

Healthwatch North Tyneside Board Report - October to December 2017

1. Introduction

This board report is provided to give a brief overview of the activity of Healthwatch North Tyneside (HWNT) over a 2 month period (1 October to 30 November 2017).

2. Staffing

Staff have been involved in consultations on potential changes linked to the substantial reductions required in the coming years. This will be discussed following the award of the contract.

3. Progress on key priority areas

This period was dominated by the work undertaken by staff and board to prepare the bid for the HWNT for the coming years and this took priority over other work.

Children and young people's experiences of services:

The volunteer coordinator visited Healthwatch Leeds to gain ideas and learn from their experience of running a youth Healthwatch. She is now in the process of setting up meetings which will help pull together a plan to implement this.

Mental health video with Tyne and Wear Museums (TWAM):

There continue to be delays in the editing of the video (commissioned by HWNT from TWAM).

Mental health crisis project:

HWNT has participated in two meetings in support of the North Tyneside CCG Crisis Pathway review. Our Crisis research will contribute to the pathways review and lead discussions on where changes are required. HWNT has met with all stakeholders involved in the delivery of the crisis pathway services and gathered their views on what should be included in the research questions and methodology. We have also held the first project team meeting. The survey has now gone live online (offline distribution is pending) and the planning is being undertaken to support Enter and View of Psychiatric Liaison and Crisis Home Resolution Teams. Focus groups will be carried out with existing organisations over the course of January. The report will be written and action agreed during February.

Carer's project:

The Carers report was completed and it has been shared with commissioners. There are significant changes required and these are pending.

Changes to the CRM:

HWE undertook significant work on the CRM used to collate and report on feedback during this period. This means that it was not possible to input our feedback into the database and it is therefore not possible to provide a trends analysis at this time. The next report will include analysis of the period from October to March and will be reported back to the Health and Wellbeing Board.

Monitoring visit from the council

The monitoring visit of the council took place on the 8th September. The report has now been received and shows improvements from the previous year illustrating the high quality work of the organisation. There are some recommendations for changes to be considered by the board.

GP digest

Healthwatch North Tyneside published its first 6 monthly GP Digest to support the Primary Care quality committee in its role. This outlines trends across GP feedback as well as for specific practices. This has been shared with other stakeholders (e.g. CQC) and is published on our website.

Conference

HWNT held its first annual conference and AGM which was well attended by members of the public and local stakeholders.

Local Voices Fund

HWNT have agreed to award two grants to NTDF and Barnardo's to carry out research in relation to services user experience with their service users.

4. Plans for the next period:

Healthwatch North Tyneside will be working on the following between June and July 2017:

- Publishing of the Carers report
- Finalising data gather for the Crisis in Mental Health research and reporting back
- Beginning scoping for the discharge pathway for older people research.
- Supporting improved consultation and engagement for commissioning intentions.

- Continuing to put HW feedback forms in Health and Social Care settings.
- Test the Engagement Volunteer Role
- Implementing operational and staffing changes linked to the new contract
- Test E&V in GP practices
- Launch the process of research linked to the local voices fund