

Healthwatch Stockton-on-Tees Annual Report 2017/18





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Message from our Chair



Welcome to the Annual Report of Healthwatch Stockton-on-Tees for 2017/18. Once again I am pleased to introduce the highlights of all the work undertaken by the staff and volunteers who support Healthwatch locally. Our aim is to represent the views of local people, residents of Stockton-on-Tees and patients or users of health and social care services provided. We hope to help people, as individuals or groups, by influencing the way their services are delivered now and in the future.

We work at a local and strategic level, influencing the emerging changes concentrating our efforts on the services provided. We work where people receive their care by undertaking specific projects aimed at improving service provision. We undertake “Enter and View” investigations where our feedback can also change how patients and service users are treated.

Our work is reliant on feedback from the public and much of our time is spent seeking views across organisations who form part of our network as well as individual users of services. You will see the outcome of this engagement programme within the report.

I am pleased to report that in 2017/18, we have conducted a wide range of investigations across general practice, acute services and services for people with long term disabilities.

We work alongside other local Healthwatch, Healthwatch England, Scrutiny Committees and many local community organisations. I would like to thank everyone who has worked on our behalf, especially the staff, volunteers and fellow Board members. Please read our report and let us know if you have any comments.

Tony Beckwith, Healthwatch Stockton-on-Tees Chair

Message from our Project Lead



It is a real pleasure to present our fifth Healthwatch Annual Report and what a year it has been! I am very proud of what we have accomplished and the difference we have made over the past year. Please take a little bit of time to read about some of the work we have done.

With increases in demand and decreases in resources, health and social care are under increasing pressure to deliver high quality services. People want health and social care support that works for them, helping them stay well and get the best out of services.

By working together, we can listen to your views and share them, helping to shape services. This year we have engaged with many more community groups and attended a variety of events to promote our work and role in the community. In the coming year we plan to continue to develop.

During 2017/18, we've conducted research and written reports based on patient and service user experiences of health and social care services in Stockton-on-Tees. Actions taken by providers in response to Healthwatch Stockton-on-Tees' recommendations demonstrates the power that your views have and how they can influence change.

Strong relationships have now been built with other organisations within the locality. We plan to build on these and develop new ones which has enabled us to strengthen our aims and mission in 2018/19.

I am very much looking forward to the year ahead where we have plans for a research project and further engagement with diverse groups.

Karen Grundy, Project Lead

Why not become one of our members, take part in our surveys and events and have your say? Visit www.healthwatchstockton.co.uk to find out more!



Highlights from our year

We have carried out
4 Enter and Views



We have **418**
Healthwatch
members



We have **1010**
Twitter followers and
339 Facebook
likes



We've spoken to
231 people about
dental services

Our **5** volunteers
help us with
everything from
events to Enter and
Views



We've carried out
11 investigations
about local services



We have carried
out **75**
engagement
activities



We've engaged with
2156 people
during 2017/18

We've given
120 people
information and
advice



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.

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

- 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.
- 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).

Meet the team



Karen Grundy
Project Lead



Jane Hore
Healthwatch Co-ordinator



Hannah Farran
Administrator



Jill Edemenson
Engagement, Intelligence
and Research Officer

Chief Executive's Message

The Pioneering Care Partnership (PCP) is proud to manage Healthwatch Stockton-on-Tees as Carol Gaskarth, PCP Chief Executive explains:

“Healthwatch is responsible for reaching out in the community to hear people’s views on health and social care services. With over 400 members in Stockton-on-Tees, a dedicated board and enthusiastic staff and volunteer team 2018-19 will be an exciting year. Priorities will include increasing general engagement, working alongside diverse groups and also encouraging participation in volunteering.”

Your views on health and care



Listening to people's views

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 with regards to local health and social care services.

Examples of ways in which Healthwatch Stockton-on-Tees engages with the community are:

- Attending Events
- Visiting Patient Participation Groups
- Visiting Community Groups
- Holding Healthwatch Information Sessions
- Website and Social Media Engagement
- Hosting Public Consultation Events
- Working in partnership with other organisations and service providers
- Distributing Healthwatch 'Have Your Say' Comment Box

**Talk
to us...**



Examples of our engagement activities during 2017/18

Yarm Medical Practice Patient Participation Group

Healthwatch Stockton-on-Tees attended this PPG group to deliver a presentation and gather feedback from the attendees. Following this engagement work, Healthwatch were invited to carry out an Enter and View at the practice to evaluate patient experience.



Yarm Medical Centre @YarmMedical · 3h

🗣️ Patient Participation Group Update 🗣️ This week we hosted Jane from @HealthwatchE who are proactive in shaping local healthcare & getting the patients' voice heard. We also got some great feedback from our group members. If you would like to join, speak to a member of staff 👍

Great North Care Records Public Consultation Events

Healthwatch Stockton-on-Tees hosted a public consultation event to gather individual's views about patient's electronic medical records being shared between different healthcare services including hospitals, out of hours and ambulance services.



Healthwatch Stockton-on-Tees held 3 of these events speaking to various community groups including BAMER, carers and vulnerable people.

Healthwatch Information Session at Aspen Gardens

Healthwatch Stockton-on-Tees were invited to engage with the elderly residents at Aspen Gardens during their coffee morning. Jane gave the residents a presentation and some leaflets about Healthwatch's role and also gathered feedback from the residents about the local health and social care services they use.

The residents also gave very positive feedback about their experiences of living at Aspen Gardens.



Working with diverse communities

Young People

Healthwatch Stockton-on-Tees have engaged with young people during 2017/18 by attending a number of events at colleges in the locality and ensuring their voices are heard during investigations into dental services, orthopaedics outpatients and the Integrated Urgent Care centre at University Hospital of North Tees.



Older People



Healthwatch Stockton-on-Tees have engaged with older people at Halcyon Day Centre and our strong working relationship continues with The LiveWell Dementia Hub. These services both supported the investigation into continence service provision. Healthwatch have also carried out a follow-up visit at Woodside Grange Care Home to review changes implemented following Healthwatch Stockton-on-Tees' Enter and View investigation in 2016.

Disadvantaged or Vulnerable People

Healthwatch Stockton-on-Tees' close relationship with Public Health lead to an investigation into the provision of alcohol misuse related services. Healthwatch carried out direct engagement with drug and alcohol service users to gather their feedback about current service provision.

People who live outside the area but use services within the area



Healthwatch Stockton-on-Tees regularly signpost and support people who may be visiting the area and require a health service.

Example: Gentleman visiting a nearby campsite suffering from severe pain rang Healthwatch for advice about the nearest urgent care service.

Healthwatch gave the gentleman information about the 111 service and gave him directions to the nearest hospital.

Working with Black, Asian, Minority Ethnic and Refugee Communities

Healthwatch Stockton-on-Tees regularly attends Stockton-on-Tees' Multicultural Forum hosted by Catalyst. This forum gives us the opportunity to promote our work and engage with the diverse communities it attracts.

Strong links have been built with the Thumhara Centre who support Asian ladies in the community. This has enabled Healthwatch Stockton-on-Tees to host a consultation event with the group in order to gather feedback to support Great North Care Records public engagement.

Healthwatch Stockton-on-Tees attended the Refugee and Asylum Seeker Stakeholder event and gathered individual views on NHS services. Relationships built from this event with Asylum Matters have enabled Healthwatch to plan future work items to highlight gaps in service provision for this diverse group.



Making sure services work for you



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.

Healthwatch Stockton-on-Tees' Authorised Representatives:

- Jane Hore
- Hannah Farran
- Jill Edemenson
- Karen Grundy
- Toni McHale
- Beryl Magson
- Carole Harrison
- Anne Sykes
- Margaret Wright
- Margaret Docherty

Healthwatch Stockton-on-Tees' Enter and View visits during 2017/18

Integrated Urgent Care Service

The new Integrated Urgent Care Service was launched on 1st April 2017 with Centre's located at the University Hospital of North Tees and the University Hospital of Hartlepool. Healthwatch Stockton-on-Tees visited the University Hospital of North Tees Integrated Urgent Care facility to gather feedback on how service users found their experience.

Following analysis of feedback, 43.34% of those surveyed rated the system as 'good' and 26.67% rated it as 'excellent'.

"I feel that the service is much more proficient and efficient since the change. Service users are signposted more effectively and efficiently meaning waiting times are vastly reduced."



Orthopaedic Outpatients



Healthwatch carried out an Enter and View in the Orthopaedic outpatient department at the University Hospital of North Tees following a previous investigation which highlighted a number of improvements were required in the department.

The Trust informed Healthwatch that they were implementing an Outpatient Transformation Programme which would help to reduce queues and complaints in the department.

Overall, patient and staff feedback was largely positive, with 92% of those surveyed describing the service as good, very good or excellent.

Healthwatch did not make any recommendations following this Enter and View as it was identified that the Department was making significant progress and improvements.

'We would like to reiterate our thanks to the Healthwatch team for the time invested in undertaking this important piece of work. It is extremely useful to receive feedback to enable us to reflect upon and enhance our services and we look forward to working closely with the team in the future.' North Tees and Hartlepool NHS Foundation Trust



Elm Tree Surgery

Healthwatch Stockton-on-Tees received an overwhelming volume of feedback regarding access to and service provision of primary care services in the area throughout 2016. A high proportion of feedback was of praise and compliments regarding service provision at Elm Tree Surgery. Healthwatch decided to carry out an Enter and View at this surgery to gather further evidence of this and share best practice with other providers in the locality. Following the publication of the report, Healthwatch staff were invited to attend the opening of the new surgery premises in 2018.



‘The staff are friendly and helpful’

‘You never have to wait long for an appointment’

‘Called this morning and had an appointment by 10am’

John’s Campaign

Healthwatch Stockton-on-Tees carried out an Enter & View visit to capture feedback on how the University Hospital of North Tees has implemented a pilot scheme similar to John’s Campaign and to gather feedback from staff, patients, family members and carers on how it has impacted on them.

John's Campaign is a campaign for extended visiting rights for families and carers of patients with dementia in hospitals.

Following the Enter and View, Healthwatch recommend that the University Hospital of North Tees sign up to John’s Campaign. The campaign founders informed Healthwatch that although the aim is for the principles to be adopted across the whole of the hospital, some Trusts have signed up single wards and Healthwatch recommend this is considered for the elderly care wards at University Hospital of North Tees.



Healthwatch were pleased to see that the recommendations had been acknowledged and the implementation of this is a priority for the Trust during 2018/19.

Helping you find the answers



How we have helped the community get the information they need

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.

Healthwatch work closely 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.

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 regularly refer members of the public to ICA for support with making an NHS complaint.

In addition to this, Healthwatch Stockton-on-Tees 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.



Healthwatch Stockton-on-Tees provide information and signposting about health and social care services to support local people to make the best possible choices about their care.

Case Study

An individual rang Healthwatch Stockton-on-Tees with a complaint and asked for information and advice regarding his child's experience with the CAMHS service. It became apparent that not only did they need advice and support with how to make a complaint but the family were at crisis point and were feeling unable to support their child due to the stress their child's behaviour was having on family life.



Healthwatch Stockton-on-Tees explained the process for complaining about the CAMHS service and the role of the Stockton Independent Complaints Advocacy Service.

Healthwatch continued to support the parent by discussing options for the family to access alternative services to support their needs at this difficult time. Healthwatch Stockton-on-Tees explained that the Stockton Service Navigation project were a good point of contact for finding out about support services in their local area and this service also offers a face to face meeting with navigators who can then support with any further signposting, action or advice.

It's difficult to get an appointment.

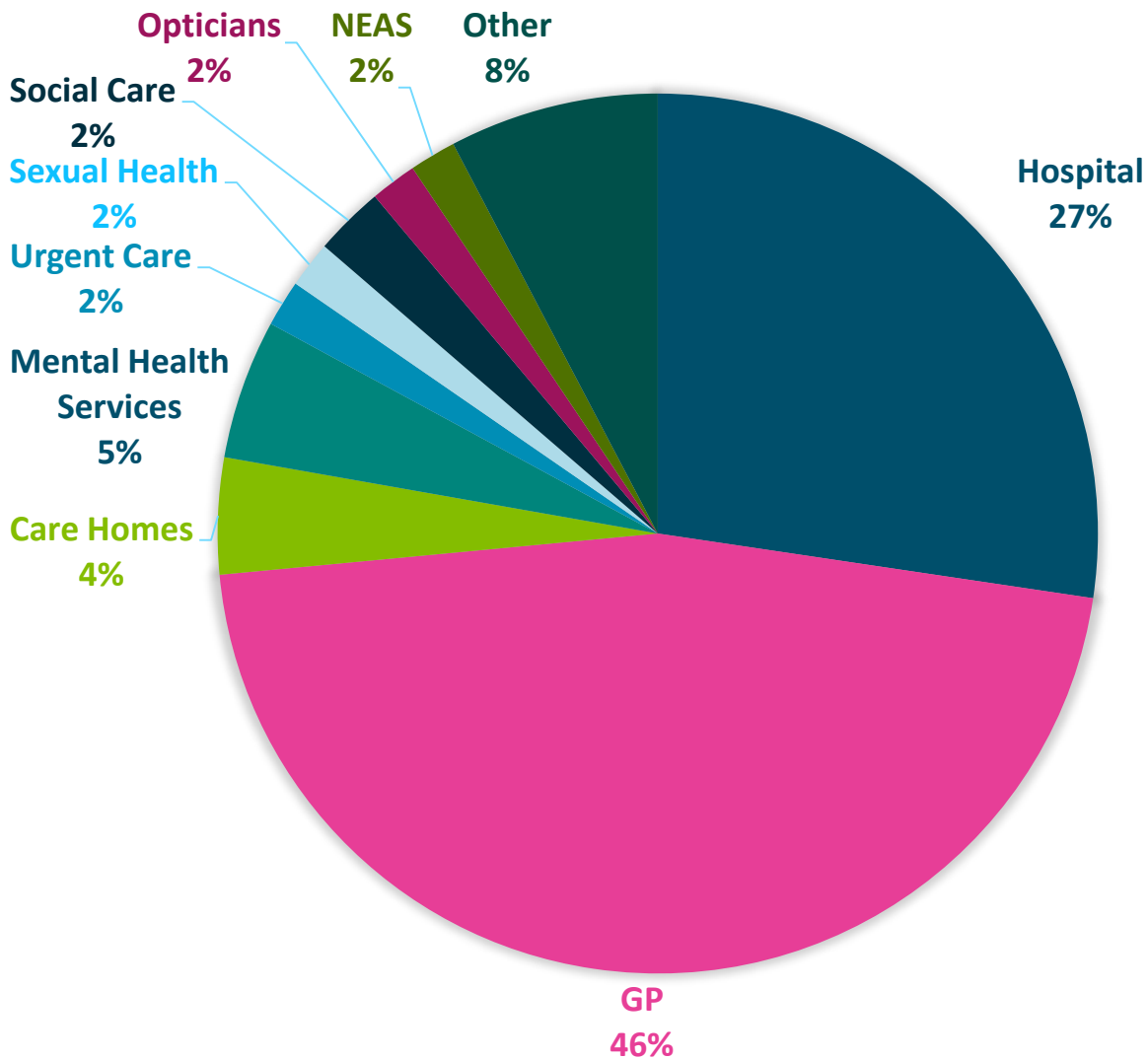
My mum's carers are brilliant!

How do I find an NHS dentist?

Healthwatch Stockton-on-Tees arranged for the navigator to contact the individual directly on the same day. The SSNP navigator fed back to Healthwatch that he had met with the individual and they had a support plan in place which would support the family.

During 2017/18, Healthwatch Stockton-on-Tees supported 120 people through the Information and Signposting Service. The most common topic of feedback was about Hospital and GP services.

The chart below shows all the services which Healthwatch Stockton-on-Tees received feedback about over the past year:



Healthwatch Stockton-on-Tees referred **35** people to the Stockton Independent Complaints Advocacy Service during 2017/18.



Making a difference together



How your experiences are helping to 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 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 sent to the Commissioners, Local Authority, NHS England, Public Health, Care Quality Commission and Healthwatch England.

All reports are published on our website:
<http://www.healthwatchstocktonontees.co.uk>.

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

Patient Experience of Dental Services in Stockton-on-Tees

Healthwatch Stockton-on-Tees supported Public Health in gathering information from patients accessing dental services in the locality.

16 dental practices were visited and 231 patients spoken to about their experiences of the service.

Patient and staff feedback is largely positive with 84% of those patients survey describing the service they received at their dental practice as good. However, recommendations were made to improve a number of areas. For example, clear pricing information to be advertised in all practices, installation of hearing loops, extended opening hours and advertising what patients should do in an out of hours emergency.

Recommendations were made to improve dental services and Healthwatch were congratulated on the comprehensive report. NHS England confirmed actions would be taken.

'We will ensure the recommendations are implemented to further improve the high quality services which are already being provided in Stockton-on-Tees.' NHS England

Analysis of Continence Service in Teesside

It was brought to the attention of Healthwatch through engagement with the LiveWell Dementia Hub and Stockton Dementia Advocacy Service that continence service provision in Teesside was not meeting the needs of service users. Local Authority representatives told Healthwatch they felt that information gathered could inform change as issues about the service provision are frequently brought to their attention.

Healthwatch conducted an investigation by gathering views of service users to identify how they felt improvements could be made.

Recommendations for change were highlighted in the report. NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group provided a response and confirmed they noted the recommendations for improvements to service and these would be discussed with service providers and other partners to see whether the changes could be accommodated within the terms of the contract.

'The report provides a helpful insight into patient and carer experience and will be useful in informing service improvement.' NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group



Alcohol Services

Healthwatch Stockton-on-Tees investigated public awareness and experiences of local alcohol service users, alcohol related services (such as advice / counselling), alcohol related hospital admissions and A&E attendances. This information was forwarded to Public Health to inform their Joint Strategic Needs Assessment.

75 surveys were received from participants. Over 50% of people who responded stated that should they need advice regarding alcohol or misuse services, they would know what services were available.

The remaining participants informed Healthwatch they would look for information via their GP or online.

71% of people who completed the surveys were women and Healthwatch recommended that Public Health target the views of more male service users.

Healthwatch also recommended that the views of those under 25 should be sought due to the low number of responses from this age group.

The Public Health team reported that the findings were a useful way forward and provided some additional work areas that could be included within the alcohol Joint Strategic Needs Assessment.

‘The need for additional consultation to seek the views of those in service will be included within the JSNA as an area for future development.’ Public Health, Stockton-on-Tees Borough Council

‘You can access information via the council website - support for people with alcohol/drug problems page.’ Participant

‘More support from GP’s as many seem to have very little knowledge of alcoholism and how to support a patient.’ Participant



Podiatry Services

NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group approached Healthwatch Stockton-on-Tees due to our proven track record of public engagement, to support with engagement and consultation around NHS podiatry services.

Healthwatch visited all NHS podiatry clinics and held an engagement event with service users, friends and family to gather feedback to determine whether recommendations could be made to improve service delivery.

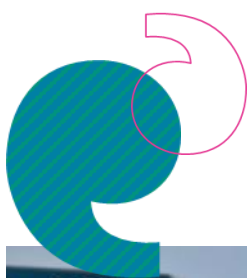
Waiting times for appointments were highlighted as the biggest issue for service users, with many feeling that the current 16 week gap between appointments is unacceptable. A number of patients confirmed that they accessed private services in between their NHS podiatry appointments.

However, feedback gathered about treatment and podiatry consultants was very good. Positive feedback was also received regarding the appointment system for patients.

However, it was highlighted to Healthwatch that with the new system, patients don't receive an appointment confirmation letter or card which was causing difficulties for frail, elderly patients who receive support from carers and family members.

NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group thanked Healthwatch for undertaking this engagement activity as part of their review of the podiatry service.

'We note the four recommendations that are included in the report and can confirm that the CCG's accept these recommendations and will seek to address them as part of the redesigned service specification currently being developed.'
NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group



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.

Organisations which Healthwatch Stockton-on-Tees have worked with during 2017/18 are:-

- The Live Well Dementia Hub
- Stockton Dementia Advocacy Service
- North Tees Dementia Collaborative
- Hartlepool and Stockton NHS Foundation Trust
- Hartlepool and Stockton-on-Tees Clinical Commissioning Group
- Public Health
- Local Authority
- NHS England
- North East Commissioning Support Unit
- North East Ambulance Service
- Connecting Health Cities
- Catalyst
- Change, Grow, Live
- Staying Out

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

- Health and Wellbeing Board
- Health and Wellbeing Executive Group
- Patient and Experience Committee - University Hospital of North Tees
- Teesside Adult Safeguarding Board
- 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
- Tees, Esk and Wear Valley Quality Accounts Meeting
- Tees, Esk and Wear Valley Healthwatch Leads Meeting
- Community Health Ambassadors Peer Support Meeting

healthwatch
working together

Care Quality Commission (CQC)

Healthwatch Stockton-on-Tees sends monthly reports to update on evidence gathered about local health and social care services, to inform CQC's future inspections. CQC also receive 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.

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.



When service providers did not respond to a formal request for information in an appropriate or timely manner

Healthwatch Stockton-on-Tees carried out an Enter & View visit at Roseberry Practice in February 2017. The visit was as a consequence of Healthwatch Stockton-on-Tees receiving a number of complaints about the practice having no male GP's, and the difficulty patients were experiencing accessing the practice by telephone. A report of the findings was sent to the Practice Manager however a response was not received from the provider during the 20 day response period or following several follow up requests.

Healthwatch Stockton-on-Tees conducted a follow-up visit and were pleased to observe that a number of recommendations made had been addressed, such as advertisements on the illuminated strip and the self-service check in facility now in operation. However, the majority of the recommendations had not been addressed in order to improve patient experience.

Healthwatch Stockton-on-Tees provided the Practice Manager with an opportunity to respond and meet with Healthwatch to discuss the recommendations for improvement which were made in the original Enter and View Report; however a response was not received.

How we've 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:

- Great North Care Record
- Podiatry Engagement Event
- Continence Engagement Event
- Healthwatch and Dementia Voices Stockton working in partnership celebration event

How we have involved volunteers and other local people in helping you carry out your statutory activities

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.



it starts with
YOU



#ItStartsWithYou

Healthwatch Stockton-on-Tees carried out an Enter and View of the Maple Suite at Woodside Grange Care Home in 2016.

Maple Suite cares for residents living with dementia and the Enter and View had been conducted based on concerns raised regarding leadership, staff training, procedures, communications, meals and activities.

The Enter and View confirmed that improvements could be made in these areas and the care home accepted the recommendations Healthwatch made.

In 2017/18, Healthwatch Stockton-on-Tees returned to Woodside Grange Care Home to conduct a follow-up visit to review if the recommendations had been put in place and to find out how any changes made had impacted and improved the service.

Healthwatch Stockton-on-Tees found that a staff and leadership restructure had taken place and a business manager had been appointed to visit the site weekly to observe, monitor and report on a number of elements of residents care.



Following on from Healthwatch Stockton-on-Tees' recommendations, all staff at Woodside Grange Care Home now undertake an induction and a number of mandatory training courses. Training for staff has improved and is carried out by an external training provider. Training includes leadership, care plan and CQC compliance.

One staff member who left the care home returned to work at the home after hearing of the improvements. This staff member praised the training approach; **'Lots of training to do with care, I really enjoy it'**.

During the follow-up visit, Healthwatch gathered feedback to evidence communication had improved and staff reported there was an increased and more open relaxed approach.

The Manager now has an open door policy for staff to communicate change or highlight issues.

'Useful, knowledgeable and feel I can put opinions forward.'

'You should be able to go to your manager and you can now.'

Improvements to meals was also evidenced with staff feeding back on improvements to Healthwatch.

'Massive improvement in meals, residents seem to be enjoying it a lot. There's more choice and more options.'

Our plans for next year



Our top priorities for next year

- 1. Research Projects** - Healthwatch Stockton-on-Tees' plan to carry out two research projects during 2018/19 to investigate current issues the residents of Stockton-on-Tees face relating to health and social care services. One of these research projects will be on the topic of barriers to accessing services for asylum seekers and refugees.
- 2. Engagement** - During 2018/19, Healthwatch Stockton-on-Tees will be focusing their engagement work with Patient Participation Groups and Care Homes.
- 3. Reports** - Healthwatch Stockton-on-Tees will continue to ensure a key priority is to carry out a number of investigations, Enter and Views and follow-up visits to ensure reports and recommendations are made to help influence changes and improve patient experience for the local community.
- 4. Executive Board and Volunteer Recruitment** - Healthwatch Stockton-on-Tees plan to further develop their Executive Board and Volunteers.
- 5. Healthwatch Promotion** - Healthwatch Stockton-on-Tees' plan to continue promoting and raising awareness of our role in the community. Healthwatch will be hosting a number of promotional events in 2018/19 which will be open to our members and the public. During 2018/19, Healthwatch Stockton-on-Tees plan to review all publicity and promotional material.



Our people



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 wide 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 2017/18 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



Our finances

| Income | £ |
|---|----------------|
| Funding received from local authority to deliver local Healthwatch statutory activities | 130,000 |
| Additional income | 1,000 |
| Total income | 131,000 |
| | |
| Expenditure | £ |
| Operational costs | 7,571 |
| Staffing costs | 80,750 |
| Office costs | 18,987 |
| Total expenditure | 107,308 |
| Balance brought forward | 23,692 |

Contact us

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 Stockton-on-Tees
 TS18 3NJ

Tel: 01642 688312

Email: healthwatchstockton@pcp.uk.net

Website: www.healthwatchstockton.co.uk



Healthwatch Stockton-on-Tees



@HwStockton



Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committees, 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.



healthwatch

Stockton-on-Tees

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