

Healthwatch Suffolk Update – Nov 2024

Share your experiences of waiting for hospital care in Suffolk

Together with the NHS in Suffolk, we've launched a survey to explore your experiences of waiting for hospital care. We want to know how waiting for hospital care impacts your life and explore things that could help people to feel more supported whilst they are waiting. Call us for free on 0800 448 8234, use [our contact form](#) or visit <https://www.smartsurvey.co.uk/s/elective/>. Alternative formats of our survey are also available. You can [download our easy read survey](#), request a translated format, or contact us to ask for a hard copy (including large font). For British Sign Language support, please [use SignLive](#).

Do you support someone who has used the West Suffolk Hospital virtual ward service?

We're working with the West Suffolk Foundation Trust to gather feedback about its virtual ward service. If you're a relative or unpaid family carer of a person who has used this service, please take a few moments to share your thoughts with us. Virtual wards aim to help patients receive care at home rather than in hospital. This will only happen in the short term if it's right for the patient, and people are carefully monitored using remote technology and visits to their home by hospital staff. Virtual wards are a fairly recent development in NHS care, and so it is important to ask people about their experiences to shape and influence standards of services in the future. It's easy to share your experiences now. Visit <https://healthwatchesuffolk.co.uk/virtualward/> to complete our short web form or call us free on 0800 448 8234.

Have you accessed care for back, neck or spinal issues in Suffolk?

We're working with the East of England Spinal Surgery Clinical Network to ask people about their experience of accessing help, treatment or support for back, neck or spinal issues in Suffolk. Please complete our short web form on this page (<https://healthwatchesuffolk.co.uk/spinalservices/>) to take part now.

You can share views if you are over the age of 16 and you have accessed help for an issue related to your back, neck or spine. For example, you might have accessed physiotherapy for spinal, back and neck pain through Allied Health Professionals in Suffolk; had surgery for a spinal issue at Ipswich hospital or used other spinal services provided by East Suffolk and North Essex Foundation Trust (ESNEFT); attended A&E with a spinal issue at West Suffolk Foundation Trust, James Paget University Hospital or ESNEFT; experienced trauma to the spine resulting in hospital care and rehabilitation, including at specialist spinal cord injury centres (like Stoke Mandeville or Sheffield); visited your GP about spinal pain and been referred for further

Healthwatch Suffolk

Tel: 01449 703949

Email: info@healthwatchesuffolk.co.uk

Website: www.healthwatchesuffolk.co.uk

treatment (e.g., emergency care or pain management services, etc.); experience of treatment for scoliosis.

Tackling Poverty Together in Suffolk – find our project recommendations

Throughout our two-year project, people with lived experience of financial hardship have worked with system leaders to tackle poverty. Our final report features recommendations that will be used to shape Suffolk's poverty action plan and more.

<https://healthwatchesuffolk.co.uk/news/tackling-poverty-in-suffolk-our-recommendations/>

NHS Suffolk and North East Essex Integrated Care Board survey on plans for new combined post-viral condition services

Local people are being asked to give their views on NHS plans to combine services for those living with the post-viral conditions Myalgic Encephalomyelitis (ME), chronic fatigue syndrome (CFS) and Long COVID. By bringing these services together the Suffolk and north east Essex area will be the first in the country to offer a combined medically led service, meaning those living with a condition, their families and carers, will have access to better focused treatment and support as well as improved wellbeing. A survey has been launched to give people the opportunity to share their thoughts on the plans and how they believe services should be best shaped so that they most appropriately meet their future needs. The survey is open until November 19 and can be accessed – [Transformation of Myalgic Encephalomyelitis/ Chronic Fatigue Syndrome \(ME & CFS\) and Long COVID-19 service pathway | Lets Talk SNEE](#)

Our Annual General Meeting is taking place on Wednesday 13th November 2024 at 12:30pm, and we'd love it if you attended.

This meeting includes an opportunity to find out about Healthwatch Suffolk and how we have been working to make a difference to health and social care services in Suffolk. This year, the meeting will be held online via Microsoft Zoom, and we are also establishing methods of joining by telephone (which will be shared to registered attendees in due course). If you have any questions about the event, please feel free to call us for free on 0800 448 8234, or by emailing info@healthwatchesuffolk.co.uk. You can add yourself as an attendee by filling out our booking form on www.healthwatchesuffolk.co.uk/agm2024.

Co-production Workshop: Su Conquer, Co-production Lead for SNEE Integrated Care Partnership is holding a workshop on Wednesday 20th November 09:30 – 12:00 at Copdock Village Hall, IP8 3JN (see information below and attached flyer). This workshop is the beginning of the development within SNEE ICP of creating a culture of people working together across community, workforce and system. An exciting place to start the conversation together.

If you would like to attend (or if you cannot make the workshop, but still want to join the conversation) you can register your interest – links here – People & Communities Insight &

Healthwatch Suffolk

Tel: 01449 703949

Email: info@healthwatchesuffolk.co.uk

Website: www.healthwatchesuffolk.co.uk

Oversight Group | Lets Talk SNEE. Anyone attending who is not in a paid role, can claim back reasonable costs for travel expenses and accessibility requirements.

If you have any queries or want to chat anything over, please contact Su Conquer:

su.conquer@snee.nhs.uk

Suffolk Dental CIC

Transforming access to NHS Oral Health Care in Suffolk and North-East Essex. An innovative collaboration between the University of Suffolk and the Suffolk and North East Essex Integrated Care Board, we are dedicated to providing high-quality NHS dentistry services and oral health care. <https://suffolkdentalcic.co.uk/>

If you are an adult requiring urgent dental treatment, please contact NHS 111 to access this service. If you are looking for a dental appointment on behalf of a child, please ring us direct on 01473 957 010 or call NHS 111 outside of our opening hours of Monday to Friday 9 am to 5pm.

Healthwatch Suffolk

Tel: 01449 703949

Email: info@healthwatchsuffolk.co.uk

Website: www.healthwatchsuffolk.co.uk