

## Healthwatch Sunderland top tips, guides and resources

In response to feedback from local residents and the gaps we have identified, we have created a variety of guides and resources.

In this newsletter, we are excited to share these with you.

We hope you find them helpful.

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### Health and care, where to go for what!



During our research for our piece of work 'Health & care - where to go for what', we heard that many of you did not know where to go for social care support.

In response to this, we have developed an information booklet, which details the local services available within social care, allowing people to stay safe, well and independent.

[Access the booklet here!](#)

## Amputee patient support information



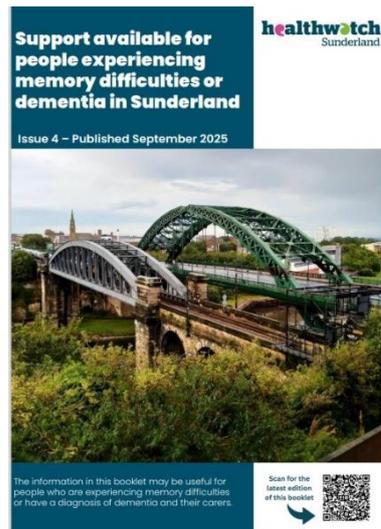
We were approached by a local patient, following her experience of not being provided with any relevant information following her amputation.

We worked collaboratively with Healthwatch County Durham and Healthwatch South Tyneside to collate information on support available for people following an amputation.

The booklet covers a range of local services, on areas which were highlighted by amputees, for future patients being discharged from Sunderland Royal Hospital.

[Access the booklet here!](#)

## Support for people with memory difficulties or dementia



We have collaborated with local carers and professionals to develop a new booklet, which provides readers with a range of information on the support available for those with memory difficulties and dementia.

[Access the booklet here!](#)

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## Accessible pharmacies



As we are all encouraged to use our local pharmacies more for treatment or advice on the most common illnesses, we thought it was important to prepare a guide to help local people know where their nearest pharmacy is.

The guide provides clear information on local pharmacies, including details about wheelchair access and other relevant facilities.

[Read more here!](#)

## Top tips for accessing your GP



Many people are contacting us about making appointments at their GP surgery, but are confused about the different ways to access services, who the different professionals working in their practice are, and who is available to see, etc. In response to this, we have created a top tips guide on accessing your GP practice.

[Access the booklet here!](#)

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## Ways to get to your hospital appointment



If you don't have good access to transport, it can mean missing out on health check-ups, routine screenings, and regular appointments for long-term conditions, such as chemotherapy.

Here, we provide some information about the support available to help make this easier for you.

[Read more here!](#)

## Do you have communication needs?

**Do you have communication needs?**

It is the law for the NHS and social care providers to help you understand information about your health and social care under the Accessible Information Standard.

**Here are 5 things NHS and Social Care services must do for you:**

- Ask** The service should ask if you have any information and/or communication needs
- Record** They should make sure these needs are recorded on your notes
- Highlight** They should flag and alert staff your requirements
- Act** The service should be communicating about your care, your way
- Share** If you agree, the service should share with other services your requirements

**If your needs aren't being met** tell the service. It's your right to receive information in a way you understand.

You can also give feedback to us at:  
email [healthwatchsunderland@cp.uk.net](mailto:healthwatchsunderland@cp.uk.net)  
call 0191 514 7145 text 07418 364 340

**healthwatch**  
Sunderland

As part of the Accessible Information Standard, the NHS and social care providers and services have 5 things they must do to help people understand information about their health and social care. We have created an information leaflet to let people know what these are.

[Read more here!](#)