

Healthwatch Stockton-on-Tees Annual Report 2017/18



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.

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



Your views on health and care



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.

Making sure services work for you

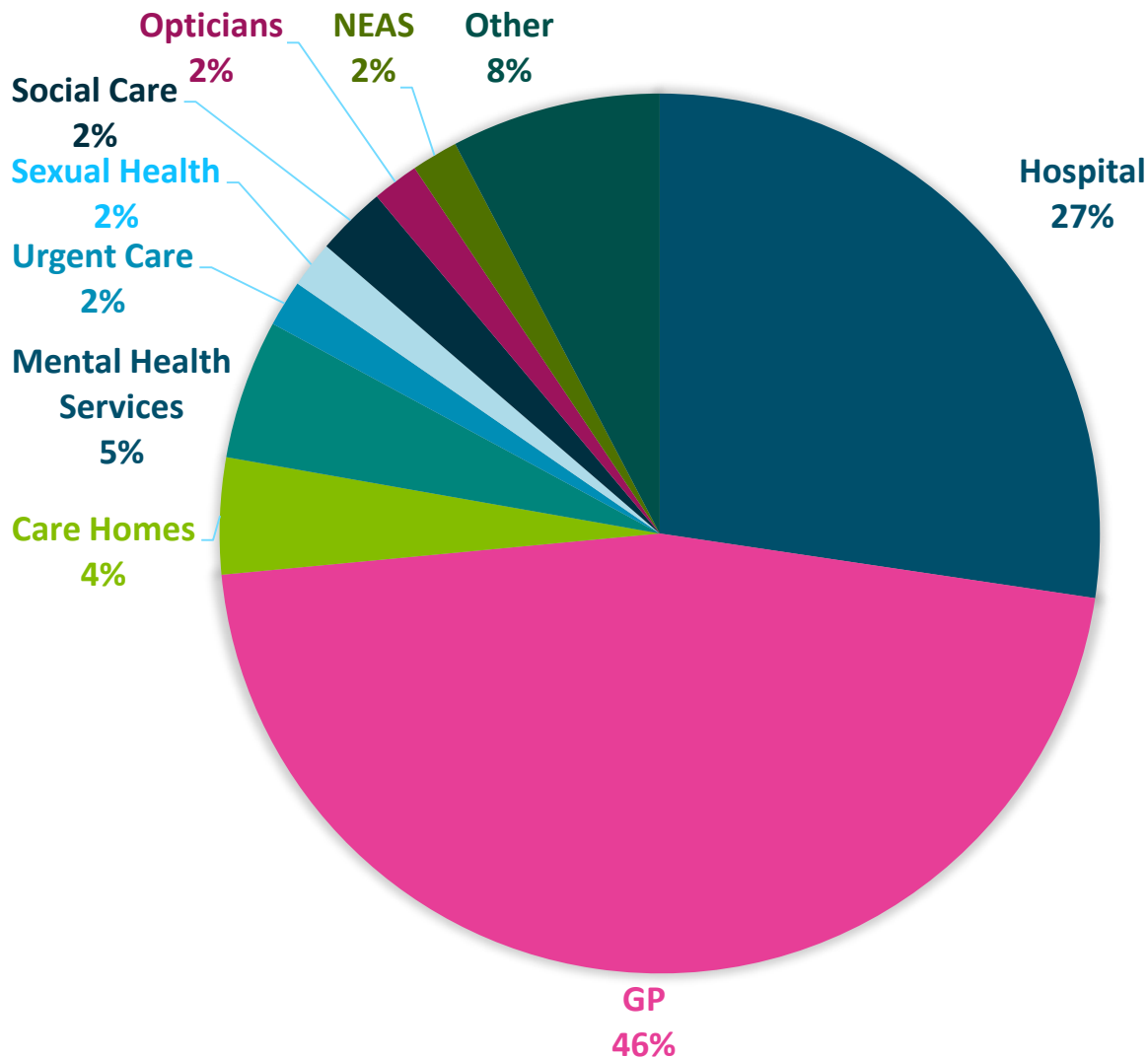


Recommendations are made if areas for improvement are identified, and best practice can be shared with the public, commissioners and stakeholders. An Enter & View is the opportunity for Healthwatch Stockton-on-Tees to:

- 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.

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



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.



Contact us

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