional or service charity or use the contact details below to get in contact with your local service.

The North of England region has a single point of contact for ease.

**Regional Single Point of contact:**

**Tel: 0300 373 33 32**

**Email: [opcourageNORTH@cntw.nhs.uk](mailto:opcourageNORTH@cntw.nhs.uk)**

The phone line is operational 24 hours a day, 7 days a week.

From 8am - 8pm this will be directed to an OpCuorage team member, out of hours this will be overseen by staff from Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW).



# Would you like to volunteer for Healthwatch?

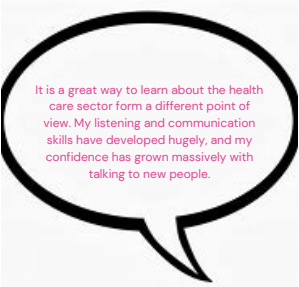
## VOLUNTEER




We have a number of voluntary roles that support our team in helping to improve the health and social care services in St Helens.

Some of the roles include becoming a Healthwatch Champion, an Enter & View Representative and a Healthwatch Representative.

For further information, you can give us a call 0300 111 0007



It is a great way to learn about the health care sector from a different point of view. My listening and communication skills have developed hugely, and my confidence has grown massively with talking to new people.



Through volunteering, I have constantly felt like I'm doing something positive, and making a difference to health and social care.

**Telephone: 0300 111 0007**

**Email: [info@healthwatchsthelens.co.uk](mailto:info@healthwatchsthelens.co.uk)**

**If you'd like to receive this newsletter by email, please contact us on the details above.**