

# healthwatch

March 2024 St Helens

Hello Healthwatch members

We've had a busy month. We've been touching base with more GP surgeries, visited Whiston Hospital, St Helens Hospital, Carmel College and getting to know more support groups collecting experiences from patients.

During the next month we'll be at Park farm, St Mary's Market with the Treatable But Not Curable team, Whiston Hospital, St Helens Hospital and visiting more Support Groups. If you see us, come and say hello!

In our newsletter this month you will see a link to our questionnaire asking for the views of young people on the Mental Health Services in St Helens

## Easter 2024 Pharmacy Opening Hours

### Millennium Pharmacy

Good Friday 29th March 10am - 4pm  
Easter Sunday 31st March 10am - 4pm  
Easter Monday 1st April 10am - 4pm

### Chain Lane Pharmacy

Easter Sunday 31st March 10am - 2pm

### Longsters Pharmacy

Easter Sunday 31st March Noon - 2pm

### Tescos Extra Instore Pharmacy

Good Friday 29th March 10am - 4pm  
Easter Monday 1st April 10am - 4pm

### Boots Pharmacy - Ravenhead

Good Friday 29th March 11am - 4pm  
Easter Monday 1st April 11am - 4pm

# Pharmacy First



Going to your local pharmacy offers an easy and convenient way to get clinical advice on minor health concerns, and now community pharmacies can offer treatment for seven common conditions without

patients needing to see a GP, as part of a major transformation in the way the NHS delivers care.

Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 - without the need for a GP appointment or prescription.

Community pharmacy teams are highly-skilled, qualified health professionals who have the right clinical training to give people the health advice they need. Patients don't need an appointment and private consultation rooms are available. Pharmacy teams can also signpost to other relevant local services where necessary.

Pharmacists have always helped patients, families and carers in their communities stay healthy and are well placed to offer treatment for health conditions. By expanding the services community pharmacies offer, the NHS is aiming to free up GP appointments and give people more choice in how and where they access care.

Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.

For more information, visit [www.nhs.uk/thinkpharmacyfirst](http://www.nhs.uk/thinkpharmacyfirst)

Free digital mental wellbeing support  
for children across the UK



For more information  
on Kooth

<https://kooth.com>

98% of young people said it was important or very important that they had a choice in how they received support on Kooth. Young people can choose from therapeutic content and peer support, to single-session chats and more structured, ongoing work with professionals. Kooth provides young people with the autonomy to choose the support they want, when they need it.

Check out the support Guide:

**What is a panic attack? for young people**

<https://cloud.brandmaster.com/share/d/assets/bfc7aad76adc0da74ba>

Free digital mental wellbeing  
support for adults across the UK



Talking to a professional can help you feel less alone with whatever you're going through, and offer support as you work through any difficult thoughts or feelings.

For more information  
on Qwell

<https://qwell.io>

Since Qwell is anonymous, you can speak freely without worrying about being judged or identified. You don't need to be referred to us or to sit on a long waiting list - all you need to do is log into Qwell on your phone, laptop or tablet. Find the support you need, where and when you need it.

# Young Person Mental Health Survey

At Healthwatch St Helens, we know there is a lot of work going on across Cheshire & Merseyside, around finding out about young people accessing mental health services. We want to make sure we find out what our local young people have to say.

<https://www.healthwatchsthelens.co.uk/young-person-mental-health-survey>



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