

Healthwatch Gateshead Activity Report April 2016 to August 2016

1. Introduction. This report outlines the key activities undertaken by Healthwatch Gateshead to support, promote and encourage residents to have a stronger voice in their health and social care by either being the representative of diverse communities or by providing intelligence – including evidence from people’s views and experiences – to influence the policy, planning, commissioning and delivery of health and social care.

2. Healthwatch Gateshead. The Health and Social Care Act 2012 set out that Healthwatch would be established in April 2013 in order to provide local citizens and communities with a stronger voice to influence and challenge how health and social care services are delivered within their locality.

3. Governance. The Board currently has a core of four Directors, previous Directors have left due to illness or work promotion out of the area. The Board is actively recruiting individuals who can commit to the ethos and goals of Healthwatch Gateshead.

4. The Board has decided to concentrate its energies on developing Healthwatch Gateshead to meet the changing health, social care and wellbeing landscape while guiding the existing team to deliver its contractual obligations. This will form the basis of our bid to win the next contract to provide Healthwatch Gateshead services as an independent organisation.

5. A senior strategic manager, Philip Kerr, has been recruited to manage the operations, to be the contact point for the contract management and delivery and also to support the Board to deliver on their strategic priorities over the course of 2016/17.

6. Research Projects. Healthwatch Gateshead engages with residents, commissioners, service providers and stakeholders to inform the type of research and engagement activities that Healthwatch Gateshead may undertake based on residents’ experiences of health and social care.

7. Customer Relationship Management (CRM) system. We have installed the latest version of Healthwatch England (HWE) CRM system. This latest version enables us to capture information

more efficiently from meetings, activities, residents' issues etc in a single place. This enables us to track issues, identify local problems and enable Healthwatch England to identify potentially national issues. IT enables us to satisfy requests from the Care Quality Commission in a more efficient and effective manner.

8. Volunteer Programme. Following the Enter and View visit to the Teams Medical Practice on 31 March 2016, the final report was published in May 2016. The purpose of the visit was to identify and share good practice examples of how meaningful patient engagement contributes to improving services. This report has now been shared widely with key stakeholders and publicised through normal channels. Authorised Representatives made a number of recommendations including increasing awareness of the different ways patients could get involved, developing the peer support function and social prescribing role of the Practice Health Champions, using an outcomes approach to reporting how patients had influenced service delivery and further developing the use of social media and newsletter as engagement tools. The report was positively received by the Practice who advise us that they have already implemented some of the recommendations made and would explore other changes in the future.

Authorised Representatives undertook a second Enter and View visit on 24 June 2016. This visit was to Hawksbury House Residential Care Home. The purpose of this visit was “talk to residents, family members, staff and managers, in order to find out what opportunities residents are offered during their day to participate in meaningful activity that promotes their health and mental well-being”.

This links directly to NICE: ***Mental wellbeing of older people in care homes, Quality Standards, 12 December 2013 – Quality Statement 1: Participation in meaningful activity.*** A report has been produced and comments from the provider are awaited. Once received, the report will be finalised and circulated to key stakeholders and published on the website.

9. Healthwatch and Young People. We have been working with key partners to explore and develop opportunities for young people to be involved in Healthwatch Gateshead.

Partners include:

- a) The Youth Council – following attendance at the Youth Council Portfolio Meeting in June it was agreed that working with the Youth Council could offer:
 - A mechanism for consultation with a diverse range of young people including those with disabilities and long term conditions.
 - Established channels for dissemination of information through each members' individual networks.

- Links to almost all comprehensive schools in the area as the majority have pupil representation on the Youth Council.
 - General promotion of our volunteering opportunities.
 - A strategic link for engagement of young people – which could offer an opportunity of building upon this to form a “Young Healthwatcher Board”.
- b) National Citizen Services – this organisation matches graduates (aged 16-18) with volunteering opportunities. They use ‘**vInspired.com**’, the NCS Opportunity Hub, e-newsletters and social media to spread the word to graduates. They have agreed to promote our volunteering roles with the young people they are in contact with.
- c) Gateshead College – they have been very receptive to working together to offer their students placements and voluntary work experience. This work is ongoing and will be further developed from September 2016 when the new term starts.
- The Learning Facilitator L1/3 Health and Social Care has a remit for co-ordinating learners to access placements in the sector. They are proactively promoting our volunteer roles to students as high quality opportunities to gain knowledge and valuable work experience in order to support their studies and develop personally.
 - The Curriculum Lead for Access to HE and Foundation Degree in Health and Social Care has a remit for supporting students (young and mature) to access placements to support their studies. They are also promoting our volunteer opportunities to the students they support.
- d) Gateshead Trinity Square Student Accommodation – The General Manager has agreed to circulate and promote HWG generally and volunteering specifically through Facebook and posters.

10. Expanding the volunteer offer. An exciting new “Mystery Shopping” role has recently been developed which should not only broaden the appeal of volunteering in general, but to young people in particular.

The purpose of this role is:

- To test the service user experience of the health and care services for Gateshead residents using different scenarios and situations.
- To find out about the consumer experience of people with disabilities or other specific groups such as young people.
- To see if contacts and services advertised are up to date and still available.

Expected outcomes include:

- Recognise good practice and highlight areas of excellence.
- Identify areas of concern to assist with service improvements.
- Gain a good understanding of what it feels like to be a service user.
- Make recommendations to the service provider about how to improve the service user experience.

This role is currently being promoted and advertised through partners and via normal publicity channels. This has so far resulted in three new volunteer applications. Existing volunteers have also expressed an interest in training as Mystery Shoppers.

11. Developing the volunteer team. There are currently eleven trained Enter and View volunteers and five Healthwatchers (who can provide outreach support to members of the team). A further three volunteers have applied and are currently going through the recruitment process. Promotion of volunteering opportunities has been, and continues to be, ongoing. In addition to using HWG's existing promotion and communication channels, promotion has also been undertaken via outreach events during National Volunteer Week, promotion at the Party in the Park, information at the Local Authority Volunteer Event at Trinity Square, a presentation at the Healthwatch Gateshead public meeting, a presentation to the Vanguard Project volunteers and through community engagement work in outreach venues.

12. Working with the Queen Elizabeth Hospital. Preliminary discussions with representatives from the hospital regarding Healthwatch Gateshead volunteer involvement have been very positive. Both parties agreed it could be beneficial to work together on a project involving Healthwatch Gateshead volunteers. Initial ideas include involvement of volunteers in the '15 step challenge' and the possibility of recruiting and training hospital patients as volunteers who would report on their own personal experience of care at the hospital and identify how it could have been improved. A further meeting is planned with hospital representatives in September to explore this further.

13. Oversight and Scrutiny Committee. We attended the May meeting of the OSC to provide HWG statements on Quality Accounts for NTW, Gateshead Foundation Trust and South Tyneside Foundation Trust.

14. North East Ambulance Service. We attend the regular meetings of the Health Ambulance Forum, to raise issues for Gateshead residents. At the last meeting we raised concerns about the NHS 111 Service and examples of delays experienced by the residents. We also raised concerns about booking patient transport from nursing homes in Gateshead. We are currently awaiting their response.

15. Care Home Vanguard. Significant involvement with the various Vanguard groups to understand the new models being proposed and to influence their development. Where their new models include volunteers, Healthwatch Gateshead will be delivering a portion of the training courses. We have challenged the role of the Steering Committee as their purpose is unclear.

16. Adult Safeguarding Board. HWG provided an interim chair for the May during the transition period until a new independent chair was appointed. HWG role is to challenge any proposed policy which could detrimentally affect Gateshead residents without adequate safeguards.

16. Empowering and Informing Gateshead Residents. Healthwatch Gateshead has a statutory duty to empower local residents to enable them have a voice in both national and local consultations which could impact on their health and social care and to represent their views to those who commission and provide health and social care services.

17. Deciding Together Consultation on the Future of Specialist Mental Health Services in Newcastle & Gateshead. We continue to actively promote the residents' views on the proposed changes to Adult Mental Health Services in Gateshead and Newcastle.

18. Other Consultations publicised. We have publicised 32 consultations covering a range of health and social care topics, far too many for any one individual to have the time to read, digest and then respond. Those we have publicised are shown at **Appendix 1.**

19. Healthwatch Gateshead informs residents about national and local consultations which could affect the health and social care. This is undertaken by either holding special events, participating in local events across the borough, through our social media, website, our electronic newsletter, council newsletter or through partners, our contacts database and Survey Monkey. Our electronic newsletter goes to over 500 organisations and individuals, as shown at **Appendix 2.**

20. We have developed “**Have your say**” comment cards which gather the experiences people have received in respect of Health & Social Care services they have received. The comment cards are on an A5 card with a Freepost return address to Healthwatch Gateshead. These comments are analysed to influence and shape our areas of work.

21. We have continued to hold local events across the borough to engage with residents. One series of events is in partnership with the police at ‘**Cuppa with a Copper**’ where we provide Gateshead residents with the opportunity to raise any social or health care issues. Residents are encouraged to either put forward their views as individuals or to use Healthwatch Gateshead to represent their views where they feel unable or vulnerable.

*A summary is shown at **Appendix 3***

22. Healthwatch Gateshead has reminded organisations of the limitations of using the web and glossy brochures to inform and engage Gateshead residents and will continue to encourage organisations to use suitable language and delivery mechanisms which reach the majority and minority groups in Gateshead.

23. Healthwatch Gateshead has a duty to inform, promote and feed into local consultations which impact upon local services. Here are some examples of consultations where we have been actively promoting:-

- Gateshead Parks, Play Areas, Nature Reserves and Other Open Spaces
- Gateshead Libraries Consultation
- Dementia Friendly Swimming Sessions

25. Strategic Partnerships Representing Gateshead Residents

Healthwatch Gateshead Chair, Board members and the Staff team represent Healthwatch Gateshead at a variety of forums, networks and strategic boards. Our role is to ensure that the voice and opinions of local people are taken into account when decisions are being made about health and social care services. We have had regular representation and input to the following: -

- **Primary Care Joint Commissioning** - the body responsible for the planning and commissioning of healthcare services to meet the needs of the local community.

- **Gateshead Safeguarding Adults Board**- whose overarching purpose is to help and safeguard adults with care and support. Healthwatch Gateshead has provided an Interim Chair for this committee until a new chair is appointed.
- **Local Engagement Board** - Members of the public are invited to these quarterly Local Engagement Boards (LEBs) to discuss important health issues and services and to help shape, improve and develop local NHS services.
- **Health and Wellbeing Board** - established and hosted by local authorities, health and wellbeing boards bring together the NHS, public health, adult social care and children's services, including elected representatives and Local Healthwatch, to plan how best to meet the needs of their local population and tackle local inequalities in health.
- **Care, Health and Wellbeing Overview and Scrutiny Committee** - Council overview of provision of health services to the local population.
- **Gateshead Patient User Carer Public Involvement Group (PUCPI)** - aims to ensure that the needs and issues identified by members are brought to discussion with commissioners.
- **Gateshead Smoke free Tobacco Alliance (Ten Year Tobacco Plan)** - reducing the number of residents who smoke in Gateshead. Healthwatch Gateshead is providing the Vice-Chair for this committee.
- **Gateshead Care Home Vanguard** - a joint approach by NHS Newcastle Gateshead CCG and Gateshead Council to deliver improved health and social care into homes for local residents and their families.
- **North East Commission for Health & Social Care Integration** - The purpose is to establish the scope and basis for integration, deeper collaboration and devolution across NECA's area to improve outcomes and reduce inequalities. (The area covered by NECA and the Commission is County Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland.).
- **Joint Integrated Care Programme Board/STP** - response to NHS England regarding the future structure of healthcare in the North East.

- **Achieving More together** - Gateshead Strategic partnership to enable residents make the most of their capabilities.
- **Gateshead Voluntary Sector Advisory Group** - provide input to Health and Wellbeing Board.
- **Gateshead and Newcastle Joint Overview and Scrutiny Committee** - has a statutory role in considering whether it has been appropriately consulted and whether any proposed developments are in the best interests of the health service in their area.
- **Northumberland Tyne and Wear NHS Foundation Trust** – provides ambulance services which cover the counties of County Durham, Northumberland, and Tyne and Wear, along with the boroughs of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees.

27. Website. The website has been refreshed and offers more information on local services and our marketing and promotional activities are increasing, including closer working with Citizens Advice. We provide an A to Z list of services for all kinds of health and social care information, advice, complaints, care pathways, patient and support groups. There is also a section on frequently asked questions which is reviewed on a regular basis to save individuals time if we have already responded to a similar question. We do however encourage new questions.

28. Partnership Working. Healthwatch Gateshead works in partnership with both voluntary organisations and statutory bodies to reduce duplication of effort and provides greater value for money in an era of austerity. Our partners inform Healthwatch of issues raised by their members or who may be affected by the various consultations.

29. In accordance with our business plan we have continued to offer our assistance by informing key stakeholders of the views HWG has gathered. This includes: -

- participating whenever possible in consultation events run by Health and Social Care commissioners and providers.
- continuing to work closely with the Care Quality Commission to help inform and shape their forward plans. We will assist CQC in their inspections, provide detailed information received from Gateshead residents.

- working with the North East Commission for health and social care integration to try and ensure that any future design is resident orientated, rather than institution based.
- working with the joint integrated care programme board to develop a sustainable transformation plan with is more patient based then institution based.
- delivering the agreed contract with Gateshead Council.
- promoting and supporting the Council's 10 Year Tobacco reduction programme.
- considering how we can support the focus on housing and its impact on the health and wellbeing of residents.
- considering how we support the issues around delayed discharges, specific challenges and examples of good practice
- considering how we can support ensuring that end of life policies in hospitals and care homes respect a patient's dignity.

There will no doubt be many further areas of actual or potential activity which will arise during the year. HWG will continue to respond positively wherever possible to requests for our involvement.

40. Summary. This OSC is asked to note the contents of the report and the significant contribution that Healthwatch Gateshead has made in enabling residents of Gateshead have a voice in the health and social care they receive.

D.G.Ball

Chair of Healthwatch Gateshead

Appendix 1 – Consultations promoted

Improved Support for Carers
New Health Data Security Standards
Children’s Social Care Inspections
Neurological Hospital Discharge
Patient and Public Participation in Primary Care Commissioning
Health and Social care in the Criminal Justice System
Supporting decision making for people who may lack capacity
Call to increase HIV testing uptake
National Maternity Services
Social Workers Proficiency Standard Consultation
Review of Public Health England – PHE
Long Term Conditions
Standards on Pharmacy Professionals
Urgent Dental Care Review
Care Quality Commission NHS Patient Survey Consultation
Re-commissioning Local Authority Domiciliary Care
Care Quality Inspection of Northumberland Tyne and Wear Trust
Patients Voice Representation in Public Participation and 7 Day GP Access
Gateshead Council Adult Social Care Budget Proposals 2016 – 2018
National Lesbian, Gay, Bisexual and Transgender (LGBT) Healthcare Views
Hospital Discharge Choices
Care Costs – Deferred Payment Arrangements in Gateshead
Cancer Drugs Fund Consultation
National and local Maternity Care
Outpatient Appointment Options
Review of 0 – 19 year old services and their families
Youth Justice Review Event
Overseas and migrants – Extending charges for NHS services
Developing Mental Health Services for Veterans.
North East Ambulance Service
Lesbian, Gay, Bi-sexual and Transgender Sexual Health Clinics
North East Combined Authority Transport Plan (NECA)

Appendix 2 - Recipients of Healthwatch Gateshead Electronic Newsletter

- All Care Homes in Gateshead
- All Residential Homes
- All Nursing Homes
- Individuals
- All Schools
- Various Council departments i.e. Communities, Neighbourhoods and Volunteering, Community Safety, Wellness Hub, Looked After Children, Safeguarding Team etc.
- Public Health department
- Various healthcare personnel – Sexual Health Lead, Dementia Leads, Volunteering Lead, Patient Experience Teams, Hospital Communication Department, PALS, NTW, CCG staff, Health Champions Lead etc.
- Ambulance Service
- All GP surgeries and Practice Managers
- Many voluntary sector organisations – i.e. Age UK, Carers Association, Hearing Loss Support, Your Voice Counts, Rape Crisis Centre, Changing Lives etc.
- All Community Centres
- All Leisure Centres
- Readers At Home Service
- All Councillors
- Local MP's
- All Dentists
- All Opticians
- Local Media - including radio and newspaper
- Hospital Radio
- ICA – Independent Complaints Advocacy
- All Pharmacies
- All Children's Centres
- Specific Black and Minority Ethnic Community Groups
- All Advocacy Projects in the Borough
- HWG staff, volunteers and Board members
- Other local Healthwatch organisations
- Health and Wellbeing Board
- All Libraries

- Clinical Professional Networks – pharmacy, dentistry, ophthalmology
- Northumbria Police
- Tyne and Wear Fire Service
- Care Quality Commission

Appendix 3 - OUTREACH EVENTS

“Cuppa with a Copper” events in the West of Gateshead with Outer West Police Department

Healthwatch Drop ins – all over the Borough

Thursday 17 th March	10- 12 noon	Healthwatch Drop in Dunston Activity Centre
Tuesday 21 st March	10 – 12	Healthwatch Drop in Kibblesworth millennium Centre
Friday 18 th March 2016	2pm	Cuppa with a Copper Burnside Community Lounge, Highfield
Monday 28 th March 2016	11-12pm	Cuppa with a Copper Chopwell community centre
Wednesday 30 th March 2016	12pm	Cuppa with a Copper Bradley Nurseries, Crawcrook
Thursday 31 st March 2016	10-11pm	Cuppa with a Copper Blaydon/Winlaton Children’s Centre
Tuesday 5 th April 2016	2-2.30pm	Cuppa with a Copper Blackhall Mill community centre
Tuesday 12 th April	10 – 11	Gateshead CAB. HWG and ICA
Thursday 14 th April 2016	2pm	Cuppa with a Copper Burnside Community Lounge, Highfield
Saturday 16 th April 2016	1-2pm	Cuppa with a Copper Parkhead School, Winlaton
Monday 18 th April	9-10am	Cuppa with a Copper

2016		Winlaton Centre, Winlaton
Tuesday 19 th April 2016	10 -11am	Cuppa with a Copper The Café, Tundry Way, Blaydon
Wednesday 4 th May 2016	12pm	Cuppa with a Copper Co-op, Ryton
Thursday 5 th May 2016	10-11am	Cuppa with a Copper Blaydon/Winlaton Childrens Centre
Tuesday 10 th May 2016	2-2.30pm	Cuppa with a Copper Blackhall mill community centre
Wednesday 11 May	10 – 11	Gateshead CAB. HWG and ICA
Monday 23 rd May 2016	9-10am	Cuppa with a Copper Blaydon/Winlaton Childrens Centre
Tuesday 24 th May 2016	10-11am	Cuppa with a Copper The Café, Tundry Way, Blaydon
Wednesday 25 th May 2016	7pm	Cuppa with a Copper Burnside Community Lounge, Highfield
Wednesday 8 June	10 – 11	Gateshead CAB. HWG and ICA