

# Newsletter

Summer 2024 update from your local Healthwatch



## Health & Care survey report 2024

We are pleased to publish our biennial health and care survey report. The report is based on the feedback that you gave us on the health and care services that you accessed in the past two years. The report is available using the QR code or link below, or pick up a hard copy at Mumford's, the Post office (on all islands), the health centre, the hospital, or pop into our office to collect a copy.

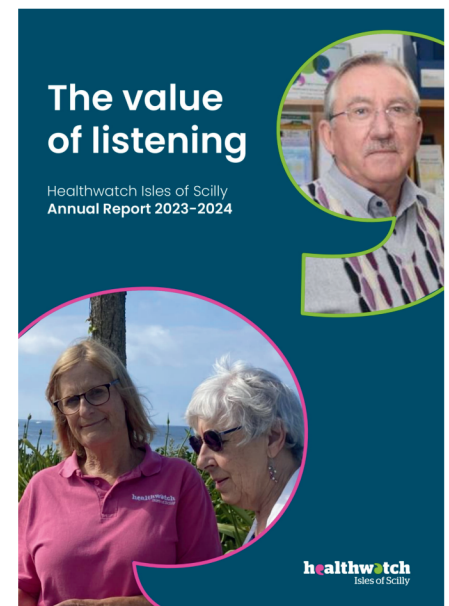
[www.healthwatch.website/itx](http://www.healthwatch.website/itx)



## Annual report 2023-24

We are pleased to announce that our annual report has recently been published. It tells you what we have been up to this year and what our plans are for the future. The report is available using the QR code or link below, or pick up a hard copy at Mumford's, the Post office (on all islands) or pop into our office to collect a copy.

[www.healthwatch.website/2e4](http://www.healthwatch.website/2e4)



**Open Monday to Thursday, 9:30 – 13:30**

 Healthwatch Isles of Scilly, Unit 1, Gleaner House, Buzza Street, St Mary's, TR21 0HW

 01720 423037

 [www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)

 [Facebook.com/HealthwatchIOS](https://www.facebook.com/HealthwatchIOS)



# Mental Health: NHS Talking Therapies

## What is NHS Talking Therapies?

We offer free, confidential support for people with mild to moderate anxiety and depression.

We can offer you help if you are aged 16 or older, live in Cornwall, have a local GP, and are experiencing problems with stress, worry or low mood.



## How can we help?

We know that people can benefit from different types of support.



1-to-1 therapy



Couples' therapy



Support in group settings



Text therapy



Online guided self-help

## What do we do?

We offer varied treatments. We will work with you and select a therapy based on your needs and lifestyle, including:

- Silvercloud online therapy
- group courses
- cognitive behavioural therapy
- individual and couples counselling
- mindfulness

All our treatments are based on NICE guidelines and proven to support recovery.

## Who do we work with?

We are an open, accessible, and non-judgemental service!

We work with:

- anyone aged 16 or older in Cornwall who has a GP
- people with long-term health issues
- those with mild to moderate depression
- older adults
- those experiencing negative issues associated with the menopause or having a baby

## How do you refer?

You can refer via your GP.

You can also refer yourself by calling and speaking to a trained consultant on **01208 871 905**.

Or visit our website:



[cornwallft.nhs.uk/talking-therapies](http://cornwallft.nhs.uk/talking-therapies)

"When I came to Talking Therapies, I was a very troubled person, anxious and lost, thinking I could not manage another day like this. After 20-weeks of 1-to-1 therapy I now wake up looking forward to the day. I'm a different person. It's changed my life."

**Wilma, 58, Counselling for Depression**

## Off-island Directors

We have had a good response to our recent post about joining Healthwatch as a volunteer Director which is really positive. We would like to have representation from each of the off-islands. If you have knowledge, skills and experience that could help us make a positive difference to health and social care for your local community, we would love to hear from you.





# Information

## New to the islands? Who we are and what we do

We are a registered charity set up and run by local volunteers with paid staff, and are part of a network of over 150 Healthwatch throughout England. We are a statutory service and receive our principal funding from the Local Council.



## It's really important that you share your experiences

If you've had a negative experience of health or social care, it's easy to think there's no point in sharing and that 'nothing ever changes'. Or, if you've had a great experience, that you 'wish you could say thank you' for it. Remember, your feedback is helping to improve people's lives. So if you need advice or are ready to tell your story – we're here to listen.

### Healthwatch will

- ✓ Work with service providers to help improve health and care services
- ✓ Set up or take part in joint working groups and committees, and regularly meet with services to make sure your views are represented
- ✓ Share information about what services do and providing updates on any changes
- ✓ Help you find the right service to get the support that is right for you

### Healthwatch won't

- ✗ Take action on hearsay, rumour, gossip
- ✗ Pass on any information which could identify you without your consent
- ✗ Act with bias or prejudice towards any individual or group, within a dispute situation
- ✗ Charge for the services or information provided

## Reminder: Skybus Travel For Expectant Mothers

### Travel from week 28 up to and including week 36

We ask that you provide a doctor's certificate confirming that you are fit to travel, the stage of pregnancy, and your due date.

### From 37 weeks up to and including your estimated delivery date

We'll ask you to stick to our shortest flight, between St. Mary's and Land's End airports. You'll also need a doctor's note, issued within the previous 7 days of the travel date confirming fitness to travel.

### Travel beyond your estimated delivery date

Beyond your delivery date you will only be allowed on flights between Land's End and St. Mary's. You must be accompanied by an adult escort (partner, friend, family member, medical professional) and have a letter issued by the doctor or midwife within the previous 24 hours confirming fitness to travel, a copy of which will be required at check-in.

# Become a volunteer, help the community



We work closely with adult social care to provide volunteers who can help with things like befriending, shopping, walking buddies, medical escorts, accessing remote consultations, and assistance with online information and services. However, we cannot do this without more lovely volunteers to help support some of the most vulnerable people on the islands.

Each volunteer will have complete control over what and when they can help and there's no obligation or commitment to do any more than their willing or able.

If you would like more information about joining our team, please contact Catherine or Craig (contact details can be found on the last page)

## Digital Champion Training

Are you interested in training to become a digital support champion, to assist members of the community to use technology to access online services? For example:

- Accessing online medical appointments
- Medical services
- Health and care information
- Household admin

There is free training available. Courses include:

- Supporting someone to manage their health online
- Helping others stay safe online
- Working with people with learning disabilities
- Helping others remotely
- Digital fun
- Working with people with memory loss

For further information, please contact Catherine or Craig.

