

November Newsletter

As identified in the annual report, there is a focus on cancer care and optician services:

Do you need to see an optician?

A concern was raised with Healthwatch Scilly where residents did not know that an optician service was available.

An optician service is available and can be booked through the Health Centre at:

St Mary's Health Centre,
01720 422628

We are in conversation to expand services (if required).

MACMILLAN
CANCER SUPPORT



If you are living with cancer and need financial help, you may be able to get a grant or loan.

If you have cancer and need financial help, you may be able to get a grant or loan. These are available from local and national organisations in the UK.

Find out information about:

government and local council grants and loans
grants and loans for heating costs
grants and loans from charities and other organisations
Macmillan Grants.

<https://www.macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/benefits-and-financial-support/grants-and->



In July, Prince Charles and the Duchess of Cornwall visited Healthwatch Isles of Scilly. Here they are talking to Paul Charnock, Chris Douglas and Catherine Fuller about the fantastic work everyone, including the volunteers, did to support the community during lockdown.

New Director

Steve Manning, together with his wife Pam, moved to the Isles of Scilly 17 years ago. We have 4 children and 6 grandchildren. One of the children and two of the grandchildren live on St Mary's. Now retired, he has a smallholding on St Mary's where he keeps chickens, ducks and geese plus his last goat. The horses and milking goats have now gone as he gets older!

He also serves as the Island's Governor for the South West Ambulance Service NHS Foundation Trust and as a Trustee with the Isles of Scilly Wildlife Trust.



New Director

In Tim's own words –
"I am honoured to be asked to join the Board of Healthwatch Isles of Scilly.

Having lived through, and experienced first-hand, the loss of close family to cancer and Alzheimer's disease, whilst relying on the care of the NHS, I am passionate about championing patients' needs and ensuring that their views are listened to, more so in our unique community on The Isles of Scilly. I aim to assist, by bringing my expertise in delivering digital technology transformation and solutions, to the benefit of our communities future health needs."





Criteria for Concessionary Boat Fare Scheme

What is a Concessionary Boat Fare?

It is a discretionary concession to ensure off-island residents can reach vital services available on St Marys.

Each year eligible residents receive a total of 52 single fare vouchers. Upon request Health Special Passes are issued for reaching health appointments on St Mary's outside standard boating times.

Who can apply to this scheme?

To be eligible for the scheme you must:

be a resident of an Isles of Scilly
off-island (resident for 10 months of the year or more)
of state pensionable age OR

qualify as eligible disabled, as per the national bus pass criteria.

People who reach state pensionable age part-way through the year can apply for a smaller pro-rata allocation of tickets.

When can I use my vouchers?

Vouchers can be used for journeys to health appointments on St Mary's, the library, Queen Elizabeth II Community Sports Hall, Normandy Swimming Pool, Memory Café, visiting friends and family, shopping, collecting prescription medicines and more.

How do I use my vouchers?

Simply hand a voucher to your local boat service as 'payment'.

If I do not use my passes can I give them to someone else to use?

No. Vouchers are not transferable.

What do I do if I run out of vouchers?

Concessionaires receive their full allocation of tickets at the beginning of the financial year. Additional tickets may be requested and will be issued in blocks of eight, and a total of 16 additional single fare tickets can be issued in the financial year. It must be highlighted that these additional tickets are subject to funding and you are not guaranteed the extra tickets.

To request additional tickets, please write to Concessionary Travel ASC, Council of the Isles of Scilly, Town Hall, St Mary's, TR21 0LW or email concessionary@scilly.gov.uk or telephone 01720 424470.

How do I use my Health Passes?

These are valid for use on your local boat service. They are to enable you to access health appointments on St Mary's that require you to travel outside regular scheduled boat journeys. You can also use your passes to visit a partner who is in hospital, on St. Mary's. You will be eligible up to a maximum of 4 Health Passes each year.

To request a Health Pass, please contact concessionary@scilly.gov.uk or telephone 01720 424470 giving your health appointment details. Upon approval you can choose to have your Health Pass sent via email to print and hand to your local boat provider, choose to have the pass issued straight to your boat provider or sent via Royal Mail to your home address.

Please book your travel with either Tresco Boat Services or St. Agnes Boating at a time that suits your needs. If the cost of the journey is less than this amount the Council of the Isles of Scilly will be charged for this amount only, no 'change' will be given.

If your NHS health appointment is on the mainland, you will need to contact the Patient Transport Service on 01872 252211, who when booking your flights, will arrange for your boat fare to be covered by the NHS.



**Council of the
ISLES OF SCILLY**

Our new co-ordinator is Louise Nixon

Louise has moved to the Isles of Scilly with her husband Stuart and three children.

Louise has 6 years experience as a Borough Cllr scrutinising Health and Well being decisions as a member of the Borough Health and Well-being Scrutiny committee and was asked to speak at UHNM joint accountability (at County level).

Louise is an experienced primary teacher and SEND specialist, owning a multi-award winning Tuition and Childcare business: which is a **“local offer”** called **“Wildwood Childcare”**. The business has operated for 5 years. It has links with **speech therapy** services on the mainland. It is connected to **Oxford University and Birmingham City University Research centres**. Its focus is on **early education**.

In Louise’s own words “I am delighted to be given the opportunity to join Catherine in co-ordinating Healthwatch Scilly and I am looking forward to getting to know everyone.”

Year of the Community Survey

Shortly, we will be sending out our two yearly Community Survey to all households across the islands.

This year, we plan to have the survey accessible on-line, as well as paper based.

This will be your opportunity to tell us how well all health and care services meet the needs of islanders, and to provide you with the chance to tell organisations where things work well, or where they could be improved.

Please get involved.

News Flash!

In the near future we will be looking for more volunteers for our Scilly Support Service (more information to follow).



Scilly Support Service

**To find out more about becoming a Member or volunteering,
contact Healthwatch on 01720 423037
or visit our website at www.healthwatchislesofscilly.co.uk**

Thank you to our volunteers who are still supporting residents with shopping etc, We will soon announce a permanent service.



Farewell and Good Luck to Karen:

Karen who formerly co-ordinated Healthwatch Isles of Scilly with Catherine has now moved back to the mainland and we wish her all the very best with her new role on the mainland and thank her for all of her hardwork at Healthwatch Isles of Scilly.

Keep in touch:

Sign up for newsletters and bulletins.

Leave your comments and observations at any time: in person, by email, or via the 'talk to us' form on our website

www.healthwatchislesofscilly.co.uk



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