



# GATESHEAD HEALTH AND WELLBEING BOARD AGENDA

Friday, 20 October 2023 at 10.00 am in the Bridges Room - Civic Centre

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From the Chief Executive, Sheena Ramsey

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Item	Business
1	<b>Apologies for Absence</b>
2	<b>Minutes</b> (Pages 3 - 10)  The minutes of the meeting held on the 8 <sup>th</sup> September 2023 are attached for approval, together with the Action List.
3	<b>Declarations of Interest</b>  Members of the Board to declare an interest in any particular agenda item.
4	<b>Updates from Board Members</b>  <b>Items for Discussion</b>
5	<b>Community Pharmacy Roles - Supporting Local Communities</b>  Presentation of Louise Lydon, Hassan Malek and Sami Hanna
6	<b>Cumbria, Northumberland, Tyne &amp; Wear NHS FT Strategy and Community Health Transformation</b> (Pages 11 - 34)  Presentation of Anna Foster, Anna English and Rebecca Tait
7	<b>Healthwatch Priorities for 2023/24</b> (Pages 35 - 58)  Report of Yvonne Probert
8	<b>Gateshead Cares System Board Update</b>  Presentation of Mark Dornan  <b>Performance Management Items</b>  <b>Items for Information</b>
9	<b>Pharmacy notifications (change of ownership) from NENC ICB</b>

- 9a | **Lloyds Pharmacy at Pattinson Drive, Crawcrook, Ryton (transfer of ownership to Parkside Crawcrook Ltd) (Pages 59 - 60)**
- 9b | **L Rowland & Co at Former Five Star Batteries, Leam Lane (transfer of ownership to Gateshead Pharma Ltd) (Pages 61 - 62)**
- 10 | **Any Other Business**
- 11 | **Date and Time of Next Meeting**

## GATESHEAD METROPOLITAN BOROUGH COUNCIL GATESHEAD HEALTH AND WELLBEING BOARD MEETING

Friday, 8 September 2023

<b>PRESENT:</b>	Councillor Lynne Caffrey	Gateshead Council (Chair)
	Councillor Bill Dick	Gateshead Council
	Councillor Bernadette Oliphant	Gateshead Council
	Councillor Jane McCoid	Gateshead Council
	Councillor Jonathan Wallace	Gateshead Council
	Councillor Leigh Kirton	Gateshead Council
	Councillor Michael McNestry	Gateshead Council
	Councillor Pamela Burns	Gateshead Council
	Councillor Paul Elliott	Gateshead Council
	Alice Wiseman	Gateshead Council
	Dr Mark Dornan	NENC ISC
	Lisa Goodwin	Connected Voice
<b>IN ATTENDANCE:</b>	Andrea Houlahan	Gateshead Council
	Angela Kumar	NENC ICB
	Anna English	CNTW
	Catherine Horn	NENC ICB
	Councillor Catherine Donovan	Gateshead Council
	Dale Owens	Gateshead Council
	Edward O'Malley	Gateshead Council
	Hassan Malik	Pharmacy LPC
	Joanna Clark	Gateshead Health FT
	Kev Ashurst	Northumbria Police
	Lisa Wood	Gateshead Council
	Louise Lydon	Community Pharmacy
	Nicola Allen	CBC Health Federation
	Steph Downey	Gateshead Council
	Sue White	Public Health Gateshead
	Vicky Sibson	Gateshead Council
	Yvonne Probert	Healthwatch Gateshead

### **HW37 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Gary Haley, Councillor Martin Gannon, Helen Fergusson and Stephen Kirk.

### **HW38 MINUTES**

#### **RESOLVED:**

- (i) That the minutes of the meeting held 21 July 2023 be approved.
- (ii) That the action list update be noted.

**HW39      DECLARATIONS OF INTEREST**

RESOLVED:

- (i) That there were no declarations of interest.

**HW40      UPDATES FROM BOARD MEMBERS**

The Board received verbal updates from members as follows:

- Integrated Care Partnership North with the ICB are developing an oral health strategy to identify areas where there are shortages in dental services for people.
- The ICP are developing a weight management programme; an update on the progress of this work will be provided at a future meeting.
- The ICP are doing a deep dive on pharmacy provision to identify emerging issues and problems; an update on the progress of this work will be provided at a future meeting.
- The Government are offering grants for women's health hubs that address health inequalities; it was noted that the QE are developing a project in relation to services for women. Bids for funding need to be submitted by 25 September 2023.
- The ICS are working through pressures relating to funding and demand for services; it was noted that efficiencies are being made with cost effective prescribing.
- There is a new service director for Children & Adults Commissioning at Gateshead Council – Helen Ramsden.
- A new Strategic Transfer of Care Lead has been appointed at the QE – Judith Liddle.
- Winter planning for flu/Covid vaccinations and service demand across the system is underway.

RESOLVED:

- (i) That the Board noted the updates provided.

**HW41      SEND INSPECTION PRESENTATION - ANDREA HOULAHAN AND LISA WOOD**

The Board received a report and presentation providing an update on the Gateshead Local Area SEND inspection.

The Board were provided a summary of key activities undertaken during the inspection; this included parent carer forum involvement, young people's involvement and practitioner meetings with inspectors.

It was explained that many key strengths in the local area had been identified; it was also highlighted that leaders have a 'determination to provide high quality education and support to children'.

Details of areas for further development following the inspection were also presented. This included increasing secondary provision to meet some specialist needs and further development of the 18-25 health offer to improve transitions.

The Board were advised that the inspection report had been published in July 2023 and that an update to the existing SEND improvement plan had been completed in light of the inspection findings.

A question was asked regarding parent/carer feedback; it was asked whether this had been factored in as part of service improvements. It was explained that parent and carer feedback was valuable and that their feedback has been sought as a priority.

The Board acknowledged the issues for improvement reported and noted that there were no surprises; a comment was also made noting that the recent inspection of Gateshead's Youth Justice Service had also identified a need to improve access to mental health services for younger people.

Alice Wiseman advised the Board that as part of the Gateshead Place Health Needs Assessment, work was underway on the tertiary provision for mental health support with a focus on early intervention.

The Board requested a further update on progress being made within SEND services; this will feed into the Board's forward plan for 2024.

RESOLVED:

- (i) That the Board noted the update.
- (ii) That the Board requested a further update in early 2024.

#### **HW42 TRAUMA INFORMED CARE - LISA WOOD**

The Board received a presentation providing an update on Gateshead's trauma informed care service.

An explanation on what trauma informed care is was provided for context; it was noted that there is a framework for Health, Education and Social Care delivery that is based on insight of how trauma impacts on children's lives and their needs with an aim to facilitate recovery without re-traumatisation.

The Board noted that Trusting Hands would lead on this service and that 2 years of funding had been provided via the ICB. It was also reported that the team had been adopted into the NHSE H&J Framework for Integrated Care (Community) Vanguard pilot.

A breakdown of the team structure was provided, it was highlighted that it would be a multi-disciplinary including clinical psychologists and advanced and specialist

mental health practitioners.

An overview of the service delivery model was provided; it was explained that there will be a graduated response to meet the needs of the high risk, high harm and high vulnerability population with therapeutic training for parents and carers.

From the presentation the Board were advised that the next steps for the service include the development of a strategy to promote co-production, recruitment to a peer support worker vacancy and the development of resource packs and direct work toolkit.

A discussion took place on the impact of adverse childhood experiences (ACE's) on people's lives; it was acknowledged that trauma informed care was critical work.

The Board requested an update on the service with case studies following the first anniversary of the service's launch.

RESOLVED:

- (i) That the Board noted and endorsed the update.
- (ii) That the Board requested an update on service delivery, together with some case studies following the first anniversary of the service launch.

**HW43 GATESHEAD'S CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH AND EMOTIONAL WELLBEING LOCAL TRANSFORMATION PLAN 2023-24 - ANGELA KUMAR**

The Board received a presentation providing an update on the refreshed children and young people's mental health and emotional wellbeing LTP, including the long term plan deliverables.

An overview of the plan themes was provided, it was noted that services will continue to train and develop their workforce to ensure that staff have the right mix of knowledge, skills and competencies to respond to the needs of children and young people (as well as their families).

The Board were also advised that there is to be a review of the single point of access for getting help and getting more help services. It was stated that further work needs to be done to optimise resources and improve capacity.

From the presentation, the Board noted further updates in relation to mental health support teams, this included the Children and Young Peoples IAPT and the Trauma Informed Care Pilot. The Board were also advised that a pilot with the North East Counselling Service had been launched to support young people considering suicide. The Board also noted the updates in relation to youth justice, learning disability and autism.

The Board were advised that the next steps for the plan include consultation with partners before the plan is published on or before 29 September 2023. It was also confirmed that once published, the plan would continue as a 'live' document.

Board members agreed that consultation and partnership work with the voluntary sector would be crucial in ensuring the ongoing success of the plan.

RESOLVED:

- (i) That the Board noted the update.

**HW44 NOTIFICATION OF REMOVALS FROM THE PHARMACEUTICAL LIST AND CHANGES TO PHARMACY OPENING HOURS - EDWARD O' MALLEY**

The Board received a report providing an update on the impact to the Gateshead population regarding a number of changes in pharmacy opening hours across the locality and the planned closures of two pharmacies in October and November 2023 respectively.

It was proposed that the PNA working group will continue to monitor and report to the Board any further changes to provision not detailed in the report. The Board agreed that in the event of a significant gap emerging, the PNA steering group will be reconvened to discuss appropriate action, which may include a full and comprehensive review of the PNA 2022.

Board members expressed their concern at the scale of pharmacy closures, changes of ownership and reduction in opening hours; it was agreed that Alice Wiseman would raise this matter with Gateshead MPs. The Board also acknowledged the impact of remote/online pharmacies on traditional counter-service provision both locally and nationally.

Board members also agreed that this issue should be raised with the LGA and ICB.

RESOLVED:

- (i) That the Board approved the addition of the supplementary statement reported to the PNA 2022.
- (ii) That the Board agreed for pharmacy provision to be discussed and considered by the ICP North.

**HW45 BOOTS PHARMACY CLOSURES UPDATE - JOHN COSTELLO**

The Board received a verbal update on the announcement of Boots pharmacies closures in Gateshead. The Board were advised that the Leader of the Council had written to Boots regarding the matter and that a response had been received. However, there were some specific concerns and queries that were being followed up with Boots, and a more substantive response was being sought.

The Board discussed concerns regarding the lack of pharmacy provision in the west of Gateshead.

RESOLVED:

- (i) That the Board noted the updated.

**HW46 PEOPLE@THEHEART PARTNERSHIP AGREEMENT - ALICE WISEMAN**

The Board received a report seeking support for the sign-up by partner organisations to the People@theheart Partnership Agreement.

RESOLVED:

- (i) That the Board supported the sign-up by partner organisations.

**HW47 GATESHEAD CARES SYSTEM BOARD UPDATE - MARK DORNAN / ALL**

The Board received a presentation providing an update from Gateshead Cares.

The Board noted the information provided in relation to virtual wards across Gateshead and the delivery plan for recovery access to primary care. The Board were also advised that work is ongoing on improving the experience of care (in addition to the bid submitted by NENC ICB).

RESOLVED:

- (i) That the Board noted the update.

**HW48 PHARMACY NOTIFICATION FROM NENC ICB: AVICENNA PHARMACY, FEWSTER SQUARE, LEAM LANE ESTATE (CHANGE TO SUPPLEMENTARY HOURS)**

RESOLVED:

- (i) That the Board noted the item for information.



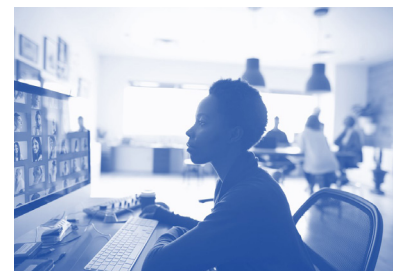
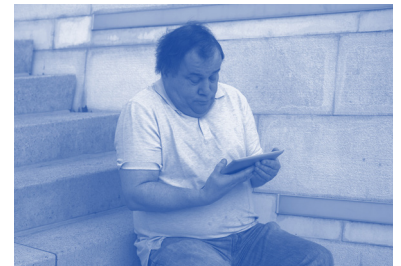
**GATESHEAD HEALTH AND WELLBEING BOARD  
ACTION LIST**

<b>AGENDA ITEM</b>	<b>ACTION</b>	<b>BY WHOM</b>	<b>COMPLETE or STATUS</b>
<b>Matters Arising from HWB meeting on 8<sup>th</sup> September 2023</b>			
<b>SEND Inspection</b>	To bring an update to a future Board meeting on progress in taking forward the SEND Strategic Priority Action Plan	Andrea Houlahan	To feed into Forward Plan
<b>Trauma Informed Care</b>	To report back to the Board next year on progress in implementing the service, including some case studies	Lisa Wood	To feed into Forward Plan
<b>Notification of Removals from the Pharmaceutical List and Changes to Pharmacy Opening Hours</b>	To raise with local MPs concerns regarding community pharmacy provision	Alice Wiseman	Email sent to MPs. Discussion to take place with LPC at October HWB on Community Pharmacy Roles - Supporting Local Communities
<b>Matters Arising from HWB meeting on 21<sup>st</sup> July 2023</b>			
<b>Partner Updates</b>	Healthwatch Gateshead to report on its final priorities for 2023-24	Yvonne Probert	On agenda of 20 <sup>th</sup> October Board meeting
<b>Partner Updates</b>	Refresh of Voluntary Sector Compact to come to future Board meeting	Lisa Goodwin	To feed into Forward Plan
<b>A New Home Improvement and Assistance Service for Gateshead</b>	To receive an update on progress being made in implementing the new service at a future	Peter Wright	To feed into Forward Plan

<b>AGENDA ITEM</b>	<b>ACTION</b>	<b>BY WHOM</b>	<b>COMPLETE or STATUS</b>
	meeting		
<b>Matters Arising from HWB meeting on 21<sup>st</sup> April 2023</b>			
<b>Physical Activity Strategy</b>	To receive a further update report in the Autumn	Michael Lamb / Natalie Goodman	To feed into Forward Plan
<b>Matters Arising from HWB meeting on 27<sup>th</sup> January 2023</b>			
<b>Family Hubs</b>	To receive a further update on plans at a future meeting	Gavin Bradshaw	To feed into Forward Plan
<b>Matters Arising from HWB meeting on 29<sup>th</sup> April 2022</b>			
<b>Climate Change Strategy for Gateshead</b>	To receive an update on progress in taking forward the Climate Change Strategy	A Hutchinson / L Greenfield	To feed into Forward Plan

# With you in mind

Our strategy from 2023



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# Welcome to our strategy

## What is our strategy?

It is something that binds us together, that sets out what is important to us, the things that we want to achieve together, the path that we want to take.

This is about what it is to be Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, sometimes called 'CNTW', and our hopes, aspirations and ambitions to support the people and communities that we serve.

We have called it With you in mind. Because we work together, we have empathy and care for each other, and we will work tirelessly to improve mental wellbeing for the people and communities we serve.

## Who is it for?

It is for us together. CNTW is not a faceless organisation, it is not a group of services, and it not defined by its buildings or its status.

We are CNTW. Together, we shape, drive and make CNTW what it is and what it can be.

## How is this strategy different?

### **We asked people what they want from us.**

The result is not rocket science. It is not unexpected. It tells us that what we all want is to be treated with humanity, with respect and with care.

When we need help, we want to be listened to, to be understood, and to be involved in making things right. We want to be safe, healthy and happy in our communities, with the people we care about and the people we love. We want people to respect our rights.

But systems, processes and yes, even organisations can get in the way.

We have looked at what people have asked from us and turned it into a set of commitments. A set of commitments that we will look to live by every day. And that in turn drives our ambitions for our future. What we aspire to be.

## What will it mean?

**Our world feels very challenged.** We are recovering from a global pandemic. We are living through a cost of living crisis, which makes it hard for a lot of people to make ends meet. And we feel the impact of war in Europe and other parts of the globe. Health and care services are stretched to limits as demand for help grows. We can feel threatened, and we certainly understand the impact that this has on our mental wellbeing. This is a time of struggle. But it is also a time of great opportunity.

**We need to change.** Over the years our health and care systems have become competitive, divided and in many ways disjointed. We have also seen funding levels slow and in some sectors decline. And the pandemic has opened great holes where there were gaps in care. And this has hit the most vulnerable in our communities harder, at the same time as the gap between rich and poor is growing.

**Our opportunity now is to think differently, to be bold and radical in our thinking.** We have integrated care systems that bind us together rather than a competitive world that sets us apart. Now is the time for us to build relationships with our partners in primary care, the charitable and voluntary sector, with local authorities and other health providers. Together we can work better, simpler, and create time to focus on the things that matter to the people and communities we serve. This strategy set out our vision for what this can look like.

**How will we deliver this?**

**This document is our guide; it sets out our strategic direction.**

It does not tell us in detail how we will deliver, but sets out our ambition, what we aim to be.

Every year we will set out an operational plan which will describe how we will take our strategy forward in that year, what we will deliver and what we expect the impact to be. We will also set out a small number of supporting strategies, which will describe in more detail some of our key milestones and deliverables for the next five years. But perhaps, most importantly, we want this to be a living and breathing document, that we all play our part in delivering every day, with every contact... with you in mind.



Ken Jarrold CBE  
Chair



James Duncan  
Chief Executive

# About us

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust is a health organisation made up of 9,000 people across our region.

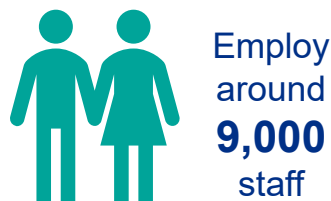
We spend more than £500 million each year, providing healthcare across North Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland. Along with partners, we support people in their own homes, in their communities and in our hospitals. We help:

- People with mental ill-health
- Children and young people
- People with a learning disability
- People with neurodevelopmental conditions
- People who need support from secure services
- People with neurodisabilities
- People with problematic substance use or addictive behaviours

We also provide specialist support such as perinatal, mental health for Deaf people and gender dysphoria services.

## About the Trust

### Mental Health and Disability Foundation Trust



We work from over **70** sites across



Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland

We also provide a number of regional and national specialist services to England, Ireland, Scotland and Wales

Working across **8** local authorities and a partner member of the North East and North Cumbria Integrated Care Board



Turnover of around **£537m** million

# Developing this strategy to reflect what's important

To develop our strategy, we asked service users, carers, their families, our staff and partners to describe what matters to them.

They asked us to work together, with them in mind, with compassion, humanity and care. This is at the heart of this strategy.

We have developed long-term commitments in response to these asks, which will guide everything we do. We know that we are not currently achieving these commitments – but we want them to be our guide. We want these commitments to be our inspiration for how we work and how we change over the years ahead.

Our aim is to deliver on these commitments every day, in every contact. In this document we set out how we will meet these commitments, through our vision, our values, and the ambitions that we are setting ourselves.

## Our commitments

### Commitment to our service users:

- Understand me, my story, my strengths, needs and risks. Work with me and others, so I can keep healthy and safe;
- Protect my rights, choices and freedom;
- Respect me and earn my trust by being honest, helpful and explaining things clearly;
- Support me, my family and carers in an effective, joined-up way that considers all my needs, and
- Respond quickly if I am unwell or in crisis, arranging support from people with the right expertise. Make sure I don't have to keep repeating my story.



## Commitment to our families and carers (also known as our 'Carer Promise'):

- Recognise, value and involve me;
- Work with me to ensure you're aware of my needs as a carer;
- Listen to me, share information with me, and be honest with me when there is information you can't share;
- Talk with me about where I can get further help and information, and about what I can expect from you.

## Commitment to our staff:

- Respect me for who I am, trust me, value me and treat me fairly;
- Allow me freedom to act, to use my judgement and innovate in line with our shared values;
- Protect my time by making systems and processes as simple as possible so I can deliver the work I aspire to, learn, progress and get a balance between work and home;
- Offer me safe, meaningful work and give me a voice, working as part of a team that includes other professions and services, and
- Support me with compassionate managers who communicate clearly and understand what it's like to do my job.

## Commitment to our partners and communities:

- Explain what to expect from CNTW;
- Help us to fight illness, unfairness and stigma;
- Make sure that organisations talk to each other and put the needs of people's before their own. Share responsibility for getting things right;
- Get to know local communities. Respect their wisdom and history;
- Be responsible with public funds;
- Share our buildings, grounds and land; and
- Protect the planet.

# Our vision:

To work together, with compassion and care,  
to keep you well over the whole of your life.

# Our values:

Our values are what bind us. We have considered these in the light of what people have asked of us. We believe that these are the values that we share together, and that we need to uphold if we are to meet our commitments:

## We are caring and compassionate...

because that is how we'd want others to treat those we love.

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## We are respectful...

because everyone is of equal value, is born with equal rights and is entitled to be treated with dignity. We want to protect the rights of future generations and the planet that sustains us all.

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## We are honest and transparent...

because we want to be fair and open, and to help people make informed decisions.

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# Our five ambitions

To deliver our commitments and the care that we want to achieve, we have five ambitions in this strategy:

- 1. Quality care, every day** – We want to deliver expert, compassionate, person-led care in every team, every day.
- 2. Person-led care, when and where it is needed** – We will work with partners and communities to support the changing needs of people over their whole lives. We know that we need to make big, radical changes. We want to transfer power from organisations to individuals.
- 3. A great place to work** – We will make sure that our workforce has the right values, skills, diversity and experience to meet the changing needs of our service users and carers.
- 4. Sustainable for the long term, innovating every day** – We will be a sustainable, high performing organisation, use our resources well and be digitally enabled.
- 5. Working with and for our communities** – We will create trusted, long-term partnerships that work together to help people and communities.

## Ambition 1: Quality care, every day

We will aspire to deliver expert, compassionate, person-led care every day, in every team. We will value research and learning.

We will act fairly and with compassion. We will uphold people's rights to live safe, meaningful lives in their communities. We want people to live their best lives.

Together, we will work to understand the needs, goals and risks of each person. This will help us to provide joined-up, long-term care and support. We will work to 'Triangle of Care' principles across all services, to build trusted relationships between staff, service users and their carers/families. Evidence-based treatment will be provided by skilled staff to deliver the goals that people want for themselves. The care we provide will be therapeutic, person-led and trauma-informed.

We value learning and we will be informed by research. We will develop the skills of our staff so they can thrive. We will learn from each other, and from others. We will use our curiosity and courage to try new things.

We will be a leader in research, using our expertise to test, learn and embed new technologies and new ways of working. These will bring proven benefit to the people and communities we serve.

We will be open and honest if things go wrong. Every day we will challenge ourselves to learn, improve and do better. We will communicate effectively and simply, in a way that we can all understand.



## Ambition 2: Person-led care, when and where it is needed

We will work with partners and communities to support the changing needs of people over their whole lives.

We know that we need to make big, radical changes. We want to transfer power from organisations to individuals. The focus of services is often about managing crisis. We want to shift towards a focus on people keeping themselves well.



## Community based care for adults and older people with mental ill-health

We want to remove things that make current services difficult for people to understand. People should be able to reach the support they need when they need it. We are committed to making a radical shift in our approach.

GPs, primary care and community organisations are at the heart of supporting people all through their lives. Each community has its own support and care networks, which we want to work alongside. This will wrap care around the person that needs it. We want to make sure that each person has one story that is understood by all. At any time, people should have access to care and support that is right for their needs. This care and support should be from the organisation that is best placed to meet those needs.

We will work with our partners to create new models of care and support which are simple, easy to access and built on strong, trusted relationships.

Together we will work with people and families to help them to live well in their communities. Together, we will prevent crisis and act early when extra support is needed.

Sometimes people need very specialist support and therapeutic care. We will make sure that we have well trained, skilled people who can respond quickly to provide the right support when it is needed.

We want people get the right care from the right service at the right time. This could be from their GP, social care, community groups, charities, or mental health services.

We will take a radical approach in how we deliver community based care which will:

- Consist of services and teams working together and rooted in our communities;
- Move away from a confusing system of referrals, assessments and treatment, to one of constant support and easy access to the right support at the right time;
- Enable expert advice, support and skilled clinical help is available from our teams when they are needed;
- Make sure that there is support available for people all day, every day, within their communities, to meet their needs and enable them to keep well;
- Provide intensive wrap around support for people who need it most;
- Develop our services with our partners to address the areas of greatest need and health inequality;
- Develop real alternatives to inpatient care with our partners across our places so that where possible, we can support people in crisis within their own communities.

## Inpatient care for adults and older people with mental ill-health

We want to make big changes to inpatient services for adults and older people with mental ill-health.

When people are in hospital, we will protect their human rights every day. We will make sure our inpatient wards are welcoming and support healing. We will make sure staff have the right skills to support effective treatment.

When people are ready to go home or need to move to a different ward, we will make sure this goes smoothly. We will work with social care, housing providers, GPs and primary care so people stay well after their hospital stay. We will also design services that avoid hospital stays.

We will listen to service users, carers and families, to make care personal and improve things for all inpatients.

We will protect rights and be open. We will create safety for people to talk about their concerns. An open culture and rights-based approach will mean that:

- people will only be admitted to inpatient care if and when they need it;
- we will always clear on the reason and benefit of admission;
- people will not need to wait to be admitted;
- people will not be admitted to hospitals that are very far away from home;
- inpatient care will be personalised, therapeutic and effective;
- staff will have the specialist skills needed to provide personalise, therapeutic effective care;
- inpatient care will be safe;
- there will be no avoidable long term segregation or seclusion. People will not be kept on their own for a long time;
- we will support people to return home to their communities as soon as they are able; and
- people will not stay in hospital longer than they need to.





## Children and young people

Children and young people, their families and carers should get the support they need.

Good physical and emotional wellbeing can prevent long-term problems and help people live healthy, happy lives.

We support children and young people:

- with their emotional wellbeing,
- with mental ill-health, and
- after big life events.

Support will be linked across GPs, paediatrics, schools, colleges and community groups to wrap around families. We will improve our services for children and young people who need a stay in hospital.



We will support services to be very different so that children and young people can receive the support that is best for them. We will work with other organisations to:

- provide the right help and support to young people and families when it is needed;
- make sure that there are no long waiting times for help;
- make sure that the needs, risks and challenges of the child/young person are understood as soon as possible;
- make sure that help and support is available while waiting for a diagnosis or without a diagnosis;
- make sure that help is based on the needs of the child/young person and their family;
- create spaces that children and young people feel safe to go to;
- safeguard the rights of children and young people at all times;
- support families in everything we do;
- work with other organisations to offer better support for children and young people with complex needs, and their families, so they can live well in their own communities; and
- make sure support doesn't stop when a young person turns 18 and help them adapt to services for adults.

## People with a learning disability

People with a learning disability should be treated with humanity, dignity and respect.

People with a learning disability should receive healthcare just like everyone else. If they need extra support to stay well and have a good life, they should receive it. Sometimes support will be provided by a service that is only for people with a learning disability. Services that help everyone will make changes so that their support is suitable for someone with a learning disability.

People with a learning disability should only go to hospital when they really need to. This should be close to where they live. When someone with a learning disability is in hospital, we will always protect their rights. We will work with other organisations so that people in hospital can go home as soon as it is right for them.

We will work with other organisations so people with a learning disability stay healthy and live well in their communities. We will:

- support people in their own homes;
- think about how we use medicines, so we don't give people medicine they don't need;
- meet people's physical and mental health needs at the same time;
- make sure staff understand the needs of people with a learning disability, and
- communicate in a way that works so we understand each other.

## People with neurodevelopmental conditions

Neurodevelopmental conditions include:

- Autism;
- Attention Deficit Hyperactivity Disorder (ADHD);
- Dyslexia;
- Dyspraxia;
- Dyscalculia; and
- Tourette Syndrome.

People with these conditions are sometimes described as ‘neurodivergent.’

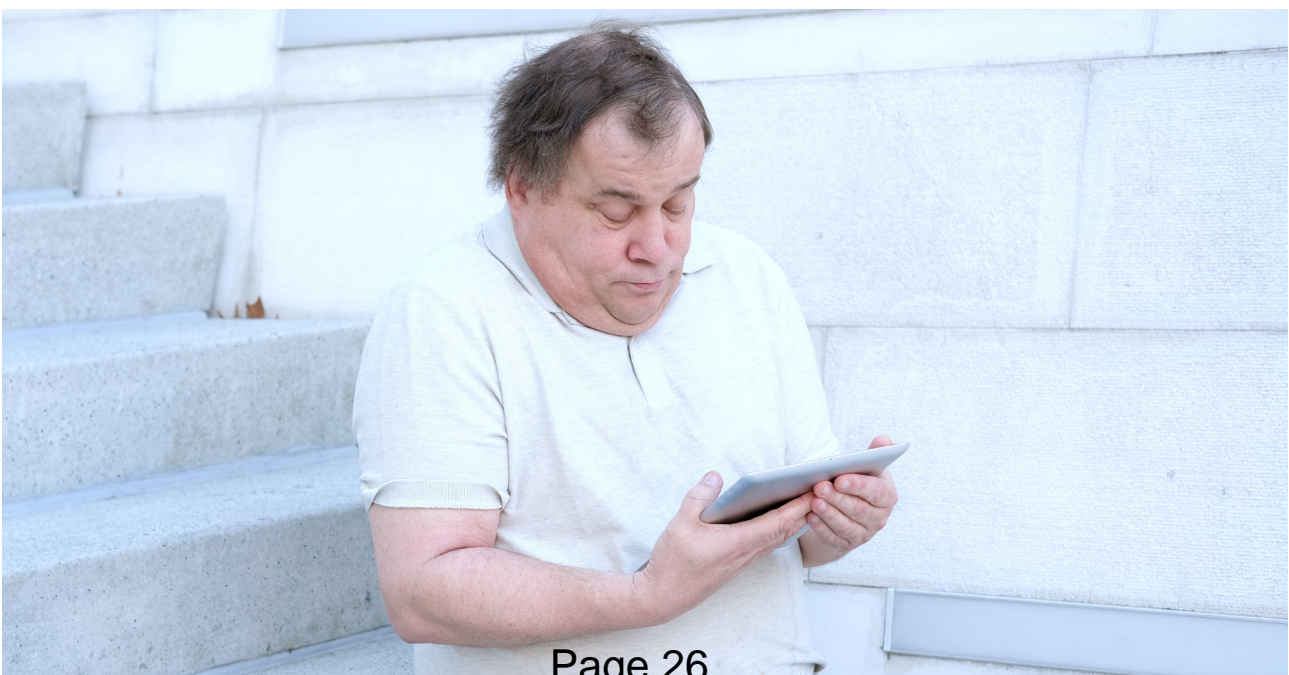
Neurodivergent people are entitled to the same healthcare as everyone else. Making services suitable for neurodivergent people makes them better for everyone. This includes services that are not specifically for autistic people, for example, mental health wards. We will work with other organisations to make sure people only stay in hospital if they really need to.

We will improve our understanding of neurodiversity, neurodivergence and the increased risk of suicide in autistic people.

We will make sure staff have the training to support people effectively. We will make sure there is early support to diagnose and identify the needs of autistic people, people with ADHD and their families.

We will review how we use medicine with people because of their neurodivergence or behaviours of concern. We will make sure that we don't give people medicine they don't need.

We will make things easier for people to understand and we will respect their communication preferences.



## People who need support from secure services

Secure services provide safety and real change for a better life.

Secure services provide treatment for people with complex mental disorders linked to offending or seriously harmful behaviour. Some will be involved with the criminal justice system (CJS), courts and prison. Secure services help people gain a deep understanding of themselves and their history.

The Secure Care Provider Collaborative is a partnership with Tees, Esk and Wear Valley NHS Foundation Trust and other organisations.

We will help service users gain new skills, understanding and ways of responding to things they find difficult. This will help people move on from secure settings and have more freedom, choice, and control in their lives. We will do this by focusing on:

- mental health;
- dealing with strong feelings;
- addictive behaviours;
- risk to others;
- physical health;
- social skills;
- relationships;
- meaningful activities; and
- trust and hope.

## People with neurodisabilities

We help people with brain diseases or injuries to be as independent as they can in their everyday activities.

We will work with GPs, other hospitals, social services and other organisations to:

- tackle issues that stop people from being admitted to inpatient care;
- tackle issues that stop people from being discharged when they are ready;
- make sure therapy services are available every day (including weekends);
- shorten the time that people wait for outpatient care or community care, and
- make it easier for people to come to appointments.

## People with problematic substance use or addictive behaviours

People can recover from their problems with substance use or addictive behaviours.

We will help people get well and stay well by working with them, their families or carers and charities.

We will make sure that services are joined-up and that there are services available for everyone.

If people have mental health problems alongside their problematic substance use or addictive behaviours, we will help them with both.

We will improve services based on changing needs, for example problematic gaming and gambling behaviours.

We will work to the principles of:

- 'everyone's job' (services will work together to meet the needs of people), and
- 'no wrong door' (however people come into contact with services, they will be offered care and support that is personalised to meet their needs).

## Ambition 3: A great place to work

We want to be a great place to work. We will make sure that our workforce has the right values, skills, diversity and experience to meet the changing needs of our service users and carers.

We cannot deliver our commitments without meeting the needs of our staff and enabling them to thrive. We will invest in staff wellbeing, supporting our workforce to feel valued and safe, to meet their potential and support delivery of high quality care.

Quality of care is improved by having a workforce that represents our communities. We will build a culture of respect, trust and psychological safety, celebrating diversity and making sure staff feel safe to raise concerns.

We will work with partner organisations, including universities, to recruit, develop and retain our people.

We will simplify the way that we work. We will create time for staff to care and learn, be open to new ideas and encourage innovation and research.





## **Ambition 4: Sustainable for the long term, innovating every day**

We will be a sustainable, high performing organisation, use our resources well and be digitally enabled. We will be accountable for the money we spend; we will live within our means, and we will work in a way that is kind to the planet.

We have an opportunity to change. To be sustainable and innovative, we will support people to adapt, to be flexible and to try new ways of working.

To be truly innovative, we must be courageous and willing to learn by trying new approaches. We must work in a way that frees people and teams to improve every day and meet our commitments.

We will be a digital leader. We want to use technology in a way that empowers our people and teams to have the time and information they need to do their job.

We will make best use of our buildings and grounds, ensuring that they are fit for purpose and a resource for our communities. We will test, develop and grow new ventures and opportunities that help us meet our commitments.

## Ambition 5: Working with and for our communities

We will create trusted, long-term partnerships that work well together to help people and communities.

Integrated Care Systems (ICSs) are partnerships of organisations. They come together to make sure that health and care services are well planned and joined-up. ICSs have been created to improve the lives of people who live and work in their area.

We are part of the North East and North Cumbria Integrated Care System (ICS). To meet our ambitions, we cannot work alone. To support our people and places, we must work together with the public and our partners in:

- Health;
- Education;
- Housing;
- Industry;
- Charities and volunteers.

Together, we will address the wide inequalities that contribute to ill-health across our region.

The North East and North Cumbria regional healthcare plan is called “Better Health and Wellbeing for All”. The plan seeks to improve health and care for all of us. All organisations in the North East and North Cumbria ICS agree that we want:

- **Better, high quality health and social care services**, no matter where you live or who you are;
- **Fairer health outcomes**. We know that some people have worse health because of where they live, their income, their education or their employment. We will take these factors into account to make good health more equal;
- **Longer and healthier lives**. We want to reduce the gap between how long people in our region live compared to the rest of England;
- **Our children to have the best start in life, so they thrive and have great futures**. This will have a long-term impact, improving lives for generations of children to come.

We are happy to work with our partners to achieve this regional plan. This strategy explains how we will work with them to provide care and support that is rooted in our communities.

Our strength is providing expert, evidence-based advice, support and care for people with complex needs. We provide this when it is needed. We also know that people want constant care and support close to home at all stages of their lives. For this to happen, we must work as a collective with partners in the interests of those we serve. We must work particularly well with primary care. We have lots to offer in support of the regional plan to improve the health and wellbeing of the population. We believe we can be a great partner in delivering care and a great partner to our communities.

- We will work with communities and value their strengths. GPs and primary care are at the heart of healthcare in each community. Also important are the volunteers, charities and self-help groups that do so much to bind a community together;
- With partners, we will teach, train, advise and help people and communities to support their own wellbeing;
- We will make every contact count, to tackle the causes of ill health and shortened lives. This means thinking about someone's physical, emotional and social wellbeing each time we work with them.
- We will reach out and serve all communities, particularly those that are disadvantaged, to reduce inequalities and achieve fairer outcomes;
- We will use our power as an employer, as a purchaser and as a landlord to reduce inequalities.
- We will work every day to reduce suicides;
- With partners, we will radically change our offer to children, young people and their families to provide joined-up care and support; and
- We will support our communities by meeting their local needs.





# How will we deliver this strategy?

This strategy is our guide.

We must all own it and consider it in everything that we do. Each year we will develop an annual plan, which will explain what we will do that year to deliver this strategy. The annual plan will consider national policies and priorities but will always be guided by the commitments and ambitions set out in this strategy. It will set out specific actions for each area of this strategy, how we will achieve them and what we expect to see as a result.

We will also develop a number of enabling strategies to support our ambitions, which will set out the key things we need to do over the next five years. We will publish these strategies and hold ourselves to account for their delivery.

Perhaps most importantly, we will build this strategy into the work of every person and every team across the organisation. This strategy will not be delivered without us all playing our part, through the decisions we make and the behaviours we demonstrate every day. This is a document to enable devolution, to guide decision making and to bind us together in the way we work and the goals we aspire to. We will work to make it a reality every day, in everything we do.



**This report is available on request in other formats;  
we will do our best to provide a version of this  
report in a format that meets your needs.**

For other versions telephone 0191 246 6877  
or email us at [communications@cntw.nhs.uk](mailto:communications@cntw.nhs.uk)

Further copies can be obtained by contacting:  
[communications@cntw.nhs.uk](mailto:communications@cntw.nhs.uk)

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# Together

We are making health  
and social care better

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

# Message from our Chair

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As the Chair of Healthwatch Gateshead, writing the Annual Report message allows me a chance to reflect on the past 12 months. Like most organisations, we have adapted, renewed, and shifted our delivery patterns as we re-adjust with the aftereffects of the Covid 19 pandemic. I am grateful that through the changes everyone has continued to be flexible and proactively worked to ensure that Healthwatch Gateshead continues to make sure that people using health and social care services have a meaningful voice.

Healthwatch Gateshead continues to support the nine Healthwatch England national priorities through providing local data collection, supplying service users' input and raising people's awareness of the issues.

Also at local level, through our rolling community engagement and outreach programme the Healthwatch Gateshead Committee have been picking up emerging issues and new trends that address local need and then working with commissioners and local partners to make changes.

We are committed to continuing to work closely with the Gateshead system, the Council, health and social care, voluntary and community sector partners, and particularly with the Gateshead Health and Wellbeing Board. Together we will continue to make a difference and work on tackling the health and other inequalities. We thank our partners for recognising our work and expertise and their willingness to involve us at a high level where we can have an influence on behalf of local people. Engagement, Involvement and Outreach activities form the main function of Healthwatch Gateshead, throughout the year we have taken opportunities to reach out to local people and communities, gather views, and provide advice and information.

It is through delivery of this work that as an independent partner within the Gateshead systems, we can effectively collaborate, influence, and have an impact on health and social care services. This year the report on the "Special Educational Needs and Disabilities (SEND) Services - Experiences of children, young people, and their families in Gateshead" demonstrates our impact and the partnership working that we do, so that the residents experience of health and social care services affect the design and implementation of services across the borough.



**Michael Brown**  
**Healthwatch Gateshead Chair**

# Message from our Chair

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I would like to thank our dedicated staff, committee members, volunteers and Tell Us North CIC directors who are fundamental to us delivering an effective Healthwatch service in Gateshead.

However, this year has seen the staff team undergo some significant changes. The previous CEO (Siobhan O'Neill) left in the summer of 2022 and a new CEO (Yvonne Probert) joined in December 2022, an interim CEO (Phill Capewell) bridged the gap and new staff have come on board too. We are now in a time of renewal and looking positively to the future with an enthusiastic new team.

Looking ahead we will continue to build on the relationships that we have within Gateshead, focusing on local people and our communities, while working with others to amplify users' voice and their experiences. I can assure you that Healthwatch Gateshead will continue to ensure local people have effective ways to influence and improve health and social care services. Our promise is to keep challenging ourselves to do even more to hear from all communities, and this means we face the coming year with confidence that we will make a difference in Gateshead.

Finally, I would like to thank the people of Gateshead who have taken the time to share their experiences of health and social care services with us.



**Michael Brown**  
Healthwatch Gateshead Chair

# About us

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## Healthwatch Gateshead is your local health and social care champion.

We make sure NHS leaders and decision makers hear the voice and use the feedback from service users to improve care. We can also help people to find reliable and trustworthy information and advice.



### Our vision

We believe that users' views can improve health and social care services.



### Our mission

To demonstrate how user views can improve services in health and social care and to provide practical services, support, and advice to help that happen well

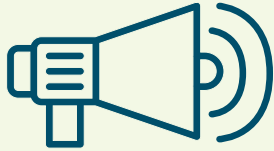


### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Year in review

## Reaching out



**345 people**

shared their experiences of health and social care services with us for reports, helping to raise awareness of issues and improve care.

**80 people**

came to us via signposting for clear advice and information about topics such as complaints, access to health services, and social care.

## Making a difference to care



We published **4 reports** about the improvements people would like to see made to health and social care services.

- Special Educational Needs and Disabilities Services: Experiences of children, young people, and their families in Gateshead
- Health and Social Care Committee inquiry into NHS Dentistry
- Caring for Care Givers in Gateshead
- Loneliness and Social Isolation in young people living in Newcastle and Gateshead

## Health and care that works for you



We're lucky to have

**10**

outstanding volunteers who gave up 40 hours to make care better for our community.

We're funded by our local authority. In 2022-23 we received

**£140,250**

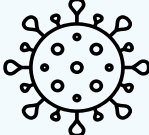







We currently employ

**5 staff**

who help us carry out our work.



# How we've made a difference this year

Spring	 <p>We worked to better understand how the COVID pandemic impacted on health and wellbeing.</p>	 <p>We focused on refugees and asylum seekers to understand health and social care priorities for these local communities.</p>
Summer	 <p>We welcomed a new team in summer 2022 tasked with helping us achieve our mission of engaging with local people to help improve health and social care services in Gateshead.</p>	 <p>We engaged with young people aged 18 to 25 to understand their views and general experiences of loneliness and social isolation.</p>
Autumn	 <p>We were commissioned by Gateshead Council to understand the experiences of unpaid carers as we came out of the COVID-19 pandemic. We highlighted issues around communication, capacity, coordination, and competence to the attention of the local council.</p>	 <p>We launched online monthly forums where we invited local health and social care organisations to share information about their services. Each month we focus on a specific topic area and welcome local people along to learn more about what is available.</p>
Winter	 <p>We fed into the submission of evidence to the House of Commons Cross-Party Health and Social Care Committee Inquiry into Dentistry. Our recommendations for the local Integrated Care Board and NHS England were grounded by the experiences of local people.</p>	 <p>In line with our newly developed Engagement Strategy, we made a targeted effort to engage with one of the seldom heard groups, young people aged between 16 and 25, through the launch of phase one of our Youthwatch Project.</p>

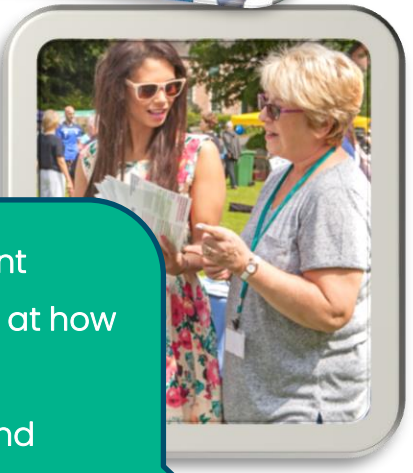
# 10 years of improving care

This year marks a special milestone for Healthwatch Gateshead. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

## How have we made care better, together?



We worked with Newcastle Gateshead Clinical Commissioning Group to discuss our January 2020 report 'Don't box me in' and the resulting action plan to make services young people friendly



We reported on our resilient communities work looking at how the COVID-19 pandemic impacted on the health and wellbeing of people in Gateshead and how different people and communities responded.

**CELEBRATING  
SUCCESS  
10 YEARS OF  
HEALTHWATCH**



# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

# Joining Up Services for Children and Young People with Special Education Needs & Disabilities and their families in Gateshead.

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Children and young people with Special Educational Needs and Disabilities (SEND) and their families can face challenges when accessing services. This year we engaged with local young people with Special Educational Needs and Disabilities and their families, to ensure their voices fed into the Joint Commissioning Strategy.

Our findings showed that there were high levels of dissatisfaction among service users in how services met the needs of the children, young people, and the wider family.

Much of the frustration felt by families appeared to stem from difficulties accessing services and the lengthy waiting times. Although experiences were largely positive when services were eventually accessed, improvements to communication throughout the journey would be a help to many young people and their families.

## Changes for Children, Young People, and their Families

Our findings received a great deal of attention from local health and social care providers, and as a result:

- An Action Plan was put in place by the local Integrated Care Board to look at and address the issues raised in our report.
- The findings were presented to the SEND Strategic Partnership Board where it was reported that local education providers would address the issues raised in our report.
- The major points raised in the report were included in the Joint Commissioning Strategy and the full report was published as part of the strategy.

## What difference will this make?

This outcome showed decision makers have listened to the voices of local people presented in our report and are acting to address the issues raised.

Should all actions be addressed, interorganisational working should take place to better meet the needs of children, young people, and their families. Communication channels should be effectively used and there should be increased awareness about existing services, including those that could offer interim support.



***“Referrals were initially knocked back and it took many years for his needs to be taken care of. I would say the impact has been catastrophic as many learning years have been lost. This will impact him for the rest of his life”***

# Accessing Dental Services in Gateshead

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The Health and Social Care Committee launched an inquiry into dentistry following a survey that showed 90% of dental practices across the UK were not accepting new adult NHS patients. MPs explored the possible impact of changes to make the Integrated Care Systems and Integrated Care Boards responsible for the provision of dental services.

Our findings echoed those that prompted the inquiry into dentistry, with most of the local people we engaged with having mentioned issues around access. The COVID pandemic discouraged some from visiting the dentist; with some local people noting that their dentist was not prioritising routine check-ups and others reported that they did not want to add to an already burdened system.

## Our recommendations:

As the inquiry included the role of local ICS and the ICB in the provision of dental services, our recommendations focus on the role the ICS could play in fulfilling our recommendations which included:

- Ensuring the public are informed about personalised recall intervals and the importance of regular dentist visits.
- Ensuring barriers to access are addressed and seldom heard groups are given the opportunity to share their experiences.
- Ensuring patients have access to user-friendly and up-to-date information through a variety of different mediums.

## What difference will this make?

Raising public awareness around dentistry is key. Personalised recall intervals will help ensure patients are seeing a dental professional on a regular basis suitable to their needs. Ensuring information is up-to-date and user-friendly will ensure local people have access to timely and correct information. While pooled resources will help unburden the system and can help in the early diagnosis of major oral health issues, including oral cancer.



*"It is nigh on impossible to get a routine check-up and thus my teeth have suffered. My dentist is now more expensive due to filling crack worsening and now cannot be refilled and I need a crown. Treatment is very expensive. I was already anxious, going to the dentist did not help my mental health one bit."*

# Three ways we have made a difference for the community

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Through our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.



Healthwatch Gateshead shared experiences about the process for COVID-19 vaccination for long-term patients in Gateshead hospitals with the Patient Experience Team. By doing this, there was a process put in place for inpatients who had been in hospital for more than 42 days. A local resident said, *"Now that the QE has adopted a policy for long-stay inpatients it will benefit a number of those who otherwise may have faced an unnecessary delay in receiving their protection"*

## Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.



Healthwatch Gateshead engaged with local people to understand their experiences and opinions of the North East Ambulance Service (NEAS). The engagement focused on public trust in the service, and we ultimately recommended that any actions should focus on delivering transparently and building trust. NEAS are working on engaging with the local people. Through our engagement with local people, we were able to share with NEAS what trust means to people and areas that need to be addressed to develop trust

## Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.



In 2022-23, Healthwatch Gateshead started engaging with local people through short research projects. One of these projects included the topic of Heart Health. We found that understanding of CPR and the confidence in carrying out CPR was poor among local people. To help combat this, we worked to remind people of the range of free resources to help people increase their awareness around this valuable lifesaving skill.



# Hearing from all communities

Over the past year we have worked hard to make sure, we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

**This year we have reached different communities by:**

- Developing specific targeted programmes of work focusing on specific seldom heard groups.
- Developing working relationships with organisations working directly with specific groups of interest.

## Getting young people involved in improving services

This year we launched Youthwatch in an effort to get young people involved in influencing the future of health and social care services.

There are around 18,000 young people in Gateshead. The views of these young people aren't always heard and as a Healthwatch we wanted to change this.

Phase one of our Youthwatch project has seen us understand what is important to young people in the area. Phase two of Youthwatch (due to launch in 2023-24) will enable young people to get involved in projects that are important to them and bring the information to decision makers in a timely manner.



*"I think the health services are good but could be improved more to reach each person's needs without discriminating because of their age or gender."*



## Diverse Communities. Diverse Experiences.

In 2022-23, Healthwatch Gateshead have engaged with diverse communities across Gateshead including Sikh, Hindu, Pakistani, Bengali, Muslim, Chinese, and African. We have worked with organisations supporting people seeking asylum and those who are refugees.

We have utilised the language skills of team members to help members of the local community overcome language barriers and share their health and social care experiences.

The profile of Healthwatch Gateshead has increased among diverse communities across the borough and we are now hearing from a diverse range of communities.





# Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Helping people develop awareness of services in the local area through our online forums.
- Providing signposting information and advice through our website, email & telephone lines.
- Reaching out to our connections within the health and social care system to resolve specific issues.
- Developing our presence within local communities, providing an opportunity for people to share their experiences face-to-face.

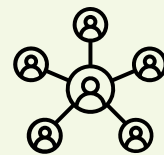
## Building relationships to support local people together

Healthwatch Gateshead have been contacted by local people presenting complex needs and don't know where to turn. To offer the best possible service, as part of our signposting role, we have been working to develop strong relationships with advocacy services in the Gateshead area to ensure local people receive the right support at the right time.

Without tailored support and guidance many of the local people who contact us have difficulties navigating the complex health and social care system.

Through the development of these stronger relationships, Healthwatch Gateshead has gained insight into wider health and social care issues from the advocacy services.

These relationships also extend beyond advocacy services as Healthwatch Gateshead have begun to map services within the locality to ensure the support network is as robust as possible.



## Keeping Warm with Healthwatch

Healthwatch Gateshead and Healthwatch Newcastle worked jointly to host a Keeping Warm with Healthwatch event this year. The event brought together several organisations across the areas to share information and advice with members of the local community.

The event was recognised as a great networking opportunity with organisations in attendance connecting with one another and learning about the services each other provide. The event also enabled many attendees to gain more awareness about services that they may not have otherwise known.

Engagement highlighted issues around the cost-of-living and the impact on day-to-day and social activities. Following on from the event, we began scoping a cost-of-living and winter pressure research project that is due to launch in the first quarter of 2023-24.





# Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

## This year our volunteers:

- Visited communities to promote Healthwatch Gateshead and what we have to offer.
- Collected experiences and supported their communities to share their views.
- Carried out visits to local services to help them improve
- Reviewed GP and dentist websites to review accessibility.
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice.



## Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



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



0800 038 5116



[info@healthwatchgateshead.co.uk](mailto:info@healthwatchgateshead.co.uk)

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

Income		Expenditure	
Annual grant from Gateshead Council	£140,250	Expenditure on pay	£105,151
		Non-pay expenditure	£1,773
		Office and management fee	£35,512
<b>Total income</b>	<b>£140,250</b>	<b>Total expenditure</b>	<b>£142,436</b>

## Next steps

In the ten years since Healthwatch Gateshead was launched, we have demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackle the inequalities that exist and work to reduce the barriers faced when accessing care, regardless of whether that is because of where you live, your income or your race.

## Emerging priorities for 2023-24

**Hospital Discharge**

**Access to GPs**

**Mental Health**

**Accessible Information Standards**

**Health Literacy**

**Social Care**



# Statutory statements

**Healthwatch Gateshead**  
MEA House, Ellison Place, Newcastle upon Tyne, NE1 8XS

Organisation holding the Healthwatch Gateshead contract:  
Tell Us North CIC (company number 10394966)  
MEA House, Ellison Place, Newcastle upon Tyne, NE1 8XS  
Email: [info@tellusnorth.org.uk](mailto:info@tellusnorth.org.uk)

Healthwatch Gateshead uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

# The way we work

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## Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Gateshead Committee consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

We include wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to tell us about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending face to face meetings at community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, provide paper copies, promote it at meetings as well as via social media and in our newsletter.

## Responses to recommendations

This year there were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us at Healthwatch Gateshead.

We take information to various groups and committees such as the Gateshead Carers, People at the Heart of Care and Carers Partnership. In addition, we take insight and experiences to other decision makers in the Gateshead system. We also share our data with Healthwatch England to help address health and care issues at a national level.

# The way we work

We supported a gentleman to challenge the QE's accessibility resulting in an action plan and commitment from the QE, including new communication processes for non verbal people.

We produced in December 2022 a report looking at user experience of SEND services in Gateshead.

1. This report is being used to inform the joint commissioning strategy in Gateshead.
2. The ICB has developed a clear action plan as a result of the recommendations.
3. The work will be presented to the SEND strategic partnership board.

Two Healthwatch reports giving both a Gateshead view and regional North East view on dentistry services produced in in January 2022 were highlighted in discussion at the House of Commons.

Our revisit to the subject in Jan 2023 will form part of a national view submitted by Healthwatch England for the House of Commons Health and Social Care Committee inquiry into NHS dentistry.

We effected change to the national abdominal aortic aneurysm (AAA) screening letters to include more accessible communications methods.

## Influence and Impact via the Gateshead Health and Wellbeing Board and Health and Social Care Scrutiny Committee

Healthwatch Gateshead is represented on these 2 groups by the Healthwatch Gateshead Chair and the Chief Executive Officer of Tell Us North CIC .

During 2022–2023 our representatives have effectively carried out this role of representation by attending meetings and contributing to actions and decisions in order to improve the wellbeing and health of everyone in the borough, particularly focusing on reducing health inequalities.

# Thank You

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We would like to extend our thanks to :-

- Atypical Support CIC
- Connected Voice
- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
- Disability North
- Faith Groups across Gateshead
- Friends Action North East
- Gateshead Council
- Leam Lane Community Centre
- National Autism Society Tyne and Wear
- NECS
- Gateshead Parent Carer Forum
- NHS Gateshead Clinical Commissioning Group
- NHS Staff
- North East Autism Society
- North East and North Cumbria Integrated Care Board
- Parent Carer Forum
- Primary Care Networks and GP Practice Managers.
- GP Practices in Gateshead
- RNIB
- Skills for People
- The Lawnmowers
- The Twisting Ducks Theatre Company
- Your Voice Counts



# healthwatch

## Healthwatch Gateshead

MEA House  
Ellison Place  
Newcastle Upon Tyne  
Tyne and Wear  
NE1 8XS

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

t: 0800 038 5116

e: [info@healthwatchgateshead.co.uk](mailto:info@healthwatchgateshead.co.uk)

 @HWGateshead

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Our Ref: CAS-219438-R1V5X6  
To be quoted on all future correspondence

Primary Care Support England

PCSE Enquiries, P O Box 350  
Darlington DL1 9QN  
[pcse.pharmacyproject@nhs.net](mailto:pcse.pharmacyproject@nhs.net)  
Phone 0333 014 2884

**From:** Charlotte Henshaw  
Pharmacy Market Administration  
Services Officer

**To:** All on distribution list for  
Gateshead HWB area

**Date:** 25<sup>th</sup> September 2023

Dear all,

Please note that with effect from 25<sup>th</sup> September 2023 the Lloyds Pharmacy Ltd at Pattinson Drive, Crawcrook, Ryton, NE40 4US will be operated by Parkside Crawcrook Limited and the pharmaceutical list for the area of Gateshead Health and Wellbeing Board will be amended with effect from that date. Details are as follows:

Parkside Crawcrook Limited T/a Parkside Pharmacy Crawcrook  
Pattinson Drive, Crawcrook, Ryton, NE40 4US

Opening hours:

	<b>Core opening hours</b>	<b>Total opening hours</b>
Monday	09:00-13:00 14:00-17:30	08:30-17:30
Tuesday	09:00-13:00 14:00-17:30	08:30-18:00
Wednesday	09:00-13:00 14:00-17:30	08:30-17:30
Thursday	09:00-13:00 14:00-17:30	08:30-18:00
Friday	09:00-13:00 14:00-17:30	08:30-17:30
Saturday	09:00-11:30	09:00-12:00
Sunday	Closed	Closed

ODS code: **FQF00**

Phone number: 0191 4132234

Please amend your records accordingly.

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Our Ref: CAS-237967-F7W3Z7  
 To be quoted on all future correspondence

Primary Care Support England

PCSE Enquiries, P O Box 350  
 Darlington DL1 9QN  
[PCSE.marketentry@nhs.net](mailto:PCSE.marketentry@nhs.net)  
 Phone 0333 014 2884

**From:** Andrew Cooper  
 Pharmacy Market Administration  
 Services

**To:** All on distribution list for  
 Gateshead HWB area

**Date:** 6<sup>th</sup> October 2023

Dear all,

Please note that with effect from 2<sup>nd</sup> October 2023, the L Rowland & Co (Retail) Ltd at Former Five Star Batteries, Meresyde, Leam Lane, Gateshead, Tyne and Wear, NE10 8PE, will be operated by Gateshead Pharma Limited and the pharmaceutical list for the area of Gateshead Health and Wellbeing Board will be amended with effect from that date. Details are as follows:

Gateshead Pharma Limited T/A Leam Lane Pharmacy  
 Former Five Star Batteries, Meresyde, Leam Lane, Gateshead, Tyne and Wear, NE10 8PE

Opening hours:

	<b>Core opening hours</b>	<b>Total opening hours</b>
Monday	9.00-13.00 14.00-17.30	9.00-13.00 13.20-17.30
Tuesday	9.00-13.00 14.00-17.30	9.00-13.00 13.20-17.30
Wednesday	9.00-13.00 14.00-17.30	9.00-13.00 13.20-17.30
Thursday	9.00-13.00 14.00-17.30	9.00-13.00 13.20-17.30
Friday	9.00-13.00 14.00-17.30	9.00-13.00 13.20-17.30
Saturday	9.00-11.30	9.00-12.00
Sunday	Nil	Nil

ODS code: **FFH36**  
 Phone number: 01914 692410

Please amend your records accordingly.

NHS England's [Privacy Notice](#) describes how we use personal data and explains how you can contact us and invoke your rights as a data subject. We will protect your information in line with the requirements of the Data Protection Act 2018

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