



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.

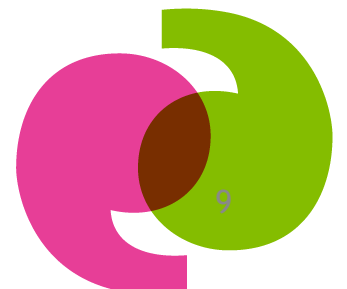
This work will now feature yearly as we celebrate those individuals who go above and beyond to help make a positive change in our community.



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.

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Healthwatch Stockton-on-Tees



Thank you
Any Questions?

