

# healthwatch

June 2024 St Helens

Hello Healthwatch members

In our newsletter this month you will see information on celebrating carers, 40 years of volunteers, digital health, St Helens Talking Therapies and St Helens Armed Forces Day is to return this year.

## 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](https://healthwatchsthelens.co.uk)  
**0300 111 0007**  
[info@healthwatchsthelens.co.uk](mailto: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.

## Putting Carers on the Map

### Carers Week 2024

Millions of people across the UK care, unpaid, for a friend or family member who due to illness, disability, a mental health conditions or addiction cannot cope without their support. **It is estimated that in St Helens alone, Carers save the economy £141,151,315 at year!**

Carers Week, is taking place from 10 - 16 June 2024. this year, the theme is **'Putting Carers on the Map'** and is a UK-wide awareness campaign seeking to increase visibility for Carers with decision makers, services, employers, communities and businesses.

This includes raising awareness about the challenges Carers face which impact on their finances, employment, health and wellbeing and ensuring policy makers and politicians take steps to better support Carers' needs.

During the week, the Carers Centre will be visiting every GP practice in the borough with new resources so they can identify and support Carers, we will also be providing training sessions at local Hospitals and some large employers.

Although we currently support over 14,500 Carers in St Helens, there are many more who remain "hidden" and this year we want to use the week to ensure more Carers are put on the map! In addition, we are holding some small scale events for existing Carers.





# VOLUNTEERS' WEEK

## 40th Anniversary

Happy Volunteers Week

We are celebrating 40 years of Volunteers Week by giving thanks to our amazing volunteers.

Healthwatch St Helens volunteers support our work by helping at outreach sessions, attending meetings, promoting us, assisting in the office, visiting hospitals, care homes, and more. They are amazing!

Take a look at our current volunteering opportunities:

- Healthwatch Representatives
- Enter & View Authorised Representatives
- Healthwatch Champions

Whether you have a few hours to spare or are looking for a regular commitment, we've got a volunteering role to suit you.

If you would like to join us and help make a difference in your community please visit: <https://www.healthwatchsthelens.co.uk>, email [info@healthwatchsthelens.co.uk](mailto:info@healthwatchsthelens.co.uk), call 0300 111 0007. There are lots of ways you can get involved.



# Digital health: the changing landscape of healthcare

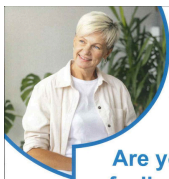


Your paraDigital health: the changing landscape of healthcare.

From booking appointments to learning test results, healthcare is going digital. But what do patients think about digital healthcare? And where are there opportunities to improve?

Healthwatch hear from people all over England about their healthcare experiences. Each month, Healthwatch England look at a snapshot of what they have to say about different areas of healthcare. This gives a window into how the public feels about how the system is working for them – and it can give an important indication of where it might need improving. Digital innovations, such as technology to monitor medical conditions at home, the NHS App, and virtual appointments, are increasingly impacting healthcare delivery. In 2022, the Department of Health and Social Care laid out its plan for digital transformation. NHS England aims for most health and social care services to have digital foundations, such as electronic records, in place by March 2025. Right now, only 20% of NHS organisations are digitally mature.

This will transform the way people receive healthcare. It has the potential to lead to better tailored services, more targeted care, and fewer unnecessary interventions. But for both the NHS and its patients to get the benefits of digital healthcare, it has to work well.



**NHS**  
St Helens  
Talking Therapies

Are you  
feeling...

But want  
to feel...



**NHS Talking Therapies can help!**



To start making positive changes and reach your goals, scan the QR code to visit our website or call us on 01744 415 650 to find out more and make a self referral.



**for anxiety and depression**

Service provided by Mersey Care NHS Foundation Trust

## ST HELENS ARMED FORCES DAY EVENT TO RETURN TO VICTORIA PARK

St Helens Borough Council will pay tribute to the local Armed Forces community this June at a special event in Victoria Park.

### Armed Forces Day

Members of the public, community groups and families are invited to pack a picnic and head down to the borough's green flag award-winning park in Windle for St Helens Armed Forces Day - a popular annual attraction, with this year's celebration held on Saturday 22nd June.

The day will get underway with a parade made up of veterans, serving members of the armed forces and cadets - before a packed programme of entertainment gets underway, featuring a 69-field gun WWII artillery display and drumming routines from the North West Corps of Drums and The Royal Marine Association Corps of Drums.

Other attractions on the day will include vintage military vehicles; WWII field hospital display; children's funfair; classic cars - as well as the brilliant Anna The Golden Age Songbird who will perform a number of famous wartime hits from the bandstand.

In St Helens Borough, 6,036 households have at least one person who has served in the UK armed forces, working out at 7.5 per cent of all households which is above the England and Wales average.

Encouraging residents to attend, Councillor Jeanette Banks, Mayor of St Helens Borough, said:

"Armed Forces Day is one of the most important days on our calendar as we show our appreciation on a local level to those who have given their all for our freedom and safety - and salute the fantastic local organisations that provide vital support for veterans and their families.

"As a council we are committed to supporting and honouring our Armed Forces personnel, past and present, which is evident through events like this which always proves to be a real crowd pleaser - one I'm very much looking forward to attending in my capacity as Mayor of St Helens Borough as we celebrate and thank our local Armed Forces community for their dedicated loyal service."

**St Helens Armed Forces Day will take place in Victoria Park between 11:00am-4:00pm on Saturday 22 June.**

**To find what support is available in St Helens Borough for members of the Armed Forces, visit: [www.sthelens.gov.uk/armedforces](http://www.sthelens.gov.uk/armedforces)**

**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.**