

Our plans for 2021-22

Normally we would have conducted an annual survey of North Tyneside residents, to understand the issues that matter to them and to identify our key priorities. However, we decided not to do an annual survey in 2020/21 because of the pandemic. Instead, we will use the extensive evidence we have gathered during the pandemic to inform these key themes to our work over the coming year.

Key themes for 2021-22

Providing information

Continue to support the development of Living Well North Tyneside. Identify information needs of local residents and how these should be addressed. Support the delivery of the covid vaccination programme.

Accessing care and support

Continue our focus on people's access to GP and Primary Care services. Understand people's experiences of accessing outpatient treatment, particularly their experiences of virtual contact (by phone or online) and frequency of contact/support.

Good quality communications

Understand how services can best communicate effectively with service users and families in care settings.

Digital inclusion and equalities

Understand the impact of service changes on people from all parts of our community and identify gaps in services, particularly focusing on seldom heard groups.

Service users' voices in system changes

Champion service users and North Tyneside residents' voices in NHS and care system changes, particularly the Government's plans outlined in their White Paper published in April 2021.

Other key activities

Hearing from local people

Review how we can better engage with people from across North Tyneside's communities and consider opportunities for face-to-face engagement as national restrictions change.

Being a robust organisation

Revise our strategic plan as the situation changes over coming months and look for opportunities to secure other commissioned work that fit with our aims as a charity.