Get the NHS App

Healthwatch North Lincolnshire is working with NHS England to promote setting up and using the NHS App in North Lincolnshire.

The NHS app is **FREE** to download and is safe and secure.

You can use the NHS app to:

◊ Search for, book and cancel appointments at your GP surgery and see details of your upcoming and past appointments

◊ View your health record

◊ Order repeat prescriptions

◊ Get health advice

◊ View your NHS number

What do I need to create an account via NHS login?

◊ A smart phone

◊ An email address

◊ To be registered with a GP

"I use the NHS App to book my GP surgery appointments and order repeat prescriptions to help manage my kidney condition."

Lauren, midwife

Your NHS, your way
Download the NHS App 😊

NHS App

App Store   Google Play

Setting up your NHS App

Step 1: Download the app

Go to the App Store or Play Store, search for **NHS App** and download to your phone. Follow the instructions on the app.

Step2: Create and NHS login account

To create an account, you'll need to know your:

⇒ Email address

⇒ Date of birth

⇒ Post code

⇒ You will then be able to create a password.

Step 3: 6 digit security code

⇒ You will be sent an email containing a 6 digit security code

⇒ Enter the 6 digit code in the app

Step 4: Your NHS number

⇒ You will be asked to enter your NHS number if you know it

⇒ If you don't, you can enter your full name

⇒ You'll be asked your date of birth and postcode

Once you have submitted this information, the app should be ready for you to use!

You can find out more about setting up and using the app here https://www.nhs.uk/nhs-app/

Time to talk

Time to Talk Day was held on Thursday 3rd February. Run by mind and Rethink Mental Illness, in partnership with the Coop, the day is about having conversations around mental health and creating supportive communities.

For this we created a short survey that asked local residents for their opinions on mental health services and gave them the opportunity to feedback on any aspect of mental health whether this be impact on daily life or tips on how to improve mental wellbeing. Six people replied to the survey.

Most people rated their current mental health as good. Four people had used mental health services previously and the majority of those praised the services that they had accessed, including: the Cygnets (Harrogate), Improving Access to Psychological Therapies (IAPT) and North Lincolnshire Council's Counselling service. General feedback also given around mental health revealed how financial situations, anxiety and depression can impact on a person's overall wellbeing.

When asked what they would like to see in their local area that would benefit mental health amongst those who live there the following was mentioned:

- More social activities, for example, community walking, book sharing and coffee mornings.

- Improved access to healthcare including GP's for those with mental health issues.

- More help for young adults who have level 1 autism.

- Mental health support and awareness in workplaces.

Pharmaceutical Needs Assessment

From mid December to January 2022, Healthwatch North Lincolnshire supported North Lincolnshire Council to the ask the public about pharmacy services in North Lincolnshire.

The results will be used to review their 'Pharmaceutical Needs Assessment' which will have a 60 day consultation in the coming months.

Healthwatch engaged with 213 people in North Lincolnshire, over the phone, online and through local projects and organisations such as John Leggott College and seldom heard groups at the Forge and Anvil House.

Volunteer with us!

⇒ Interested in health & social care?

⇒ Looking for a volunteering opportunity to enhance your CV?

⇒ Enjoy meeting new people?

Get in touch to find out more!

enquiries@healthwatchnorthlincolnshire.co.uk

www.healthwatchnorthlincolnshire.co.uk

Finding an NHS Dentist in North Lincs

We get daily enquiries about finding an NHS dentist in North Lincolnshire. Unfortunately there isn't an easy solution, but here is some guidance on what you can do if you're looking for an NHS dentist in North Lincolnshire.

◊ Keep checking the NHS choices website to see which dentists might be accepting new patients https://www.nhs.uk/service-search/find-a-dentist

◊ Phone round the local dental surgeries and ask if they are taking on new NHS patients. Enquire if they have a wait list and how long the wait list is.

◊ If you are in pain or need emergency treatment call NHS 111 who should refer you to the emergency dentist.
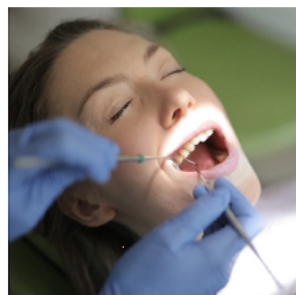
DO YOU USE A WHEELCHAIR OR ADAPTED PUSHCHAIR?

North Lincolnshire Learning Disability Partnership wants to know what you think about wheelchair services. If you can spare a few minutes to share your views and experiences, please fill in the survey below:

https://www.healthwatchnorthlincolnshire.co.uk/wheelchair-services/

Closing date for the survey

Sunday 3 April.

EcoSerenity Project (Barton) CIC

Regional Healthwatch Manger Jayne Davies visited the Eco-Serenity Project, in Barton Upon Humber. The project is a community venture with sites on Waterside Road and Falkland Way.

Founder and Project Manager Andy Douce set up the project due to a lack of provision and a safe space to talk.

The project aims to:

⇒ Provide a place of serenity for those experiencing difficulty with their mental health

⇒ Offer a calm and educational space for those with learning or physical difficulties including ASD

⇒ To educate on reducing single use plastics and reducing the waste sent to landfill

Andy is looking for volunteers and local companies to support the development of the project in the following areas:

⇒ Volunteers to support feeding the animals

⇒ Site development

⇒ Social media & website assistance

⇒ ...and many more opportunities (see online)

Any help or support would be greatly appreciated!

Jayne Davies said *"The project is really inspiring and offers a safe supportive environment. This is an exciting time to get involved and I look forward to seeing the project development."*

You can find out more online

www.ecoserenityproject.co.uk

Or on Facebook

© Louise Searby Photography

You said, we did!

What happens when you share an experience with us at Healthwatch North Lincolnshire?

Below are a few examples of queries we have received over the last months, and what action we have taken in response!

You Said: A member of the public informed us that they were struggling to find an NHS dentist. They had tried contacting some dentists but could not find any that were taking on new patients. They asked us for advice on this matter.

We Did: We explained that this is an issue that we are currently receiving a lot of feedback about and have shared this information with Healwthatch England. The current advice would be to continue calling dentists in the area. The list is available from the NHS website - https://www.nhs.uk/service-search/find-a-dentist However, If emergency treatment is required then they could call NHS 111.

You Said: A caller wanted more details about the parking and paying system at Scunthorpe General Hospital.

We Did: We explained where public parking at the hospital was, and that payments were made at the end of the stay. We also provided information about the 'Park and Ride' Service which is available from the Parishes multi-storey car park.

You said, we did!

You Said: We received a call from a member of the public requesting information about how personal data is used within the NHS.

We Did: We explained some of the basic rules around data use and protection and found some online guidance which we sent across to the caller.

Every Voice Matters

The second Thursday of the month 7pm to 8pm Healthwatch North Lincolnshire host 'Every Voice Matters' our mental health participation group.

Each month there are guest speakers and discussions around different topics. If you'd like to participate please get in touch.

Contact:

enquiries@healthwatchnorthlincolnshire.co.uk
Tel: 01724 844986

Sign up for a FREE copy of our future newsletter at:

www.healthwatchnorthlincolnshire.co.uk

Call us on: **01724 844986** or write to: **Freepost HWNL**