
Gateshead Health and Wellbeing Board - Supplementary Information

1. Context

- 1.1 We continue to act as the consumer champion for health and social care; working to understand the needs, experiences and concerns of local people and ensuring their voices are heard and responded to. We are working on the 5 key priorities identified earlier this year in response to the Coronavirus pandemic. These are: information giving; information gathering; signposting; troubleshooting and supporting local communities.

The survey on patient experiences and stories during the pandemic which we presented at the meeting is part of our information gathering priority.

2. Additional Insight

- 2.1 Changes in advice, guidance and rules relating to COVID-19, since the survey, means that we are gathering updated insight from other sources, using this to guide what we explore further. This includes: Healthwatch England's 'COVID-19 Intelligence Update 12 August 2020 and their ongoing #BecauseWeAllCare campaign; collaborative work with Children North East on the experiences of children, young people and their parents and carers accessing health services; The Care Quality Commission's (CQC) annual assessment of the state of health and social care in England and our own insight (phoneline, email, feedback centre and general outreach).

- 2.2 Highlights from this additional insight include:

- Importance of communication and information
- Specific issues relating to dental services, including costs and long waiting lists / times
- Wariness about services becoming entirely digitised
- Costs associated with accessing services including hospital parking costs and one young person who did not eat for 2 days when they were an inpatient as the hospital were not offering food due to COVID-19 and they could not afford café food.
- Recent comments about difficulties accessing GP appointments and face to face appointments, though a lot of the feedback we have about GP practices is good.

3 Next Steps

- 3.1 Based on the data we have concluded that further work is needed around dentistry and we are looking to increase feedback on this to understand if some of the national themes are replicated locally. We are also going to take a closer and look at GP data to get a better understanding of the balance of positive and negative comments and the top themes within each one.
- 3.2 It is early days in the process, and we will continue to keep stakeholders up to date as we progress. We also remain committed to working collaboratively with partners and to be involved in future phases of work on communication and engagement in support of the Gateshead COVID-19 response.

