

REPORT ON ACCESS TO HEALTH SERVICES IN STOCKTON ON TEES

1. SUMMARY

This report provides some insights into the way in which residents of Stockton on Tees gain access to care and what can be the stumbling blocks to gaining access. It is not comprehensive in its coverage of all the issues but does show the experience that Healthwatch Stockton on Tees has gained over the past year in helping people find the right service in a timely way

2. RECOMMENDATION

The Health and Wellbeing Board is asked to note the information included in the report and be aware of the conclusions within it when planning service delivery and system change.

3. DETAIL

- 3.1 The report explores very briefly some of the traditional obstacles to accessing care
- 3.2 It also identifies the various ways in which people can gain initially access to care and, in some cases, typical experience of residents in doing so
- 3.3 The report also examines how people might be able to help themselves within the present arrangements and how that might change. It incorporates how people can make use of the choices available to them
- 3.4 To support some of the points raised there are some relevant stories of experiences that people have had of the present arrangements
- 3.5 Finally there are some suggestions offered as to how the system might change to help people get early and cost effective care recognising that some issues are more nationally based than local

4. FINANCIAL IMPLICATIONS

Not applicable to this report

5. LEGAL IMPLICATIONS

Not applicable to this report

6. RISK ASSESSMENT

Not applicable to this report

7. CONSULTATION

This report has relied to some degree on the experiences of residents but this has not constituted a consultation as such

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