

Healthwatch North Tyneside 6 Month Activity Report

1 April to 30 September 2016

A. Organisational update

In this period HWNT has welcomed Wendy Hodgson as Interim Director, covering Jenny McAteer's maternity leave from 18 July.

HWNT published our Annual Report by the statutory deadline of 30 June, and on 5 September 2016 we held our first Annual General Meeting since becoming a Charitable Incorporated Organisation. Our financial accounts for the year 2015/2016 have been submitted to the Charity Commission.

HWNT staff have attended training provided by The Consultation Institute in partnership with other regional Healthwatch, Making consultation meaningful, Better surveys and questionnaires, Better focus groups and Appreciative enquiry. Staff also took part in Adult Safeguarding training which was provided by North Tyneside Council.

B. Update on activities for thematic priorities

Mental health

- The Mental Health Report was sent out for comment in September and comments were received from providers and commissioners in October (included in November Board papers for information and comment). We will be finalising the report taking into account the responses and then sharing our findings.
- Meetings have taken place with Tyne and Wear Archives and Museums (TWAM) to develop a video to document people's experiences of mental health. Work has begun on the video and we will continue to work with TWAM to complete and launch the project.
- HWNT have been encouraging local people to take part in the project.
- We plan to commence delivery of a second more focused phase of the consultation on specific areas of mental health services (project planning to commence in November). We will work with the Healthwatch Mental Health Project Team to select a specific area or trend to carry out further engagement around.
- Interim Director has attended two meetings of the Mental Health Partnership Board
- Engagement Officer attended Mental Health Service Users Forum and raised awareness about the new HWNT Feedback Centre.
- HWNT attended World Mental Health Day in October and promoted the work of HWNT and our Feedback Centre. We also encouraged members of the public to take part in the Mental Health Video project and highlighted our work on mental health.

Residential care - work resulting from Independent Observer Scheme (IOS)

We established the North Tyneside Activity Coordinator's Forum (ACF) as a partnership between Healthwatch North Tyneside, Tyne & Wear Care Alliance (TWCA) and independent consultant Helen Johns in April 2016. Helen also volunteers with Healthwatch as an Enter and View volunteer and has an understanding of our work.

We wanted the ACF to provide an opportunity for Activity Co-ordinators (ACs) to work together to develop their skills and continue to improve activity in their own care homes. We also wanted to develop a community of practice locally where ACs could develop their network in between forum events through social media, joint projects etc.

We were also keen to keep a strong link to the recommendations included in Healthwatch North Tyneside's 'Living Life to the Full' report (April 2016) and particularly to those around developing 'The Whole Home Approach'.

There have now been 5 ACF sessions and we have included some regular features to the session outline including:

- Whole home approach
- Activity themes: One-to-one, social activity, community involvement, physical, daily living tasks
- Reflection – ACs reflecting on their practice
- Events and announcements – ACs would share any events in their home or in the local area that may be of interest to the group.
- Take-away tasks - where ACs take up a 'challenge'

Feedback from ACs has been very positive. At the end of the last session we asked the following questions

What you find useful about the Activity Coordinator Forum?

- Enjoyed the course – good ideas
- Nice to meet other activities people and have new ideas
- Good to talk about the activities we do (sharing ideas)

What could be improved?

- Maybe all working together more as I didn't get to hear the other table's ideas.

What you would like to see in the future?

- How to include the home more within the community
- How to fundraise better
- Activity care plans and planners
- How to get staff on board
- Approaching families to have more involvement
- Getting families involved with activities in the home
- To have more interaction between activity coordinators and for this to be ongoing

Unfortunately due to lack of staff capacity TWCA were only present at two of the sessions and can no longer deliver our Activity Coordinator toolkit. The Interim Director is seeking an alternative partner whilst Helen Johns has been ensuring the continuity of the project.

Hospital food

- The Hospital Food report was finalised and sent to Northumbria Healthcare NHS Foundation Trust on 2 September for comment. A response was received on 28 September and is included with the November Board papers for information.
- In response to the report, Steven Bannister, Director of Estates and Facilities who holds the responsibility for the delivery of hospital food on Northumbria NHS premises, has created a small working group from within his facilities team along with a senior nursing component to review the report thoroughly and prepare an action plan to see how best they can resolve some of the issues highlighted. When the group is in a position to give HWNT a thorough response (with actions) Steven Bannister will present these plans to the HWNT Director, Chair and any other Trustees who wish to attend.

Urgent care

- The HWNT Interim Director, Chair, and trustees have been kept informed of developments and attended information sharing meetings with North Tyneside
- Clinical Commissioning Group (CCG).
- The Chair will give a further update as part of his verbal report at Board.

Independent Observer Scheme - food and drink in care homes

- HWNT volunteers worked with our Engagement Officer to develop questions and to agree the approach for the visits and reporting for 31 care homes across North Tyneside throughout July and August. They asked residents, relatives, and staff about the food and drink experience.
- Responses are currently being collated by our Engagement Officer and an overarching report will be drafted in November.

Carers

- Our Engagement Officer has worked with volunteers, carers, Citizens Advice Bureau (CAB), the Carers' Centre, and Susan Meins (Commissioning Manager, People Based Commissioning Team) to develop an information resource to raise awareness about the right to a carer's assessment. These resources went to print in October.
A distribution plan has been developed and the Carers' Centre sent out 1800 leaflets on 1 November. Leaflets have also been given to the YMCA, MIND and the Carers' Centre. HWNT plan to promote the resource in our e-newsletter, printed newsletter and on Carers' Rights Day (Friday 25 November). The leaflet has been drawn up in the style that CAB use, however HWNT have adapted the format to ensure that it is accessible in larger print and downloadable from the

HWNT website. HWNT has also designed an accompanying poster which is less wordy.

- We have continued to receive requests for information from carers in general as well as in relation to their entitlement to a carer's assessment.
- We will be establishing a project plan for our carer theme in November and will continue to collect feedback from carers through targeted engagement, focus groups and discussions to identify issues currently faced by carers, particularly since the implementation of the Care Act.

Young people

- HWNT met with North Tyneside Council Participation Team and members of the youth parliament to start planning for 'Young Healthwatch'.
- It was agreed that the direction of this work should be very much young people led and from the outset young people were involved in planning the event.
- Our first participation event took place on 17 October 2016. Young people were asked their views on their experiences of health care provision in North Tyneside. We used this opportunity to ask young people how best to communicate with them. Their responses will be incorporated into the HWNT Communications Strategy (currently under development)
- We realise that the young people who came to the participation event will not be fully representative of young people across the borough. In an attempt to engage with different groups and individuals, HWNT has connected with the National Citizenship Service (NCS) to help us engage with more young people across North Tyneside. The Interim Director presented to two groups of young people on the NCS programme on 28 October. It is hoped that the young people on the NCS programme will then want to work with us to conduct a social action project for HWNT during November.
- HWNT will be working with Norham High School to gather pupil feedback on health services on 5 December.
- A project plan will be developed in December, once we have sufficient information from our consultation processes to inform the direction of our work.
- North Tyneside's Youth Parliament (Health and Wellbeing sub-group) has expressed an interest in continuing involvement with Young Healthwatch.
- At each young people's engagement activity we carry out we have been asking the young people how it is best to reach them. We will be including their preferences in our communication and engagement strategies, and in our production of new promotional materials (December).

Examples of issues and opinions highlighted by young people so far include:

- Lack of access to a GP for homeless young people
- Schools not taking mental health as seriously as physical health
- School nurse service has been curbed due to local funding limitations and the reduced level of support for young people
- Most young people don't know how to book a GP appointment and how to speak to someone privately
- Practitioners needing to have a more person centred approach (one young person likened their experience to feeling like the practitioner was working on a doll in medical school).

- Length of time it takes to get an appointment
- The experience of getting a brace was 'horrific' and the practitioner was rude (not treating me like a person).
- A lot of young girls don't know their rights about getting the pill.
- The need for support to complete forms
- Staff talking 'across you' instead of at you and thinking they know what is best for you.

Attention Deficit Hyperactivity Disorder (ADHD):

- HWNT provided continuing support to the Parents Group as they waited for North Tyneside council to present their Overview and Scrutiny Report "Support for Attention Deficit Hyperactivity Disorder in North Tyneside". The report was due in September and was made public in October.
- HWNT supported the Parents Group with their response to the report.

Other notable events in the period:

- HWNT was represented at Dementia Carer's Day (13 September)
- Sight North East event (7 September)
- North Tyneside Disability Forum AGM (2 September)
- Learning Disability Care Forum (13 September)

C. Update on the Interim Director's work plan

The Interim Director's work plan has a major focus on quality assurance and sustainability of the charity. From the start of her contract (18 July) until the end of October there has been much focus on policy review and improvement, and new policy development.

Action planning has taken place against the results of the staff survey and focus group sessions have taken place with the staff team, who have also been included in the policy development and review process. A meeting took place in November between the Interim Director and Karina Williamson (Commissioning Officer, People Based Commissioning Team) to review progress against the areas for improvement required following the last monitoring visit (May 2016) to help ensure that HWNT is well placed for the next monitoring visit in 2017. The Commissioning Officer is pleased with the progress being made against the action plan, particularly the work that is being done in relation to policy development, with HWNT displaying a commitment to good practice in areas such as staff development and support. A full update on policy work will be included with the November board papers under a separate agenda item.

Action planning against the staff survey was a requirement of the last monitoring visit and survey results highlighted the need to target staff training and team working. Training has sourced through The Consultation Institute to build on good practice to engage with and communicate with the public. The Interim Director will then work with the staff team to create a Communications Strategy and Engagement Strategy, incorporating best practice from the team training and also in light of our consultation processes with young people.

The staff team has prioritised a need for mental health training due in part to the number of issues gathered by telephone and at engagement activities concerning mental health. The staff also feel this is required with mental health being a project theme in 2016/17. The Interim Director has sought a provider to deliver training in relation to:

- Mental health awareness, building knowledge on mental health to ensure understanding and detection of issues in themselves, colleagues or service users. This will include exploring what the term mental health means and understanding, reducing stigma.
- Managing phone calls
- Self-care
- Signposting

The Interim Director will also work with the provider's consultancy service to ensure HWNT is supported in making appropriate and lawful changes to policies and procedures in relation to mental health problems.

Once this action plan is put in place it will show HWNT's commitment to challenging mental health stigma and promoting positive wellbeing for clients and the team. The team will feel more able to speak openly about mental health, and more confident to support each other and to more effectively and efficiently signpost members of the public.

The staff team and staff survey also identified the need for team development work. The Interim Director has drawn up a brief and will source a provider to implement this training in the first quarter of 2017.

Business planning will commence in November. The Interim Director is producing a business plan format to populate with board input. It is recommended that a sub-group of the Board be formed to work on this with the Interim Director and expressions of interest for being part of this group will be sought at the November Board meeting. This approach was endorsed by the Commissioning Officer during her recent visit as she states it provides continuity and ownership of the business plan during the period of handover to the returning Director.

Fundraising will form part of the wider business planning process, however the Interim Director has identified possible avenues for funding in the short term (more from Interim Director at the Board meeting). These funding opportunities would be suitable for our work with young people, and the activities coordination work for care homes.

Budget reforecast will be brought to the November Board meeting together with a financial report. In preparation for the budgeting process for 2017/2018 the Interim Director has been supporting the Finance and Administrative Officer to produce a cash flow forecast template, to be used from November 2016 onwards.

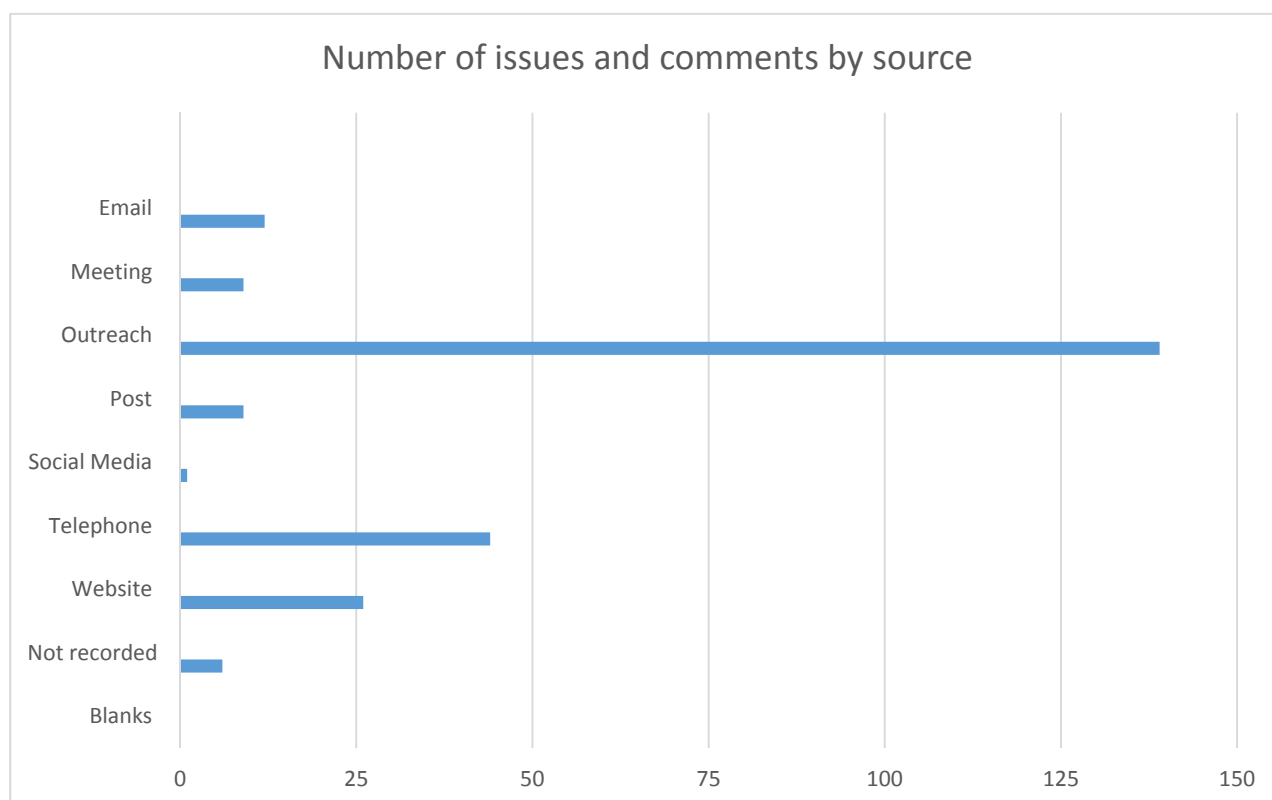
Work has commenced on the update of the Business Continuity Plan to ensure it is presented in the preferred format required by North Tyneside Council.

D. General trends- What have people been saying to HWNT?

The number of comments and issues collected and input on the CRM in the period 1 April to 30 September 2016 was 205.

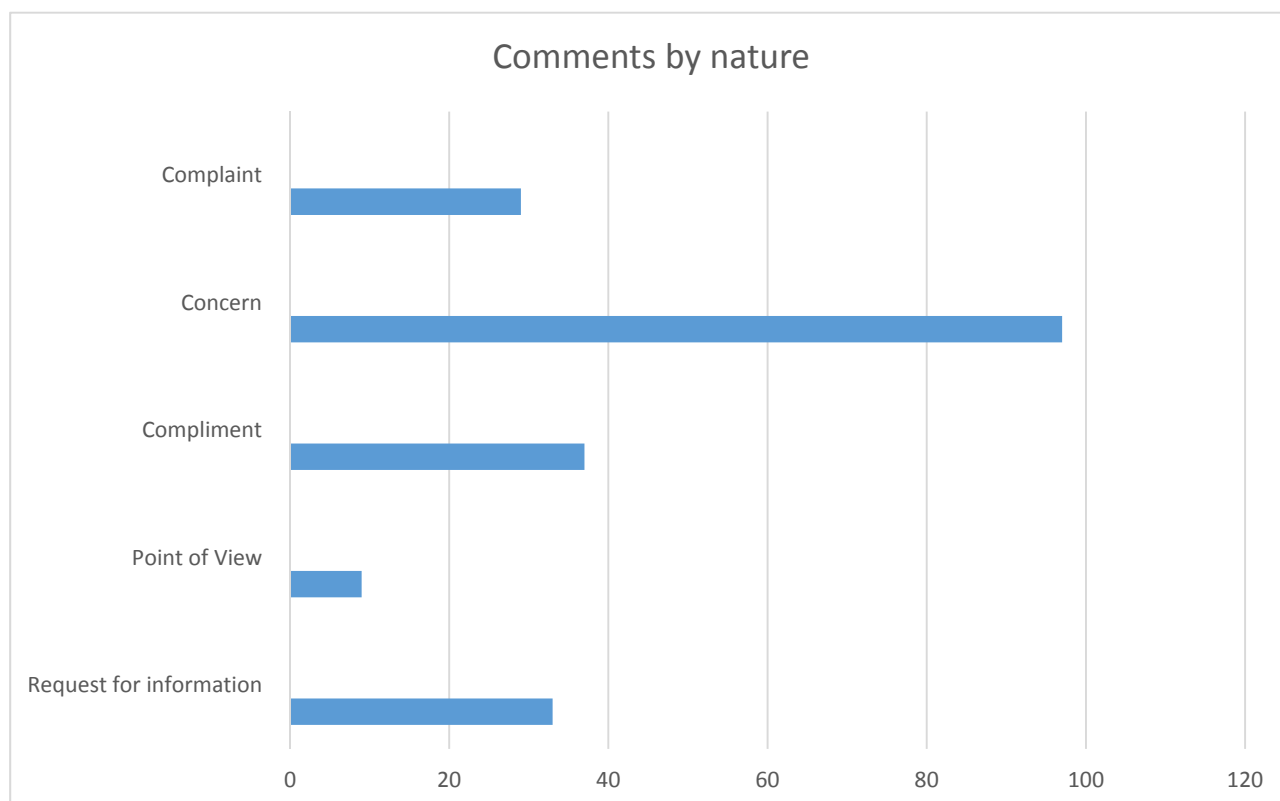
The majority of issues (129) were gathered during outreach activities, and the second most popular method of reaching HWNT was via telephone (43) issues collected over the telephone.

41 comments have come through the Feedback Centre around half have arrived through the website the other half have been collected through printed form completed at engagement events or through the post.



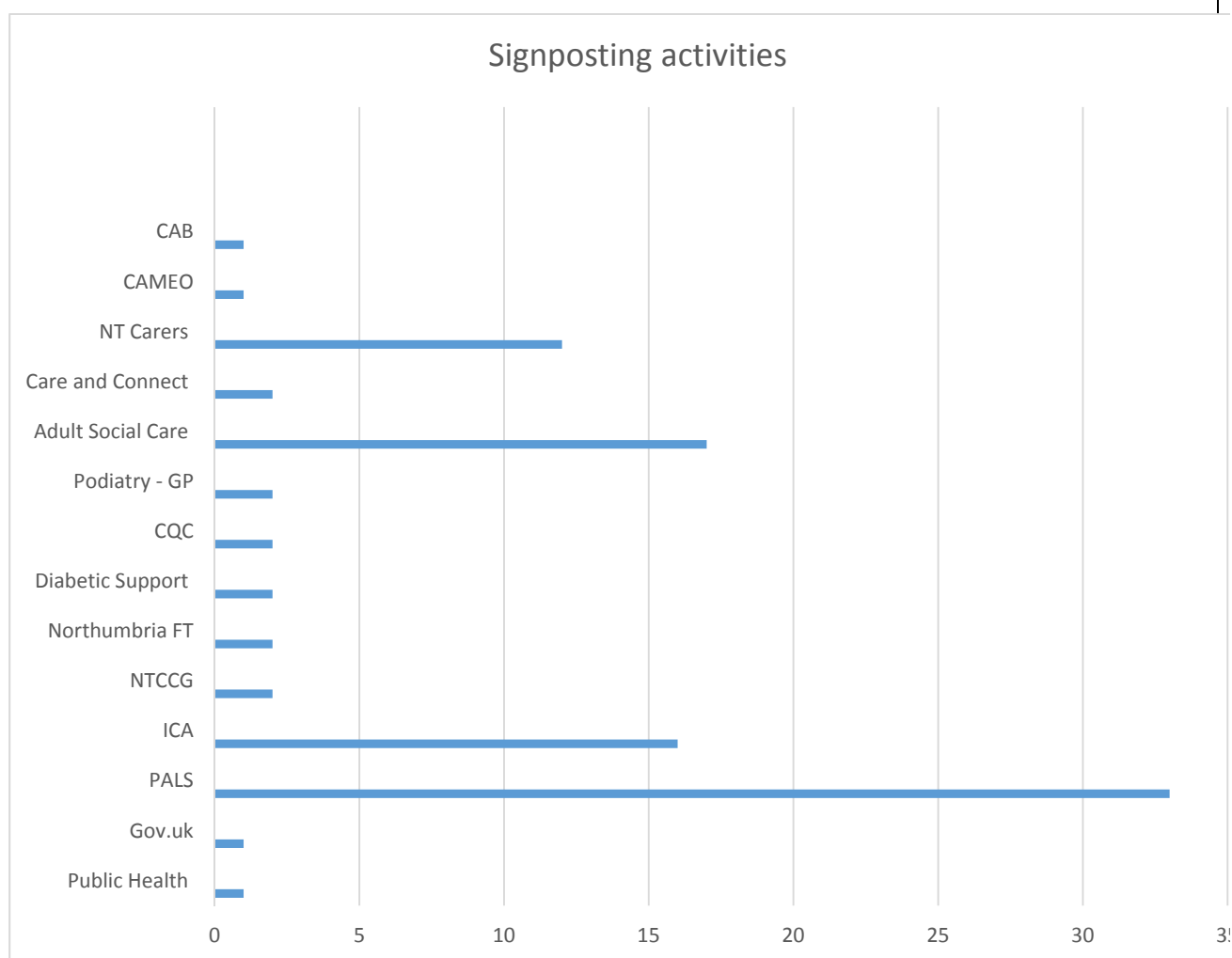
Comments by nature

The majority of issues raised in general engagement with Healthwatch North Tyneside are concerns followed by compliments.



Signposting activities

Healthwatch North Tyneside regularly signposts members of the public to other organisations to assist them to gain further information or to discuss their concerns or needs further.



HWNT most regularly signposts people to PALS, ICA, Adult Social Care and North Tyneside Carers' Centre.

Comments by service type

Please note this does not include all data for thematic work (for example surveys) which is included in thematic reports. The data trends may be biased by events in the period (for example upcoming CQC inspections or thematic work).

Healthwatch gathers and records information in two different ways. We gather issues that people discuss with us on our Healthwatch CRM database. We also gather feedback from people through and for our online Feedback Centre. We have recorded the information separately below.

During the period 1 April to 30 September the majority of comments (71) related to hospitals.

Hospitals - On the Healthwatch CRM database we recorded 55 comments consisting of 10 complaints, 17 compliments and 24 concerns, 2 requests for information and 2 points of view.

On the Feedback Centre we received 16 comments: 9 ratings of 4-5 stars and 7 ratings of 1-2 stars.

Primary care - This is followed by Primary Care which received 48 comments in total, of which 3 were complaints, 7 were compliments and 27 were concerns and 2 points of view.

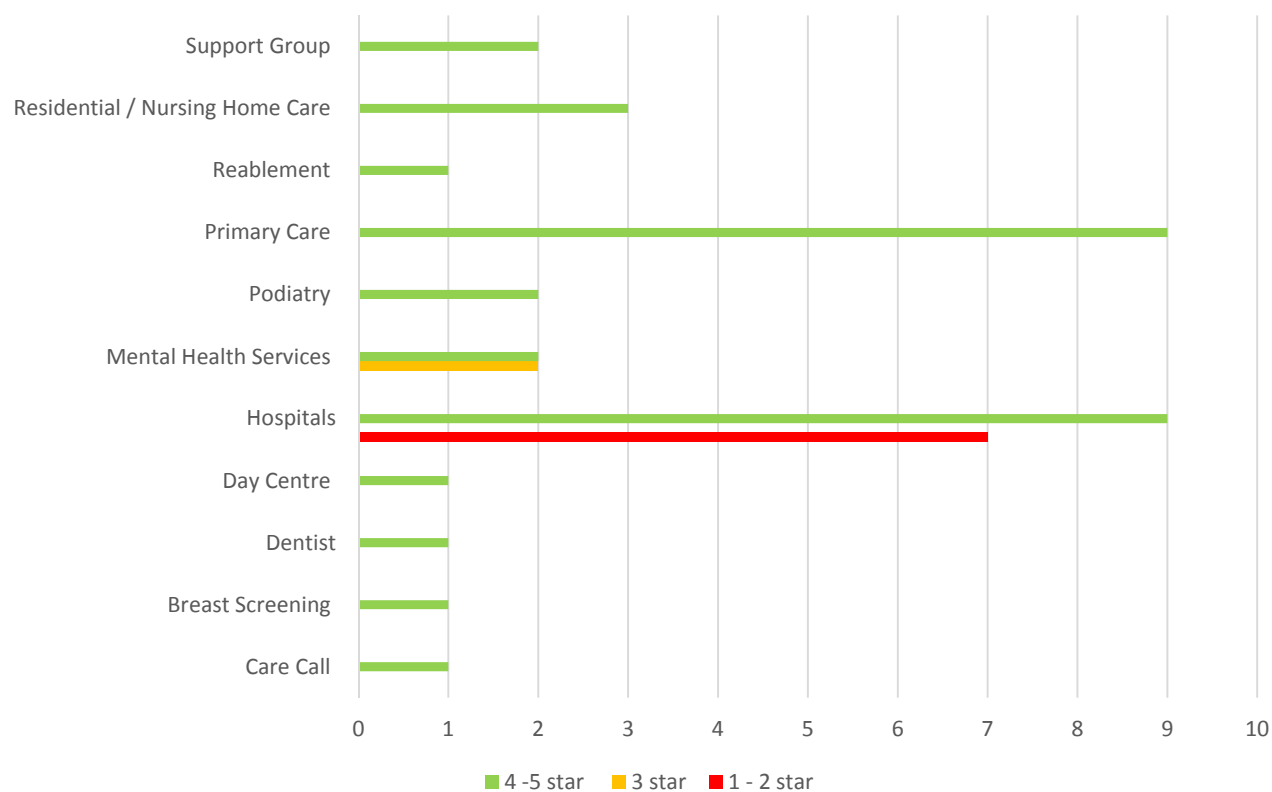
On the Feedback Centre we received 9 comments rated 4-5 stars.

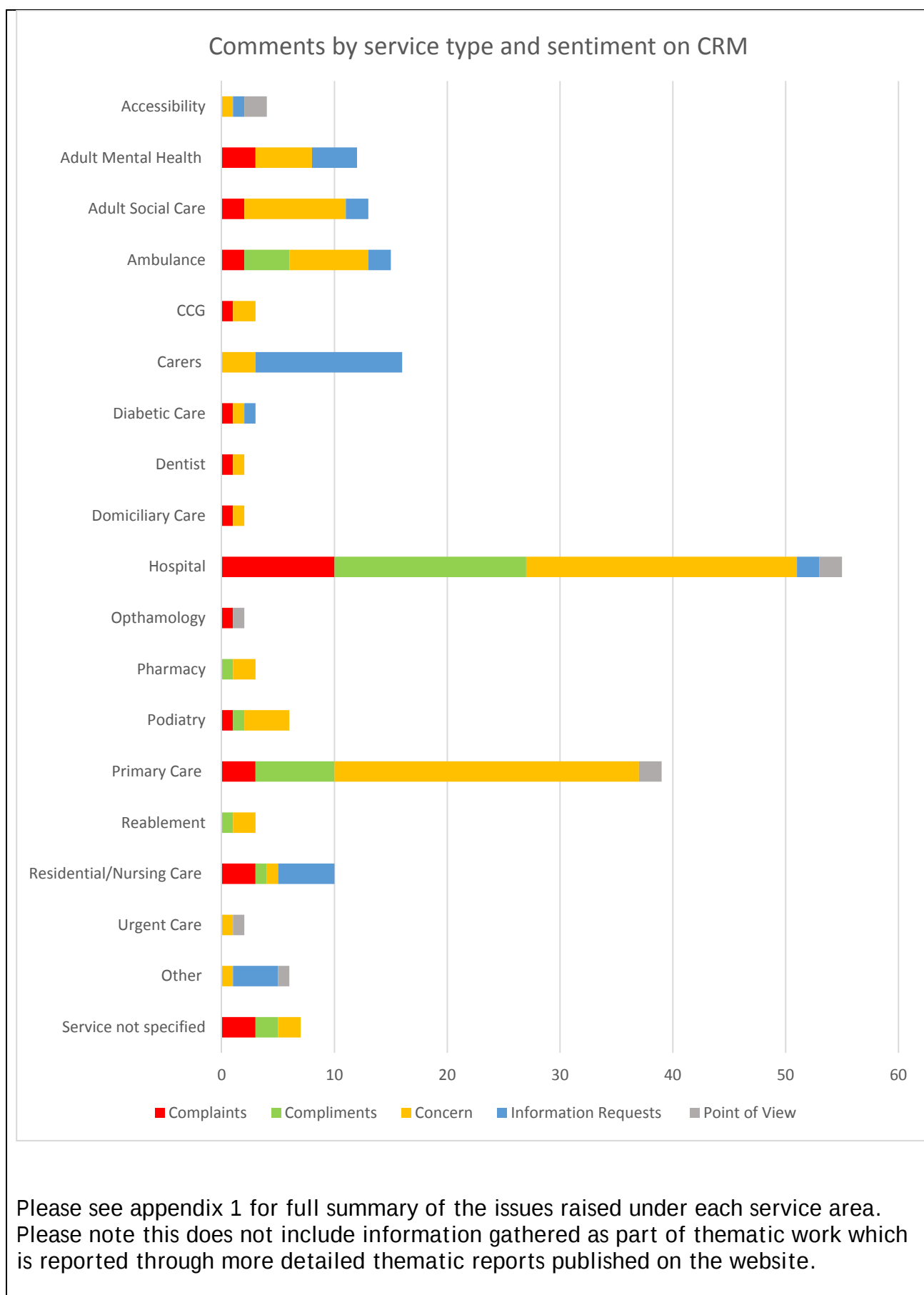
Ambulance service - The third most commonly commented services were the Ambulance Service (feedback included 4 compliments, 7 concerns, 2 complaints, 2 requests for information and 2 points of view).

Carers (13 requests for information, 3 Concerns.

Day services - 1 compliment on the Feedback Centre.

Comments by star rating on Feedback Centre





The trends¹ in the issues raised with HWNT in this period are:

Adult mental health services

A wide variety of concerns were reported including concerns about inpatient experiences, poor staff attitudes, lack of planning.

Some commented on a lack of resources and lack of knowledge of mental health services locally.

Varying experiences of Talking Therapies were reported with one compliment about approach and accessibility, another a concern about service withdrawal.

Some compliments were made about support services including MIND and the Memory Clinic.

Carers

Carers continue to request more information about support for carers and carers wellbeing assessments.

Some carers also identified training needs for example for carers of people with dementia or first aid.

Carers again raised concerns about wanting to know how to plan for an emergency as well as planning for times when carers themselves may be incapacitated or unable to provide care.

Diabetic care

People continued to raise concern and ask for information about how to self-manage after a diagnosis.

Hospital

A wide variety of comments have been collected about hospitals: North Tyneside General Hospital, the Northumbria Hospital, Wansbeck, St George's, Freeman and RVI.

Concerns have been raised by local people about the waiting time at Northumbria Specialist Emergency Care Hospital for initial assessments and tests, with some concern about staff attitude and diagnosis.

Concerns continue to be raised by people about transport to the Northumbria Hospital (which is felt to be difficult by public transport and expensive by taxi) and home from the hospital particularly when public transport is not available.

Concerns continue to be raised about the movement of patients between the Northumbria Hospital, North Tyneside General and the Freeman Hospital.

¹ HWNT are reporting as trends issues which have been raised by more than 3 people during the period.

Compliments as well as concerns have been raised about a variety of wards and issues at Northumbria, North Tyneside General, Wansbeck and St George's. Further information is available.

Podiatry

Concern continues to be raised about podiatry waiting times for appointments and the impact that this has on the quality of life of patients and their mobility.

Primary care

Multiple compliments have been made about the standard of care at GP practices across the borough. However, people continue to raise concerns about the difficulties they face in the lack of available appointments as well as some lack of knowledge of community support and referral.

E. Engagement and outreach activity

There have been 21 outreach and engagement activities delivered in this six month period.

4315 minutes of staff time (75 hours) spent in the delivery of this outreach and engagement.

611 people have been engaged with through this method.

- 1 event was targeted at people who are blind or visually impaired and their carers
- 1 event was targeted at people with physical, sensory and learning disabilities and their carers
- 2 events were targeted at mental health service users, their carers and organisations.
- 2 events were targeted at carers.
- 1 event was targeted at the LGBT community
- 1 event was targeted at older people.

Events were held across the borough and two in Newcastle at the following venues:

Exhibition Park, Newcastle – PRIDE event
 St James' Park, Newcastle – Sight North East event
 White Swan Customer First Centre x 2
 Oxford Customer First Centre
 Wideopen Library
 John Willie Sams Centre, Dudley
 Whitley Bay Customer First Centre
 Shiremoor Library x 2
 Howdon
 Wallsend x 5
 Howdon x 2
 North Shields x 3
 Cullercoats Library

F. Healthwatch North Tyneside Events

HWNT have facilitated seven events in the area within the period. The list below illustrates regular board meetings (which are held bi-monthly) and regular volunteer meetings. We also facilitated meetings focused around some of our thematic projects.

Event date	Location	Focus
9 May 2016	Wallsend	Board meeting
2 June 2016	North Shields	IOS volunteers
4 July 2016	Whitley Bay	Board meeting
5 July 2016	North Shields	Volunteer meeting
19 July 2016	North Shields	IOS volunteers
5 Sept 2016	Wallsend	AGM and Board meeting
9 Sept 2016	Dudley	Volunteer meeting and joint safeguarding training with staff

G. Work with Care Quality Commission

Healthwatch North Tyneside have worked closely with the Care Quality Commission during the period as follows:

Adult social care:

- Attendance at the Information Sharing Meetings regarding adult social care providers.
- Submission of evidence in relation to residential care homes and domiciliary care providers in advance of inspections (including IOS reports).
- Sharing of intelligence in relation to providers where concerns have been raised locally.

General Practice:

- Sharing of intelligence about General Practice in advance of inspections

North East Ambulance Service

- Sharing of intelligence about North East Ambulance Service, Patient Transport Service and NHS 111 in relation to the CQC inspection

H. Work with Local Healthwatch and Healthwatch England

HWNT continue to attend the Local Healthwatch Network meetings for the North East. In this period we have also attended joint training sessions with other local Healthwatch in relation to consultation and community involvement, provided through The Consultation Institute.

HWNT is represented on the HWE communications group and CRM stakeholder group.

In addition the Chair has also attended meetings with other Healthwatch Chairs in Tyne and Wear, Northumberland and Durham. Discussions have included the North East

Health and Social Care Commission; Sustainability and Transformation Plans, and common issues facing Healthwatch in the Region.

I. Use of enter and view powers

HWNT has used enter and view powers in this period to carry out independent observer scheme (IOS) visits in care homes.

J. Volunteer update

HWNT has 13 enter and view volunteers and 12 have been active in the period, engaging with the care home IOS project and helping to agree questions and the format of the visits. The number of volunteers who were actually able to help with the visits was 8, with some unable to take part due to personal circumstances, or due to the timing of the visits (over a lunch time period).

HWNT volunteers have supported us in the following ways during this period:

- IOS visits to 31 Care Homes during July and August
- Attendance at meetings to give their input into the carers leaflet
- Contributing issues through volunteer meetings
- Attending Adult Safeguarding training with the staff team (provided by North Tyneside Council).
- Supported the planning and delivery of Activity Coordinator Forum meetings
- Giving support to our Communications Officer.

K. Communications

General update on communications activities

During this period, outside of maintaining HWNT usual communications channels, HWNT has delivered the following communications outputs:

- Launched our feedback centre in July.
- Transferred all web content from Drupal to WordPress website.
- Designed, printed and distributed HWNT annual report.
- Continued use of the Healthwatch England CRM.
- Continued the process of redesigning HWNT core communications products to support the new feedback centre (for example, leaflet dispensers for general display and service providers such as GP practices).
- Distributed posters advertising the feedback centre to 29 GP surgeries
- Provided articles for partner publications including NTCDP and NT Carers Centre.
- Participated in Healthwatch England communications network meetings.
- Attended meetings of SIGN North Tyneside.
- Begun the process of developing a communications strategy for HWNT (to be finalised in the last quarter of 2016 taking into account views of young people and methods to be incorporated resulting from the Consultation Institute training).

- Attended North Tyneside's 'Working with the Community and Voluntary Sector Event' and presented about the work of HWNT and the feedback centre.
- Distributed feedback centre posters and leaflets to the following:
 - Action for Blind People
 - Wallsend Customer First Centre and Library
 - North Shields Customer First Centre and Library
 - Whitley Bay Library and Customer First Centre
 - Cullercoats Library
 - John Willie Sams Centre and Library
 - Wideopen Library
 - Shiremoor Library
 - Oxford Centre Library
 - Community Mental Health Team - Oxford Centre
 - Community Learning Disability Team - Oxford Centre
 - North Tyneside Enablement Team
 - Care and Connect
 - New Prospects
 - Wallsend Pharmacy
 - JA Hicks Optician North Shields
 - North Tyneside Carers Centre
 - VODA
 - 2 Mosques
 - Perfect Smile Wallsend dentist
 - North Tyneside Coalition of Disabled People
 - Age UK
 - TyneHealth (29 GPs)

Healthwatch North Tyneside audience

As at 1 October 2016 HWNT had 548 registered on the mailing list:

- 436 enewsletter subscribers
- 6 large print subscribers
- 9 audio cd or tape subscribers
- 96 mailing by post subscribers

Social media

HWNT Twitter profile now has 848 followers. We have 'tweeted' 2,457 times in total. HWNT Facebook page has 168 'likes'.

Staff regularly use social media to share information about HWNT, to share information on behalf of partners, and to engage with followers live from events we are attending.

Healthwatch North Tyneside e-news

During the period, HWNT has delivered 9 e-newsletters. The open rate ranged from 30 to 39% with click through ranging from 6% (AGM special) to 16% (Notes of meeting about Northumbria Hospital). Where there are lower open rates, this is attributed to e-newsletters sent about a single issue.

Website

The number of visitors per month fell from 556 to 444 from April to June when most of the communications time was taken in transferring content to the new website and new content was not added to the old website. Visitors have increased each month from July (689) to September (749) with the feedback centre opening page being the most popular.

Over the six month period visitors

47.9% by organic search (using search engines and searching for any words that pick up our site, this could be Healthwatch or simply Tyneside or a health or social care term or issue)

26.9% direct to www.healthwatchnorthtyneside.co.uk

16.8% by referral from other websites, primarily North Tyneside Council and Healthwatch England

8.2% by referral through social media

The social media referrals have been slightly distorted as we did a news item for the Hemochromatosis Society in September which they retweeted and shared on Facebook and we got a lot of hits to that particular news item particularly through Facebook. This has increased the percentage of referrals through social media. Also most of the hits were through Facebook whereas generally we have more referrals from twitter.

L. Plans for November to March 2017

In the remaining term of employment of the Interim Director will focus on:

- Remaining policy development and review
- Completion of the Business Continuity Plan
- Completion and implementation of the HWNT Communications Strategy in partnership with our Communications Officer and the wider staff team
- Design and implementation of the HWNT Engagement Strategy in partnership with our Engagement Officers and the wider staff team
- Continued role out of our Feedback Centre, including working with our Communications Officer to encourage take up by providers of the widget and paper resources.
- Developing a Business Plan for HWNT in partnership with the proposed Trustee working group
- Developing a fundraising plan (to be incorporated into the Business Plan
- Developing and submitting bids for grant funding).
- Reviewing and developing the Volunteer Training plan and supporting with recruitment of further volunteers
- Meeting with the Council's commissioning officers and ensuring HWNT is ready for its next Quality Standards Assessment monitoring visit
- Working with HWNT Finance and Administration Officer on contract renewal for the new financial year.

- Commencing the budgeting process for 2017/18
- Board report for January 2017
- Refreshing the 6 month report to include information for October and November so that the report can be submitted to the January meeting of the Health and Wellbeing Board
- Make any necessary amendments to the Mental Health Report before publishing (in view of comments received in October).
- Continue to action plan against the results of the 2016 staff survey, including acting on staff training requirements.
- Ensure that the 'Activity Toolkit' is developed via an alternative provider and that the Activities Coordinator Forum continues.

Representation work

HWNT will continue to have representation on all relevant boards and sub-committees in relation to:

- North Tyneside Health and Wellbeing Board
- North Tyneside system resilience board
- Accountable Care Organisation Development (awaiting next steps)

We will also continue to attend overview and scrutiny committee to report on our work and submit evidence as appropriate.

Thematic work

Young Peoples experience of health services 'Young Healthwatch'

We will build on our engagement work with young people and develop a project plan, however we do not view this work as a stand-alone project and will mainstream young people's work into our core work at HWNT.

Carers

HWNT will continue to engage with carers and to bring carer's issues to the attention of key stakeholders to support progress in maintaining carer quality of life in North Tyneside.

We will continue to build relationships with individual carers and carers groups to ensure that a wide range of carer's concerns are identified and heard.

We have gathered much individual feedback from carers over the last year. We will hold a number of focus groups and discussions with carers to further identify key issues carers' currently face in order to make recommendations to services to assist carers in their role.

Residential Care (IOS) - Food and drink

In November we will be drafting our report following the IOS visits which took place in July and August. We will then be sending the report to providers and commissioners for their response to our recommendations before finalising the report and going to print.

Mental health

We will continue to input views to the development of the mental health strategy in NT and monitor its implementation. All HWNT staff will undertake Mental Health training (November 2016) in order to support the project.

Urgent care

We will continue to be involved in proposals to changes to the urgent care system in North Tyneside. We will seek HWNT involvement in consultation processes and in the design of any tender specifications which may result from the proposals to ensure that the views, concerns and needs of residents of North Tyneside are heard and addressed.

ADHD

We will retain a 'watching brief' on the work of the overview and scrutiny committee on ADHD services and will continue to support the Parents Group to ensure that parent and service user voices are heard in decision making processes.

Hospital food

We will publish our report and the response of providers and commissioners. We will engage with the working group which is to be established by the Director of Estates and Facilities to hear the response and action planning resulting from our recommendations.

Engagement and Outreach

- Engagement Strategy to be developed (November/December)
- Continue with general outreach and promote this through our communications
- Increased focus on increasing our reach with young people and members of Black, Asian, Minority Ethnic (BAME) and refugee communities.

Events:

- Board meetings (bi-monthly)
- Volunteer meetings (November)

Communications:

- Communications Strategy to be developed (November/December)
- Signing partners up to using the HWNT widget on their website.
- Establish whether support groups directory work can coincide with North Tyneside council work on similar data base
- Develop new leaflets and promotional tools (November) including material which will target our young people's work
- Press release to accompany carer leaflet and young people's work
- Next edition of the print newsletter (November)
- Publication and distribution of HWNT Reports into Mental Health and Food and drink in Care Homes.

Appendix 1- Summary of feedback received through all forms of engagement including feedback centre

*Comments on Feedback Centre

Service area	Summary of feedback
Accessibility of information	Information request -Concern - Deaf person required text reminder re appointments Opinion – too much reliance on IT when people would prefer a call or written information Opinion that council, GP, hospitals use too many abbreviations
Adult mental health services	Complaint – possible clinical negligence Point of view – concern lack of MH crisis services and lack of knowledge about them Complaint Talking therapies – lack of notice of withdrawal of treatment Complaint breach of confidentiality Concern about lack of preparation for care planning, lack of information sharing and follow up Concern about treatment at Psychiatric Intensive Care Unit at NTW Concern about staff attitudes NTW and complaints procedure Information request from organisation supporting someone with mental health issues Information request about mental health support groups (2) Complaint about in patient stay (St Georges) Concern key lack of cover arranged by services while carer absent Point of view lack of knowledge of mental health crisis service and lack of services *Concern discharged too soon with WRAP plan *Compliment MIND – information and signposting *Compliment Memory Clinic NTW ‘welcoming... explain everything ... brilliant’ *Concern services are patchy and unreliable cancelled appointments lack of staff and services and poor admin. *Compliment Talking Therapies – accessible contact

Adult Social Care	Compliment about help provided (2) Concern about lack of awareness of needs of people living in sheltered housing Concern about lack of care agencies that supply carers Concern there needs to be more paid carers from diverse communities Concern about lack of follow up after assessments Concern about lack of equipment at home (2) Information request help at home Concern about needs not being listened to or addressed Information request adaption Point of view – lack of knowledge of sheltered accommodation and services offered
Ambulance	Compliment speed of ambulance arriving Compliment for paramedic and ambulance staff and efficiency of service (1) Concern over length of time spent by crew completing info on laptop (1) Compliment for ambulance staff and efficiency of service (2) Compliment about St John's and ERS Medical and Red Cross ambulances Concern about lack of ambulance to take for treatment (1) Concern request for ambulance not passed over by 111 (5hr wait for ambulance) Concern about cost of taxis being used to get people to hospital Concern long wait for ambulance for discharge (12hrs) Concern about long wait for ambulance (15 hrs) Information request about ambulance service complaints procedure Concern handover at Northumbria Hospital from ambulance taking info off computer 'takes forever' and is causing a blockage on arrival Concern very long wait for ambulance to be admitted Concern about 25 minute wait for ambulance from NTGH to NSECH (25 mins) for person suffering stroke Concern about lack of patient transport following discharge from RVI Complaint very long wait for ambulance to be admitted Point of view that being transported frequently between hospitals is taking up ambulance resources (2)

	CQC Survey feedback Ambulance, Patient transport and NHS 111 survey: 14 members of the public in North Tyneside responded to the survey circulated in advance of the CQC inspection of NEAS as follows: 10 comments were about 999, 2 about patient transport and 4 about NHS 111. 25% of negative sentiment on responsiveness and caring. 17% of effectiveness and safety. 50% of responses rate services as inadequate or requires improvement. 45% of people don't know where to complain. Comments made within survey: -Compliment staff attitude (6) -Compliment for ambulance switchboard -Concern over distance ambulance travelled to get to patient when ambulances are stationed more locally -Concern ambulance staff attitude: misdiagnosed patient as drunk, stigmatised and treated patient very poorly -Long wait for ambulance lying on wet grass autumn (2hrs 30mins) -Long wait for ambulance and staff attitude rude (3yrs ago)
Breast screening services	*Compliment – location, efficiency
Care Call	*Compliment - very responsive
Carers	Compliment Community nurse knowledge of carers' assessment Request for information carers/carers assessments (12) Concern about difficulty getting right support for relative with autism Request for information about training and support for carers of people with Dementia Information request what to do in an emergency Concern for cared for person when carer in hospital (2)
CCG	Concern about funding and withdrawal of treatment at Percy Hedley

CQC	CQC Request for information about care home (3) CQC survey feedback North East Ambulance Service, Patient Transport Service, NHS 111 CQC request for evidence ahead of NTW inspection Concern about patient confidentiality Information request about how to submit evidence to the CQC
Day services	*Compliment Day Centre – person enjoys and carer feels reassured
Diabetic care	Concern about incorrect information given that the diabetic nurse is dietician, info request Concern about delays in treatment Concern lack of knowledge about different cultural diets – request for dietician training
Dentist	Complaint about extraction without anaesthetic Concern staff attitude *Compliment staff attitude and environment
Domiciliary care	Complaint about being given medication on empty stomach Opinion that visual awareness training should be provided for paid carers Concern about attitude of home care worker
Hospital	Northumbria Specialist Emergency Care Hospital (NSECH): Compliment about NSECH despite long wait, efficient, good staff attitude, Compliment about NSECH A&E staff attitude (3) *Compliment about NSECH discharge and follow up with community services Concern about staff attitude at NSECH (2) Concern about NSECH missed diagnosis Cardio (2) Concern about wait to be sent from NSECH to Freeman for further treatment (cardio) Concern about initial assessments A&E NSECH waiting time (5hrs blood tests)

*Concern about long wait at NSECH for tests (12 hrs)
 *Concern about long wait for tests (6hrs)
 *Concern about long wait that patients arriving in own transport are not treated as an emergency
 *Concern about poor staff attitude, poor treatment from nursing staff
 Concern about inaccurate incomplete and inconsistent information regarding to access to healthcare for non-UK National at NSECH and Freeman
 Concern – carer concern about delay in treatment when patient taken to NSECH rather than NTGH who have specialist knowledge about patient
 Concern about delay in treatment maternity
 Point of view person concerned about sending patients to NSECH may delay diagnosis

Transport to and from NSECH:

Concern about early morning discharge from NSECH with no transport
 Concern about getting to hospital on Metro (wheelchair user)
 Concern about transport between NGTH and NSECH – hospital buses often full
 Concern about availability of bus from Shiremoor to NTGH or NSECH
 Concern about transport to NSECH (2)
 Info request transport from NTGH to NSECH
 Info request about use of helicopter at NSECH

Freeman Hospital:

Compliment about cardio (2)
 Compliment about hip operation
 Compliment about oncology care
 Compliment (2)
 *Compliment about knee operation

Royal Victoria Infirmary (RVI):

Compliment about RVI cardio (2)
 Compliment RVI breast cancer surgery (1)
 *Compliment about staff in colonoscopy
 Concern about discharge of person requiring support not offered assistance

North Tyneside General Hospital (NTGH Rake Lane)

Compliment NTGH hip replacement

Compliment NTGH colonoscopy, treatment and staff attitude

Compliment, carer felt listened to by surgeons at NTGH

Compliment staff attitude NTGH – stroke

*Compliment endoscopy and colonoscopy staff attitude professional - exemplary NTGH

*Compliment care in knee replacement NTGH

*Compliment care in Coronary Care Unit NTGH

*Compliment audiology NTGH

Compliment about quality of care NTGH, concern about waiting time for appointment

Compliment about consultant care NTGH

Concern about lack of freedom to leave the ward

Concern about NTGH not hearing back about appointment oncology

Concern about staff attitudes NTGH

Concern about everyday communication NTGH poor (3)

Concern about staff knowledge of how to support people with Dementia NTGH

Concern about staff attitude and patient confidentiality at NTGH

Concern lack of support palliative care NTGH

Concern about quality of treatment

Wansbeck:

Concern about staff attitude at Wansbeck

Concern about refusal of patient transport for elderly person to Wansbeck Hospital

Concern misdiagnosis

Concern follow up support oncology

St George's:

Concern about St Georges, staff attitude, personal belongings and treatment

Concern about staff attitude and confidentiality

	General: Info request person wanted to complain about hospital Point of view that poor staffing levels affect standard of patient care Concern that notes on medical records have adversely affected ongoing treatment
Ophthalmology	Concern about long wait to be seen (RVI) 4-5 hrs Point of view concerned about wait for cataract treatment
Pharmacy	Concern about electronic prescriptions. Pharmacy never seemed to have them (2) Compliment about pharmacy
Podiatry	Concern about length between appointments and staff attitude on appointment line (3) Concern about confusion about reason for appointment and attitude of staff Compliment for podiatry from Care Home Concern about info given to carer about frequency of appointments Compliment staff attitude podiatry team Diabetic Resource Centre Concern about quality of treatment at podiatry
Primary Care	GPs: Compliment about ease of getting a GP appointment (3) Compliment GP referral to healthy hearts scheme Compliment about GP services (7) Compliment about GP staff attitude, flexibility and organised approach (2) Compliment about speed of GP appointment and referral to physio (1) Compliment about GP same day urgent appointment system (1) Compliment for Community Nurse knowledge of care assessment Compliment about GP surgery for thorough attention, involving carers and referral on Concern about long wait for medical from GP Concern about change in medication Concern about wait for a GP appointment (5) Concern about difficulty getting a GP appointment (3) Concern about difficulty getting a GP appointment long enough for person with access requirements

	Concern about GP attitude towards a patient with access requirements Concern about lack of communication relating to after effects of treatment Concern about lack of mental health expertise Concern as hasn't had a named GP Concern GP surgery old posters Concern about demographic of Practise Nurses Concern about misdiagnosis Concern about GP appointments being made at inappropriate times Concern about delays in treatment (2) Concern about GP lack of knowledge of support groups Concern about GP lack of knowledge of mental health and appropriate services for referral (2) Concern about lack of transport provision to GP surgery for those with limited mobility Complaint after being taken off medication (2) Concern about confusion with baby clinic appointment times Concern about anti-natal care (not recent) Point of view that GPs should be more open to alternative therapies Point of view about lack of knowledge of receptionist (cover staff) District Nurse: Concern about quality of treatment by District Nurse at GP surgery Community Support Worker: Concern about ending of community support worker role in GP practice
Reablement	Concern about reablement care package being changed after carer in respite Concern about losing service Concern about staff attitudes not listening Compliment reablement team
Residential care	Concern about distribution of medication Concern about lack of opportunity to keep active in care home *Compliment care home (2) – helpful caring staff and excellent care Complaint about supply and quality of incontinence pads

	Concern about closing of nursing care home Complaint about hydration in care home Complaint about care home lack of sharing information with carer Compliment about nursing care staff and management
Urgent care	Concern about Urgent Care review and impact on patients Concern about diagnosis at walk in centre Concerned that urgent care services will move from NTGH to Battle Hill
Other	Concern about Personal Independence Payments (PIP) Concern over changes to prescriptions for gluten free Request for information about weight loss support groups Information request – concern person has cancer and gets no support Information request - person feels isolated Opinion about lack of local services for pain management Information request how to complain medical negligence Information request drug and alcohol support groups Request for info about drug and alcohol services