



# Annual Report

**healthwatch**  
Stockton-on-Tees

**2016/2017**



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# Message From Our Chair



Welcome to the Healthwatch Stockton-on-Tees Annual Report, for the year 2016/17. I am pleased to be able to introduce this snapshot of all the work undertaken by the staff and volunteers who support Healthwatch locally. We try to represent the views of local people, residents of Stockton-on-Tees and patients or users of health and social care services provided across the borough and beyond. Our main aim is to help people, as individuals or groups, and influence the way their services are provided. Our success is based on the changes we directly generate at all levels of the Health Service and Council services.

We work at a strategic level, influencing the emerging changes across the delivery of health and social care. Through membership of many committees such as the Health and Well Being Board and the Primary Care Commissioning Committee, we hope to contribute to plans such as BetterCare, Urgent Care, Sustainable Transition Plans (STP) and Primary Care

development, as well as the overall improvements in Public Health.

We work at the direct operational level where people receive their care by undertaking specific projects aimed at service delivery improvements and “Enter and View” initiatives, where our feedback can change how users are treated. This year we have concentrated on a number of services such as GP practices, care homes, dementia services and services where feedback from the public has shown a need for investigation.

“Our work is, of course, reliant on what we learn from the public and much of our time is spent seeking views across a wide spectrum of users. You will see the outcome of this engagement programme within the report. It is so important that those who commission and provide services listen to the views of their users.”

We work alongside others who have a similar role to ourselves, other Healthwatches, Healthwatch England, Scrutiny Committees and many affiliated community organisations. I would like to thank everyone who has worked on our behalf, especially the staff, volunteers and fellow Board members. Should you have any comments about this report, or any of our work, do not hesitate to contact a member of the team.



# Message From Our Programme Manager

*I am very happy to present the fourth Healthwatch Annual Report, which I hope you will find demonstrates the varied range of work that has been carried out over this year.*

*One of the biggest challenges that Healthwatch faces is the ability to collect information from all users of health & social care services. We want to support everyone to have their voices heard so that services can be improved to support those that need them.*

*The future of health and social care is changing in many ways; we are living in a time of uncertainty and transformation. We know the NHS is under increasing pressure to better utilise its resources; with the strain on services becoming ever greater. Therefore it is vital that we work together to help improve the services for the future.*

*‘Only through a system-wide set of changes will the NHS be sure of being able to deliver the right care, in the right place, with optimal value. This means utilising wider services to support improved productivity and quality as well as peoples wellbeing.’*

*It has been a privilege to work with colleagues, peers, stakeholders, service users and the public throughout this year;*



*all working towards a common goal which is getting the best out of our local health and social care services.*

*I hope the future years of Healthwatch continue to support this period of transformation, and look forward to seeing the voices of the public listened to. After all you are the experts by experience.*

Natasha Judge



# Highlights From Our Year

14

Reports Produced

408

Healthwatch Members

1315

People Engaged

258

Young People Engaged

878

Twitter Followers

3

Enter and View Visits

68

Engagement Activities

477

Stakeholders

106

People Supported Through Information  
And Signposting Service



# Who We Are

Healthwatch Stockton-on-Tees is an independent body steered by a board of volunteers, commissioned by the Local Authority and accountable to the public. We strive to work effectively with local health and social care providers, to ensure the needs and preferences of service users are at the heart of the delivery of health and social care services. We listen to the views and experiences of people who use health and social care services.



## Our Vision

Healthwatch Stockton-on-Tees' vision is to be a strong, independent and trusted voice for local people. By working together in partnership with other organisations, the community and voluntary sector, the local Clinical Commissioning Group, Public Health and the Local Authority, Healthwatch Stockton-on-Tees endeavours to ensure that the needs and preferences of service users are central to how services are planned and delivered.

## Our Priorities

Healthwatch Stockton-on-Tees' strategic priorities include:

- Involving and engaging the community in influencing the commissioning of local services by gathering their views and experiences of using health and social care services in Stockton-on-Tees.
- Strengthen the collective voice of the community through influencing local health and social care services to better meet their needs.

- Conducting investigations, producing reports and making recommendations to local health and social care providers.
- Acting upon concerns highlighted by the public and service users and using our statutory right to Enter and View local services.
- Supporting people to find the right health and social care services by providing appropriate information, advice and signposting.
- Using our seat on the Health and Wellbeing Board to escalate issues raised with Healthwatch Stockton-on-Tees.
- Developing collaborative links with GP & NHS Patient and Public Involvement Forums.
- Building relationships and a network of contacts to ensure representatives of service user, patient and carer groups and organisations can get involved, making their views heard.
- To inform and highlight the work we do with national bodies e.g. Healthwatch England & Care Quality Commission (CQC).

## Our Staff

Natasha Judge - Programme Manager

Jane Hore - Community Engagement Lead

Laura Gargett - Community Engagement Assistant

Lynne Blackburn - Community Engagement Assistant

Jill Edemenson - Research and Policy Officer

Susan Cawley - Administrator

\*In November 2016 we said goodbye to Holly Kettlewell and welcomed our new Community Engagement Assistants, Laura Gargett and Lynne Blackburn.



Our 2016/17 Healthwatch Stockton on Tees team (from left to right) Laura Gargett, Jill Edemenson, Lynne Blackburn, Sue Cawley, Natasha Judge and Jane Hore



*Gathering Views  
On Health and  
Social Care*



## Gathering Experiences And Understanding People's Needs

Healthwatch Stockton-on-Tees use a range of engagement activities to gather the views and experiences of the local community. The Healthwatch team engages with local people, patients, service users, carers, community groups, organisations, service providers and commissioners, to help understand what the individual's needs are in context to local health and social care services. Examples of ways in which Healthwatch Stockton-on-Tees engages with the community are:

### Attending Events

Healthwatch Stockton-on-Tees regularly hold stalls and attend events to promote Healthwatch, network with other organisations, and most importantly, engage with members of the public.

Healthwatch attended the following events in 2016/17:

- Positive Social Behaviour Order Youth Event
- Health and Beauty Event
- Health and Wellbeing Event (Billingham)
- Stockton United for Change 16+ Disability Information Event
- Stockton Volunteers Month Pop-Up Shop Event
- Lifeline Stakeholder Event
- Alzheimer's Roadshow Event
- University Hospital of North Tees Deaf Blind Awareness Event

- Healthwatch Dementia Consultation Event
- Mental Health and Learning Disabilities Information Showcase Event

### Visiting Patient Participation Groups

Healthwatch Stockton-on-Tees has been raising awareness through local Patient Participation Groups (PPGs) held in GP surgeries across Stockton-on-Tees. Our aim is to encourage patients to have an active voice in shaping local health and social care services.

PPG groups we visited during 2016/17:

- Tennant Street Medical Practice
- Woodlands Family Medical Centre
- Woodbridge Practice
- Queens Park Medical Centre

“Healthwatch have been incredibly supportive towards the Practice. They attended our Patient Participation Group (PPG) and provided a useful insight into the work of Healthwatch Stockton. The PPG found their attendance incredibly interesting and found their passion for their work overwhelming. Additionally, Healthwatch have advised and guided the Practice with best practice patient education methodologies, which advanced the patient journey further.”

*Ian Forrest, Practice Manager at Woodbridge Practice*

## Community Drop-In Sessions

During 2016/17, Healthwatch Stockton-on-Tees held community drop-in sessions throughout the area. The sessions were held in central locations throughout Stockton-on-Tees, giving local residents the opportunity to learn more about Healthwatch and share their experiences.

The community drop-in sessions were advertised on various websites, through newsletters and via social media to ensure members of the public were aware of where to find Healthwatch.

A few examples of the drop-ins held during 2016/17 are:

- Stockton Central Library
- Billingham Central Library
- Thornaby Central Library
- Parkfield Hall
- Rediscover Shop

## Working with other organisations to engage with the public

Healthwatch Stockton-on-Tees also engages with the community by working together with other organisations. Strong relationships have been built with a number of organisations including:

- Dementia Voices Stockton
- Stockton United for Change
- Daisy Chain
- Thrive
- Hillcare
- Thornaby Community Partnership
- Endeavour Housing
- Sanctuary Supported Living
- Little Sprouts

- Catalyst
- Stockton and District Advice and Information Service
- Hartlepool and Stockton-on-Tees CCG
- North Tees and Hartlepool NHS Foundation Trust
- Stockton Borough Council



Healthwatch Stockton-on-Tees have developed strong working relationships with over 14 local organisations, and are always endeavouring to develop new partnerships to reach our diverse community.



## Visiting Community Groups

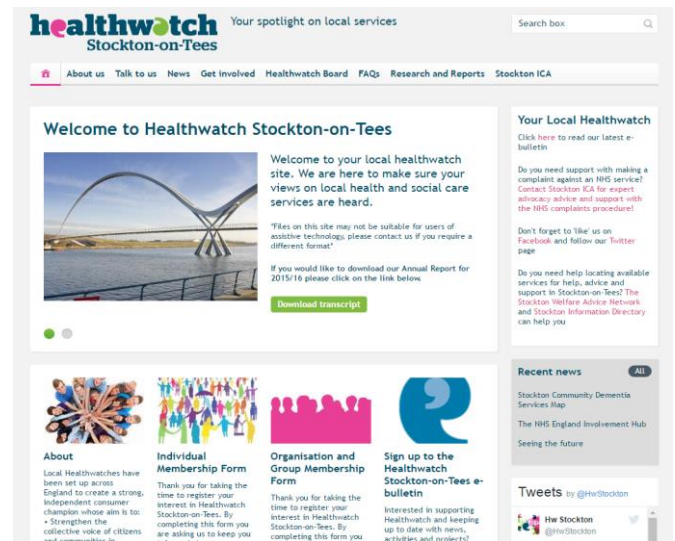


Healthwatch Stockton-on-Tees regularly attend community groups to talk about the work we do, and to capture patient experiences in relation to health and social care services.

Just a few of the community groups we visited in 2016/17 were:

- The Voice Forum
- Lanark House (respite and support for those with Learning Disabilities)
- Young at Heart Group (Glebe Community Centre)
- Sanctuary Supported Living Carers Support Group
- Endeavour Housing Older Person's Group
- Daisy Chain
- University of the Third Age (U3A)
- Friends of Ropner Park

If there are any meetings or support groups in your local community that you would like us to attend, please get in touch on 01642 688312. We can let you know how we can support you and the people you represent, to ensure your voice is heard.



## Website and Social Media Engagement

Healthwatch Stockton-on-Tees' website is regularly updated with information about how members of the public can feed in information about their views and experiences of health and social care services. Questionnaires are regularly uploaded onto the website for people to complete in context to the current work plan priorities. Healthwatch Stockton-on-Tees regularly circulate information from other organisations to promote their work, events and campaigns. In addition to this, the website also has the feature 'Talk to Us' which people can fill in to provide feedback to Healthwatch on local services. Healthwatch Stockton-on-Tees recognises the importance of the engagement potential of social media, such as Facebook and Twitter, and we actively engage with the public using these methods.

## Healthwatch 'Have Your Say' Comment Boxes



Healthwatch Stockton-on-Tees have a number of 'Have Your Say' comment boxes located across the Borough, with comment cards for members of the public to fill in should they wish to share their views and experiences of health and social care services.

The location of the boxes are rotated on a regular basis, giving people the opportunity to share their views.



## Healthwatch Information Sessions

Healthwatch Stockton-on-Tees also deliver information sessions to local organisations and their representatives. If you work for an organisation and would like to find out more about Healthwatch, the team would be happy to come and deliver an information session. These information

sessions support Healthwatch in reaching the wider community, encouraging organisation representatives or advocates to feedback their client's views, and experiences, to identify potential gaps or highlight aspects of good practice within the services they use.

Please get in touch by calling 01642 688312 or email [healthwatchstockton@pcp.uk.net](mailto:healthwatchstockton@pcp.uk.net).

## Healthwatch Stockton-On-Tees Engaged Face-to-Face With 234 Young People.

Healthwatch Stockton-on-Tees received 129 surveys and 133 young people took part in an interactive activity involving discussions about health and social care. The locations Healthwatch visited across Stockton-on-Tees to engage with young people were:

- John Whitehead Park, Billingham, Community Engagement event (Age 5 - 14)
- Endeavour Housing-Parkfield Hall (Age 17)
- Stockton Riverside College Fresher's Fayre (Age 16-18)
- Bede Sixth Form College Health and Wellbeing Event (Age 16-18)
- Durham University Stockton Campus Fresher's Fayre (Age 18+)
- Egglecliffe School Youth Club (Y7, aged 11-12)
- Egglecliffe School Youth Club (Y8-Y10, aged 12-15)
- Abbey Hill Primary School (Age 15-18)
- Ragworth Neighbourhood Club (Age 11-18)
- Thornaby Pavillion Youth Club (Age 9 - 16)
- Ingleby Barwick Youth Club (Age 11-16)

Healthwatch Stockton-on-Tees engaged with the groups, delivering a range of interactive activities to encourage the young people to talk about their experiences, and also to gather information on their knowledge of health and social care.

Healthwatch Stockton-on-Tees collated all the feedback gathered into a report which can be found on our website: [www.healthwatchstocktonontees.co.uk](http://www.healthwatchstocktonontees.co.uk).

### Engaging with older people

Healthwatch regularly carry out engagement activities with older people as we recognise that these are the people who are more likely to use health and social care services on a regular basis.

Our engagement work with older people during 2016/17 involved working with the following agencies:

- U3A
- Dementia Voices Stockton
- Live Well Dementia Hub
- Young at Heart

Many other groups we visit are also attended by older people such as Patient Participation Groups (PPG's) and housing provider events. Healthwatch have also had the opportunity to gather older people's views and experiences whilst attending library events and community drop-ins.



### Care Homes

Engagement work has been carried out visiting a number of care homes within Stockton-on-Tees. This work has involved speaking to care home managers and staff, residents and family groups, to gather feedback on services delivered within the homes.

### Investigating Patient Experiences of Improving Access to Psychological Therapies (IAPT)

Following Healthwatch's 'Shaping Mental Health Services Together' event in March 2016, a range of comments and concerns were received from those who attended regarding current mental health service provision.

A research project was carried out in partnership with Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland. This work was conducted with support from Psychology students at Teesside University. A questionnaire was created and circulated widely. A thematic review was undertaken to identify emerging themes and gaps in services. From this analysis, focus groups were held with individuals who had experience of accessing the services. Following the feedback, recommendations were made which included; considering a person-centred approach, promoting local support groups and consistency of sessions.

The CCG welcomed the report and recognised that the need for further discussion and a raise in profile regarding mental health, was necessary.

This work was entered into a 'Posters in Parliament' competition at Teesside

University and won 1st place, giving Jill, Research & Policy Officer from Healthwatch and Teesside University students, Hannah and Pippa, the opportunity to visit the Houses of Parliament to present their research to MP's and policy makers.

Healthwatch would like to thank Hannah and Pippa for all their hard work and dedication to this research project, and would like to congratulate them on this amazing achievement.



### People Believed To Be Disadvantaged, Seldom Heard or Vulnerable

Healthwatch Stockton-on-Tees has a responsibility that it should be inclusive and reflect the diversity of the community it serves, with a particular focus on understanding the views and experiences of members of the community who may be disadvantaged, seldom heard or vulnerable.

Healthwatch has engaged with a number of representatives from organisations supporting disadvantaged, seldom heard and vulnerable people, to ensure an understanding of Healthwatch's role within the community is clearly defined, and to facilitate feedback regarding any issues highlighted by their clients and services users.

Examples of the organisations engaged with through this intelligence gathering exercise include:

- Men Tell Health
- Youth Direction
- Halo
- Asian Ladies Group
- Thrive
- North Star Housing
- Stockton United for Change
- Teesside Recovery Advocates and Consultants (TRAC)
- Stockton Services Navigation Project (SSNP)
- Stockton Services Navigation Project and Asylum Seeker and Refugee Service
- Stockton Independent Complaints Advocacy service (ICA)

### People who live outside Stockton-on-Tees but use services within the area

Healthwatch Stockton-on-Tees have actively supported a variety of consultations across localities affected by changes, not only to Stockton-on-Tees, but the surrounding communities to ensure the voices of these people have been heard. Healthwatch have promoted these activities with regular updates on the website and social media platforms.

The strong relationship developed with other local Healthwatches has continued to grow throughout 2016/17; enhanced through attending both regional and national meetings, to collect and share intelligence. This collaborative working has enabled Healthwatch Stockton-on-Tees to engage with a wider audience. An example of this effective collaborative working was the circulation of a questionnaire, issued to service users about the NHS 111 service; undertaken in

partnership with Healthwatch Middlesbrough and Redcar and Cleveland, providing the opportunity to deliver a more comprehensive collection of feedback to North East Ambulance Service (NEAS). Another example of effective partnership working was with NHS Hartlepool and Stockton Clinical Commissioning Group. Healthwatch attended and participated in the consultation of changes to In-Vitro Fertilisation (IVF) services within this locality.

### What We Have Learnt From Visiting Services

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of volunteers, who are trained as 'Authorised Representatives'. Enter and View visits are carried out at health and social care premises to find out how services are being delivered. Recommendations are made if areas for improvement are identified, and best practice can be shared with the public, commissioners and stakeholders. An Enter & View is the opportunity for Healthwatch Stockton-on-Tees to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered.
- Collect the views of service users at the point of service delivery.
- Collect the views of carers and relatives and staff.
- Observe the nature and quality of services.
- Collect evidence-based feedback.

- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are normally carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate, an 'unannounced' visit can take place. Enter & View visits are carried out if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so we can learn about and share examples of good practice.



### Authorised Representatives

An authorised representative can be a registered volunteer or Healthwatch staff member, who participates in Enter & View activities.

The key tasks of an authorised representative are:

- To prepare for Enter & View visits to health and social care services by researching and preparing background information about the service under investigation.
- To take part in the visit; observing and noting relevant information, talking to staff, relatives and service users about the service.
- To contribute to the written report that is produced following the visit.
- To take part in follow-up visits if deemed necessary.
- To take part in training sessions relevant to the Enter and View programme.

### Healthwatch Stockton-on-Tees' Authorised Representatives Who Can Carry Out Enter & View Visits Are:

- Natasha Judge
- Jane Hore
- Laura Gargett
- Jill Edemenson
- Beryl Magson
- Carole Harrison
- Margaret Wright

### Roseberry GP Practice

Evidence collated from Healthwatch Stockton-on-Tees' Information and Signposting service highlighted that patients registered at Roseberry Practice in Billingham were having difficulties obtaining appointments with a particular GP. In addition, feedback was received regarding the fact that no male GP's were currently employed at the practice. It was also highlighted that access to the practice via telephone required some improvement.

Healthwatch met with the practice manager to arrange an announced Enter and View. The practice manager welcomed the visit and gave feedback on issues affecting service provision at the practice.

The Healthwatch team conducted the Enter and View visit over the course of one day, speaking to a number of patients using the services. In addition to making observations, Healthwatch gathered feedback from patients and staff members by means of a survey. The majority of patients Healthwatch spoke to, praised the practice for its professional, helpful and friendly staff. A number of patients also expressed their regret at the number of GP's who had left the practice, and were sympathetic toward the pressures the remaining practice staff were under owing to this. One issue highlighted during Healthwatch's investigation was that patients were experiencing difficulty making an appointment by telephone. Following the visit, Healthwatch made a number of recommendations for the practice to take into consideration, with the aim of improving the patient experience:

- NHS Choices website updated.
- Advertise additional services the surgery offers on the practice website.
- The repeat prescription box lowered to ensure accessibility for wheelchair-users.
- To ensure translation services are available, advertised for patients and that staff made aware of this facility.
- Healthwatch recommend the self-service check-in facility is repaired.
- Patient Participation Groups reinstated and advertised in the waiting area
- The text reminder service is to be more widely advertised for patients.



- Literature, posters and advertising of the practice’s services and information are to be reviewed; to ensure good visibility and detail accurate information without jargon.

Healthwatch Stockton-on-Tees will revisit the practice and report on the action taken by the practice to improve patient experience.



### University Hospital of North Tees

Healthwatch Stockton-on-Tees conducted an Enter and View at University Hospital of North Tees, following numerous pieces of work within the hospital. During this work, many patients commented on issues around communication and how this could be improved.

Healthwatch staff designed questionnaires to gather the experiences and views of employees, and analysed feedback gathered from patients and individuals regarding their experiences of communication.

Healthwatch Stockton-on-Tees requested a response from the Trust on how they intend to address the issues highlighted in the report, to improve communication for all.

### Woodside Grange Care Home



Evidence from a Healthwatch Stockton-on-Tees consultation event at the Live Well Dementia Hub, and information gathered through the Information and Signposting service, highlighted issues regarding the quality of care, medication administration and staff training at Woodside Grange Care Home.

Healthwatch Stockton-on-Tees carried out an announced Enter and View to gather further patient, relative and staff feedback regarding the quality of care, policy and procedure, and staff training.

As a result of the visit, a number of recommendations were made which included;

- Improve communication
- Replenish equipment stocks with an alternative system
- Reconsider the choice of activities and resources

- Improved meal provisions and monitoring were made.

The manager of Woodside Care Home provided Healthwatch with a response to the recommendations and a commitment to change and improve staff and resident experiences.



*Helping  
You Find The  
Answers*

Healthwatch Stockton-on-Tees has a duty to provide people in the community with information on local health and social care services. In order to fulfil this, Healthwatch Stockton-on-Tees has an Information and Signposting service. This service provides information and signposting about health and social care services, to support local people to make the best possible choices about their care and support.

Healthwatch Stockton-on-Tees also supports people who wish to complain about these services, by guiding them through the correct process and providing contact information to other services who can support them.

Throughout 2016/17, the Healthwatch team have also been building stronger relationships with a number of local service providers; in particular the Independent Complaints Advocacy (ICA) Service. Both Healthwatch and ICA are committed to ensuring that the residents of the Borough receive high quality health services. The teams have held regular meetings to work together with the aim of achieving this objective. Healthwatch and ICA share anonymised data relating to issues and complaints raised, and work in collaboration to identify trends which may need action. Healthwatch Stockton-on-Tees have developed strong links, enabling staff to support and guide members of the public through the correct complaints process. In addition to this, Healthwatch Stockton also works closely with the Stockton Service Navigation Project to support individuals from the community to make informed health and wellbeing choices, in context to accessing a range of community based services which support individuals to develop emotional resilience and reduce social isolation.

**We provide information and signposting about health and social care services to support local people to make the best possible choices about their care. Below are examples of how Healthwatch Stockton-on-Tees have listened to people's experiences and provided advice and information:**

#### Example 1

An individual contacted Healthwatch Stockton-on-Tees as she was concerned about the closure of her GP practice at Tithebarn house. The lady had been informed by an employee at the centre that it was closing at the end of March. She had not received a letter informing her of the changes and rang to ask if Healthwatch Stockton-on-Tees knew anything about this. Healthwatch Stockton-on-Tees are informed of changes to local NHS services in advance, and were able to reassure the lady, giving details of the changes.

Healthwatch also circulate information on NHS changes to the wider community via the website, Facebook and Twitter pages.

The lady thanked Healthwatch for their assistance, stating she felt much better and more confident in sourcing a new GP practice.

#### Example 2

An individual telephoned Healthwatch Stockton-on-Tees requesting support. Their son had complex additional needs and the family were finding this challenging. After an unsuccessful outcome after self-referring to Children and Adolescent Mental Health Services (CAMHS), they were unsure of where to turn for support and advice.

Healthwatch advised the family to make an appointment to see their GP and also referred the family to the Stockton Service

Navigation Project (SSNP) to find out about local, appropriate support groups.

The family did this and were able to receive the support they needed to ensure their son received the care he needed. Knowing that they had somewhere to turn made them feel much better.

### Example 3

An individual telephoned wanting to complain about her recent stay in University Hospital of North Tees. The individual felt they had experienced poor quality of care whilst on the Accident and Emergency Unit, and a number of other related issues contributed to their negative experience at the hospital. After a discussion with Healthwatch Stockton-on-Tees regarding her complaint, Healthwatch referred the individual to the Independent Complaints Advocacy Service (ICA) who were able to assist with the complaint procedure.

### Example 4

An individual telephoned Healthwatch Stockton-on-Tees on behalf of a family member, who has had health problems since April 2016. They had been referred to the University Hospital of North Tees but felt the referral process was excessive. The family wanted to raise these issues but were unsure of the correct process. Healthwatch Stockton-on-Tees advised the family to speak to the Patient Experience Team at the hospital.





*Making A  
Difference  
Together*

Have you  
visited  
Care Home  
Tell  
What was it like?

## ***How Your Experiences Are Helping Influence Change***

### **Our Reports and Recommendations**

Healthwatch Stockton-on-Tees use evidence based on real experiences to highlight issues and trends. If common themes are found for a particular health or social care service, the team will carry out an in-depth investigation.

A report of the findings is then written, along with some recommendations for improvement, if this is deemed necessary. The report is sent to the service providers, who then have 20 days to respond to the recommendations made by Healthwatch. The copy of the report is then given to the Commissioners, Local Authority, NHS England, Public Health, Care Quality Commission and Healthwatch England.

Examples of how Healthwatch Stockton-on-Tees' reports and recommendations to providers have resulted in improvements to services are:-

### ***University Hospital of North Tees:***

Following previous work completed in the University Hospital of North Tees, Healthwatch Stockton-on-Tees identified that further investigation was needed, with regard to care package arrangements following discharge.

Healthwatch staff designed question prompts for gathering patient experience, through conversation and questionnaires, to be used by the social care team staff, family members and carers. Healthwatch staff and volunteers visited the Local Authority's intermediate care home, Rosedale Centre to gather additional feedback.

Most patients who Healthwatch spoke to praised the staff from the University Hospital of North Tees and the Intermediate Care and Community Care teams about the care they received. However, it was brought to the attention of Healthwatch that improvements around the transition from the hospital to receiving care in the home or in to Intermediate Care, could be made.

***Healthwatch's recommendations included: reviewing co-ordination of discharge with support, improved communication, ensuring procedures and safe transfer of patients from the hospital focus on providing a seamless discharge.***

At North Tees and Hartlepool NHS Foundation Trust, we welcome working with Healthwatch Stockton and the past year has seen our relationship strengthened with some particular instrumental pieces of work. From the work that has taken place, we found the subsequent reports to be balanced in sharing information on positive findings as well as highlighting areas where, as a Trust, we can improve patient experiences, processes and the services we provide. The feedback we receive is extremely useful to enable us to learn, improve and enhance our service to ensure patients receive excellent care.

We look forward to another year of working in partnership with Healthwatch around key themes and patient experiences.

Sue Leather

Quality Assurance Nurse

University Hospital of North Tees

## Working With Other Organisations

The Healthwatch team have worked with a number of other organisations in the borough to help strengthen the collective voice of the citizens. Working in collaboration has allowed Healthwatch to further strengthen relationships, develop effective communication and joint working arrangements, to ensure every voice can be heard.

Examples of how Healthwatch Stockton-on-Tees have worked with other organisations are:-

- **Live Well Dementia Hub**  
This working partnership has developed over the last year with Healthwatch Stockton-on-Tees now actively participating in regular meetings, events and campaigns. This relationship has encouraged individuals living with dementia, their family and carers, to engage with Healthwatch. By confidently sharing information with us, this directly led to a number of items being placed on the current work plan; in particular, an Enter & View conducted in 2016. Dementia Voices Stockton and Healthwatch Stockton-on-Tees have worked together to facilitate engagement within care home settings. Healthwatch promote all campaigns and events to support the Live Well Dementia Hub services.
- **Daisy Chain**  
By working in collaboration with Daisy Chain, Healthwatch has been able to gather intelligence regarding service provision for individuals with Autism. Daisy Chain supported Healthwatch's work by circulating a

questionnaire and invited Healthwatch Stockton-On-Tees to inform their support groups about our work.

- **Hartlepool and Stockton NHS Foundation Trust**  
During 2016/17, strong relationships have been established with key representatives from University Hospital of North Tees, who have encouraged Healthwatch to scrutinise services with the aim of improving patient experiences. Their passion and strive to effect change has had a significant and positive impact on Healthwatch's work plans throughout the last year.
- **Hartlepool and Stockton Clinical Commissioning Group**  
Healthwatch Stockton-on-Tees regularly meet with a member of the CCG to update on work plans and engagement. Anonymised evidence gathered by Healthwatch and identified emerging themes are shared with this representative.

**Healthwatch Stockton-on-Tees currently work alongside and have representation on:**

- Health and Wellbeing Board
- Health and Wellbeing Executive Group
- Quality Surveillance Group
- Quality Standards Steering Group
- Teesside Adult Safeguarding Board
- Primary Care Commissioning Committee
- Complaints Review Panel
- Task & Finish Group for Integrated Mental Health Plan



- Local Professional Network - Pharmacy
- Better Care Fund - Integrated Personal Commissioning Steering Group and Community Assets Group
- Better Care Fund - Dementia Strand Team
- Better Care Fund - Stakeholder Communications and Engagement Team
- North of Tees Dementia Collaborative
- North East Ambulance Service Healthwatch Forum
- North Tees and Hartlepool NHS Foundation Trust Quality Summit
- NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group Healthwatch bi-monthly Update Meeting
- Stockton Volunteering Strategy Group
- Hartlepool and Stockton NHS Foundation Trust Members Meeting
- Better Health Programme / STP Consultation Meeting

### Care Quality Commission (CQC)

‘I just wanted to contact you and thank you for sharing the Thornaby and Barwick Medical Group Enter and View Report. The information will be used in future inspections.’

Care Quality Commission Inspector for North of England

In 2016, Healthwatch Stockton-on-Tees met with a CQC inspector to develop the ongoing relationship and commitment

Healthwatch has to provide regular information to the CQC. It was agreed that Healthwatch would send monthly reports to update on evidence gathered about local health and social care services, to inform CQC’s future inspections. CQC also received all of Healthwatch Stockton-on-Tees’ published reports.

### Healthwatch England

All of Healthwatch Stockton-on-Tees’ published reports are sent to Healthwatch England, to inform them of our work and what matters to our local community. When Healthwatch Stockton-on-Tees are looking at similar priorities to Healthwatch England, we feed-in information gathered from engagement activities and from our Information and Signposting service. This intelligence can contribute to a national report.

### Reports and recommendations

Healthwatch Stockton-on-Tees listen to local people to gather intelligence based on their real experiences of using health and social care services. If trends are identified, this may lead to the Executive Board authorising a more in-depth investigation of the particular service; such as a GP practice, hospital department or dentist.

Reports of the findings and any recommendations are produced and shared with the provider of the service to discuss and to help influence change. All reports are published on our website <http://www.healthwatchstocktonontees.co.uk>. Once agreed, the report and response from the provider are shared with the commissioners, Local Authority, NHS England, Public Health, Care Quality Commission and Healthwatch England.

## University Hospital of North Tees: Discharge with a Care Package

During our investigation regarding the discharge of patients from the University Hospital of North Tees, several issues were brought to our attention regarding those patients being discharged with a care package. As part of our follow on process, Healthwatch Stockton-on-Tees carried out a further investigation with the patients and staff involved in this process.

Recommendations, including improved communication and safe patient transfer, were made.



## NHS 111 Service

A representative from Healthwatch Stockton-on-Tees regularly attends the North East Ambulance Service Healthwatch Forum. At one of the meetings in 2016, Healthwatch attendees were informed that the next meeting would focus on the 111 service and that this would involve a discussion and opportunity for Healthwatch representatives to feed back on the views of residents, within the specific local authority areas. Healthwatch designed and distributed a questionnaire; the results from which were fed back to the NHS 111 provider. The report of the findings was welcomed and Healthwatch were thanked for their contribution.

## Analysis of GP Service Feedback in Stockton-on-Tees

Since January 2016, Healthwatch Stockton-on-Tees have received an overwhelming volume of feedback regarding access to and service provision of primary care services in the area. This feedback contains comments, concerns and praise for a number of GP surgeries in the Borough. Healthwatch will collate the feedback into a report, making any relevant recommendations to address current problems faced by patients at these practices.

Healthwatch Stockton-on-Tees received a total of 183 comments in relation to GP service provision since January 2016. Analysis of the feedback identified several common issues with regards to GP practices; the most commented on being waiting times for appointments. The chart below shows the range of themes patients gave their views and experiences on. Healthwatch Stockton-on-Tees wrote to NHS Hartlepool and Stockton-on-Tees CCG (who commission GP services) requesting a response to Healthwatch's recommendations regarding how the CCG propose to:

- Address the issues of current ineffective booking systems.
- Waiting times for appointments at GP Practices in the Stockton-on-Tees locality.





### Autism Spectrum Disorder (ASD) and Dental Service Provision in Stockton-on-Tees

During recent engagement activities, a number of individuals and professionals working within the Voluntary, Community and Social Enterprise Sector (VCSE) have fed back concerns with regards to the accessibility of, and care provided by, the dentists for people diagnosed with Autism Spectrum Disorder (ASD) in Stockton-on-Tees. To see if this was a wider issue, Healthwatch Stockton-on-Tees designed a questionnaire. Working in partnership with other organisations, including Daisy Chain and Stockton United For Change (SUFC), enabled a wider distribution. Completed questionnaires contained a range of both positive and negative responses from individuals, family members and carers of registered patients at dental practices in Stockton-on-Tees. It was found that access to and availability of appointments was usually good and that generally all patient needs were met. Some suggestions made for improvement included reducing the length of waiting times, to offer a quiet room to reduce distractions whilst waiting to be seen, the need to keep patients and family members informed of any changes, the need to make sure all practices are wheelchair accessible and to ensure the patients have a regular dentist for each appointment.

## How We Have Worked With Our Community

Healthwatch Stockton-on-Tees have supported the involvement of local people in the commissioning, provision and management of local health and social care services, by promoting and advertising local public events and meetings through the website, social media and newsletters.

Just a few of the public consultations and events we have involved the local people of Stockton-on-Tees in this year have been:

- NHS Better Health Programme Engagement Events.
- Public Consultation on Fertility Services in Stockton and Hartlepool.
- Live Well Dementia Hub Public Consultation.

### Health and Wellbeing Board

Established and held by Local Authorities; the Health and Wellbeing Board 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 the local population and tackle local health inequalities.

Healthwatch Stockton-on-Tees is represented by our Chair of the Board at the Health and Wellbeing Board meetings. The staff team and board regularly meet to ensure the Chair is supported fully in his role, and to discuss current issues sharing feedback received from public engagement.

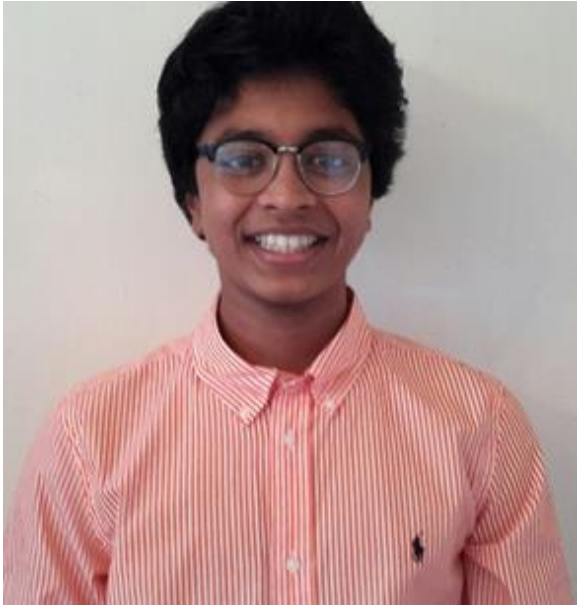
The Healthwatch Stockton-on-Tees Board may decide to present completed pieces of work at the Health and Wellbeing Board, to ensure local views and experiences are shared with those who can influence change.

*It Starts  
With You*

healthwatch  
healthwatch.co.uk

## Our work in focus:

### Viven Alwis



‘What sparked my interest in volunteering with Healthwatch as a ‘Youth Champion’ is their vision, which is making sure the health and social care services in Stockton listen to the views of the local people in delivering their services.

As a local boy, my family, friends and their families use local health and social care services such as: GPs, dentists, hospital, care homes etc. To be a voice to these people, as well as to my local community, made me join Healthwatch as a volunteer. Also, to make even a little difference to young people of my age group by making their views known in health and social care service.

Talking to some of the young people of my local area, I am aware that some of them are not aware of services available to them. As a volunteer, I can guide them towards Healthwatch Stockton in finding advice and information. Due to health condition of my Grandma, who needs constant use of GP and Hospital services, I

have first-hand experience in accessing such services and the good, the bad and the ugly occurrences. Therefore, on a personal level, collecting views of my local community about health and care services is very much close to my heart.

As a Healthwatch volunteer, I am not only reaching out to my local community, but also learning new skills. Through volunteering; not only it gives me a sense of purpose, but also gives me a chance of connecting with others and make our community better place for all of us. Dedicating my time as a volunteer would help me make new friends, expand my network, and boost my social skills. It would also strengthen my ties to my community and broaden my support network, exposing me to other volunteers with common interests and neighbourhood resources.

The work I would be doing is good for others and the community, which provides a natural sense of accomplishment to me. My role as a volunteer can also give me a sense of pride and identity. The better I feel about myself, the more likely I have a positive view of my life and future goals.

Volunteering would provide me with renewed creativity, motivation, and vision that can carry over into my personal and my future professional life.

Volunteering with Healthwatch Stockton would also help me improve my communication skills, working as part of a team and other volunteers, time management and working in a project which speaks to me in a personal and emotional level.’

# Our Plans For Next Year



## What Next?

### Future Priorities

Healthwatch Stockton-on-Tees' objectives and priorities for the next financial year, 2017/18 are:

1. **Healthwatch Promotion** - Healthwatch Stockton-on-Tees plan to continue promoting and raising awareness of our role in the community. Our aim is to further strengthen the collective voice of citizens and communities in influencing local health and social care services, to better meet their needs. The team will also continue to support people to find the right health and social care services for them, by providing appropriate information, advice and signposting.

Healthwatch Stockton-on-Tees plan to carry out a wide range of engagement activities in 2017/18 with local people, patients, service users, carers, community groups, organisations, service providers and commissioners, to gather views and experiences of local health and social care services.

2. **Partnership working and building new relationships** - During 2016/17, Healthwatch Stockton-on-Tees has built strong working partnerships and networking links with organisations who share our passion and drive to help make a difference to health and social care services. Healthwatch plans to further develop and strengthen these relationships, to ensure the voices of the wider community are heard.

### 3. Public Event

Healthwatch Stockton-on-Tees plans to hold an event later in the year, open to our members and the public. Our public events are just one of the ways we engage with the residents of Stockton-on-Tees. The aim of the event will be to provide opportunities for Stockton-on-Tees residents, patients, carers and community groups to:

- Share their experiences, views and ideas around the health and social care services they use, which then provides direction for the work plan.
- Speak directly to health and social care providers and commissioners, so that they can directly hear from patients and the public.
- Get the most up-to-date information on service changes and plans in the Borough.

The event will be publicised via our newsletter, website and social media. To receive regular updates; please sign up to our membership.

4. **University Hospital of North Tees 'John's Campaign'** - Healthwatch Stockton-on-Tees will follow the progress on the implementation of John's Campaign, which is a national programme supporting patients living with dementia which gives their family and carers the opportunity to stay with them in hospital to ensure a more positive experience for all. This work will include following the journey of the 'All About Me' document.

## 5. **Continence Service Provision**

Healthwatch Stockton-on-Tees have developed strong partnerships with Dementia Voices Stockton and the North of Tees Dementia Collaborative, who have brought to the attention of Healthwatch, a number of issues having a negative impact on individuals, families and carers using this service.

## 6. **Service Provision for Adults with Learning Disabilities**

Following engagement in 2016/17, Healthwatch have identified changes to service provision to adults with learning disabilities in the Stockton area, that have impacted on their health and wellbeing. Healthwatch continue to investigate these issue and report on the findings.

## 7. **Care Homes**

Healthwatch Stockton-on-Tees have a programme of engagement scheduled for 2017/18, to promote our services to older people and to gather feedback on health and social care service provision within a care home environment.

## 8. **Patient Participation Groups (PPGs) -**

Healthwatch will continue to visit PPG's throughout Stockton-on-Tees to inform GP practices and their patients of Healthwatch's work, and encourage them to feed in information to help inform our work plan.

## 9. **Black, Asian, Minority Ethnic and Refugee Communities**

Healthwatch Stockton-on-Tees will continue to build strong relationships with these communities. The organisational leads from these seldom heard communities are committed to feed in issues as they arise.

## 10. **Enter and Views**

Healthwatch Stockton-on-Tees will continue to analyse all data received and will action Enter and View investigations where needed.

## 11. **Integrated Urgent Care Service**

From 1<sup>st</sup> April, a new integrated Urgent Care Service for illness and minor injuries, will be launched in Stockton and Hartlepool. Healthwatch will continue to circulate updates and monitor the rollout, ensuring patient voice is heard.







*Our People*

## Decision Making

### Decision Making

Healthwatch Stockton-on-Tees has an Executive Board who work alongside the staff to ensure that decisions about Healthwatch activity are made in an accountable, open and transparent way. The Executive Board members bring a broad background of experience and expertise, which aids the direction and efficiency of Healthwatch Stockton-on-Tees.

The role of Board is to ensure Healthwatch achieves its aims and objectives which are effective, inclusive, and accountable to local people, and contributes to improving local health and social care services.

The main role of the Board is to:

- Provide strategic direction to Healthwatch.
- Represent Healthwatch and the interests of its members on key strategic partnerships.
- Promote good governance.
- Oversee the performance of local Healthwatch and delivery of the annual work programme.
- Ensure two-way communication between the Board and the membership.

- Escalate issues, where appropriate, to Healthwatch England or CQC.

The Executive Board and staff team meet approximately every six to eight weeks, to review Healthwatch activities and work plans. The staff team regularly update the Board with any emerging issues. The aim of the Board meetings are to discuss key priorities and concerns raised by the public during engagement activities. The Board will decide on future work plans, ensuring that the voice of the local community is at the heart of all decision making.

### How we involve the public and volunteers

Healthwatch Stockton-on-Tees recruited new Board members during 2016/17 who were provided with an induction and the relevant training. During engagement with the community, Healthwatch promote public involvement, informing of volunteering opportunities and also encouraging individuals to join the Healthwatch membership.

Healthwatch Stockton-on-Tees' Board meeting agendas and minutes are uploaded onto the website, to enable members of the public to view the work plan and awareness of emerging themes. If you wish to share your views and experiences of local health and social care services, please get in touch with a member of the team.

# *Our Finances*



Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		128,554
Additional income		0.00
Total income		128,554
<b>Expenditure</b>		
Operational costs		18,035
Staffing costs		85,621
Office costs		6,919
Total expenditure		110,575



# Contact us

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Healthwatch Stockton-on-Tees



@HwStockton

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Pioneering Care Centre

Carers Way

Newton Aycliffe

County Durham

DL5 4SF

We will be making this annual report publicly available on 30 June 2017, by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group(s), Overview and Scrutiny Committee(s), and our Local Authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities, as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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of the study. The authors note that the current study is a first step in the process of identifying the relationship between the use of violence and the mental health of children. They note that the current study was limited by the fact that it was a cross-sectional study and that the sample was not representative of the general population. They also note that the study was limited by the fact that it did not include a measure of the child's exposure to violence. They note that the current study was limited by the fact that it did not include a measure of the child's exposure to violence. They note that the current study was limited by the fact that it did not include a measure of the child's exposure to violence.

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