

**TITLE OF REPORT: Healthwatch Gateshead****REPORT OF: Wendy Hodgson, Operations Manager.**

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**Summary**

To update the Care Health and Wellbeing Overview and Scrutiny Committee about the work of Healthwatch Gateshead in relation to NHS Continuing Healthcare.

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**Background**

1. Tell Us North CIC (TUN) is a community interest company which was successful in securing the contract to deliver Healthwatch Gateshead from 1 April 2017. TUN also holds the contract for Healthwatch Newcastle, and this allows us to work across Gateshead and Newcastle when required, sharing resources, skills and knowledge whilst ensuring that both geographies remain distinct.
2. Priorities for Healthwatch Gateshead in 2017/18 were established at the beginning of this financial year. The staff and volunteers at Healthwatch Gateshead have focused on two key priorities during 2017/18 one of which was NHS Continuing Health Care.

**NHS Continuing Health Care (CHC)**

3. NHS Continuing Health Care (CHC) is a package of ongoing care that is arranged and funded solely by the NHS where the individual has been found to have a 'primary health need'.
4. Both Healthwatch Gateshead and Healthwatch Newcastle had received feedback, issues, concerns and points of view from residents about their experiences of the CHC process and this topic was voted by the community as a priority area for both Healthwatch in 2017/18. Feedback from service users and their carers indicated experience of issues around delayed funding, decisions not to fund, delays to hospital discharge and the availability and quality of information to support families through the CHC process. We therefore made CHC a focus for our work, with a Healthwatch Gateshead Project Manager leading on the project, which

spans both Gateshead and Newcastle. She made key contacts with lead officers in Newcastle Gateshead Clinical Commissioning Group (NGCCG), the Queen Elizabeth Hospital District Liaison Team, and both councils.

5. A survey was produced for completion by people who had been through the CHC pathway in the past 12 months or were starting the process. We also consulted local partners with experience of supporting carers and services users.
6. The attached report sets out our findings / recommendations.

### **Recommendations**

7. The OSC is asked to
  - note the information.
  - Give its views on the findings / recommendations set out in the report.