

NEWSLETTER

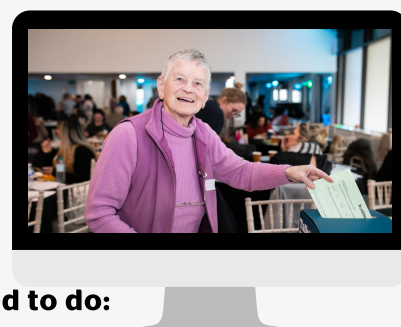
Hello Sutton Healthwatchers!

We hope that you, your family and friends are staying safe and well. It's been a while since we last communicated with you, and we just wanted to send you a quick update to let you know what we've been up to recently.

The team continues to work from home but you can still get in touch with us on 020 8640 9540 or via email info@healthwatchsutton.org.uk. We'd love to hear from you!

OUR VIRTUAL AGM

We are holding our AGM on Thursday 3rd December at 3pm on Zoom! We would love to see or hear you at the meeting.



Should you wish to join us, there are a few quick things you need to do:

- Please book your spot online: <https://bit.ly/hws-agm-2020> or call us on 020 8641 9540 and leave a message.
- If you do not have access to a computer or internet connection then please let us know as we can arrange for you to dial into the meeting through your phone.
- If you would like a hard copy of our Annual Report and Annual Accounts, we can send these to you upon request.
- Finally, if you are unable to attend, you can still vote on each issue or appoint a proxy to vote on your behalf at the meeting. Please complete the enclosed AGM Voting Form and return using the Freepost envelope provided.

COVID-19: NHS TEST AND TRACE

**Talk
to us...**

We need your views and experiences of the NHS Test and Trace system. We will analyse what you tell us and share our findings with local and national decision makers such as the London Borough of Sutton, NHS and Healthwatch England to help improve the system.

This survey will take approximately 5 minutes to complete and all responses are completely anonymous.

You can complete the survey online here: <https://bit.ly/hws-test-and-trace-feedback> or we have enclosed the survey with this newsletter. Please return using the Freepost envelope provided.

GOODBYE FROM PAM

After 10 years with Healthwatch Sutton and Community Action Sutton, I have decided to take up new opportunities closer to home in Kent.

I have had the pleasure of working with many amazing people; a dedicated and caring staff team, hardworking and professional colleagues from across Sutton's statutory and voluntary sector organisations and many passionate and committed volunteers in Healthwatch Sutton and NHS Sutton Patient Groups.



We have travelled together on many different journeys, ensuring the voices of local people are heard, resulting in positive changes to local health and care services. The road may not always have been smooth but I thank you all for your commitment to engagement and to making a difference and for your support and companionship along the way.

COVID-19: HOW TO ASK FOR HELP

The fastest way to receive help during COVID-19 is often through your family, friends or neighbours. If they are unable to provide support, there are three ways to get in touch with Sutton Council or charitable organisations in Sutton who may be able to help:

- 1. Fill in a request support form on Sutton Council's website (sutton.gov.uk).**
- 2. Call 020 8770 5000, option 6.**
- 3. If you need support from a charity in Sutton, email enquiries@communityactionsutton.org.uk, and they'll forward you to the right charity.**

The NHS will also continue to carry out urgent and non-urgent services safely and it is vital that you continue to seek help for any kind of medical care that you need.



In our Spring Newsletter we asked you to tell us your views on the newly-formed Primary Care Networks and share your experiences of COVID-19.

We'd like to say a massive THANK YOU to everyone who completed our surveys. You've really helped to make a difference to the care and support people receive in the Borough.

You can read the full reports on our website (healthwatchsutton.org.uk) but if you require the reports in a different format, please contact us.