

Date: Wednesday 25 October 2023 at 2.00 pm

Venue: Jim Cooke Conference Suite, Stockton Central Library, Church Road, Stockton on Tees, TS18 1TU

Cllr Robert Cook (Chair)
Cllr Lisa Evans (Vice-Chair)

Cllr Diane Clarke OBE
Cllr Kevin Faulks
Cllr Steve Nelson
Cllr Stephen Richardson
Carolyn Nice
Sarah Bowman-Abouna
Jon Carling
Dominic Gardner
Jonathan Slade

Cllr Dan Fagan
Cllr Mrs Ann McCoy
Cllr David Reynard
Cllr Sylvia Walmsley
Elaine Redding
Fiona Adamson
David Gallagher
Julie Gillon
Peter Smith

AGENDA

- 1 Evacuation Procedure** (Pages 7 - 8)
- 2 Apologies for absence**
- 3 Declarations of interest**
- 4 Minutes**
To approve the minutes of the last meeting held on 27 September 2023. (Pages 9 - 12)
- 5 Health Protection - Winter Planning Update** (Pages 13 - 22)
- 6 Oral Health Update** (Pages 23 - 32)
- 7 NHS Dentistry Provision**
Presentation to follow.
- 8 Update on Group Development Work Between North Tees and Hartlepool NHS Foundation Trust and South Tees Hospitals NHS Foundation Trust**
Presentation to follow.

9	Healthwatch Annual Report	(Pages 33 - 76)
10	Forward Plan	(Pages 77 - 80)

Members of the Public - Rights to Attend Meeting

With the exception of any item identified above as containing exempt or confidential information under the Local Government Act 1972 Section 100A(4), members of the public are entitled to attend this meeting and/or have access to the agenda papers.

Persons wishing to obtain any further information on this meeting, including the opportunities available for any member of the public to speak at the meeting; or for details of access to the meeting for disabled people, please

Contact: Michael Henderson on email Michael.henderson@stockton.gov.uk

KEY - Declarable interests are:-

- Disclosable Pecuniary Interests (DPI's)
- Other Registerable Interests (ORI's)
- Non Registerable Interests (NRI's)

Members – Declaration of Interest Guidance

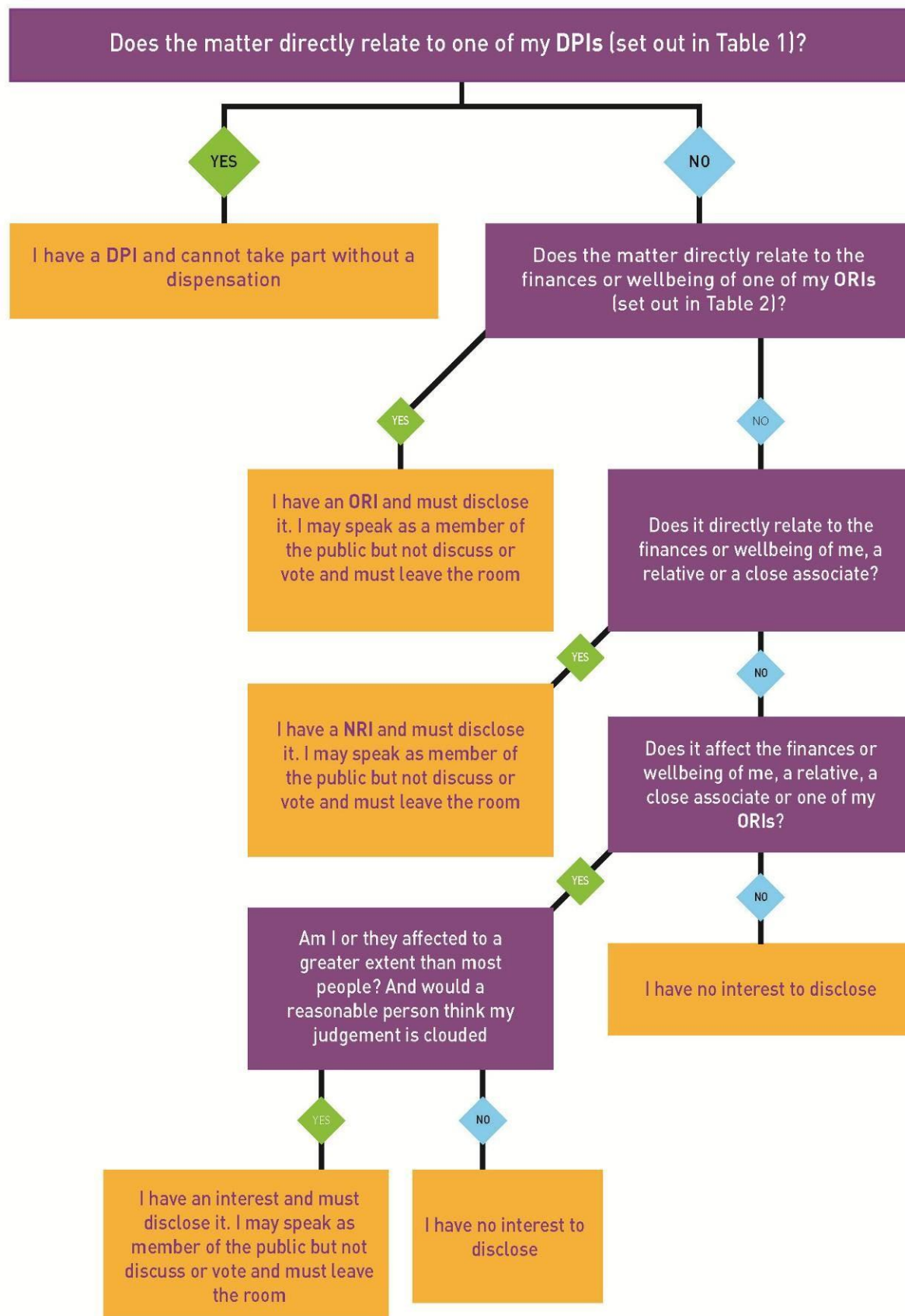


Table 1 - Disclosable Pecuniary Interests

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council — (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land and property	Any beneficial interest in land which is within the area of the council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners (alone or jointly with another) a right to occupy or to receive income.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer.
Corporate tenancies	Any tenancy where (to the councillor's knowledge)— (a) the landlord is the council; and (b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.
Securities	Any beneficial interest in securities* of a body where— (a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either— (i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/ her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners have a beneficial interest exceeds one hundredth of the total issued share capital of that class.

* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2 – Other Registrable Interest

You must register as an Other Registrable Interest:

a) any unpaid directorships

b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority

c) any body

(i) exercising functions of a public nature

(ii) directed to charitable purposes or

(iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a member or in a position of general control or management

Jim Cooke Conference Suite, Stockton Central Library **Evacuation Procedure & Housekeeping**

If the fire or bomb alarm should sound please exit by the nearest emergency exit. The Fire alarm is a continuous ring and the Bomb alarm is the same as the fire alarm however it is an intermittent ring.

If the Fire Alarm rings exit through the nearest available emergency exit and form up in Municipal Buildings Car Park.

The assembly point for everyone if the Bomb alarm is sounded is the car park at the rear of Splash on Church Road.

The emergency exits are located via the doors between the 2 projector screens. The key coded emergency exit door will automatically disengage when the alarm sounds.

The Toilets are located on the Ground floor corridor of Municipal Buildings next to the emergency exit. Both the ladies and gents toilets are located on the right hand side.

Microphones

During the meeting, members of the Committee, and officers in attendance, will have access to a microphone. Please use the microphones, when directed to speak by the Chair, to ensure you are heard by the Committee.

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Health & Wellbeing Board

A meeting of Health & Wellbeing Board was held on Wednesday 27 September 2023.

Present: Cllr Bob Cook (Chair), Cllr Lisa Evans (Vice Chair), Cllr Diane Clarke OBE, Cllr Dan Fagan, Cllr Kevin Faulks, Cllr Mrs Ann McCoy, Cllr Steve Nelson, Cllr David Reynard, Cllr Stephen Richardson, Cllr Sylvia Walmsley, Fiona Adamson, Jon Carling, Jo Heaney (sub for David Gallagher), Shaun Mayo (sub for Dominic Gardner),

Officers: Jane Smith, Emma Champley, Tanja Braun, Mandy Mackinnon, Emma Brady, Rob Papworth, Judy Trainer

Also in attendance: Jenny Thompson (CGL), Esther Mireku, Hayley Tranter, Karen Kelsey (NTHFT), Danielle Chadwick (Harbour)

Apologies: Carolyn Nice, Elaine Redding, Sarah Bowman Abouna, David Gallagher, Alex Sinclair, Dominic Gardner, Peter Smith

1 **Declarations of Interest**

There were no declarations of interest.

2 **Minutes of the Meeting held on 26 July 2023**

RESOLVED that the minutes be confirmed as a correct record and signed by the Chair.

3 **Alcohol Harm Reduction Steering Group Update**

The Health and Wellbeing Board had established an Alcohol-related Harm Steering Group in September 2019. The group had developed a strategic framework supported by an annual action plan. The group's work resulted in system-wide strategic approaches which gave rise to expansion of treatment and recovery services, improvement in recovery pathways and a strengthened approach to preventative activities.

The Alcohol Care Team (ACT) in North Tees Hospital had been in place for a year. The team provided onsite advice and treatment for patients admitted to hospital requiring unscheduled alcohol detox and or advice. The team liaised with community-based services to ensure continuity of care on discharge from hospital.

Community-based substance misuse services for Stockton-on-Tees were provided by Change Grow Live (CGL). The service provided support, advice, and treatment for people on their recovery journey for drugs and/or alcohol.

The Board received a presentation from the Alcohol Care Team which outlined the role of the Team and positive impact on patient health, a reduction in violent incidents, prevented admissions and re-admissions and a reduction in alcohol related deaths. The Board also received a presentation from Change Grow Live on the recovery services in Stockton including Healthy Habits, peer support, professional support, medication, and detox.

Key issues highlighted and discussed:

- There had been an increase in referrals to alcohol care teams locally and nationally and, if necessary, more sustainable resources might be required for the Alcohol Care Team. Engagement and preventative work had a role in easing service demands
- Unlike smoking prevalence, alcohol dependency occurred across all socio-economic groups, however, the impact of dependence was felt more deeply in deprived communities
- The alcohol treatment pathway presented focused on adults. However, the provider is also providing alcohol/ substance misuse services for children and young people. Current work ongoing to further understand need and improve services.

RESOLVED that the update and presentations be noted.

4 Domestic Abuse Steering Group Update

The Domestic Abuse Strategy had been approved by the Board in December 2022 and, since then, an action plan had been developed through a workshop with partner organisations. The Domestic Abuse Steering Group received themed updates on the delivery of the action plan. Most recently, the updates had been in relation to workforce development and NHS pathways to specialist support.

The Board received presentations on:

- Harbour: Workforce development
- Harbour: GP Independent Domestic Violence Advocate
- NTHFT: Hospital Independent Domestic Violence Advocate

The Board were encouraged to raise awareness of the training programme with their organisations. Bespoke sessions could be offered and there was flexibility on the days/ times for delivering the sessions. Current training dates would be circulated to the Board.

The Board acknowledged the positive impact of the GP and Trust IDVA. Case studies would be circulated to the Board.

RESOLVED That the update and presentations be noted.

5 Health and Wellbeing Partnerships' Update

This Board received an update on the discussions being undertaken by the Adults Health and Wellbeing Partnership and the Children and Young People's Partnership. It highlighted the significant collaborative working and the important and invaluable links that were made, between Partners, at each meeting. This report covered meetings held in July 2023.

It was clarified that GP practices sent out invitations to eligible patients for an

NHS health check every five years, however, patients could also request an NHS health check themselves.

RESOLVED that the update be noted.

6 Members' Updates

There were no Member Updates.

7 Health and Wellbeing Board – Forward Plan

The following items would be added to the forward plan:

- NHS Dentistry Provision – October
- Mapping of VCS Health and Social Care Organisations - November

RESOLVED that the forward plan be noted.

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AGENDA ITEM

REPORT TO HEALTH AND WELLBEING BOARD

25TH OCTOBER 2023

REPORT OF DIRECTOR OF PUBLIC HEALTH

HEALTH PROTECTION WINTER PLANNING UPDATE

SUMMARY

This paper provides an update by the health protection collaborative on ongoing work with a focus on winter planning.

RECOMMENDATIONS

Board is asked to:

1. Note the content of the update.
2. Support the key messages to staff on Winter wellness including vaccinations.

DETAIL

Winter Planning

1. Winter 2022/3 presented significant challenges to communities and the health and wellbeing system with cost-of-living pressures, ongoing Covid circulation, flu and other respiratory infections.
2. The picture for this Winter is not yet known but planning is underway to monitor and mitigate the impacts as well as prevent escalation where possible. The Tees Valley Local A&E Delivery Board (LAEDB) has oversight of the NHS planning and coordination with partners, feeding into regional (Northeast and North Cumbria) arrangements. A winter planning event has taken place on 12 October across the ICB NENC footprint, to consider pressures from last Winter and collectively plan for this Winter based on the learning. Ongoing risk of respiratory infections including emerging variants, vaccination and impact of strikes were key considerations. Infection prevention and control continues to be crucial in preventing and mitigating communicable disease.

3. Cleveland LRF is also holding a winter planning meeting on the 18 October and is instigating Project Viper – a system for identifying those at risk who will need immediate assistance in the event of a major incident (including adverse weather events) e.g. those on oxygen at home, those with significant mobility needs.

Surveillance

4. The main national monitoring system for Covid population prevalence through the ONS was stopped earlier this year. Recognising the ongoing need of broader surveillance than hospital data, a smaller version of the survey is being reinstated from October 2023 to ensure ongoing population surveillance.
5. According to the latest England data for COVID-19 infections, the percentage of people with COVID-19 increased Hospital admissions increased by 29% (for w/o 25 September) compared to the previous week and were highest in the 85yrs+ age group; they remain however significantly below those seen in Spring 2023 and Christmas 2022. COVID-19 ICU admissions and deaths are also increasing.
6. As expected for time in the year, Influenza infections remain low, although there has been a higher rate of rhinovirus infections (common cold) in recent weeks. Higher influenza rates are most common between December and February.
7. A new COVID strain (BA2.86) was detected mid-August. It has been identified in several countries within a short time, suggesting rapid transmission. It has been classified as a variant of concern (VOC) due to its large number of mutations, with consequent potential to escape existing immunity.
8. UKHSA confirmed that BA.2.86 is causing an early increase of cases, hospital admissions and deaths across England. Data remains limited but there is no evidence to suggest that BA.2.86 is more likely to make people seriously ill than other circulating variants, while vaccination is likely to provide continued protection. UKHSA has determined the most appropriate intervention with the greatest potential public health impact is to vaccinate all those eligible, quickly

Covid / flu and vaccinations

9. Tees Valley Vaccination Board continues to have oversight of the flu and covid vaccination programmes and reports into the regional ICB immunisation board. Public health continues to monitor population coverage and works with the ICB to identify and plan targeted vaccination clinics for areas with lower vaccination coverage and higher risk groups.
10. Advice by the Joint Committee of Vaccinations and Immunisations (JCVI) is to protect against new variants with boosting the immunity of those who

are most vulnerable. Delay may put vulnerable groups at greater risk so the decision was taken to start vaccination for flu and COVID earlier than planned on the 11 September. Vaccines are being evolved constantly in response to the virus.

11. The Covid autumn booster vaccination programme started with adult care home residents and over 75yr olds. There are no plans to widen the availability of the vaccine; under 65s are considered at lower risk of serious disease from current strains, and there is some residual immunity from vaccine/exposure. Appendix 2 sets out eligible groups.
12. Care home roll out started on 11 September 2023 with a view to be completed by 22 October.
13. From 18 September 2023, the NHS started to invite people for their Covid vaccination in priority order of risk and those eligible will be able to book an appointment through the National Booking Service website or by calling 119.
14. Three of the four Primary Care Networks (PCNs) in the borough have signed up to deliver the Covid vaccination programme themselves and one PCN is working with the GP Federation (H&SH) to deliver on their behalf. (please find list of GP practices/ PCNs in appendix 4)
15. Community pharmacies also offer flu and covid vaccinations to those who are eligible. Flu vaccinations can also be purchased from community pharmacies by population groups who are not eligible for a free flu jab through the NHS. Covid vaccinations are not available for purchase. (Please find a list of community pharmacies who have signed up to offer COVID-19 and Flu vaccines in appendix 5)
16. Co-administration of covid and flu vaccines is permitted and promoted, where this is available. The national booking system is providing the opportunity to book both vaccinations.
17. By the 8 October 14,600 out of 85,000 eligible residents already had a covid booster. The average uptake was 17.3% with substantial variation across the borough. As in previous covid vaccination campaigns uptake is lowest in the most deprived areas.
18. Appendix 3 sets out eligible groups for the flu vaccine. Flu vaccinations for 2-3-year-olds, school-age children (reception to year 11) and children in clinical risk groups started in September, delivered by the school immunisation service (now Intrahealth commissioned by the ICB). The aim of the school-age programme is to complete all school-based flu vaccinations no later than 15 December 23.

19. National comms to promote flu and covid vaccinations has been disseminated widely. Locally SBC comms and NHS comms colleagues continue to work together. SBC is also supporting messaging on Covid and flu vaccines through our community wellbeing champions network. Funding has already been provided to the NENC ICB to support addressing vaccine inequalities; some behavioural insights work has been commissioned to support this.
20. Occupational health flu and covid vaccination programmes have started in NHS trusts and primary care.
21. Free flu vaccinations for SBC employees are provided again this year by the Council's Occupational Health team with the aim to vaccinate 800 staff starting in October 2023. To reflect the changes in eligibility in the national flu programme, all SBC staff are eligible, but vaccination of frontline health and social care workers are prioritised.

Work with settings and communities

22. People most at risk in winter and more vulnerable from cold weather include
 - people aged 65 and older
 - babies and children under the age of 5
 - people on a low income (so cannot afford heating)
 - people who have a long-term health condition
 - people with a disability
 - pregnant women
 - people who have a mental health condition
23. Work is continuing with the care sector through provider forums and monthly newsletters, as established in the height of the pandemic. This provides the opportunity to disseminate key messages and resources, 'temperature check' with providers on impact of Winter illness and provide support as required.
24. The Social Care Protection Group continues to oversee key updates and resources for the coming Winter months, including public health key messages on infectious illnesses, the Covid / flu vaccination programmes, and the increased risks to health for older populations from cold weather plus interventions that can mitigate these risks. Any urgent updates are also shared as needed by email and webinars such as updates on the immunisation programmes. There are also plans to work further with care home managers on perceptions and uptake of key vaccinations among staff and residents including flu, Covid and pneumococcal infections.
25. The Health Protection Collaborative continues to meet every two months, reporting to Health and Wellbeing Board to maintain system oversight of

the current position and facilitate joint working on health protection matters e.g. in social care settings.

26. A Winter health conference by SBC took place on 19 September in Stockton town centre with the aim to empower VCSE sector and community groups with information, networks and resources to support the community this Winter. The event provided a platform for sharing information, experiences, good practice and building relationships, with presentations from a wide range of speakers with over 50 attendees from a wide range of communities and organisations.

Local health protection response

27. There is no indication of a shift in national policy in managing Covid. Therefore, general health protection principles and measures will apply into the Autumn and Winter. Should there be a new variant that warrants considering a step-up of response, we will liaise closely with UKHSA on this and a further update will be brought to the HWB. In the meantime we continue to monitor the position, liaise with UKHSA and offer support and advice to particularly our care sector as required.

28. Dissemination of consistent and clear messages on keeping well in Winter remains important and includes.

- Good hand and respiratory hygiene
- Avoiding to pass on infections – Stay at home if you are unwell.
- Flu and covid vaccinations – Get vaccinated.
- Keeping warm and getting help with heating.
- Getting advice if unwell (pharmacy, 111, GP)
- Looking out for others

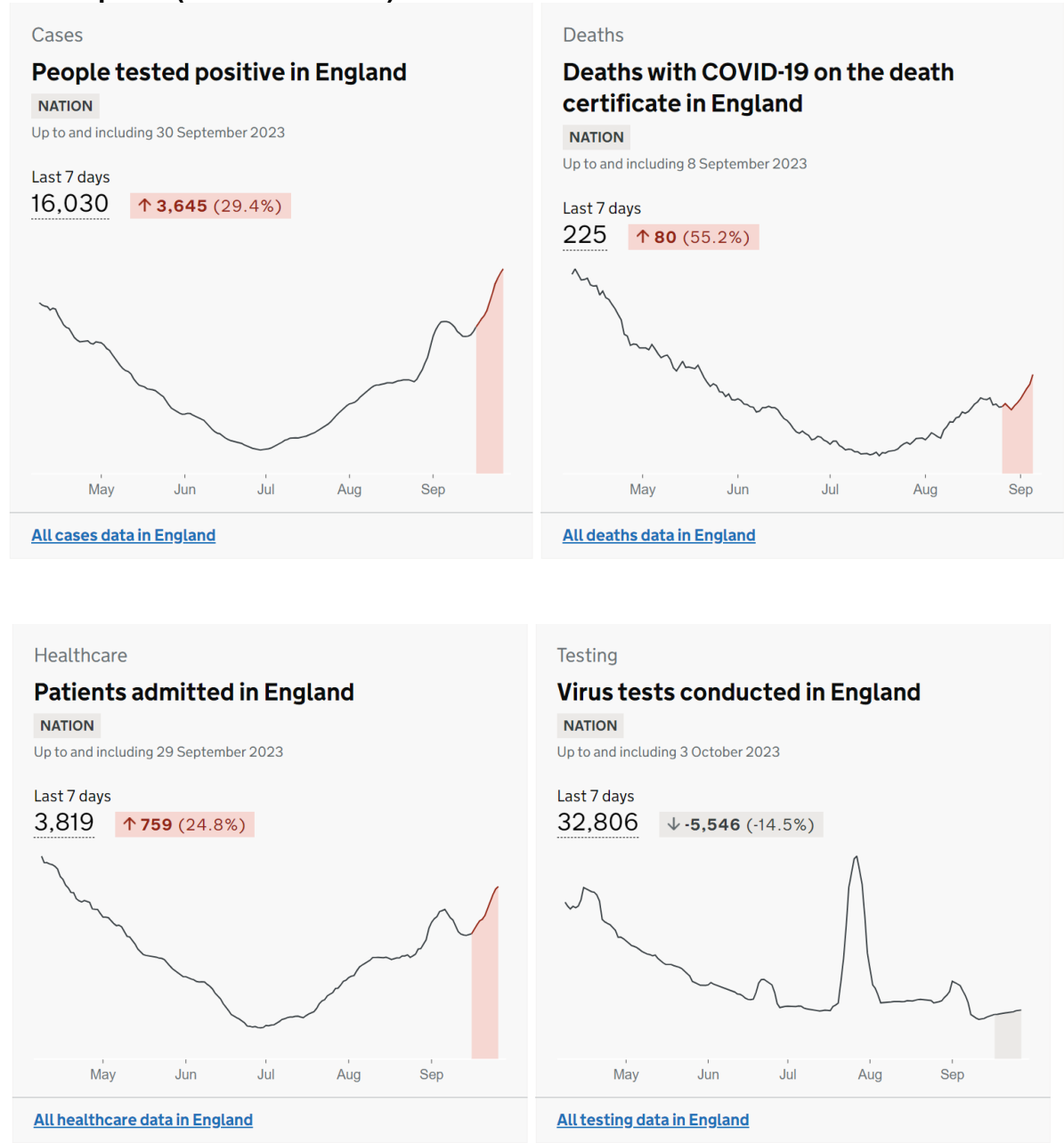
29. The Warm Homes Healthy People programme in Stockton offers support with boiler repairs, emergency heating, energy saving as well as debt and benefits advice. <https://www.stockton.gov.uk/Warm-Homes-Healthy-People>

30. Advise and support with the cost of living pressure is available through a wide range of programmes and organisations. Please find further information at <https://www.stockton.gov.uk/cost-of-living-hubs>

Name of Contact Officer: Tanja Braun/ Sarah Bowman-Abouna
Post Title: Consultant in Public Health/ Director of Public Health
Email Address: sarah.bowman-abouna@stockton.gov.uk

Appendices

Appendix 1
Covid update (11 October 2023)



Appendix 2
Covid vaccination eligible groups

- Residents in a care home for older adults
- All adults aged 65 years and over
- Persons aged 6 months to 64 years in a clinical risk group
- Frontline health and social care workers
- Persons aged 12 to 64 years who are household contacts of people with immunosuppression

- Persons aged 16 to 64 years who are carers and staff working in care homes for older adults

Appendix 3

Flu vaccination eligible groups

- those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk groups
- pregnant women
- all children aged 2 or 3 years on 31 August 2023
- primary school aged children (from Reception to Year 6)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer-led occupational health scheme

All frontline health care workers, including both clinical and non-clinical staff who have contact with patients, should be offered a flu vaccine as part of the organisations' policy for the prevention of the transmission of flu to help protect both staff and those that they care for.

Appendix 4

PCNs/GP practices offering flu and covid vaccinations

- All GP practices are offering flu vaccinations to eligible patients
- BYTES PCN, Billingham PCN and Norton PCN are vaccinating their patients including care home residents and housebound patients, housebound and immunosuppressed patients
- H&SH is vaccinating care home residents on behalf of Alma, and offers vaccination sessions via the national booking system at Tennant Street practices
- Queens Park and Tennant street practices are vaccinating care home residents and housebound patients

Appendix 5

Community pharmacies offering flu and covid vaccinations

Ward	Participating Pharmacy
Billingham	The Pharmacy, Abbey Health Centre Harry Hill, Kenilworth Road
Yarm	Cohens Chemist Whitworth Chemist
Ingleby Barwick	Coulby Newham Pharmacy at Ingleby Barwick Community Hall
Eaglescliffe	Eaglescliffe Pharmacy Pharmacy Express
Mandale and Victoria	Pharmacy Express
Roseworth, Hardwick and Salters Lane	Pharmacy World
Stockton Town Centre, Newtown, Grangefield	Knights Pharmacy 365 Well Pharmacy Synergise Pharmacy
Fairfield, Hartburn, Bishopsgarth and Elm Tree	Fairfield Pharmacy

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Health & Wellbeing Board

Oral health update

25th October 2023

Oral Health

Oral health needs assessment

- Developed by the Integrated Care Board (ICB) – North East and North Cumbria footprint
- On behalf of Integrated Care System across the region, of which SBC is part – evolution of NHS system; Strategy published 2023 *Better Health and Wellbeing for All*; regional groups supporting the ICB inc. oral health
- ICB responsible for commissioning dental services (since 2022); oral health promotion is LA responsibility
- Dental public health colleagues (NHSE) have produced a needs assessment for the system

North East
North Cumbria
Health & Care
Partnership



Better health and wellbeing for all

a strategy for the
North East and North Cumbria

16 December 2022

Oral health - context

Public Health England

Healthmatters Poor dental health harms school readiness

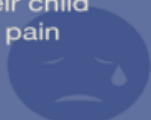
Research about extractions in children in North West hospitals found that **26%** had missed days from school because of dental pain and infection



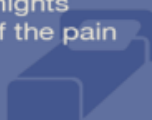
An average of **3 days** of school were missed due to dental problems



67% of parents reported their child had been in pain



38% of children had sleepless nights because of the pain



Many days of work were potentially lost as **41%** of parents/carers were employed

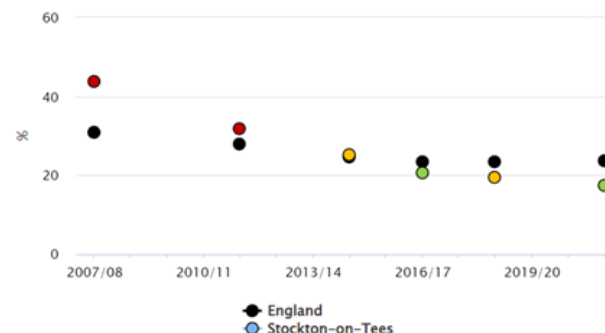
Percentage of 5 year olds with experience of visually obvious dental decay

Proportion - %

[Show confidence intervals](#)

[Show 99.8% CI values](#)

[More options](#)



Recent trend: Could not be calculated

Period	Count	Value	Stockton-on-Tees		England
			95% Lower CI	95% Upper CI	
2007/08	-	43.9%	37.3%	50.4%	30.9%
2011/12	-	31.9%	29.6%	34.1%	27.9%
2014/15	-	25.3%	20.2%	30.4%	24.7%
2016/17	-	20.6%	18.3%	23.1%	23.3%
2018/19	-	19.5%	14.8%	25.1%	23.4%
2021/22	-	17.3%	13.2%	22.3%	23.7%

Source: Dental Public Health Epidemiology Programme for England: oral health survey of five-year-old children (Biennial publication - latest report 2022) <https://www.gov.uk/government/collections/oral-health-surveys-and-intelligence-children>

[Indicator Definitions and Supporting Information](#)

inequalities

Needs assessment recommendations

NENC ICB Recommendations	What needs to be done
Addressing Oral Health Inequalities	<ul style="list-style-type: none"> • Supervised toothbrushing schemes • Fluoride varnish programmes • Levelling up: targeting the 20% most deprived areas for new patient access • Extension of water fluoridation in the North East
Improving access for: <ul style="list-style-type: none"> • Children (particularly under 2s) • Adults • New patients 	<ul style="list-style-type: none"> • Continue additional access sessions to improve access for urgent care and new high needs patients • Promote dental check by one initiative
Improve access to general anaesthetic services (children)	<ul style="list-style-type: none"> • Improve waiting times • Reduce travelling and waiting times for children with complex needs
Improving access for older adults living in care home settings	<ul style="list-style-type: none"> • Continue Caring 4 your Smile programme • Fluoride varnish programmes for older people
Early identification and intervention for oral cancers	<ul style="list-style-type: none"> • Sign posting to stop smoking services and alcohol reduction services
Workforce recruitment and retention	<ul style="list-style-type: none"> • Initiatives to incentivise recruitment • Financial enhancements to maintain NHS dentistry sustainability

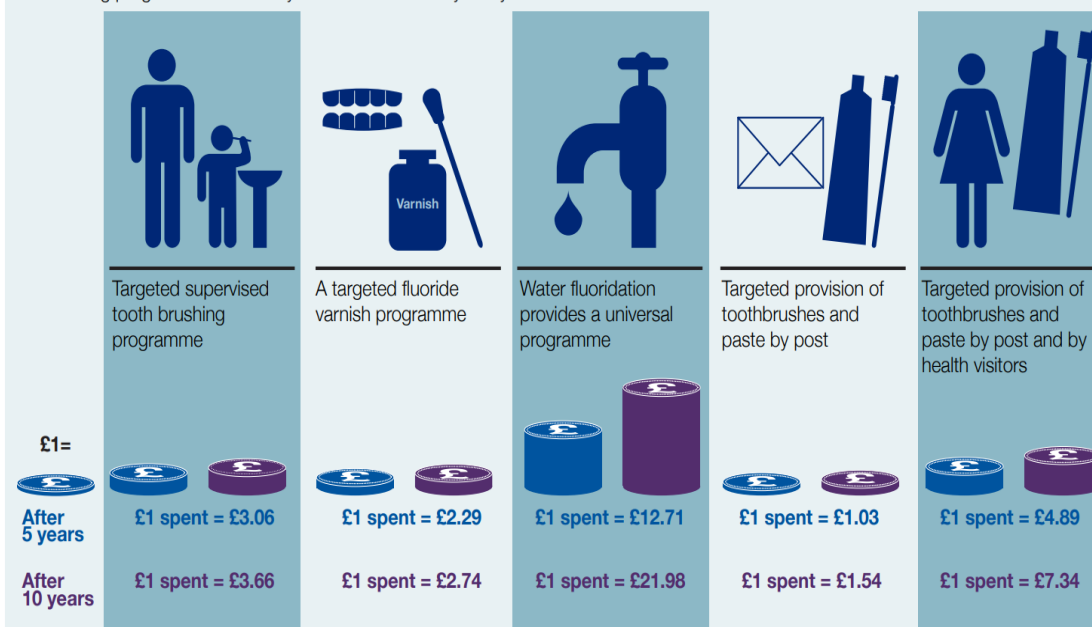
Evidence Base for Prevention Programmes



Public Health
England

Return on investment of oral health improvement programmes for 0-5 year olds*

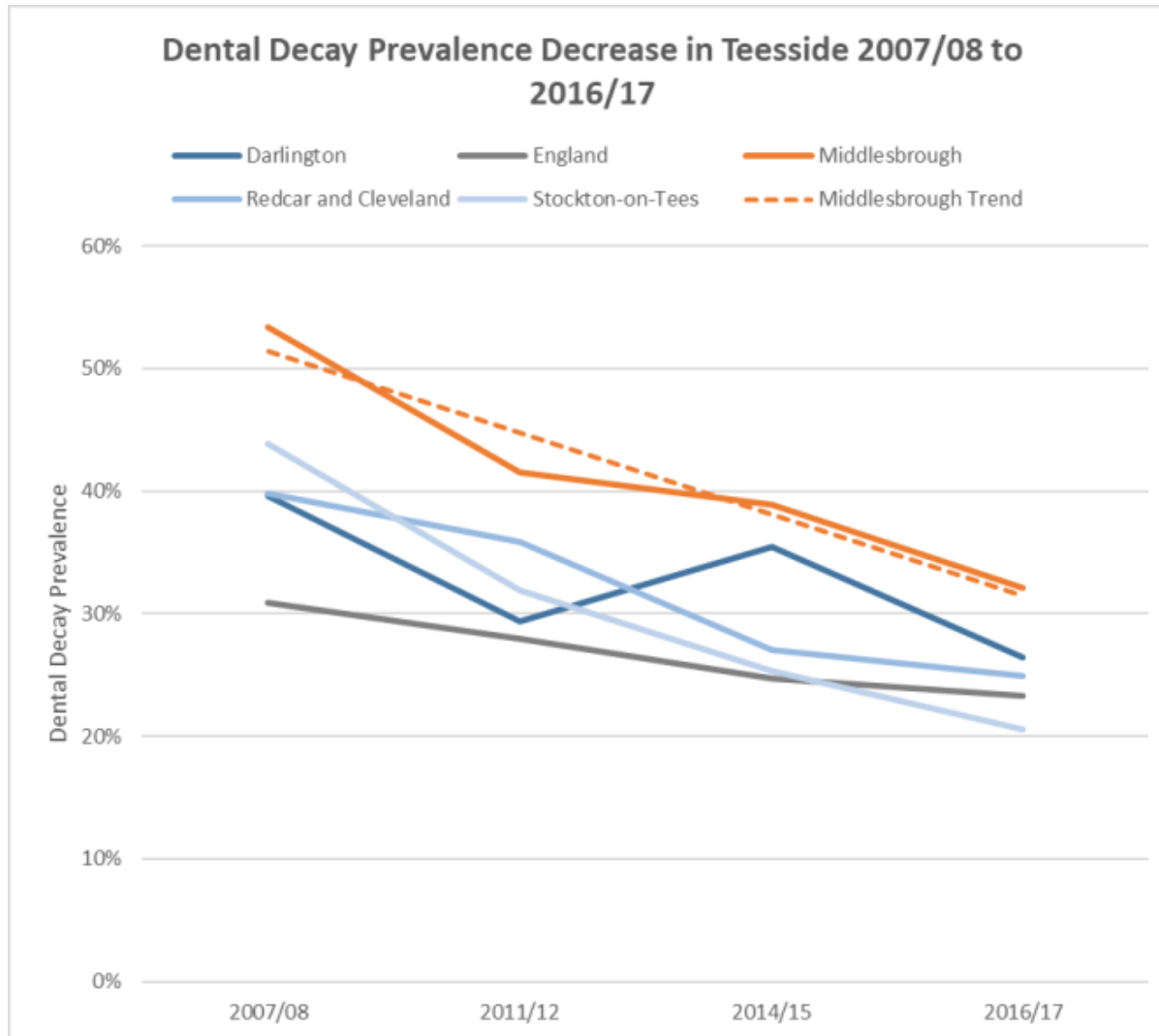
Reviews of clinical effectiveness by NICE (PH55) and PHE (Commissioning Better Oral Health for Children and Young People, 2014) have found that the following programmes effectively reduced tooth decay in 5 year olds:



*All targeted programmes modelled on population decayed, missing or filled teeth (dmft) index of 2, and universal programme on dmft for England of 0.8. The modelling has used the PHE Return on Investment Tool for oral health interventions (PHE, 2016). The best available evidence has been used in this tool and where assumptions are made these have been clearly stated
PHE Publications gateway number: 2016321

Existing work – oral health promotion

- Oral health promotion protects the health of teeth and gums - good oral hygiene including tooth brushing, restricting sugary foods and drinks
- SBC supports school-based tooth brushing and fluoride varnish schemes focused on primary schools in the most deprived areas - stopped in 2020-21 due to pandemic
- Health Visitors supply oral health packs at routine 8 months checks
- Tooth brushing resumed in 2022, discussions are underway on resuming the fluoride varnish scheme

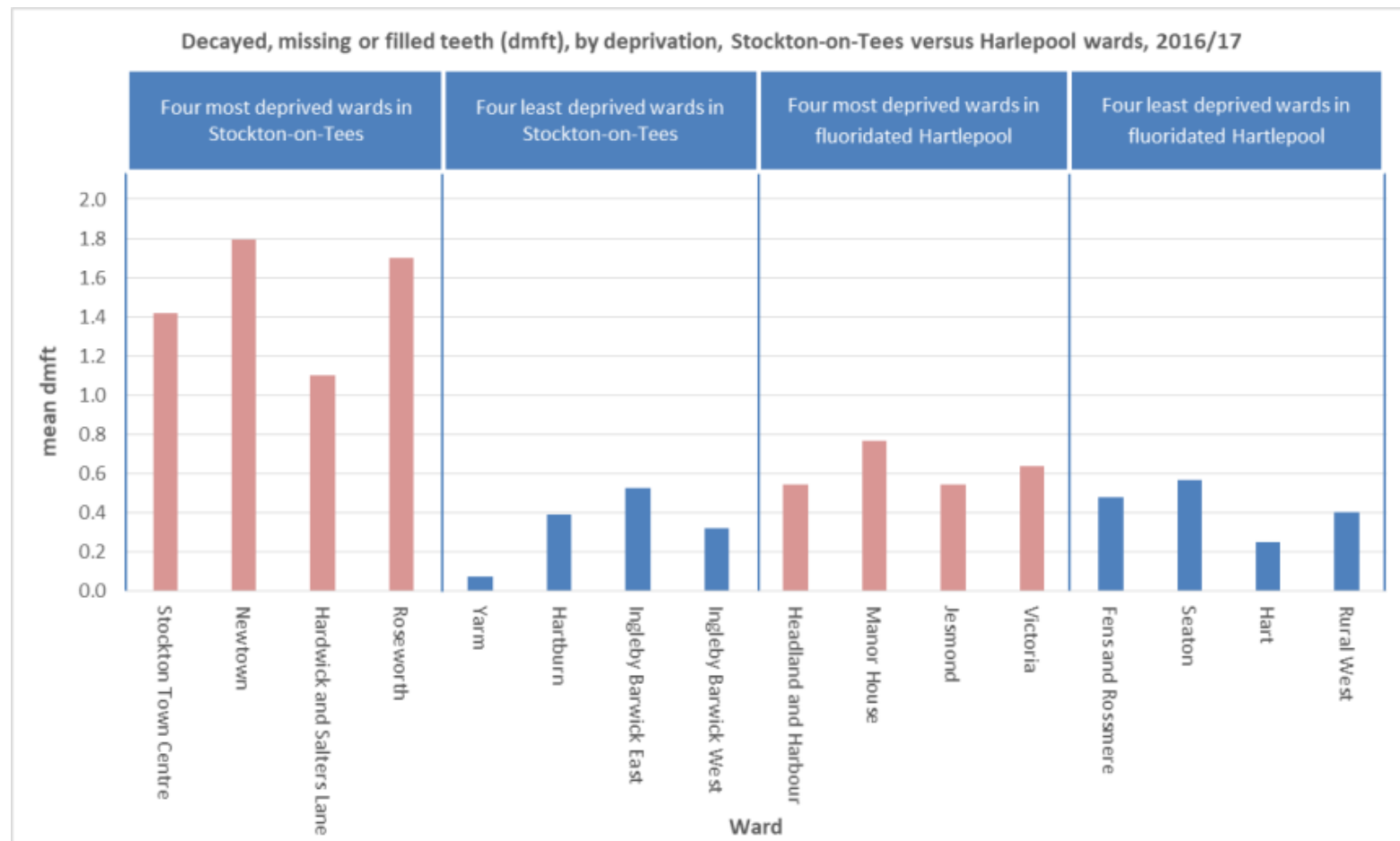


Please be wary of the periods used in this chart, as the time elapsed between data collection points is inconsistent.

Community water fluoridation

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- Government have adopted CWF as policy and identified NE as initial region of focus for community water fluoridation due to oral health picture and will provide capital and maintenance funding
- Proposed level of fluoridation through the scheme would be 1mg/l
- Chief Medical Officer: due to weak and conflicting evidence, there is no significant association between water fluoridation and key health harms
- PHE water fluoridation health monitoring reports from 2014, 2018 and 2022 support this (OHID, has legal duty to monitor effects of water fluoridation schemes on health - reports every 4 years), plus other international research evidence
- Government will lead programme; LAs asked to support with links to communities / local comms
- Timescales to be confirmed; national comms approach expected late 2023





Healthwatch Stockton-on-Tees.
Annual Report
April 2022 - March 2023



**We engaged with
and supported
1,514 people!**

**We provided
advice and
information to
14,971 people**

**13 Healthwatch
Champions**

**Escalated
service user
voice to our
partners**

**5 reports
published**

**Embedded our
role within the
ICS**



April 2022 - March 2023 priorities

Youthwatch

This year we have worked closely with Youth Focus North East to begin the development of Youthwatch, a platform for young people to have their say about health and care services.

Integrated Care System ICS

We have worked closely at a national, regional and local level with our ICS and Healthwatch colleagues to ensure a robust mechanism at a strategic level that embeds the voice of the public within the transformation of health and care services.



April 2022 - March 2023

0-19 Growing Healthy

Working with the Stockton Community Wellbeing Champions, we supported the Public Health Growing Healthy Stockton-on-Tees consultation, to ensure that the voices of those accessing services were able to contribute to the development of the future commissioning and delivery of the 0-19 health services. This resulted in recommendations that will be embedded into the future delivery model and improve access to services.



April 2022- March 2023

10 Year Celebration Event

This year Healthwatch celebrated its 10th birthday, Healthwatch-Stockton-on-Tees led on the celebration event that brought together 14 local Healthwatch - known formerly as the North East and Cumbria ICS region. We were able to share our learning to date, reflect on our ambitions and develop our mission to ensure service user voice is embedded within the rapidly changing health and care services.



10 Year Celebration Event

“Thank you for inviting me to join the Healthwatch 10-year celebration. It is important to celebrate the great work of the Healthwatch teams and the impact this has had on patients, carers and the public. Now we have the opportunity to learn from this work and ensure the voices of our communities are at the heart of health and care services”

Claire Riley Executive Director of Corporate Governance, Communications & Involvement, North East & North Cumbria ICS



April 2022 - March 2023

Healthwatch Hero

This year we have implemented a piece of work that highlights individuals whose voice and determination to make difference have supported improvement of services.

We were honoured to be able to recognise the work of Catherine Wakeling who advocates for those struggling with mental health. Catherine has implemented an out of hours support group to help those in need. The feedback we gathered from those accessing the service was overwhelming in positivity at the difference Catherine and colleagues have made to their lives.



Celebrating a hero in our local community

"Catherine is helping me so much, I don't know what I would have done without her support"

"It's been very helpful, lots of support and able to get out of the house and feel safe with the people I am with, absolutely great support"

Catherine is now a Healthwatch Champion and will continue to work with us to escalate the voices of service users.

This work will now feature yearly as we celebrate those individuals who go above and beyond to help make a positive change in our community.



How to become a Healthwatch Community Champion

If you regularly speak to people in your community, as a member of the public or a professional, you can help us make sure their voices are heard in local health and social care matters

Find out more



Top Three Priorities 2023-2024

Growing Older Project - This Tees Valley project aims to deliver a local review to support a response to the national requirement to improve the planning process for when families can no longer support their family member to stay at home. The particular focus is to improve support for families, carers and older people with a learning disability.

Pharmacy - Intelligence brought to Healthwatch has informed the planning of Enter & Views to take place at a selection of pharmacies in the area. This will help to determine access to medications, capacity within pharmacy and highlight other services that pharmacies offer - supporting the alleviation of demand on GP Services. This work is planned to go ahead in October 2023.

Rolling Programme of Coffee Mornings - It is the mission of Healthwatch Stockton-on-Tees to reach deprived areas of the borough, to help to address health inequalities. Providing a safe place for people to raise concerns and access our Information and Signposting Service.



This coming year we intend;

- To work closely with our partners in the establishment and design of the new Mental Health Hub - due to be launched in October 2023.
- To develop a cohort of Healthwatch Heroes - who share their invaluable lived experience to help improve the design and delivery of health and care services.
- Continue to work closely with the Stockton-on-Tees Wellbeing Champions to ensure clear pathways of communication from the public to a strategic level to inform future planning.
- To develop our programme of coffee mornings to reach those who find it challenging to access services - raising awareness and supporting individuals to have a voice.
- To continue developing our role within the ICS - particularly at Place level, ensuring 'word on the street' reports are shared in a timely manner to inform priorities.



Top 3 areas that people have
contacted us about:

Dentistry

GP Practices

Mental Health Services

Contact us to get the information you need If
you have a query about a health and social
care service, or need help with where you can
go to access further support, get in touch.
Don't struggle alone. Healthwatch Stockton-
on-Tees is here for you.

www.healthwatchstocktonontees.co.uk

01642 688312

healthwatchstockton@pcp.uk.net

Healthwatch Stockton-on-Tees



Thank you
Any Questions?



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Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Stockton-on-Tees



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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair



It's hard to believe we have arrived at this point in the year, both a time for reflection and a time to look forward, ensuring continued confidence with our partners and stakeholders of the valuable impact that Healthwatch and the public can make to the delivery of health and care services, both locally in Stockton-on-Tees and nationally via the transformation agenda.

This year the Stockton-on-Tees Healthwatch team organised a North East regional event to celebrate the 10th birthday of Healthwatch. Fourteen local Healthwatch came together to highlight the positive work and impact that has been made across the region, championing the voice of the public and their views of health and care services.



**Peter Smith,
Chair of Healthwatch
Stockton-on-Tees**

We know the need to maintain our focus as local Healthwatch has never been greater, finding ways to help maintain stability for the people we represent. The entire health and social care system faces many challenges, from reducing waiting times for vital surgery and treatment; making it simpler to access primary care services; recruiting new doctors, nurses and social workers; ensuring professional social care assessments and the very real issue regarding the lack of NHS dentistry. These issues affect the general population on a day-to-day basis and through their comments and suggestions impacts on how services are planned and delivered.

After 75 years of the NHS, we still face huge challenges alongside social care services in managing to provide quality services whilst under extreme financial pressure. Is change needed? Do services need more investment; or can we develop creative ways of preventing illness and stop the rise in health inequalities whilst supporting our ageing population. Can the NHS, public health and social care organisations work more closely together to provide improved, collaborative, and efficient care? Are we harnessing the best use of technology and available data to provide more control for patients?

Working with the public across the Borough of Stockton-on-Tees our local Healthwatch has managed to demonstrate the power of public feedback, and this has helped to identify what works, to spot issues and to make recommendations on potential improvements. This report demonstrates much of the work we have undertaken over the past 12 months.

I would like to thank Natasha and the Healthwatch team for all their hard work and continuing support to the people and patients of Stockton-on-Tees.



Peter Smith, Chair, Healthwatch Stockton-on-Tees

About us

Healthwatch Stockton-on-Tees is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

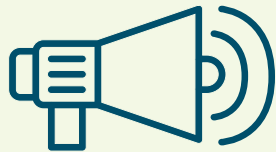


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out



1,514 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

14,971 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

Making a difference to care

We published

5 reports

reports about the improvements people would like to see to health and social care services.

Our most popular report was

Accessible Information Standards in Health & Care

which highlighted the struggles people face in receiving health information from health and care services.



Health and care that works for you



We're lucky to have

13

outstanding volunteers who gave up **31 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£129,079

which is **0.7 % less** than the previous year.

We currently employ

4 staff

(full time equivalent) who help us carry out our work.

How we've made a difference this year

Spring



Youthwatch

This year we have worked closely with Youth Focus North East to begin the development of Youthwatch, a platform for young people to have their say about health and care services.



Integrated Care System (ICS)

As the transformation of health and care services is developing, we have worked with our ICS colleagues to ensure that we have a role at a strategic level and that the voice of service users and the public are embedded within new structures.

Summer



Bee Happy

We collaborated with Stockton-on-Tees Borough Council Community Based Learning Disability Day Services to engage with people with a learning disability to find out their views and experiences of their health and wellbeing over the past year.



Coffee Mornings

We have delivered coffee mornings throughout the area to provide an opportunity for people to have their say, while distributing food parcels to those most in need with the support of 'Feeding Families.'

How we've made a difference this year

Autumn



10-Year Event

We celebrated 10 years of Healthwatch by bringing together partners and colleagues from across the North East to share valuable learning and provide an opportunity to determine our collective ambition for the future.



0-19 Growing Healthy

Working with the Stockton Community Wellbeing Champions we supported the Public Health Growing Healthy Stockton-on-Tees consultation, to ensure that the voices of those accessing services were able to contribute to the development of the future commissioning and delivery of the 0-19 health services.

Winter



Accessible Information Standards

We engaged with the community to understand how the Accessible Information Standard is working on a local level and to find out how people experience receiving health information from health and care services.



Waiting Well

We provided valuable feedback to the North East and North Cumbria Integrated Care Board on their Waiting Well programme which aims to support patients to prepare for surgery.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better for you

Accessing Primary Care Services

Due to intelligence gathered we were able to help the NHS identify and remove barriers to improve access and delivery of health services.



Improving Hospital Visiting

North Tees and Hartlepool NHS Trust welcomed feedback that led to reviewing hospital visiting policies, procedures and guidance.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain. Our findings highlight a serious shortage of NHS Dentists and poor access to treatment.



Community Mental Health

Our period of consultation gave us valuable information about how mental services could work more effectively, which helped to provide an insight to commissioners. We are continuing our involvement to ensure service users are at the heart of the Community Mental Health Transformation Programme.



Care Homes

Our programme of Enter & View visits supported improvements to the care of those living with dementia both in care homes throughout the borough and within North Tees and Hartlepool NHS Trust.



- To improve our service
- Take on board your suggestions to understand your needs
- To leave feedback anonymously
- Any form of feedback is welcome
- For you to express your concerns and suggestions



Starfish

Health and Wellbeing



Healthwatch Hero



Celebrating a hero in our local community

We are delighted to have had the opportunity to work with Catherine from Starfish Health & Wellbeing and gather the voices of those accessing the service to ensure the voice of service users are embedded within the transformation of mental health services.

We received lots of feedback about the drop-in service 'A Place to Be' and the passion shown by Catherine to make a positive change for the residents of Stockton-on-Tees.

While attending a 'lived experience group' information was gathered that highlighted the need for an out of hours drop-in service.

Catherine acted on this feedback and established a 5pm-8pm drop-in service that is well attended, demonstrating local need.

"It's been very helpful, lots of support and able to get out of the house and feel safe with the people I am with, absolutely great support." *Place to Be attendee*

"Catherine is marvellous." *Place to Be attendee*

"Love it when Catherine is here, she is so kind and helpful." *Peer Mentor*

"Catherine is helping, me so much I don't know what I would have done without her support." *Place to Be attendee*

"Catherine is just amazing." *Peer Mentor*

We are very glad to welcome Catherine as a Healthwatch Champion who will continue to share with us the voice of service users, championing what matters to them.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Advocating for fairer NHS dentistry

NHS dentistry is in desperate need of reform and this year local Healthwatch came together nationally to successfully move NHS dentistry up the political agenda with our ambition to make it easier for people to find a dentist taking on NHS patients.

With living costs on the rise, our new findings show widening health inequalities as people in every part of the country struggle to pay for dental care.

We have seen a shortage of NHS appointments, which has affected people on the lowest incomes the most, meaning they were less likely to have dental treatment than those on higher incomes.

We made renewed calls on NHS England and the Department of Health and Social care to put a reformed dental contract in place.

Changes to NHS dental contracts

Our findings achieved widespread media attention and as a result NHS England announced changes, including:



- Increasing the payments for dentists when treating patients with complex needs, for example, people needing work done on three or more teeth.
- Requiring dental practices to regularly update the national directory as to whether they are taking new NHS patients.
- Moving resources from dental practices that are underperforming.

What difference will this make?

This announcement showed the power of people's feedback – with decision makers listening to your voice and taking action.

With these changes in place, it should be easier for people to find a new dentist taking on NHS patients, alleviating the stress and worry so many suffer when they cannot afford to go private.



“Since I moved to Stockton-on-Tees I have tried to find a dentist who accepts new NHS patients. Every single dentist I contacted, stated that they do not accept new NHS patients or are private patients’ practices only. As I understand, I have the right to get access to dental care, yet I end up paying for my check-ups every 6 months. I also paid for fillings twice and had to pay for a tooth to be removed. I was in pain for 2 weeks, but no dentist would have accepted me. The situation is unbearable as well as unaffordable for me.”

Stockton-on-Tees resident



Experiences of the Accessible Information Standards in Health & Care

At the beginning of this year Healthwatch England launched the 'Your Care, Your Way' campaign. The campaign called for improved accountability and implementation of the Accessible Information Standard (AIS) in health and care.

The AIS gives disabled people and people with sensory loss the legal right to get health and care information they can understand, and the communication support they need. By law, all publicly funded health and social care providers must fully comply with the AIS and ensure people are given information about their health and care in accessible formats (Healthwatch England, 2022).

Healthwatch Stockton-on-Tees collaborated with Stockton-on-Tees Borough Council Community Based Learning Disability Day Services to find out about the views and experiences of people with a learning disability in relation to their health and wellbeing over the past year.

Our recommendations:

1. Health and care services to be accountable for delivering the Accessible Information Standard.
2. Every health and care service to have an accessibility champion so that health and social care staff know who is responsible for leading local accessible information policy and delivery, and to support staff awareness of their compliance with the standard.
3. To involve people with communication needs in designing better services.
4. To provide mandatory training on accessible information for all health and care staff – to enable staff to understand the standard and regularly provide information in the formats patients need, and to proactively ask patients about their communication needs.

What difference will this make?

The findings highlight the importance, for those covered by the AIS, of receiving support from family, carers, and support staff to access and understand information, and to communicate with health and care services. The amount of support that people receive from family, carers and support staff has been stated as the main factor that could affect people's ability to ask health services to provide information or communicate with them in a way that can be easily understood, when needed.

People who are covered by the AIS experience disadvantages in accessing health and care information when needed, and that this has an impact on the quality of care that they've received. This includes missing appointments, not being able to contact the service that was needed, not being able to understand how to take medication, taking the wrong dose of medication, missing out on important information about their health, and that their mental health and wellbeing has been affected because of this.

By raising the profile of the Standard, organisations will be better informed about how they should make sure that people get support from a communication professional if they need it, and about changing working practices to support effective communication, promoting equality and inclusion.

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.



Healthwatch Stockton-on-Tees have developed a programme of coffee mornings that provide an opportunity for individuals to meet with us for an informal chat, information and signposting, and providing an opportunity for our partners to attend in collaboration to address concerns and provide a coordinated approach to help tackle health and wellbeing concerns.

In December 2022 we were able to utilise our coffee mornings to work alongside 'Feeding Families' and help to distribute food parcels to families struggling due to the cost-of-living crisis, while speaking with individuals about their personal concerns accessing health and care services.

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

Our work to highlight inequalities in accessing health and care for those who are covered by the Accessible Information Standard, has helped to raise the profile of what service providers need to do to ensure access is equitable throughout the area.

Those who are covered by the AIS are between two-three times more likely to have been refused a request for support to understand health care information when they have asked, and to have not been provided with health care information that they could understand or access. It's important to those who require communication support, that they are made to feel comfortable in asking for information from health and care services in a way that can be easily understood.

Our findings show that people who are covered by the AIS experience disadvantages in accessing health and care information when needed, and that this has an impact on the quality of care that they've received. This includes missing appointments, not being able to contact the service that was needed, not being able to understand how to take medication, taking the wrong dose of medication, missing out on important information about their health, and that their mental health and wellbeing has been affected because of this.

By working together with the public, we can help to tackle inequalities in accessing health and social care.



Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

'Waiting Well' is a regionwide programme that aims to support patients who are waiting for planned care such as knee and hip replacements.



Evidence shows that taking simple steps before surgery or treatment to improve fitness, diet and mental health plays a crucial role in helping patients to recover more quickly and reduces the chance of being re-admitted to hospital. By empowering them to manage elements of their own health and be in as good shape as they can for their treatment means that there is much less chance of their planned care being cancelled.

To explore public perception, we undertook a piece of engagement to find out what the local views were of the programme. Overall people thought the idea was good and that it would motivate people to take better care of their wellbeing. Our findings were shared with the North East and North Cumbria Integrated Care Board (NENC ICB) to inform future planning and delivery.





Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Developing a programme of coffee mornings targeting specific areas.
- Facilitated local services coming together to help support those struggling from socio-economic deprivation.
- Supported and contributed to engagement ahead of the re-commissioning of the 0-19 service in Stockton-on-Tees, ensuring decision makers hear the voices of the public.
- Worked with partners to continue to build our network and help overcome barriers to accessing services.
- Developed an easy read format of intelligence gathering that can be used to support people to have their voice heard.

Tees Valley Youthwatch

Tees Valley Youthwatch

Youth Focus North East and Healthwatch across the Tees Valley have collaborated to develop a Young Persons Advisory Board. The aim of this project is to ensure meaningful young person representation is included within service commissioning and planning.

Throughout the ongoing development of 'Youthwatch' it has highlighted the challenges that can be faced engaging with diverse communities and how strategic planning and commissioning needs to ensure that a variety of engagement mechanisms are used to ensure meaningful engagement, both for the communities it is working with and to better inform the delivery of health and care services now and in the future.



Improved access for 0-19 services

Healthwatch Stockton-on-Tees collaborated with the Stockton-on-Tees Wellbeing Champions and Stockton-on-Tees Public Health to support the review of 0-19/25 Service.

The purpose of the engagement was to ensure that the voices of local children, young people, their families, and those involved in supporting them are central to the review and re-commissioning of the 0-19/25 service.

The Public Health vision is to enable children and young people with the building blocks to secure the foundation for a healthy life, working with families to promote wellbeing, protect from illness and injury and prevent ill health at the earliest opportunity through prevention and early intervention.



“

“We would like to thank Healthwatch who have collaborated with the Stockton-on-Tees Community Wellbeing Champions to produce this report reviewing our Public Health 0-19 (up to 25 with SEND) offer. Together they were able to collect responses from almost 100 residents, including harder to reach groups.

“The valuable insights and recommendations collated in the report will, along with other information collected during consultation, contribute to our service review and the ongoing development of a model of support and the commissioning process, working with communities, children and young people and their caregivers.”

”

Director of Public Health, Sarah Bowman-Abouna

Collaborating to ensure service user voice is at the heart of future service delivery

This year Healthwatch celebrated its 10th birthday. Fourteen local Healthwatch came together who work collectively across the North East and North Cumbria Integrated Care System (NENC ICS) region to add value and service user voice to the changing health and care landscape. Staff past and present, Board members, volunteers and partner organisations came together to share in the success that Healthwatch has achieved to date and identify how we can continue to build on our success and support the transformation of health and care services.

We were delighted that Claire Riley from the NENC ICS was able to attend the event and share with us her ambition for the future of health and care services.

With the ICS transformation underway Claire spoke of her desire to ensure insight and feedback from the public was used at both a national and local level. She welcomed the opportunity she has had to work alongside Healthwatch and is looking forward to continued collaboration that will support system wide planning and service delivery.

Claire acknowledged there will be challenges and 'hard conversations' along the way and that positive system change will only be achieved through meaningful partnership working. She welcomed the opportunity to answer questions raised and provided honest feedback on the challenges ahead, with a determination to ensure positive outcomes for health and care services.

“Thank you for inviting me to join the Healthwatch 10-year celebration. It is important to celebrate the great work of the Healthwatch teams and the impact this has had on patients, carers and the public. Now we have the opportunity to learn from this work and ensure the voices of our communities are at the heart of health and care services.”

Claire Riley Executive Director of Corporate Governance, Communications & Involvement, North East & North Cumbria ICS





Advice and information

Healthwatch is here for every person living in Stockton-on-Tees. We can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust.
- Helping people access the services they need.
- Helping people access NHS dentistry.
- Supporting people to look after their health during the cost of living crisis.

Help to find medication in Stockton

Healthwatch Stockton-on-Tees were contacted by a lady whose husband had suffered a stroke and had to feed via a feeding tube after hospital discharge.

The initial medication was in liquid form, however when this ran out the pharmacist would only dispense the medication in tablet form, proving difficult to administer and causing concern that the correct dosage was not being given as it was blocking the tube. The lady raised this with her GP and the pharmacist and was advised they were not able to provide liquid form. We were able to source advice from the NHS Patient Care Team who contacted her and were able to offer support to rectify the problem.

Helping residents with an NHS complaint

During 2021 – 2022, a client contacted Healthwatch Stockton-on-Tees and requested help to make a complaint on behalf of her husband. She was signposted to the Stockton Independent Complaints Advocacy Service (SICA) and the case was successfully resolved. The North East Ambulance Service (NEAS) have used the learning and proposed plans to prevent repeat future experiences.

The complaint was received about the poor care and treatment received from the NEAS after a nasty fall and head injury.

An ambulance did not arrive until 9 hours after the initial call. When the ambulance did arrive and the paramedics attended to the patient, they found that his temperature was very high and immediately thought he had COVID-19.

The paramedics and the NEAS call operators deemed the client's husband not critical because he was able to respond when they spoke to him. However, when the paramedics took him to the hospital and a scan was carried out, it showed that he had suffered a fractured skull, signs of having a bleed on the brain.

It was strongly felt by the client that NEAS failed in their duty of care, by making a judgement on how serious his condition was based on his ability to answer when spoken to. The injury sustained has had a very adverse impact on their ability to manage most daily functions without difficulty and impacted adversely on the general wellbeing of the whole family.

As an outcome the complaint, the client wanted the NEAS to admit that they failed in their duty of care. A number of questions were put to the NEAS to bring the case to a successful resolution and the outcomes of the complaint were:

- In their complaint response NEAS apologised for letting the client's husband down on the day.
- They acknowledged that on the first call, the health advisor should have probed further to determine whether her husband would have described the headache as severe. They stated in their response that if his headache was severe then this may have resulted in advice to attend an Emergency Department within an hour if they had transport, or a category 3 ambulance being assigned.
- They further stated that as the pain level was not probed enough to determine this, the outcome was to see his GP within 3 days. They admitted that this does not appear to be sufficient for her husband's condition.

All the issues raised in client's complaint were adequately answered, a resolution was reached, and the client was happy with the outcome of the complaint.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Have gathered information from local communities, while promoting Healthwatch Stockton-on-Tees.
- Visited services to gather services user, carer and friends and family feedback.
- Attended forums and meetings to build capacity and ensure Healthwatch representation.
- Read and provided comments on local policies and initiatives to embed public voice.
- Represented us at planning meetings as services begin to change within the Integrated Care System.

Jon Carling, Board Member

"I am delighted to be part of the Healthwatch Board in Stockton. It's inspiring to see the enthusiasm of the staff and volunteers, and to contribute to the variety of actions they have taken to make a difference in our Borough. The report on mental health provision was very influential on services, especially in the voluntary sector, for example."



Leonie McGrother, Board Community Representative

"As Development and Engagement Officer for the Stockton Community Wellbeing Champion Project, being on the Healthwatch Board has been a brilliant opportunity to build on the relationship with Healthwatch Stockton and increase capacity to provide health and wellbeing support to the residents of Stockton-on-Tees. I have learned a lot being a Healthwatch board member and look forward to continuing to work towards improving health and wellbeing outcomes in the area."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchstocktonontees.co.uk/volunteer



01642 688312



healthwatchstockton@pcp.uk.net

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Funding from local authority	£129,079	Expenditure on pay	£76,030
Additional income	£5,316	Non-pay expenditure	£25,868
		Office and management fee	£9,416
Total income	£134,395	Total expenditure	£111,314

Additional income is broken down by:

- **£816 funding** received from Healthwatch Norfolk for website migration funding
- **£4,500 funding** received from NENC ICB for ICS funding

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023–24

1. Growing Older Project – this Tees Valley project aims to deliver a local review to support a response to the national requirement to improve planning process for when families can no longer support their family member to stay at home. The particular focus of this project is to improve support for family, carers and older people with learning disability.
2. Building on our programme of engagement, focusing on the communities we don't regularly hear from.
3. Continuing to ensure the voices of our community are embedded within the ICS and the health and social care transformation – particularly mental health and the development of the local Mental Health Hub.



Statutory statements

The organisation holding the Healthwatch contract is the Pioneering Care Partnership (PCP). PCP is a multi-award-winning health and wellbeing charity operating across the North East.

For further information, please visit www.pcp.uk.net

Registered Charity No: 1067888. Company Registered in England No: 3491237

Registered address: Pioneering Care Centre, Carer's Way, Newton Aycliffe, County Durham, DL5 4SF

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Healthwatch Stockton-on-Tees uses the Healthwatch Trademark

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of five Executive members and five Community Representatives who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2022/23 the Board met seven times and made decisions on matters such as:

- Our work regarding the accessible information standards.
- Collaborating with Youth Focus North East to enhance the voice of young people.
- Supporting staff to ensure public representation within the new Integrated Care System (ICS).
- Leading regional Healthwatch as we celebrated 10 years of making difference as a North East region sharing learning and skills.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, present it to the Health & Wellbeing Board and Scrutiny Committee, and it will be disseminated amongst our partners and commissioners, including North Tees & Hartlepool Foundation Trust and the Care Quality Commission.

Responses to recommendations

All our reports throughout the year have received responses from the relevant partners and recommendations made will form part of the future planning and commissioning of services.

There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

The way we work

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area, for example, we work closely with the Stockton-on-Tees Public Health team to ensure the voice of the public is embedded with plans for future service delivery.

We have good working relationships with North Tees and Hartlepool NHS Foundation Trust to support the planning of their patient and engagement strategy, and we also attend the Patient & Carer Experience Committee

We attend meetings and forums throughout the area to ensure collaboration and a joined-up approach to consultation and engagement.

We are members of the Teeswide Safeguarding Adults Board and actively promote raising awareness and safeguarding campaigns.

We also take insight and experiences to decision makers in the Integrated Care System. For example, we collaborated with other local healthwatch within the region to support the consultation of the 'Waiting Well Programme.'

We provide regular update reports to the Integrated Care System of local engagement and grass root intelligence to help identify trends and concerns and steer priorities at a local, regional and national level.

We also share our data with Healthwatch England to help address health and care issues at a national level.



Working with partners

This year we have continued to ensure the relationships built with our partners continue to develop in strength, ensuring the voice of the residents of Stockton-on-Tees remain embedded in-service transformation and delivery.

We work closely with Catalyst, our strategic infrastructure organisation, to look at innovative ways to support health and wellbeing. In particular the development of the Mental Health Hub, which aims to bring services together in a joined coordinated approach to offer service users streamlined delivery of support and care.

We are also members of the Integrated Mental Health Steering Group, a forum that brings together an array of skills and experience to add value and expertise to the transformation of services.



"I am looking forward to the continued input of Healthwatch as we progress with the agreed changes in our local communities, and I very much welcome their continued support to understand and address the key health inequalities that impact upon access, effectiveness, and experience of our mental health services."



Dominic Gardner Care Group Director MHSOP/AMH, Durham Tees Valley Care Group Tees, Esk and Wear Valleys NHS Foundation Trust

Healthwatch representatives

Healthwatch Stockton-on-Tees is represented on the Stockton Health and Wellbeing Board (HWBB) by Peter Smith, Healthwatch Chair.

During 2022/23 our representative has effectively carried out this role by regular attendance at the HWBB meetings, contributing to discussions, sharing intelligence, and raising awareness of the Healthwatch workplan. Facilitating bi-monthly Healthwatch Stockton-on-Tees board meetings, involvement regionally in Healthwatch discussions and planning relating to the new Integrated Care System. Reviewing reports and recommendations, providing feedback and responses as required.

We also take insight and experiences to decision makers in North East and North Cumbria (NENC) Integrated Care Board. While we have worked together informally for many years, recent funding from the ICB has enabled the Network to formalise working arrangements through our Operational Protocol, so that it can systematically represent the views of service users, families and carers with partners across the Integrated Care System. Local intelligence is collated across each of the four sub-regional areas and shared at Area ICP meetings.

Healthwatch representatives

At regional level, the Healthwatch Regional Coordinator represents service-user voice from across the region at the NENC Integrated Care Partnership Strategic meeting, Quality & Safety Committee, Primary Care Strategy & Delivery sub-committee, Healthy & Fairness Advisory Group, Equality, Diversity & Inclusion meetings and System Quality Group meetings.

The network of local Healthwatch has also been commissioned to undertake additional research to ensure local opinions are represented in the ICB's work priorities, including focus groups for the Waiting Well, and consultation around the development of the ICB strategy.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch Stockton-on-Tees has been represented on the Integrated Care Partnerships in the South ICP area of NENC ICS by Toni McHale and Christopher Akers-Belcher. The Regional ICP is attended by Christopher Akers-Belcher, Healthwatch Regional ICB Coordinator. The Integrated Care Board Participant for the network is David Thompson, Chair of Healthwatch Northumberland.

2022–2023 Outcomes

Project / activity	Changes made to services
Experiences of the Accessible Information Standards in health and care.	Stockton-on-Tees Borough Council adult social care are currently undertaking a review of its day opportunities and wider community options.
Provide better access to local areas for people who use wheelchairs.	Stockton-on-Tees Borough Council has been successful in two grant awards to develop changing places within Stockton to enable people to have their personal needs met within the community.
Provide more opportunities for people with a learning disability to participate in local activities that are enjoyable and meaningful, and that enhance learning.	Stockton-on-Tees Borough Council has made a commitment to work with people and their carers to participate, at all levels, in shaping and delivering service delivery. To strengthen and grow the relationships people have in their communities working with them to be active and valued members of their communities.

2022–2023 Outcomes

Project/ activity	Changes made to services
Growing Healthy – Stockton-on-Tees Service Review.	The valuable insights and recommendations collated in the report will, along with other contribute to the service review and the ongoing development of a model of support and commissioning process, working with communities, children and young people and their caregivers. The Public Health team are using the recommissioning process as an opportunity to review our current offer and the needs of children, young people and families in the borough.
Waiting Well across the North East and Cumbria.	Healthwatch Stockton-on-Tees were able to gather valuable insight into the public perception of the 'Waiting Well' initiative to improve health. Overall, the findings were that the programme is supported, this information along with areas to consider, was shared with the NENC ICS and this programme is continuing to be rolled out regionally.
Experiences of Dental Care Services.	Following on from previous work we continue to be involved in ensuring that dentistry remains a high priority within the commissioning arena. A dentistry myth buster was developed and disseminated; we currently have representation within the Dentistry Workforce Development where all intelligence to date will be shared. There are plans to continue our work with the ICB throughout 2023-2024.
Youthwatch working together across Tees Valley.	The collaboration with Youth Focus North East and Healthwatch colleagues has enabled a joint working agreement that focuses solely on the challenges faced by young people. This work has identified how, by combining expertise and knowledge we can begin to add value and consistency throughout the area, developing mechanisms to enable us to work differently so that engagement meets the needs of the community.
Healthwatch 10th Anniversary.	This year 14 local Healthwatch came together to share learning, knowledge, and expertise to ensure as we move forward within the Integrated Care System, we have a coordinated approach, adding strength to the public voice.



healthwatch

Stockton-on-Tees

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HEALTH AND WELLBEING BOARD - FORWARD PLAN

25 October 2023	<ul style="list-style-type: none"> • Health Protection Winter Planning Update (Rob Miller/ Tanja Braun) • Oral Health Update and NHS Dentistry Provision (Kamini Shah (Consultant in Dental Public Health, Pauline Fletcher (ICB)) • Update on the Group Development work between North Tees and Hartlepool NHS Foundation Trust and South Tees Hospitals NHS Foundation Trust (James Bromiley, Associate Director of Group Development, Ruth Dalton) • Healthwatch Annual Report (Peter Smith) • Members' Updates • Forward Plan
29 November 2023	<ul style="list-style-type: none"> • DPH Annual Report (Sarah Bowman Abouna) • Fairer Stockton on Tees (Jane Edmonds, Haleem Ghafoor) • Health Protection Winter Planning Update (Rob Miller/ Tanja Braun) • Quality Statement (Adult Services, Emma Champley) • Mapping of VCS Health and Social Care Organisations (Jon Carling) • Integrated Mental Health Strategy Group (Sarah Bowman Abouna/Tanja Braun) • Physical Activity Steering Group Update (Andrea Hogg) • SEND Strategic Action Plan (Joanne Mills) • Better Care Plan (Emma Champley, Emma Chung, Rob Miller, Kathryn Warnock ICB) • Members' Updates • Forward Plan
20 December 2023	<ul style="list-style-type: none"> • Health Protection Winter Planning Update (Rob Miller/ Tanja Braun)

	<ul style="list-style-type: none"> • Alcohol Strategic Group Update (Sarah Bowman-Abouna/ Mandy Mackinnon) • Tobacco Alliance Update (Sarah Bowman Abouna/Mandy McKinnon) • Joint Strategic Needs Assessment Update (Sarah Bowman-Abouna) • Joint Health and Wellbeing Strategy - Strategic Approach (Sarah Bowman-Abouna) • Care and Health Zone (TBC) • Members' Updates • Forward Plan
31 January 2024	<ul style="list-style-type: none"> • Health Protection Winter Planning Update (Rob Miller/ Tanja Braun) • Members' Updates • Forward Plan
28 February 2024	<ul style="list-style-type: none"> • Health Protection Winter Planning Update (Rob Miller/ Tanja Braun) • Members' Updates • Forward Plan
27 March 2024	<ul style="list-style-type: none"> • Domestic Abuse Steering Group Update (Sarah Bowman Abouna, Mandy Mackinnon) • Health and Wellbeing Partnerships' Update (Partnership Chairs) • Members' Updates • Forward Plan

To be scheduled:

- Multiple Complex Needs – Peer Advocacy Pilot (**Sarah Bowman Abouna/Mandy Mackinnon**)
- Pharmacy Provision/ Update on Community Pharmacies (**ICB**)
- Primary Care Update (GPs, dentists and optometry) (**ICB – Emma Joyeux**)

- Immunisations and Screening – April – as part of HPC Update (**Nicola Bell, Dawn Powell**)

Scheduled items Frequency:

- Domestic Abuse Steering Group Update (March and September) (**Sarah Bowman Abouna/Mandy McKinnon**)
- Alcohol Strategic Group Update (June and December) (**Sarah Bowman Abouna/Mandy McKinnon**)
- Integrated Mental Health Strategy Group (May and November) (**Sarah Bowman Abouna/Tanja Braun**)
- Physical Activity Steering Group Update (May and November) (**Sarah Bowman Abouna/Tanja Braun**)
- Tobacco Alliance Update (Usually June and December) (**Sarah Bowman Abouna/Mandy McKinnon**)
- SEND Strategic Action Plan (Usually May and November) (**Joanne Mills**)
- Health Protection Collaborative Update (Usually January, April, July and October) (**Sarah Bowman, Tanja Braun, Rob Miller**)
- Health and Wellbeing Partnerships' Update (Usually March and September) (**Partnership Chairs**)

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