



Healthwatch Stockton-on-Tees Annual Report 2015/16

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Message from our Chair



Welcome to the third Annual Report of Healthwatch Stockton-on-Tees. The role of Healthwatch has developed over the last year with an increased variety of activities undertaken by volunteers and staff.

Our aim is to speak on behalf of the people of Stockton-on-Tees who use health and social care services from the many different providers.

This year we have undertaken several specific projects where we have investigated how a service or policy is delivered and given feedback to the relevant commissioner or provider. We have taken forward the project on discharge from the hospital to identify causes in delays and make recommendations to shape change and improve patient experience.

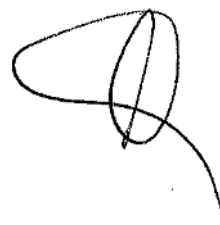
We continue to work alongside other organisations including; the Local Authority, Clinical Commissioning Group and Healthwatch England. Our seat on the Health and Wellbeing Board and other Committees gives us the opportunity to

inform them on service user views and experiences.

The Enter and View programme is an active part of our work. We are able to highlight issues and influence service provision by giving objective feedback.

Volunteer and staff engagement within the community and other organisations allows us to gather information about service delivery. We have seen an increase in service user feedback compared to previous years. I would like to thank the team for their hard work in supporting Healthwatch to continue ensuring everyone has a voice in how health and social care services are planned and delivered.

Please read through our report and let us know if you have any comments.

A handwritten signature in black ink, appearing to read 'Tony Beckwith'. The signature is stylized with a large, sweeping initial 'T' and a long, thin tail.

Tony Beckwith

Message from our Programme Manager



This year has been both fascinating and challenging in equal measure as Healthwatch has continued to establish an effective and influential voice for health and social care users. 2015-16 has seen significant developments in our relationships with the public, partners, stakeholders and other community organisations; together strengthening the voice of local people. We have shared intelligence with strategic partners to influence the planning of statutory NHS and social care services ensuring that the information gathered is used to improve services.

“All things in life change, we are living in times of challenge and uncertainty. Together we can strengthen voices, raise awareness and learn to work collectively in order to achieve the best possible outcomes for all.”

Natasha Judge

We have increased our capacity this year working in partnership with other organisations, giving increased opportunity to service users to have their voices heard and share their experiences in order to influence how services can be improved.

I would like to take this opportunity to thank the Healthwatch Board, Volunteers and Healthwatch staff for their hard work who have continued to work tirelessly aiming to improve services for those who access them. Most importantly I would like to thank those who have shared their views and experiences with us and without whom Healthwatch would not be able to have a truly representative voice in Stockton-on-Tees.

Whilst we have achieved much this year our vision for the future is to build upon our successes and continue to make positive change for the residents of Stockton-on-Tees.

Everyones view is important to us and every comment is valued.

Natasha Judge

The year at a glance

346
Healthwatch
Members

802
Twitter
Followers

175
Facebook
Likes

1822 Pieces
of evidence
collected

2680
Posters and
leaflets
distributed

89 people
supported
through our
Information
and
Signposting
service



Who we are

healthwatch Stockton-on-Tees

Healthwatch is an independent body which seeks to listen to the views and experiences of people who use health and social care services. We use this information to influence how services are planned and delivered in the future to make sure they meet the needs of those people using them.

Healthwatch Stockton-on-Tees is 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.

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 in influencing local health and social care services to better meet their needs.
- Identifying gaps in services and areas which require improvement.
- 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.
- To work closely with key local voluntary and community organisations, networks and forums.
- 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

Holly Kettlewell - Community Engagement Assistant

Jill Edemenson - Research and Policy Officer

Susan Cawley - Administrator

Our 2015/16 Healthwatch Team (from left to right): Holly Kettlewell; Natasha Judge; Jane Hore; Jill Edemenson; Susan Cawley.



Listening to people who use health and social care services



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.

Just a few of the events attended in 2015/16, include:

- Better Care Fund Public Engagement Event
- Catalyst Conference

- Sanctuary Supported Living Carers Event
- Carers Rights Day Event
- University Hospital of North Tees Quality Accounts Market Place Event

Visiting Community Groups



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

Just a few of the community groups we visited in 2015/16 are:

- The Good Food Mood Café, Billingham
- Dyspraxia Support Group, Stockton
- Fairfield Library's Retired People's Group
- The Voice Forum

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.

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:

- Endeavour Housing
- Sanctuary Supported Living
- Little Sprouts
- Catalyst
- Stockton and District Advice and Information Service
- Stockton Library and Community Information Service
- Hartlepool and Stockton-on-Tees CCG
- North Tees and Hartlepool NHS Foundation Trust
- Stockton Borough Council

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.

Some of the PPGs we visited during 2015/16 were:

- Eaglescliffe Medical Practice
- Tennant Street Medical Practice
- Woodlands Family Medical Centre

Community Drop-in Sessions



During 2015/16 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 the websites, through newsletters and via social media to ensure members of the public were aware of where to find Healthwatch.

Healthwatch 'have your say' comment boxes

Healthwatch Stockton-on-Tees have a number of 'have your say' comment boxes around Stockton-on-Tees with comment cards for members of the public to fill in should they wish to share views and experiences of health and social care services with us.



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

Newsletters

The team also engages with the public by sending out regular updates to Healthwatch members and stakeholders in the form of newsletters. They are also made available on the website so members of the public can read them to find out what Healthwatch Stockton-on-Tees are doing in their area and how to get involved.

If you would like to receive these newsletters on a regular basis then please get in touch with a member of the team and you can be added to the mailing list where we can provide you with regular updates.

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 fill in depending on the topics on the work plan. 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.



Information and Signposting service

Healthwatch Stockton-on-Tees also gathers local people's views and experiences through our Information and Signposting service. The service is free and allows individuals to share their stories with Healthwatch.



Public Events

Healthwatch Stockton-on-Tees hold events to bring together local people giving them the opportunity to speak out about local health and social care services.



All the information shared with Healthwatch Stockton-on-Tees is logged on a database where trends can be identified to see if any issues highlighted need investigating further.

Healthwatch Stockton-on-Tees' engagement with...

Young people (under 21)

During 2015/16 Healthwatch Stockton-on-Tees have been actively engaging with young people to listen to their views and experiences of local health and social care services.

Examples of our engagement work with young people include:

- Held a stall at Durham University (Stockton Campus) Fresher's Fayre event.
- Held a stall at Fresher's Fayre and Respect Festival at Bede Sixth Form College, Stockton Riverside College and Skills Academy.
- Drop-in at Billingham Central Library baby and toddler group
- Talk to young people's dyspraxia support group.
- Attended event and made connections with Positive Social Behaviour Order POSBO Project for future engagement.

Older people (over 65)

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 in 2015/16 included:

- Attended Fairfield Library retired people's group.
- Attended Billingham Central Library book club.
- Held a stall at Age UK Energy Information and Advice event.

- Made connections with Hillcare and Anchor to engage with residents.

People believed to be disadvantaged, seldom heard or vulnerable

Healthwatch Stockton 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.

Our engagement work over the last year was as follows:

- Held a stall at Deaf and Blind Awareness event at University Hospital of North Tees.
- Regular drop-ins at Good Mood Food Café in Billingham.
- Carried out engagement on Home Library Service bus.
- Held a stall at Eye Health Week Event with Focus on Vision.
- Held a stall at MINDSkills Art Display Event for World Mental Health Day - celebrating Dignity and Mental Health.
- Held a stall and gave a presentation at Stockton Carers Service Health and Well-being Event.
- Held a stall at Stockton United for Change Annual Disability Information Day Event.
- Delivered a presentation at Daisy Chain.
- Held a stall at Homegroup Client Event Day.
- Attended MindSkills Recovery College Silent Voices Peer Support Group.

- Attended Stockton Carers Service Support group.

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

Healthwatch Stockton-on-Tees are aware that many people who use health and social care services in Stockton-on-Tees may work or volunteer in Stockton-on-Tees but live elsewhere. To ensure the voices of these people can be heard, Healthwatch ensures that our role is promoted within these services and also regularly update our website and social media pages should these people wish to get in touch to share their views and experiences.

Healthwatch Stockton-on-Tees has also built good relationships with other local Healthwatches in particular Healthwatch Hartlepool, Middlesbrough and Healthwatch Redcar & Cleveland. Healthwatch Stockton-on-Tees attends regular regional and national meetings with other local Healthwatches and Healthwatch England to gather and share information.

Strong relationships have been built with health and social care organisations in surrounding areas, so that we can signpost individuals on to the relevant people if necessary e.g. another local Healthwatch.

What we've 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 trained volunteers, who are trained as 'Authorised Representatives' to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement or capture best practice which can be shared.

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.
- 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 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 is an individual volunteer or staff member for Healthwatch Stockton-on-Tees, 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 reading 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 a written report that is produced after 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
- Holly Kettlewell
- Jill Edemenson
- Beryl Magson
- Carole Harrison
- Margaret Wright

Enter & Views explained...

healthwatch

has statutory powers to ask for responses within 20 days and to conduct visits.

Healthwatch listen to **your** views about and experiences of local health and social care

Healthwatch analyse themes and trends in this feedback

Healthwatch takes the information to the Board who decide the work plan

Healthwatch visits services to gather information and to highlight good practice!

Healthwatch plans an Enter & View visit or further investigations

Healthwatch uses this evidence to produce a report with (or without) robust recommendations

Healthwatch sends this report to providers who have 20 days to respond

Healthwatch gets a response from providers explaining how this report will change the service and the resulting report is made public

Woodbridge Practice

This Enter and View visit was planned following intelligence received by Healthwatch regarding a number of issues including the organisation of appointments at the Woodbridge Practice. The aim of the visit was to gather the views and experiences of patients and staff at the practice with a view to making recommendations for improvements to the provider.

Healthwatch recommended that the practice considered developing or amending existing procedures and policies on booking and dealing with appointments, to simplify the phone and computer booking system by the introduction of a triage system.

Thornaby and Barwick Medical Group



Thornaby & Barwick Medical Group



Following public engagement, Healthwatch Stockton-on-Tees gathered feedback from members of the public who raised several issues regarding patient experience of the GP Practice, Thornaby and Barwick Medical Group.

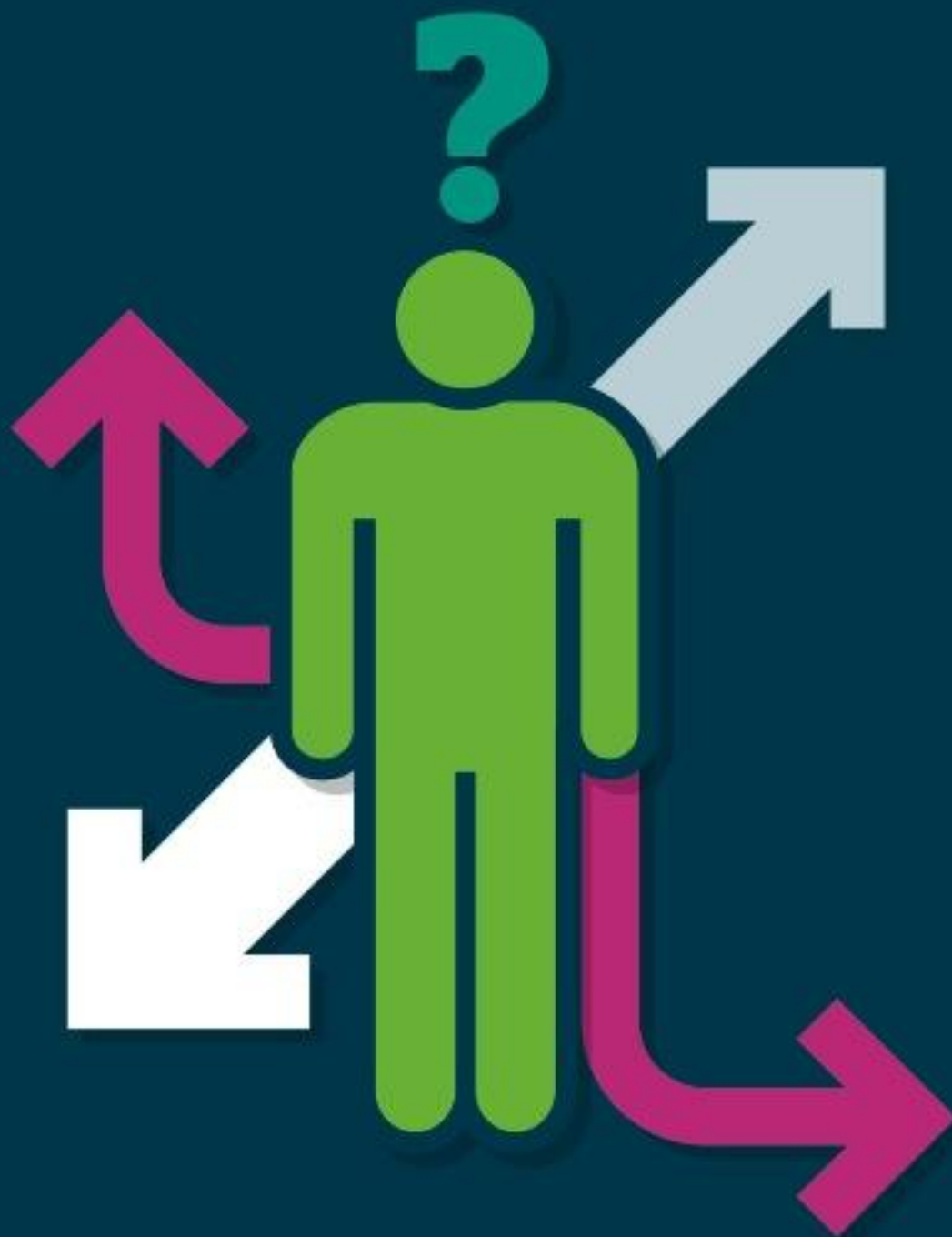
The majority of the information collected by Healthwatch Stockton-on-Tees was with regards to complaints about waiting times to get an appointment.

Healthwatch Stockton-on-Tees planned an ‘announced visit’ at Thornaby and Barwick Medical Group. Before the visit was carried out, Healthwatch contacted the Practice Manager informing them of the date and time of the planned visit. Healthwatch also arranged a meeting with the Practice Manager to discuss reasons why an Enter and View had been planned which gave them the opportunity to provide background information about patient access to appointments and recent changes to the practice which could have impacted on service provision. Following the visit, Healthwatch Stockton-on-Tees made a number of recommendations for the practice to take into consideration to help improve patients’ experience.

We would like to thank our patients for discussing their views with the staff of Healthwatch Stockton, on their recent visit to the practice. We hope that the review of our patient services along with the views of the service users, assures patients that we do wish to hear their views and that our doctors and staff always do strive to provide the highest level of healthcare that we are able, within the funding limits as provided to us by NHS England.

Thornaby and Barwick Medical Group
Practice Manager

Giving people advice and information



Helping people get what they need from local health and social care services



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 and also provides additional support to people in the community when needed. 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.

Over 2015/16 the Healthwatch team have also been building stronger relationships with service providers and in particular the Independent Complaints Advocacy (ICA) service. As both Healthwatch and ICA are committed to ensuring that the residents of the borough receive high quality health and social care services,

the teams have held regular meetings to work together at the aim of achieving this. Healthwatch and ICA share anonymised data relating to issues and complaints raised and work in collaboration to identify trends which may need acting upon. Healthwatch Stockton-on-Tees have developed strong links with this service allowing them to support and guide members of the public through the correct complaints process.

Healthwatch Stockton-on-Tees helps people to get what they need from local health and social care services in a number of different ways to ensure the team reach as many people in the borough as possible and to be available when the residents of Stockton-on-Tees need our help.

Members of the community can find out information and receive advice from Healthwatch Stockton-on-Tees by:

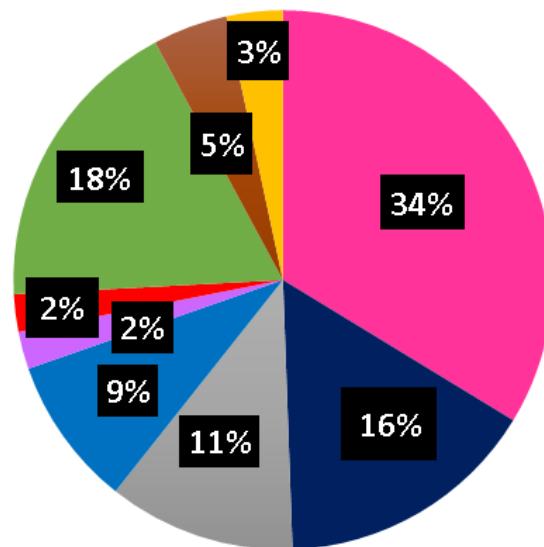
- Calling the Freephone line where a member of staff will always be available Monday - Friday 9:00am - 5:00pm.
- Visiting the website and leaving the team a message through the 'Talk to us' page.
- Reading Healthwatch newsletters which provide information on our work plan and advertises new community groups and health and social care services available in Stockton-on-Tees.
- Reading Healthwatch Stockton-on-Tees' Social Media posts to keep up to date with news and developments in the area.
- Picking up a Healthwatch leaflet which you can find in a health and

social care service near you. This provides information about our role and the Information and Signposting service.

- Visiting a Healthwatch stall at events in the area and speaking to a member of the team.
- Emailing the Healthwatch team to let us know about what information and support we can give you.

**Just ask...
Freephone
0808 172 9559**

In 2015/16, the services Healthwatch Stockton-on-Tees heard about most frequently through the Information and Signposting service were:



- GP
- Hospital
- Social Care
- Mental Health Services
- North East Ambulance Service
- Dentist
- Other
- Care Homes
- Learning Disabilities Services

Examples of how Healthwatch Stockton-on-Tees have listened to people's experiences and provided advice and information:



An individual contacted Healthwatch to complain about the arrangements of their hospital appointments. The individual was expected to go to the same department on two consecutive days but this was not convenient. The individual required hospital transport and someone to accompany them and wanted to know how to arrange for this to be put in place. Healthwatch advised that they can request for both appointments to be on the same day and explained that they needed an assessment by the Patient Transport Team for eligibility. Healthwatch provided the contact number for this team and also passed on the details of Transport Services provided by the British Red Cross.

An individual phoned Healthwatch on behalf of an elderly relative, enquiring about bereavement counselling services. Healthwatch provided information of a bereavement support group at Thornaby Central Library, two organisations that provide bereavement counselling and the details of the Royal Voluntary Service and their befriending service that may be of help to the elderly lady.



Healthwatch were contacted by numerous residents of Stockton-on-Tees when North Shore Surgery announced that they would be closing.

Many individuals raised their concerns with Healthwatch about finding another GP and how their notes would be transferred. Some asked what would happen if they needed an appointment once the surgery was closed.

Through the good relationship built with NHS England, Healthwatch were able to make enquiries regarding North Shore's closure. NHS England explained to Healthwatch that patients would automatically be registered with another GP practice in the area but an alternative option for patients would be to find and register with another practice themselves.

Healthwatch were able to explain the plans in place and reassure patients during this process. Healthwatch also assisted a number of patients in finding an alternative GP to register with by signposting them to other practices within the area.



How we have made a difference



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 felt necessary. The report is then sent to the service providers, commissioners, Local Authority and/or NHS England depending on the service in question, for which they then have 20 days to respond.

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

Sexual Health

During 2015, a full sexual health service review and re-procurement was undertaken, led by the Tees Valley Public Health Shared Service, on behalf of the four local authorities on Teesside with a view to re-procuring an integrated sexual health service for Teesside from 1st April 2016. Tees Valley Public Health Services agreed that Healthwatch would gather views of young people on current sexual health services.

Healthwatch Stockton-on-Tees used a number of engagement tools to gather the views of people using sexual health services to identify what is working well and what could be improved in the current provision. The investigation also looked to ascertain from people how a

future service could better suit their needs.

Following analysis of the feedback from young people, Healthwatch Stockton-on-Tees made recommendations to the service providers including:

- Exploring current delivery of HIV screening for the African asylum seeker and refugee community to ensure a range of delivery locations and methods are offered in order to promote uptake of screening within this group.
- Ensuring awareness of services via a variety of methods to ensure effective communication with people from all backgrounds.
- Improving ease of access to services.

Tees Valley Public Health Shared Service thanked Healthwatch for the report of findings and explained that they were keen to address the issue of access to services and were aware of the current lack of outreach provision within Stockton-on-Tees which will be addressed within the service specification for the new service. It was also fed back that it is expected that the new service provider will fully resource the marketing and promotion of sexual health services across Teesside using an appropriate mix of communication and advertising methods.



University Hospital of North Tees Survey



Following public engagement, Healthwatch Stockton-on-Tees received information regarding service provision at the University Hospital of North Tees. An online questionnaire was generated to gather further information about patient's views and experiences of accessing services at the University Hospital of North Tees. The questionnaire was publicised on Healthwatch Stockton-on-Tees' website, Facebook, Twitter and Streetlife pages to ensure a wide range of data was collected.

Following the analysis of the results of this survey, Healthwatch Stockton-on-Tees have highlighted some main issues regarding access and provision of services and the University Hospital of North Tees, in particular with regards to issues with communication.

University Hospital of North Tees welcomed the report and Healthwatch's plans to further investigate patient concern around communication within and between Trusts. This an agreed piece of work which will be conducted in 2016/17.

University Hospital of North Tees Delays to Patient Discharge

The aim of this investigation was to establish and determine to what extent, transport arrangements are causing delays in patients going home following discharge.

Healthwatch Stockton-on-Tees gathered a range of feedback from patients, staff, family members, carers and drivers who support patients going home from the discharge lounge. Most patients who Healthwatch spoke to praised the staff and hospital about the care they received. However it was brought to Healthwatch's attention that some improvements could be made to the discharge lounge where patients sit and wait to go home. In addition to this, recommendations were made with regards to reviewing current policies and procedures to help reduce the length of wait for medication and discharge letters.

The report is gratefully received and the comments very supportive in sharing positive areas and highlighting areas where we can improve patient experiences and the services we provide regarding the discharge process. I have enclosed a detailed response letter provided by the staff working and managing the discharge lounge and its associated process which will help clarify some of the report comments and also

highlight the extensive work that has taken place and is on-going to improve patient experiences. North Tees and Hartlepool NHS Foundation Trust

All of Healthwatch Stockton-on-Tees' reports can be found on the website: www.healthwatchstocktonontees.co.uk

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 everyone's voices can be heard.

Examples of how Healthwatch Stockton-on-Tees have worked together with service providers, commissioners, regulators and other local system partners to bring about change are:-

'Shaping Mental Health Services Together' Event



Healthwatch Stockton-on-Tees agreed to work in collaboration with Healthwatch Redcar & Cleveland and Healthwatch Middlesbrough to host an event in March 2016 on the topic of 'Shaping Mental

Health Services Together'. The three Healthwatches also partnered up with North East Together and Voices for Choices, two local mental health organisations. The decision was made to work in collaboration to ensure there was a wide geographical reach to ensure as many people's views and experiences could be heard giving the service users a stronger, united voice.



The main purpose of the event was to gather views and experiences of those who access mental health services in the locality to find out what services they are using, what they felt was working well, what wasn't working well and how they felt the mental health services could be improved to enhance patient experience. The Healthwatch team felt it was important to find out this information as those who access mental health services are often seldom heard and vulnerable, yet their views and experiences are of significant importance to help shape mental health services now and in the future.

The 'Shaping Mental Health Services Together' event which 120 people attended had a massive impact on those in the community as it enabled them to share their experiences of mental health services with service providers and commissioners who also attended the event. The outcome of the event

consisted of 12 top priorities for service providers and commissioners to consider with regards to shaping improvements in mental health services. The views, experiences and feedback from the event was collated into a report and shared with all of whom attended, the Local Authority, Commissioners and NHS England.

Better Care Fund



Healthwatch Stockton-on-Tees assisted with a Better Care Fund service user consultation event on 18th November 2015 in conjunction with Stockton-on-Tees Borough Council, North Tees and Hartlepool NHS Foundation Trust, Hartlepool and Stockton-on-Tees Clinical Commissioning Groups and Catalyst. The main purpose of the event was to provide an update to service users on the Stockton Better Care Fund plan and to seek their views on the proposals. Individuals who attended the event were a mix of service users, their carers and representatives of service user groups. Attendees fed back their views about current services and in particular Adult Social Care and NHS services, including GPs and the Acute Trust. This information was collated and passed onto those services.

A number of recommendations and priorities were agreed:

1. Continue with the concept of the Multi-Disciplinary Service.
2. Promote and market the services provided by the Better Care Fund.
3. Consider a single point of contact for health and social care and include access to the Stockton Information Directory.
4. Improve information sharing across health and social care.

Generated feedback from the Better Care Fund event and the 'Shaping Mental Health Services Together' event has informed a work programme for 2016/17. Investigations into social prescribing and access to mental health services are being developed with the support of a Student Research Programme at Teesside University.

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
- Teeswide Adult Safeguarding Board
- Primary Care Commissioning Committee
- Complaints Review Panel
- Maternity Services Liaison Committee
- 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

Care Quality Commission (CQC)

In 2015/16 Healthwatch Stockton-on-Tees has built on and strengthened an effective two way relationship with CQC by providing regular updates and ensuring frequent exchange of data and information.

Healthwatch Stockton-on-Tees regularly sends information gathered from engagement relating to people's views and experiences of health and social care services directly to CQC.

Information fed back to CQC includes:

- Comments from members of the public and from local community groups.
- Surveys and questionnaires which are being used as part of Healthwatch's work plan.
- Enter and View reports.
- Trends in concerns and complaints.
- Other reports from Healthwatch Stockton-on-Tees' engagement activities.

The CQC inspection teams often coordinate their work plan to capture, store and use information provided by Healthwatch Stockton-on-Tees so it is used to inform all CQC inspections in the area.



An example of how Healthwatch Stockton-on-Tees have complemented and supported local CQC monitoring, inspection and regulatory activity:

Healthwatch Stockton-on-Tees were notified by CQC of an upcoming inspection planned for the North East Ambulance Service NHS Foundation Trust. Healthwatch supported this work by ensuring that there was a wide promotion of this planned inspection to allow the residents of Stockton-on-Tees to give their feedback about:

- The emergency ambulance service
- Patient transport
- NHS 111 Service

Healthwatch Stockton-on-Tees provided information about the inspection along with a questionnaire link on our website, social media pages and in a newsletter to our members. The information was also distributed via email to our wider networks on behalf of CQC.

In addition to this, Healthwatch Stockton-on-Tees collated recent feedback and evidence gathered through our engagement work and Information and Signposting service which was fed back via a conference call with the CQC and other local Healthwatches.

Involving local people in our work

Commissioning, provision and management of local health and social care services

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:

- Better Care Fund Public Consultation Event
- NHS Better Health Programme Engagement Events
- The Care Quality Commission Inspection of North East Ambulance Services NHS Foundation Trust
- The Care Quality Commission Listening Event - North Tees and Hartlepool Foundation Trust
- General Medical Council Public Consultation



We would like to take this opportunity to thank all local Healthwatch for your support and contribution to our work over the last year. Your feedback has informed hundreds of inspections and your advice has informed our thematic reviews, our work on Quality in a Place and our new strategy for 2016 - 2021.

We look forward to working more closely with you, the Healthwatch network and Healthwatch England over the next year.

Care Quality Commission

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. If Healthwatch Stockton-on-Tees are looking at similar priorities to Healthwatch England then we will feed in information gathered from engagement activities and our Information and Signposting service which can contribute to a national report.

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' representative who attends the Health and Wellbeing Board on a regular basis is our Chair of the Board. To ensure our Chair is supported fully in his role as our representative, the staff team and Board regularly meets to discuss current issues and share feedback received which may wish to be raised at this particular meeting.

Following completion of a project from the work plan, the staff team and board members may feel that it should be presented at the Health and Wellbeing Board. If this is decided then the Healthwatch team will ensure that our representative is provided with all the relevant information to ensure that Healthwatch Stockton-on-Tees' work is effective and benefits the local community.

Involving Volunteers

Healthwatch Stockton-on-Tees is governed by an Executive Board that consists entirely of volunteers who live or work in Stockton-on-Tees. Selection and recruitment of our Board members is through an open and transparent recruitment process.

All work carried out by Healthwatch Stockton-on-Tees is initially decided on and agreed by the Board which is then actioned by the staff team and volunteers.

Healthwatch Stockton-on-Tees' have volunteers who have been trained as Authorised Enter & View representatives to allow them to assist the team to carry out our statutory activities.

As the majority of the Board are experienced in the health and social care landscape, each volunteer assists in engagement activities and data collection which is then collated and discussed at each Board meeting.

The volunteers who do not sit on the Board are also out in the community and engaging with individuals who use health and social care services on a regular basis. The volunteers then feedback information gathered to the staff team which is also shared with the Board.



Our work in focus



Our work in focus: Roseville Care Centre Follow up



In 2015, Healthwatch carried out an Enter and View at Roseville Care Centre and made a number of recommendations. The care centre took on board the concerns regarding a need for change in the way the activity programme was coordinated and delivered.

Following recent positive feedback from relatives about these improvements, Healthwatch decided to conduct a follow up visit at the centre to review the changes that had been made and talk to staff and residents about how the changes had impacted on them.

Roseville's Care Centre Manager explained how after initial reservations about Healthwatch investigating the centre, she took on board the recommendations.

'I focused on some of the advice and when I reflected on Healthwatch's visit I'd learned from it.'

Roseville Care Centre Manager

Roseville's Manager also commented that it gave her lots of ideas for improvement

and in particular encouraged her to pay closer attention to residents past history with the emphasis on the client's needs.

'I started to focus much more on the individual and not the family and I guess that's what Healthwatch helped me do'.

Roseville Care Centre Manager

The recommendations Healthwatch made in the report included specific training for the coordinators and a wider range of activities to meet the needs of the individuals along with assessments plans and records for each resident.

Healthwatch also suggested that the activities timetable should be promoted to residents and relatives to encourage them to influence the plans.

Roseville staff explained to Healthwatch the progress which has been made with the activity programme and the recruitment of an additional Activity Coordinator.

The Care Centre's Manager has expressed her passion to continually improve the service which was evident during Healthwatch's visit. Improvements to date have extended to all areas of the centre from documenting the regular activity coordinator's meetings to encouraging training and mentoring to enable them to develop in their roles.

Roseville's Manager has actively sought to strengthen her professional development by attending and promoting dementia awareness, networking and now regularly signposts to other organisations supporting the residents, their families and friends. A vast display of literature and information is now available in the reception area and Healthwatch were informed that **'Communication has totally been improved'**.

Staff also informed Healthwatch that **'development has come from the service users themselves'**.

The Roseville team found that the improved focus at the point of assessment on an individual's history and background has had a positive impact on the development of a client's activity care plan. It was also evident that the residents changing needs were taken in to consideration with regular reviews of the plans.

Healthwatch found that residents now had a full programme of events and activities in addition to their individual tailored activity plan. On the day Healthwatch visited, there were nails being painted, a session of decorating large pebbles from the beach and bingo. One resident told Healthwatch **'It's great here'**.

Healthwatch were particularly impressed by decorated corridors which had a variety of themes and sensory development areas attached to the walls. A dementia area has also been developed since Healthwatch's first visit with a focus currently on sensory activity.

Activity coordinators are now working occasional weekends and Healthwatch

were impressed by the management and staff team's drive to generate new ideas. The recent introduction of utilising community resources, schools, local colleges and churches to engage with residents to provide extended activities is something which Healthwatch found particularly innovative.

Healthwatch spoke to the activity coordinators and asked them how the changes had impacted on the residents and the team. They responded with the following comments:

'Like to think we've got most things covered between us'

'Everything's improved in every way'

'Biggest improvement in the last year is the development of our roles'

'We work really well and there's good communication between the team'

Activity Co-ordinators, Roseville Care Centre



Healthwatch are hoping to share this good practice to influence positive change throughout care homes in Stockton-on-Tees in the coming year.

Our work in focus: Healthwatch Volunteer Beryl Magson



Beryl, who has 20 years' experience working for the NHS in Research and Monitoring for the Patient Advice Liaison Service (PALS) in South Tees, joined Healthwatch as a volunteer in 2013.

Beryl's Story:

'I decided to become a volunteer as I enjoy meeting new people and working as part of a team which is proactive and reactive in their genuine wish to make a difference to people's

wellbeing. The training given to volunteers is well programmed and interactive.

In the last year, as a trained Enter and View authorised representative, I have worked alongside the team seeking patient views with regards to waiting times in local GP practices and in the discharge lounge at the local hospital. I have also assisted in gathering patient's experience of care package arrangements by visiting individuals who have recently been discharged from hospital. I have thoroughly enjoyed working as part of the Healthwatch Stockton-on-Tees team and I am looking forward to what next year brings.'

Beryl Magson



Our plans for next year





Healthwatch Stockton-on-Tees' objectives and priorities for the next financial year, 2016/17 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 2016/17 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

The team plan to further increase partnership working and networking in Stockton-on-Tees. By working together with other organisations who share our passion and drive to help make a difference to health and social care services, it provides the opportunity to view and understand issues from different perspectives and will help to ensure a move towards more 'joined up thinking' between all health and social care services in the borough.

3. Public Event

Healthwatch Stockton-on-Tees plans to hold an event in the year focusing on strengthening voices. 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 through our newsletter, website and social media pages so look out for this soon!

4. Mental Health

It has been brought to the attention of Healthwatch that the number of referrals made via GP's in the Stockton-on-Tees area are declining, causing concern for patients who are requiring these services. In addition to this, there has been a number of changes to mental health services in the area.

The aim of this work is to investigate patient's experience of accessing mental health services, following referral through their GP. In particular, Healthwatch are looking at how long individuals have had to wait for a referral and if GPs were proactive in doing this for them or if the patients were given advice/leaflets and encouraged to do this themselves. Healthwatch are keen to hear about patient views and experiences of this process and how they feel it could be improved.

5. Young People

Healthwatch Stockton-on-Tees plan to further engage with young people in 2016/17 developing existing relationships with Endeavour Housing and Youth Direction. This work will involve listening to 16-25 year olds who are in supported living accommodation and the younger members of the community.

6. Communication

Healthwatch plan to conduct a 'virtual Enter and View' at the University Hospital of North Tees looking at issues around communication which have been fed in through patient engagement.

7. Learning Disabilities / Autism

During 2015/16, it was brought to Healthwatch's attention that service provision could be improved for children and young adults with learning disabilities or Autism. Healthwatch are currently investigating these issues leading into 2016/17.

8. Dementia



Working closely with the dementia strand team (Better Care Fund), North Tees Dementia Collaborative and the Live Well Dementia Hub, Healthwatch will gather evidence on health and social care services from people living with dementia, their family, friends and carers.

9. North East Ambulance Service and NHS 111 Services

Healthwatch attends the North East Ambulance Service Forum to contribute and gather information affecting patient experience of the ambulance and patient transport service. In 2016/17 Healthwatch will circulate a questionnaire to collate evidence of people's experience of the NHS 111 service which will inform NEAS and the service provider of current issues.

10. Care Homes and Older People

Healthwatch will continue to be the voice for the vulnerable and older population and will also engage with residents in care homes to ensure their voices are heard.

11. Black, Asian, Minority Ethnic and Refugee Communities

The contacts made and the relationships built in 2015/16 will be further established in the coming year with engagement planned within these seldom heard communities.

While these main priorities provide us with a focus for 2016/17, the team are aware that there will no doubt be other issues highlighted requiring our attention. Healthwatch welcomes involvement of any issues that arise in Stockton-on-Tees regarding the local health and social care services.



Opportunities and challenges for Healthwatch Stockton-on-Tees created by local plans for service change and system transformation

A number of opportunities have arisen for Healthwatch Stockton-on-Tees to be involved in local plans for service change and system transformation in the coming year including:

- Involvement in the Better Care Fund plans and developments.
- Supporting consultation and public engagement on the topic of fertility services at University Hospital of North Tees.
- Working together with the newly appointed GP Federation to measure its success.
- Keeping informed of the developments regarding the Better Health Programme and its roll out.

A number of challenges have arisen over the past year which will continue into 2016/17, one of which is ensuring that the expectations from Healthwatch and most importantly the public are realistic. This is important to certify that the improvements suggested can actually be made with the resources available to help improve patient and service user's experiences in the future.

One particular challenge faced by Healthwatch in 2015/16 was with regards to asylum seeker and refugee GP registration in Stockton-on-Tees. When attempting to register with a GP, individuals were faced with the challenge of surgeries requesting evidence of identity, immigration status and proof of address before being accepted onto their patient list. To overcome this challenge, Healthwatch contacted NHS England who explained that this was not necessary. As a result of Healthwatch bringing this to their attention, NHS England reinforced the guidance on requirements for registering with a GP with all the local GP surgeries to help improve ease of access for asylum seekers and refugees living in Stockton-on-Tees.



Additional challenges are:

- The closure of services at University Hospital of Hartlepool putting increased pressure on the University Hospital of North Tees.
- Increasing pressures on GP practices due to closure of partner practices.

Health and social care services are constantly changing so it is critical that we, as Healthwatch Stockton-on-Tees look to the future to help improve and develop the current services to ensure they meet the needs of the patients and population of Stockton-on-Tees.

With key plans for service change and transformation in Stockton-on-Tees, this will no doubt create additional opportunities and challenges for Healthwatch Stockton-on-Tees. The team will endeavour to remain open and transparent to allow for the voice of the local people to be heard.

Our people



Executive Board

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.

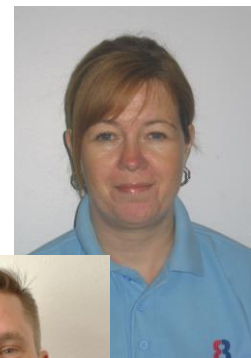
The role of Board is to ensure Healthwatch achieves its aims and objectives and is effective, inclusive, and accountable to local people and contributes to improving local NHS and social care services. The main role of the Board is to:

- 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 6 weeks to review activities and work plans. The staff team keep in contact with the board by providing regular updates. The aim of the Board meetings are to discuss key projects and concerns raised by the public through engagement activities. The Board will decide on work plans going ahead ensuring that the local community are at the heart of all decision making.

Healthwatch Stockton-on-Tees 2015/16 Board Members (from left to right): Carole Harrision, Oz Sadiq, Tony Beckwith, Jonathan Erskine, Paul Noddings, James Hadman, Tracy Hamilton.



How we involve the public and volunteers

As we have already highlighted, our volunteers have continued throughout 2015/16 to provide commitment, experience and dedication to Healthwatch Stockton-on-Tees.

In addition to this, Healthwatch Stockton-on-Tees' newly recruited board members and volunteers were provided with an induction and given the relevant training such as Enter and View to allow them to work alongside the team on specific work plans and engagement activities.

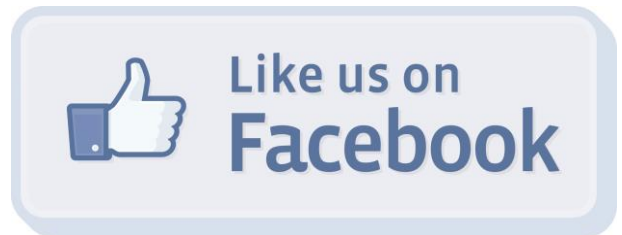
All of Healthwatch Stockton-on-Tees' Board meeting agendas and minutes are uploaded onto the website so that members of the public are aware of the work plan and information gathered. Should anyone wish to share their views then they can get in touch with a member of the team to be more involved in Healthwatch Stockton-on-Tees' decision making process.

Healthwatch's Values:

- Every persons voice is important
- Fair access to care and treatment
- Based on evidence and people's experiences
- Representative of the whole community
- Champion the most vulnerable
- Information and signposting



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www.healthwatchstocktonontees.co.uk



Become a Healthwatch member:

www.healthwatchstockton.co.uk/content/individual-membership-form

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		128,554
Additional income		0
Total income		128,554
EXPENDITURE		£
Operational costs		12,494
Staffing costs		114,006
Office costs		5,106
Total expenditure		131,606
Balance brought forward		(-3,052)

Contact us





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Address of contractors: Pioneering Care Centre, Carers Way, Newton Aycliffe, County Durham, DL5 4SF

We will be making this Annual Report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee, 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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