

What Matters to You? Update from Annual Survey

Last year we heard from 531 local people who shared their views through our 'What matters to you?' 2018 survey. People told us their experiences, views and concerns about health and social care in North Tyneside. See the issues we heard and what we have been doing to address them:

It was difficult to book an appointment with your GP and waiting times for appointments are long

We identified access to GP appointments as a priority for our work in 2019/20. Since then we have launched our 'Good Practice?' survey to better understand the issues people face when trying to access GP appointments - we have received over 700 responses so far. We are also visiting each GP practice in North Tyneside to talk to users and staff to understand where improvements can be made, and good practice can be shared. We will be reporting back from our GP survey and practice visits in early 2020, with suggestions on how to improve access to GP appointments.

You were concerned about older people's social isolation and mental health support

This became a priority for our work in 2019/20. We started a project exploring older people's experiences of using mental health and dementia services in North Tyneside. We are talking to older people, their family and carers to find out what is currently working and what could be improved. This project will inform the Clinical Commissioning Group's pathway review of older people's mental health services.

Take part here: www.healthwatchnorthtyneside.co.uk/news/memory/

You said our research should focus on experiences of cancer

We prioritised cancer services in our NHS Long Term Plan project and ran a focus group to better understand people's experiences.

See our findings in the full report for Northumberland, Tyne and Wear and County Durham here: www.healthwatchnorthtyneside.co.uk/nhs-long-term-plan/

We are supporting the work around the North Tyneside Cancer Plan to promote engagement with service users and families.

Young people's mental health and wellbeing is a
key issue for local people

This year we launched our Young Voices Fund.

We funded four projects to better understand young people's experiences and support the work of the local voluntary sector. We funded:

- North Tyneside Carer's Centre to better understand the experiences of young carers
- Barnardo's The Base to explore the experiences of LGBTQI+ young people
- DePaul to carry out a project with young homeless people
- Phoenix Detached Youth Project to work with young people on their mental health and produce a 'Help Yourself' leaflet. The leaflet supports young people to access mental health organisations across the borough. Please contact us if you would like a copy of this leaflet.

People's mental health and wellbeing should be
a significant priority for our future work

This year we revamped our 'Mental Health Support in North Tyneside' leaflet which provides information about a range of local services people can access themselves without a referral. We have shared 5000 copies of the leaflet across the borough to ensure local people know where to go for support with their mental health needs.

Find our leaflet here: www.healthwatchnorthtyneside.co.uk/rights-and-resources/mentalhealthsupport/

To find out more about the work we have been doing this year see our annual report at:
www.healthwatchnorthtyneside.co.uk/aboutus/reports-and-documents/

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Help us to carry on our work by completing this years annual survey here:
www.healthwatchnorthtyneside.co.uk/whatmatters/

