healthwatch Gateshead

Michael Brown
Chair Healthwatch Gateshead

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23rd January 2024

What is Healthwatch?

- Healthwatch was established by the **Health and Social Care Act 2012** and continues as part of the recent reform of the **Health and Social Care Act 2022**
- Healthwatch has two distinct parts:
  - **Healthwatch England**
  - **Local Healthwatch**
- Healthwatch are **independent organisations with legal powers** and duties
- Each Local Healthwatch **sets its own work programme** to reflect local community concerns

Healthwatch England

Nationally Healthwatch England has set 9 priorities:

- Tackle waiting times
- Review access to GP services
- Reforming NHS Dentistry
- Making care information accessible
- Improving hospital discharge
- Making patient data more transparent
- Understanding the impact of NHS 111 First
- Tackling health inequalities
- Learning from complaints

And 3 campaign areas for 2023/24:

- Primary Care
- Social Care
- Women's Health

Healthwatch Gateshead

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.

Healthwatch Gateshead

In summary we provide:

- a free signposting and information service for health and social care
- outreach and engagement activities to enable us to hear people's voices and to inform our work
- Research reports that demonstrate good practice and highlight gaps in services which we then raise with commissioners, service providers and partners

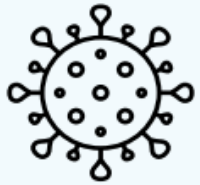
The Healthwatch Gateshead Committee agrees on 2 or 3 themes of work per year.

We have published our Annual Report for 2022/23 in June 2023 and we have just set our annual priorities for the year ahead – 2024.

Healthwatch Gateshead
Annual Report 2022/23 - highlights

healthwatch Gateshead

Spring



We worked to better understand how the COVID pandemic impacted on health and wellbeing.

We focused on refugees and asylum seekers to understand health and social care priorities for these local communities.

Summer

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.

We engaged with young people aged 18 to 25 to understand their views and general experiences of loneliness and social isolation.

Healthwatch Gateshead
Annual Report 2022/23 - highlights

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Autumn

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.

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.

Winter

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.

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.

Annual Report 2022/23 - Youthwatch

Healthwatch Gateshead with Healthwatch Newcastle launched our Youthwatch Project in February 2023 for people aged 16-25 years. We wanted to know what matters most to young people, their experiences, what matters to them and what information they need.

This feedback is being used to prioritise our work with young people, our future work programmes and will feedback into local health and social care services.

Annual Report 2022/23 - highlights

healthwatch 10 years

10 years of improving care

This year marks a special milestone for Healthwatch. 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?

CELEBRATING SUCCESS

10 YEARS OF HEALTHWATCH

healthwatch Newcastle

We gathered carers' experiences during the COVID-19 pandemic. Our report was sent to Newcastle City Council, so they were aware of carers' needs when tendering for new provider contracts

"I just wanted to say thank you very much for coming to the Domestic Abuse Local Partnership Board today to talk through your report. It provoked a good discussion and the information in the report will be useful to inform our strategy and our future commissioning intentions. I look forward to updating you in due course on our future plans and appreciate your support for our domestic abuse work in commissioning the report."

Joan Flood, Community Safety Lead

Violence Against Women and Girls/Hate Crime, Newcastle City Council

CELEBRATING SUCCESS

10 YEARS OF HEALTHWATCH

3 Healthwatch Gateshead Annual Report 2022-23

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Annual Priorities

Healthwatch Gateshead continually gathers information on local people's experiences of using health and/or social care services. We do this through our outreach, engagement and research.

Our annual survey (open every January to March) informs us of the public's experiences, and we collect people's views at our Annual Meeting in September.

We set our annual priorities based on all this feedback at the November Committee meeting.

Looking Ahead - 2024:

Healthwatch Gateshead Committee priorities for the next year are:

- **Mental Health**
  - Women
  - Young people
- **Social Care**
  - Impact of right care right people
  - Home care services
  - Digital exclusion
- **Youthwatch**

Looking Ahead - 2024:

We are targeting these communities for specific outreach and engagement:

- Jewish community
- Women
- Refugee and Asylum Seekers
- Young People

Local cross cutting themes to be watched are:

- Health literacy
- Social prescribing
- Communication and collaboration
- Digital inclusion

And we agreed a watching brief on the following national themes:

- Access to GPs
- Pharmacy
- Dentistry

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Thank you!
Any questions?