

TITLE OF REPORT: Healthwatch Gateshead**REPORT OF: Felicity Shenton - Deputy Chief Executive/Operations
Manager****Kim Newton - Project Manager****Beth Nichol – Volunteer and Outreach Coordinator**

Summary

1. The OSC is asked to note the proposed priorities of Healthwatch Gateshead for 2020-21
 2. The OSC is asked to receive the final report on ASCD and its findings at a forthcoming OSC meeting
 3. The OSC is asked to receive an update on the current work of Healthwatch Gateshead
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Healthwatch Gateshead Priorities 2020-21

Healthwatch Gateshead Committee has listed the following topics as potential priorities for 2020-21.

1. Interpreting services (Newcastle and Gateshead)

We have heard concerns from service users about interpreting services for people who are deaf and need BSL interpreters and from people for whom English is not their first language.

2. Risk of falls

The Gateshead health and care system has been looking at how to reduce the risk of falls and the link between ageing and falling. It would be useful to find out about the public's understanding of these and their experiences of services that aim to help this issue.

3. Standards of care in residential settings

From national reports and programmes like last year's Panorama exposé of the treatment of residents of Whorlton Hall in Durham, we are aware that the care some people receive in residential care settings can be an issue.

4. Supporting young people who are facing gender identity issues
(Newcastle and Gateshead)

There is a lack of gender identity support for young people, with one national service provided from Leeds or London. Waiting times are a minimum of 18 months.

5. Use of pharmacies (Gateshead and Newcastle)

We know from our outreach work with the public, and from talking with pharmacists and other health professionals, that a lot of people don't know that they can go to their pharmacist for advice and treatment rather than depending on GPs, urgent care and emergency departments.

Adult Social Care Direct (the front door to adult social care)

One of the priority areas for 2019-20 was to carry out research on Adult Social Care Direct. This research took place over the summer and autumn of 2019. The findings are currently being shared with key stakeholders in draft and we are awaiting feedback. The final report is due to be published in March 2020 and will include recommendations and responses from Gateshead Adult Social Care. We will present the final report at a future OSC meeting.

Outreach and engagement

In the past four months we have held 25 events and stalls. Outreach events are now displayed on an interactive map on the Healthwatch Gateshead website (healthwatchgateshead.co.uk/about-us/our-work). These have varied from groups with young people (Gateshead College), complex learning disabilities (Inspired Support), older people (residential and care homes) and Refugee and Asylum seekers (Peace of Mind). We are also working hard to ensure that there is good geographical reach across the authority.

Working with the Asylum Seeker and Migrant Child Clinic at the Queen Elizabeth Hospital, we supported them to build a business case for the clinic by collecting patient experiences. Feedback from the focus group showed that the clinic is a very useful resource, however, the main barrier in accessing health services is due to a lack of suitable interpreters. For example, interpreters speaking the wrong language, not knowing medical terminology and cancelling last minute. This has been reported back to the clinic and we are now conducting a survey with the support of Gateshead Housing to gather more evidence of this issue which will be reported to NHS England to support the current commissioning process for Translation and Interpreting services.

Healthwatch is supporting the development of the Health and Wellbeing Strategy 2020 'Good Jobs, Homes, Health and Friends' by engaging with a small number of community groups to ensure that there is feedback from members of the public on the new strategy. We hope to have this work completed by Easter.

We are currently asking the public to help us choose our work priorities for the coming year 2020-21. They include Interpreting services, risk of falls, standards of care in residential settings, supporting young people who are facing gender identity issues and use of pharmacies. This is being promoted online and at stalls within the community. More information can be found at <https://healthwatchgateshead.co.uk/priorities-for-2020-21/>

We continue to provide an Information and Signposting Service with online and telephone enquiries covering all aspects of health & social care.

Commissioned work

Integrated Care System

Integrated Care System (ICS) asked us to hold focus groups about health and wellbeing. Focus groups took place with Peace of Mind (refugees and asylum seekers), Inspired Support (LD/autism) and Gateshead College (young people). We identified issues of staying healthy due to cost, time and education. These issues have been reported back.

Emergency Departments

Newcastle Gateshead CCG wants to improve choices available to people when they need health care urgently (within 24 hours) but it's not serious enough to be life threatening. Alongside Healthwatch Newcastle and Healthwatch North Tyneside we carried out patient surveys at the QE and RVI ED Departments over a 48-hour period over two weekends to understand how people make decisions about the right place to access help. The information has been reported back.

Strategic influencing

Felicity Shenton Deputy Chief Executive/ Operations Manager for Healthwatch Gateshead represents Healthwatch on the following Boards:

- Health & Wellbeing Board
- Gateshead Adult Safeguarding Board
- Gateshead Carers Partnership
- Gateshead JSNA Working Group
- Care Health and Wellbeing Overview and Scrutiny Committee
- CCG – Primary Care Commissioning Committee
- CCG – Patient, Public and Carer Engagement Forum
- CCG – Involvement Forum
- NEAS – Stakeholder Equality Group
- CNTW – Service User and Carer Reference Group
- Mental Health Crisis Care Concordat
- Learning Disability Partnership Board

Healthwatch Gateshead is also represented at a regional level on the following:

- Overview and Scrutiny Committee for the North East and North Cumbria ICS & North & Central ICPs

Felicity Shenton
14.2.20