

Our plans for 2022–25

Strategic Plan

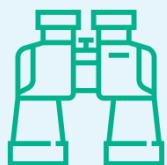


About us

Your health and social care champion

Healthwatch North Tyneside is your local health and social care champion. We make sure health and social care leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

We help to shape and improve local health and social care services. We want to show how people's experiences can transform services for the better; and to demonstrate how good engagement can provide solutions to challenges facing the NHS and care services in the years ahead.



Our vision

People's experiences, views and needs are sought, valued, and acted upon as part of the planning and delivery of health and care support in North Tyneside.



Our mission

To champion the experiences, views, values and needs of local people to positively affect the health and social care services in North Tyneside.



Who we are

Healthwatch North Tyneside is a small independent charity. We are locally based, and our trustees, staff and volunteers are from the area.

Our work is funded by a service delivery contract with North Tyneside Council or through grants or contracts with commissioners, providers or grant funders.

We are part of a network of over 150 local Healthwatch, who operate in every local authority area in England. This network was established by the Health and Social Care Act 2012, with the aim of putting patients and the public first.

Our plans

What we will do and how we will work

Providing information

We provide information about local health and social care services. We also help people get the services they need by signposting them to places of support.

People ask about how they can access services, how to make a complaint or give positive feedback, and where they can get support. People also tell us that having access to better information about services would make a significant improvement to their experiences. Therefore, we know that people often need information about more than one issue or service, and information services often need to be more holistic.

We provide an information line (0191 263 5321 or info@hwnt.co.uk) and hold outreach sessions across North Tyneside so that residents can ask us for help about specific queries or issues.

We offer accessible information to residents through online resources and newsletters, and printed booklets to provide information about local services. We know there is a real challenge in keeping information up to date as services change.

We will

- Work with partners to improve access to information, including the Living Well North Tyneside Partnership, both online and other methods.
- Work with providers and commissioners to help them improve information about their own services.
- Produce resources that meet the needs of local residents by using our understanding of what people say they want to know and the best ways to share information.
- Promote our information line service so that local people know where to get help.
- Work to ensure information is accessible to all.

Understanding people’s views and experiences

Hearing people’s experiences of the services they use is the bedrock of everything we do.

We talk to local people who use health and social care services to understand their experiences, including what works well and what could be better. We also want to hear people’s views about how services could be delivered in the future.

It is important to us that we hear from people from all sections of our community using services in North Tyneside, including people whose voices are not normally heard. We will put extra effort into ensuring these people can get involved.

We aim to be as open and accessible as possible. People can tell us about their views and experiences in many ways including: at our outreach events; contacting us by phone, email, through our website and social media; through our partner organisations; and by completing one of our surveys.

We work closely with organisations and services in North Tyneside to reach as many people as possible.

We will

- Work hard to hear from people across North Tyneside.
- Work closely with other community groups and organisations to talk to their members about their experiences of health and social care services.
- Engage with people at community events across North Tyneside.
- Build relationships with health and care service providers so that their users know about Healthwatch North Tyneside.
- Develop new systems to better share what we hear with providers and commissioners.
- Try new ways to raise awareness of our work and how we can help residents.

Focussing on key issues

One of our key activities is conducting focused research into some of the trends or issues we hear about. We identify a small number of issues each year for a more detailed piece of research into people's views and experiences, and develop recommendations based on what we have heard. We have built a strong reputation for this work over the years.

We involve commissioners and service providers and other partners in designing these activities, but our work is always independent. To be an influential voice for the people of North Tyneside, we believe our recommendations need to be firmly rooted in the evidence we gather and from the good practice we see across the country.

We will

- Identify issues for further research based on what local people tell us is important and where we think we can make a real impact.
- Work with other organisations to develop and conduct our research.
- Involve service providers, commissioners and users in our research.
- Develop the most appropriate methods to investigate the issue, including using our Enter and View powers when necessary.
- Use the evidence we gather as the basis for the recommendations we make in a timely manner.
- Publish our recommendations and monitor how service providers and commissioners are implementing them.
- Work more with other local Healthwatch organisations in the North East and North Cumbria, to consider opportunities to have research and engagement activities commissioned by the Integrated Care System.
- Look at opportunities to be funded to undertake research activity on behalf of other organisations, whilst maintaining our independence.

Influencing service providers, commissioners and decisions

We act as a critical friend to health and care service providers and commissioners across North Tyneside, using what people have told us as the basis for this relationship. We want the views and experiences of local people to shape the services they provide and influence the decisions they make.

To do this, we analyse what local people are telling us to identify trends and issues. We then talk to commissioners and service providers about what is working well and what could be improved. Our unique powers under the Health and Social Care Act 2012 mean we are involved in decision making, and commissioners and service providers should listen to what we say. We have a seat on North Tyneside's Health and Wellbeing Board and are involved in various other local health and care boards and working groups, so that people's views can influence the work of these groups.

We will continue to champion the meaningful involvement of users and carers in the design, delivery and decision making of health and care services, and will encourage providers to use co-production approaches to design and develop their services.

The introduction of the North East and North Cumbria Integrated Care System will result in significant changes to how the NHS is managed. We will play an active role in this and work closely with other local Healthwatch in the North East and North Cumbria to ensure service users' voices are heard at all levels of NHS decision making.

We will

- Continue to build strong relationships with service providers and commissioners and encourage them to listen and involve their users.
- Develop new systems to better share what we hear with providers and commissioners in a timely way.
- Provide briefings to decision makers about people's views and experiences of key services.
- Work with the Integrated Care System to ensure the voices of North Tyneside residents are heard in decision making.
- Build our expertise in co-production approaches.
- Identify opportunities for co-production in service design, development and evaluation.
- Share what people tell us whilst maintaining their anonymity.

Being a robust and respected organisation

To make a real difference to health and social care services we need to be a strong, well-respected and independent organisation.

We are building upon our reputation of recent years and will look to take up opportunities to grow as an organisation to better deliver our charity's mission and objectives.

Volunteers are a key part of our team and will be more important than ever to our success as we try different ways to engage with people.

This means

- Continuing to develop our volunteering offer so that local people can help us make a difference.
- Having effective systems and processes in place to deliver the best service possible.
- Our Board of Trustees overseeing the work we do and setting the direction for our work based on what people tell us.
- Making best use of the resources we have and continue to diversify our funding and planning our future.
- Reflecting the diverse communities of North Tyneside in our work.
- Having strong relationships with local community groups across North Tyneside and working together where possible.
- Continuing to improve how we evidence the impact we have made.
- Working closely with our neighbouring Healthwatch organisations to identify common issues and opportunities for joint work.
- Sharing information with Healthwatch England and other Healthwatch organisations across the country to inform national debate.



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