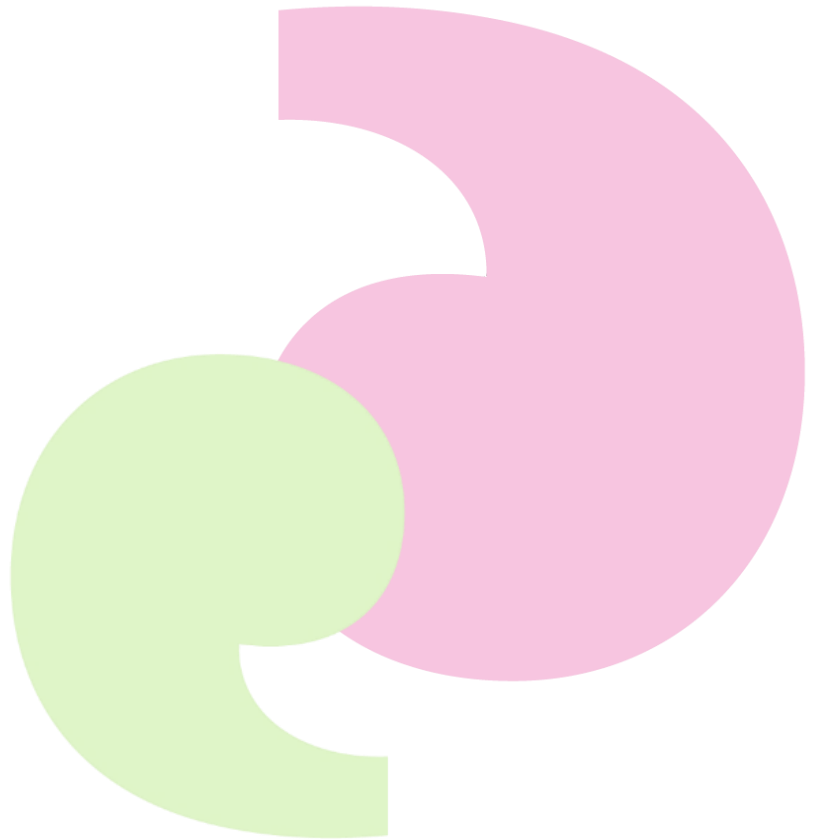


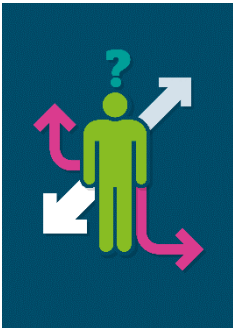
November 2018 Update



The Highlights



- We received 227 pieces of feedback about services from local people



- We signposted 83 people to services from 29 organisations

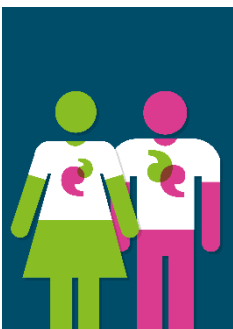


We published reports on:

- GP Practices
- Mental Health Crisis Support
- Carers

We carried out projects into

- Local Voices Fund



- We launched our 'What matters to you?' survey
- We established our new team and developed our new ways of working
- we recruited and trained new volunteers

Introduction

This report:

1. Introduces our new strategic plan 2018-2021 and our priorities for this financial year
2. Provides an update on the activities of Healthwatch North Tyneside since April 2018
3. Previews our key activities for the next 6 months
4. Highlights of the feedback we have received between April and September 2018

1. Our plan for 2018-2021

We produced our new strategic plan for 2018-2021 which will be formally launched at our Annual General Meeting on 19 November 2018. The plan sets out what we aim to achieve and how we will do this in an accessible way. It focusses on our core activities:

- Listening to lived experience;
- Providing information;
- Researching key issues;
- Influencing service providers and commissioners and
- Being a robust organisation

The plan reflects the new approaches to delivering Healthwatch activities we are implementing following the retendering of the Healthwatch contract confirmed in March 2018.

Our priorities for 2018/19 have been set by our Board of Trustees and are supported by a detailed operating plan to ensure we deliver to a high standard. The priorities for 2018/19 are based on the feedback we received from the public during 2017/18 and conversations we have had with commissioners and service providers.

We will begin looking at priorities for 2019/20 early in the new year and we are planning greater community engagement around our priority setting so that we can truly reflect what matters to local people and where we can make a real difference.

Health & Wellbeing Board members have a printed copy of our plan and priorities (**Annex A**). It is available on our website <https://healthwatchnorthtyneside.co.uk/aboutus/policies/> and will be shared with key stakeholders during November.

2. Key activities since April 2018

Our Organisation - new faces

This period has seen significant change within Healthwatch North Tyneside following the retendering of the Healthwatch contract. Four members of staff, two-thirds of the staff team, had left the organisation at the end of March 2018. We have also moved into our new office at the Parks Sports Centre, Howdon Road, North Shields.

Since then we have worked hard to gather feedback from the public about their experiences and respond to requests for help and support. Understandably, we have had to focus energy on coming together as a new team, designing and testing different ways of working, updating key internal systems and process, setting priorities and agreeing our future direction. These changes within our organisation have resulted in less activity during this period than in previous years.

Our staff team now includes (from left in photo):

Meg Woollam - Communications and Engagement Officer

Paul Jones - Director (from May 2018)

Joanne Brown - Research and Engagement Officer

Tracey Hindmarch - Finance and admin Officer (from May 2018)

Amanda Graydon - Volunteer and Engagement Officer (From July 2018)

As a team, we have 3.2 FTE over Monday to Friday.



Our Board of Trustees has met 3 times in public to discuss key issues, agree our plans and priorities and oversee the activities of the charity.

We have recently launched a recruitment campaign for new trustee Board members and further information can be found at:

<https://healthwatchnorthtyneside.co.uk/aboutus/trustees/>

Our Annual General Meeting will be held at the Riverside Centre, Minton Lane, North Shields. 19 November. 2.30-3.30pm. In addition to the formal business we will: a) formally launch our strategic plan, b) recognise the contribution of volunteers, c) hear from organisations we have been working with to conduct research and gather feedback and d) recognising the services that have received most positive feedback through our feedback centre.

Our new ways of working gives an increased role for **volunteers** in gathering feedback from people about their experiences and understanding how different services work for local people. During this period we have refreshed our volunteering offer and the support we can provide to volunteers. We have recruited and trained 6 new volunteers who will be focusing on engagement activities over the next 6 months alongside our 7 existing volunteers.

To quote a member of our board ‘after such a turbulent time, it really feels like things are coming together and we’ve made a fresh start’.

Listening to lived experience

We launched our ‘**What matters to you?**’ campaign on 25 October to gather feedback from across the borough about the health and social care services people are using. The campaign includes an online and paper survey and a series of events during November and December to gather as much feedback as possible. We are establishing a programme of engagements events across the borough throughout the year.

Have your say

What matters to you?

Tell us your experiences of health and social care in North Tyneside

Complete our survey and enter £25 prize draw

Your feedback will help make services better for all

www.healthwatchnorthtyneside.co.uk

healthwatch
North Tyneside

We will use the information we receive to:

1. Give feedback to service providers and commissioners about the services people are using
2. Help us identify future priorities for us to do further detailed research during 2019/20.

We have taken learning from other local Healthwatch organisations, particularly Healthwatch Northumberland in designing this approach. If successful, we will consider repeating the survey and campaign next year.

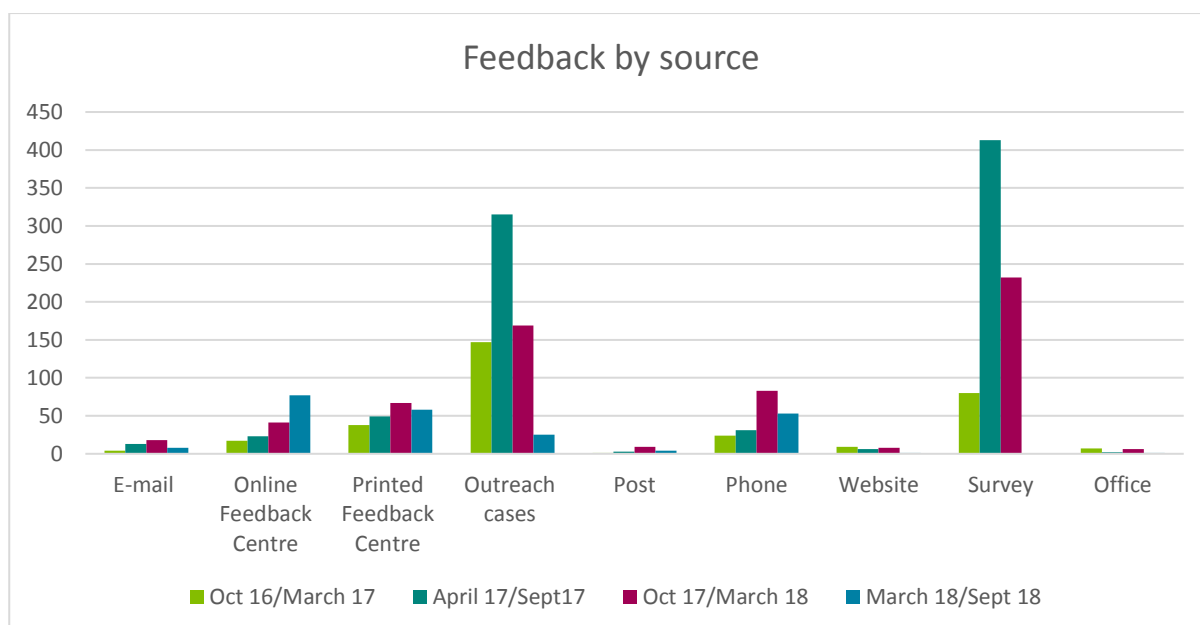
Local Voices Fund - Barnardo's The BASE

We funded The Base to work with groups of young people to better understand how to communicate with young people about health and wellbeing issues and what their key priorities are. The research focused on 3 groups of people who are traditionally seen as hard to reach. This report will be launched at our AGM but the key finds are:

- Regardless of their ages, socio-economic status or background, all of the young people had opinions about health services and the wider world around them.
- All three of the different age groups reported that they listen to parents/carers and other trusted adults. It seems fair to say that a valuable way to influence young people is through educating parents - despite many parents saying they feel they're not listened to by their children. It is going in - just not in an obvious way!
- Young people also talked about the importance of using social media as a way to get messages through to young people. Including young people in the design and content of social media messages for young people is definitely more time consuming, though in the long run could prove to be very effective.
- Another key message that came out was that if young people are included in processes they are much more likely to believe in the outcome and advocate it. This could be a starting point for a young person's Healthwatch. We believe this should involve young people who have experience of health services; particularly mental health services.

Feedback received

Between April and September, we received 227 instances of feedback, down by 406 from the previous period. This is reflective of the changes within our organisation and shift from staff to volunteer lead outreach and engagement activities.

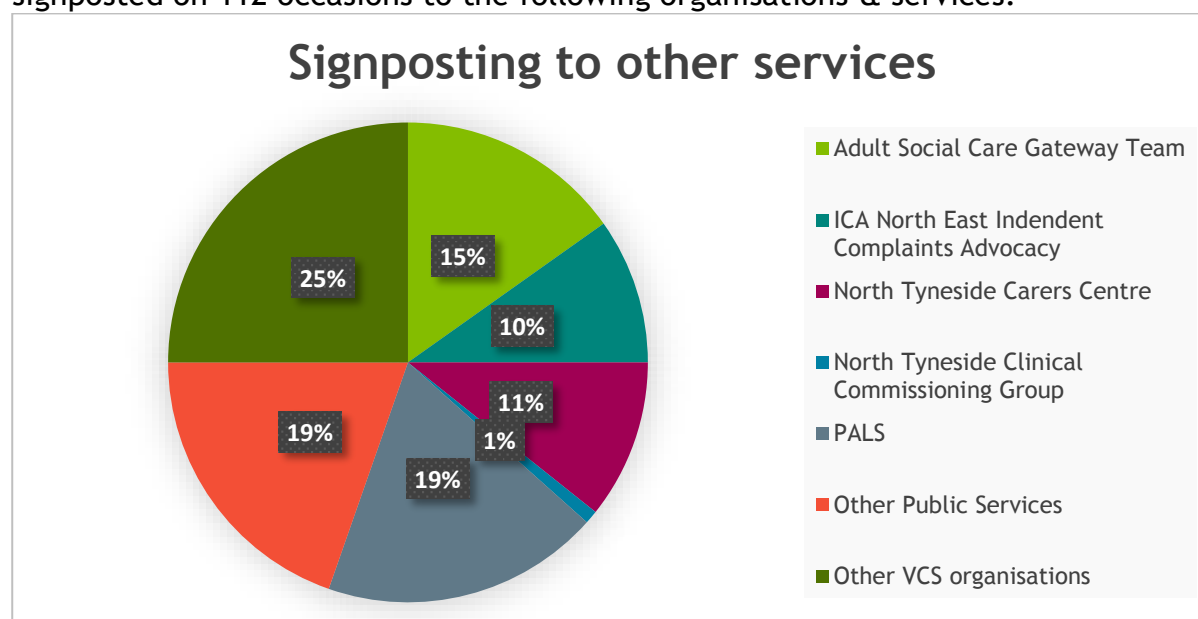


We are promoting our feedback centre which uses a 5 star rating system to give feedback about the services people use. This has increased in popularity during the period and we have seen increased use online and through the paper based feedback forms.

Providing information

We have refreshed our information and signposting service and have trained our new volunteers on how to provide information and signpost people to health and social care services. We will be promoting our local rate information line (0191 263 5321) in the new year.

Between April & September, we received 48 direct requests for information about health and social care services, many asking how to access services or get support to resolve issues. When we are receiving feedback about services, we also signpost people to other services that can help them get the support they need. During this period we signposted on 112 occasions to the following organisations & services.



Researching key issues

Carers

In August we published a brief research paper about carers issues. This pulled together previous research we had conducted into carers experiences of the Carers Wellbeing Assessments and other feedback we had received from carers. **See Annex B.**

These recommendations are being used by the Carers Partnership Board to develop the action plan and the Health and Wellbeing Board will be updated on progress early in 2019.

Mental health

We are publishing our research into mental health crisis support, ***‘Supporting people in crisis’*** in early November 2018. This has been a significant investigation into people’s experiences of crisis support. The research approach has been a useful model of partnership working and would not have been possible without the support of Northumberland, Tyne & Wear NHS Foundation Trust (NTW), the North Tyneside Clinical Commissioning Group (CCG), North Tyneside Council (NTC), Northumbria Healthcare NHS Foundation Trust (NHT) and voluntary sector organisations.

The report makes 15 suggested actions that will significantly improve the experiences of people who feel they are in crisis. The full report will be available on our website in November and a summary of the actions is in **Annex C.**

We feel the key areas for action are:

One stop shop and trusted assessment - Develop a one-stop shop for people in need of support to access different services from a single contact. The one stop shop should conduct a trusted assessment so that different mental health services are confident that a referral has come to the right place.

Low-level crisis support - Develop a lower level crisis support service for those who feel they are experiencing a crisis but do not meet the threshold for Crisis Resolution and Home Treatment Team. Other areas have good examples of CCGs and voluntary sector organisations coming together to deliver this. i.e. Together in a Crisis.

This report has been well received by the CCG, NTW and NTC. The Mental Health Integration Board will review this report and take responsibility for the suggested actions. The Health and Wellbeing Board will be updated regularly and Healthwatch North Tyneside will review progress in 12 months’ time. We will be presenting this report to the Board of NTW later this year.

We have also released a 20 minute film of service users experiences of mental health services which was premiered at the Launchpads Service User & Survivor Forum. We will be showing this film to the NTW board later this year.

GP services

In August we published our latest GP digest which featured feedback on GP services from October 2017 to June 2018. The report can be found here

<https://healthwatchnorthtyneside.co.uk/wp-content/uploads/2018/08/GP-Digest-July-2018-Final.pdf>

Influencing service providers and commissioners

In addition to the research projects above, we have held introductory meetings with key commissioners and service providers to establish relationships and how best we can work together. The focus of this activity has been around Health services to date.

Our approach will be to provide regular and more timely feedback about different services and to have regular meetings to share soft intelligence.

We have contributed to the Health & wellbeing Board, NTC's Adult Social Care Health & Wellbeing Committee, NTCCG's Future Care Board and other programme boards.

3. Future Activities

In addition to our regular engagement and information provision activities, we are focusing our energies on the following key issues.

Good Practice?

Access to GP services has been consistently raised as an issue since we began reporting. We will be looking at this complex issue more deeply to better understand:

1. What approaches individual GP practices use and which ones best meet the needs of their users.
2. What is patient's experience of getting access to:
 - a. Urgent and non-urgent appointments
 - b. Their named GP
 - c. A choice of GP (male/female)
 - d. Time of appointments
 - e. Method of booking appointments

We will gather information from a borough wide survey to be launched early in the new year. Alongside this we plan to interview staff and patients at all 28 GP practices in North Tyneside.

Our aim is to identify best practice systems and approaches and give individual feedback to each practice and the CCG.

Urgent Care

Following the recent changes to urgent care within the borough we plan to work with the CCG, NHT & NEAS to gather feedback from users about their experiences. We will be focusing some engagement activity around Battle Hill to understand the impact of changes to service provision on that community.

As part of this work, and to support winter planning, we are working with Healthwatch Northumberland and NHT to engage with NSECH users to understand why they are using A&E. This activity will take place during November.

Transitions between services

We plan to investigate people's experiences of transitioning between services to understand what could prevent people going into hospital or prolong stays in hospital. There is some work already going on in this field and we will work with NTC, the CCG and NHT to ensure our work does not duplicate and has an impact.

Changes within Health and Social care systems

During this period we expect plans for change within health and social care systems to be announced including:

1. The social care green paper
2. The NHS 10 year plan
3. Integrated Care Systems/Sustainability and Transformation Plans

We will continue to encourage public involvement and dialogue in these issues and consider how best we can facilitate this.

Young People

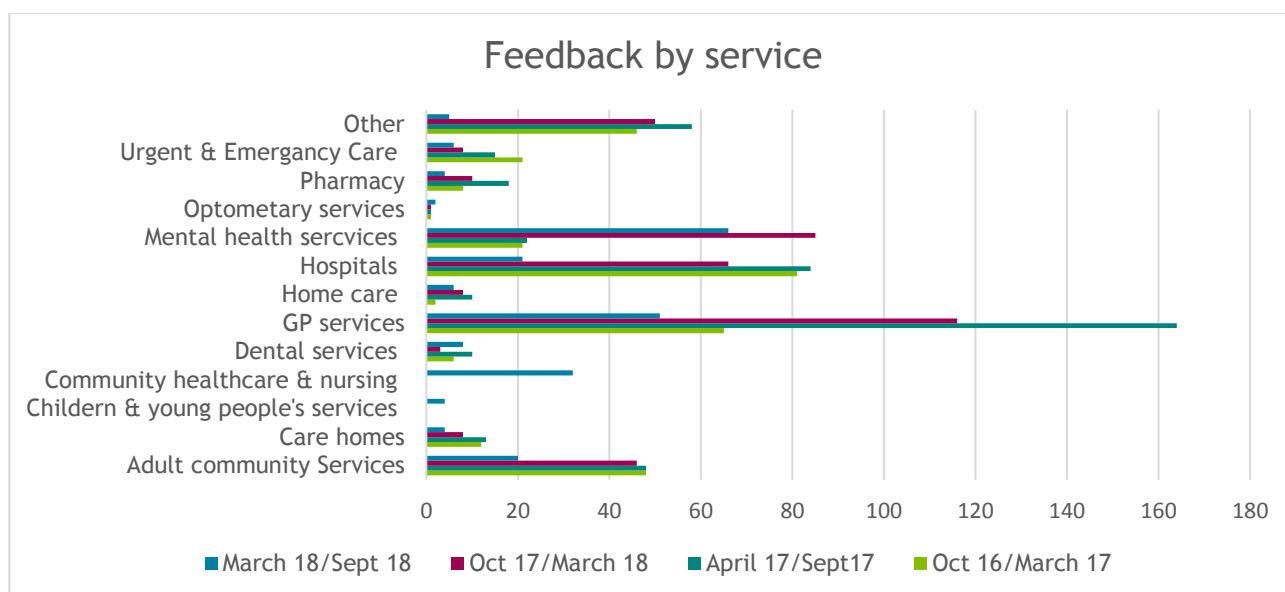
We have been working with local young people's organisations, NTC's participation team and Abbie Armstrong (Youth Council) to better engage with young people about their health and social care needs. We will run further engagement activities during the next 6 months.

2019/20 Priorities

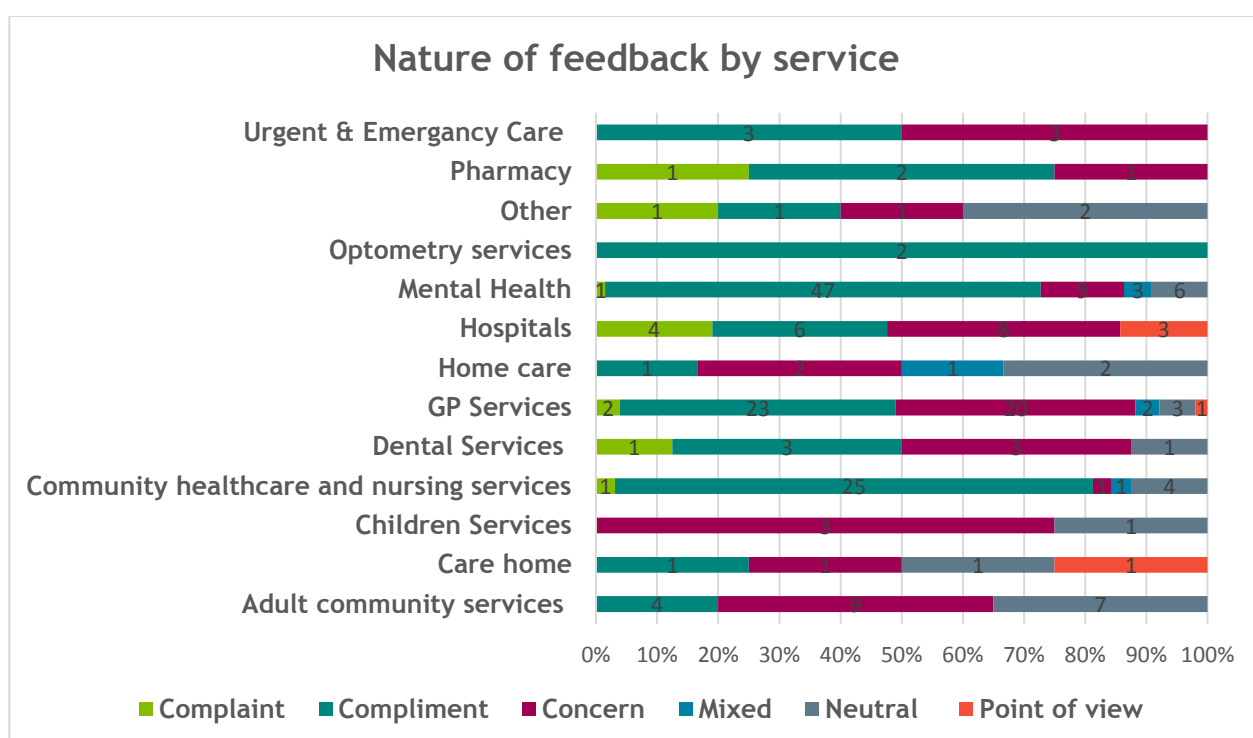
Based on what we hear through our outreach and engagement activities, our 'What matters to you?' survey and in discussion with service providers and commissions, we will begin to identify our priorities for 2019/20. We recognise that some of the above activities continue into the next financial year.

4. Feedback Highlights April 2018 - September 2018

Between April and September, we received 227 instances of feedback, down by 406 from the previous period. This is reflective of the changes within our organisation and shift from staff to volunteer lead outreach and engagement activities. The distribution of feedback is similar to the last period although we have re-categorised some services from April 2018 onwards - see table below.



The table below shows the nature of the feedback we received. This paper will focus on trends in key service areas we have received feedback.



Urgent & Emergency Care

It's important to note that this feedback was collected prior to the new urgent care service coming into effect.

Feedback was generally positive about the quality of care but 3 people described issues with waiting to be treated at NSECH or North Tyneside General despite being given appointments through NHS111. We will gather feedback about the new urgent care service over the coming months.

Community healthcare and nursing

Care Plus continues to receive very positive feedback with 23 people telling us about their experiences. The Care Plus team are actively encouraging their users to send feedback to us. The service is clearly valued by those accessing it. Feedback includes:

'Put in contact with care plus by my doctor. I found the team excellent, very helpful and when they said something would be done - e.g. bath rail, help to get out of bed etc it was done very quickly.' NE30

Incontinence services were raised by 3 people who were concerned about the quality of the incontinence products being supplied. We have fed this information to the CCG as part of their review of this service.

Adult social care

North Tyneside Council - we are sharing direct feedback on a bi-monthly basis with Adult Services Senior Management Team and have agreed an approach to raising concerns and issues promptly. During this period we continue to receive requests for information and support with accessing aids and adaptations (Healthwatch's detail comes up first if you search on the internet). **Care Call** has been highlighted with positive feedback:

'Elderly parents use this service and the people who have been out to help them after a fall have been very prompt and helpful ensuring they are safe and comfortable before leaving.' NE26

North Tyneside Carer's Centre also received positive feedback:

'After a really stressful phone call with adult social care the conversation with North Tyneside Carers Centre was like a breath of fresh air. Really helpful and supportive attitude and felt I was really listened to. Some good suggestions were offered and finished call feeling much more relaxed with a clearer action plan.' NE26

GP Services

In previous periods, we have received the largest amount of feedback about GP practices and services. 45% of the feedback we heard was positive and described high quality care and support.

'I really cannot fault the staff at this surgery. From the dedicated GP's who really make patients feel they are being listened to, to the dedicated district nursing team who are simply amazing, to the empathetic receptionist who genuinely listened to my concerns for my relative. They have all been really helpful and supportive during a very stressful time dealing with the end of life care of my father in law. I really can't recommend this surgery enough and cannot thank the staff enough for their support.' NE12

20% of the feedback about GPs mentioned concerns with waiting times. We will understand this issue further through our research in coming months.

The people told us of issues with them being referred on to different services including poor communications between the GP and service being referred to.

3 people highlighted issues with the waiting room environment within particular surgeries - including the removal of visual display screens used to call people to their appointment. Again these issues will be raised as we visit each of the practices.

Mental Health

60% of the feedback we received around mental health has been focused on services provided by the local charity **Anxious Minds**. Service users are encouraged to provide us with feedback and the service is well received.

'I rang up to enquire about counselling as I have been on the waiting list at my local GP practice for almost 7 months. I was given an appointment for a counselling assessment the very same day and entered into counselling the following week. The venue is warm and welcoming and the staff are extremely supportive.' NE12

We also received positive feedback about **A Time 2 Talk** services, although waiting times for this service have been highlighted.

We have received concerns about waiting times and support whilst people are waiting to access statutory services, particularly CAMHS. We have also received feedback about inability to access support from the Crisis Resolution and Home Treatment Team - which reflected the experiences of people highlighted in our report.