

Healthwatch North Tyneside Annual report 2017/18



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Abbreviations used in this annual report

HWNT	Healthwatch North Tyneside
CCG	North Tyneside Clinical Commissioning Group
CQC	Care Quality Commission
ACO	Accountable Care Organisation
STP	Sustainability and Transformation Plans
PNA	Pharmaceutical Needs Assessment
CIO	Charitable Incorporated Organisation
ADHD	Attention Deficit Hyperactivity Disorder
VODA	North Tyneside Voluntary Organisations Development Agency

Welcome to our review of 2017/18

Healthwatch North Tyneside is here to champion the experiences, views and needs of local people in order to positively affect health and social care services in North Tyneside.

Your views come first. We listen to you and use your voices to encourage those who run services to act on what matters to you.

We are independent and committed to making the biggest difference for you.

Our vision: People's experiences, views and needs are sought, valued and acted upon as part of the planning and delivery of care

This year has been one of great achievements as well as considerable challenges. We heard from more people about their experiences of health and social care this year than last.

The challenges came mainly from re-tendering for provision of Healthwatch services. We were successful in our bid to continue delivering this service but at a significantly reduced rate. As a result four of our six staff members decided to leave us during March 2018 as well as our long standing Chair stepping down.

We would like to thank all the staff, volunteers and board for their commitment and massive effort during this last year.

Our new director joins in June 2018 and, with his new staff team, will build upon the success of previous years and develop new models for delivering our work with less resource.

Iain Kitt and Sokhjinder Morgan, Joint Interim Chairs, April 2018

It starts with you

Watch our
Healthwatch
North Tyneside
video



www.healthwatchnorthtyneside.co.uk/aboutus

Highlights from our year

We met **1623** people
at **92** community
outreach and
engagement activities



1020 people visited
our website each
month, over twice as
many as last year



We received **1488**
pieces of feedback
including:
312 compliments
346 complaints
and concerns



We heard from **215**
service users, carers
and staff about
mental health crisis
services



280 people told us
about their
experience of using
GP services



We signposted
342 people to
41 organisations



Message from our Chair

I look back on five years of constant change, both for health and social care generally, as well as for Healthwatch locally - and this past year has seen more than its fair share!

We were faced with having to re-tender for our contract against very tight financial strictures required by our commissioner, North Tyneside Council.

Whilst we were eventually successful in our tender, we had to restructure the organisation to meet a significantly reduced budget and this process caused considerable uncertainty for all involved in Healthwatch. I am very proud of the way the staff team faced these uncertainties and the changes in staffing and still managed to deliver excellent services and develop new areas of work, such as the mental health crisis work and the Local Voices grant fund.

We are constantly mindful of our duty to listen to the health and social care concerns of the people of North Tyneside and seek new ways to hear those whose voices are least often heard. Once recorded, we vigorously seek to raise these concerns with the commissioners and providers of services to bring about improvements to services. We have worked closely with the Clinical Commissioning Group which commissions health services as well as with the Council and other providers of services over the year. I am pleased with the way these relationships have developed and Healthwatch looks forward to working effectively with these partners in the year ahead.

During this year we have had more contact with other local Healthwatch in the region. I am convinced this is the way forward and we should be working more cooperatively together to share resources and skills and, hence, strengthen the voice of users of health and social care services in the region in the future.

As I step down as Chair, I would like to thank all our staff, volunteers and trustees who have put an immense amount of time and effort into Healthwatch over the year and, in particular, to place on record my appreciation of the leadership which our Director, Jenny McAteer, has given to Healthwatch over the past three years. We wish her well in the new post she has recently taken up.

Peter Kenrick, Chair of Healthwatch North Tyneside (2013 to 2018)





Message from our Director

I joined Healthwatch North Tyneside in 2015 after its registration as a CIO. In the past three years I have seen the organisation develop into a leading provider of the Healthwatch role.

We have led the way in our approach to gathering people's views and reaching more people. We have developed our skills in recording and analysing trends in local people's experience with rigour and a systematic approach that other local Healthwatch strive to achieve and look to us to share with them.

In the time I have been Director I have been privileged to witness our ability to rise to the challenge of delivering high quality work at pace, to create maximum impact within modest resources.

I am extremely proud of the achievements of the incredible people who give their views, time and skills, often for no financial reward, to make sure local services improve. This year our volunteers again influenced change to the way care homes are commissioned and monitored by the Council to improve mealtime experience. Our staff team reached over 380 people to gather their views on pharmacy provision and these views informed the pharmaceutical needs assessment.

The latter half of this financial year brought a bump in the road with a period of instability as the organisation tendered successfully for the contract for Healthwatch functions in North Tyneside. With the strong foundations upon which the new delivery models are built I am confident that the organisation will go from strength to strength supported by a committed, talented and driven team of staff, board and volunteers.

I am inspired by how this group of people have risen to the challenge again to find innovative ways to ensure that the powers, functions and impact of Healthwatch are not limited by reducing resources.

The public entrust us with their views and this team makes things happen with them. As I move onto a new chapter and a new role elsewhere, Healthwatch North Tyneside moves onto its own new chapter which will inevitably lead to innovation for impact.

Jenny McAteer, Director of Healthwatch North Tyneside

Helping you find the answers

Information and signposting to services

We help people get information about local services: how to access services; their rights and eligibility; and how to raise concerns and complaints. People contact us by email, phone, online forms, social media and through our community engagement.

Enquiries included bereavement support, social prescribing, transport (blue badges, patient transport and taxi cards), violent patient scheme, carers' assessments and local activities and support groups.

We signposted 342 people to services from 41 organisations.

We most regularly signposted people to the Patient Advice and Liaison Service (PALS), Independent Complaints Advocacy Service (ICA) and North Tyneside Council Adult Social Care Gateway Team.

SIGN North Tyneside

Healthwatch North Tyneside is a member of the SIGN North Tyneside network which brings together voluntary, community and public organisations to help people find the right organisation to meet their health and social care needs.

The SIGN Directory is an online directory of community services and events for the residents of North Tyneside. It is designed for people to make informed choices in an accessible and user friendly manner.

This year North Tyneside Council launched its 'my care' website offering information and advice, calculator for care and support contributions and safeguarding reporting. My care links directly to the SIGN directory.

www.sign-nt.co.uk



Your views on health and care

Listening to people's views

This year we gathered 1488 pieces of feedback about local health and social care services.

We gather views and experiences in a variety of ways:

- ▶ Surveys - 43% of comments received
- ▶ Outreach and engagement - 32%
- ▶ Feedback centre (online and freepost form) - 12%
- ▶ Post and telephone - 9%
- ▶ Email and website - 3%
- ▶ Meetings - 1%

People can share their experiences of local health and social care services through our online feedback centre and freepost forms. We share feedback anonymously with providers, commissioners and the CQC. People looking for services can find information, feedback and service ratings on our website.

We participated in local and regional events including:

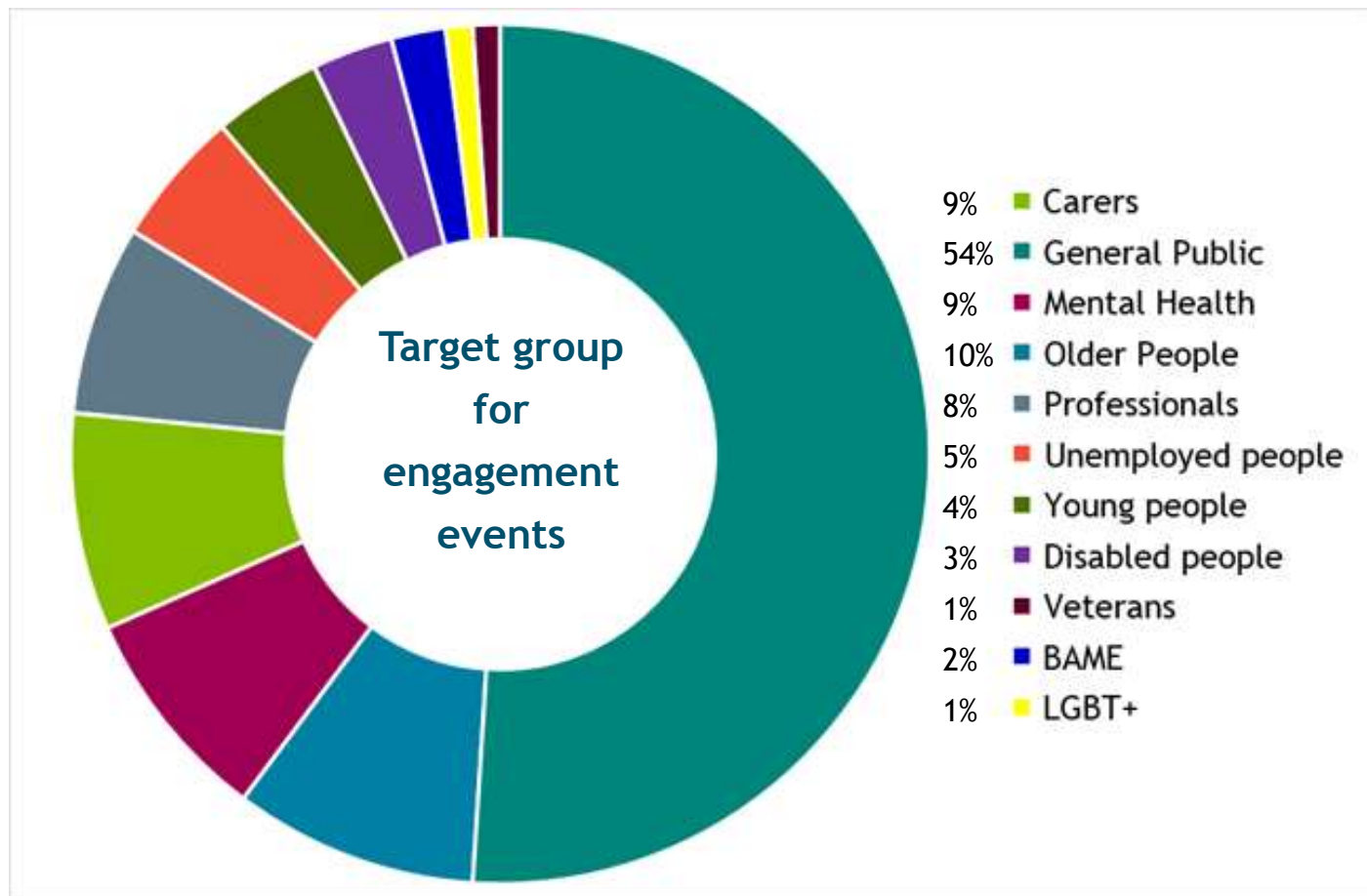
- ▶ Learning Disability Care Forum
- ▶ Northern Pride
- ▶ Newcastle Mela
- ▶ Northumbria Healthcare NHS roadshows
- ▶ North Tyneside State of the Area event
- ▶ Sight North East exhibition
- ▶ World Mental Health Day
- ▶ Wallsend Festival
- ▶ MS Society Conference
- ▶ Stress Awareness Day

We supported local people to give their views and share experiences for local, regional and national consultations including:

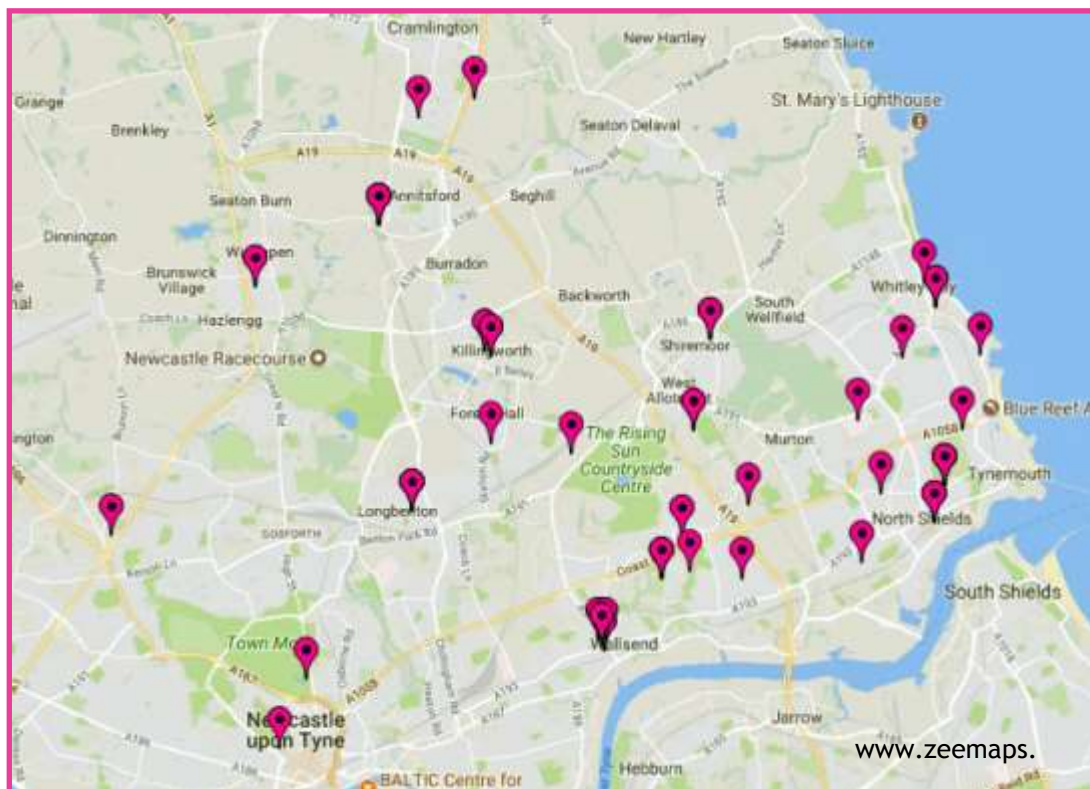
- ▶ Changes to urgent care services in North Tyneside
- ▶ Great North Care Record
- ▶ Pharmaceutical Needs Assessment
- ▶ Closure of Battle Hill and Earsdon Park GP practices

We met 1623 people at 92 outreach and engagement events.

In addition to our general engagement we went to groups for people whose views are not always heard including the Islamic Centre, Forward Assist Veterans Group, TyneMet College and Wise Steps employment and training.



Engaging with people across North Tyneside



Making a difference together

How your experiences can influence change

Your views on pharmacy services

North Tyneside Health and Wellbeing Board is required by law to publish a Pharmaceutical Needs Assessment (PNA). When writing or updating the PNA they must consult with local Healthwatch on pharmacy needs in the borough.

We asked local people about their experience of using local pharmacy services so that we could put their voices at the centre of discussions on local pharmacy need.

389 people told us about their experiences of using pharmacies.

We received feedback on 37 of the 52 pharmacies in the borough.

We found that people were largely happy with the service their pharmacy provided and spoke of positive experiences of customer service and speed of service. However these were also areas that people felt could be improved.



Awareness of services

There was low awareness of services such as sexual health testing, asthma management and phone support.

Uptake was low for some services despite awareness being relatively high.

These included flu vaccination, promotion of healthy lifestyles and self-care, signposting and Think Pharmacy First.

We formally responded to the draft PNA and our report was highlighted as good practice by Healthwatch England.

www.healthwatchnorthtyneside.co.uk/your-issues/pharmacy-services

Making mealtimes matter

We wanted to understand older peoples experiences of food and drink in residential care homes.

Last year, our enter and view volunteers visited 31 care homes in North Tyneside.

They spoke to **302 residents, 81 visitors and 250 staff** about mealtimes.

We also heard from families and friends through an online survey.

We fed back our findings to care home providers, the CQC and CCG and made recommendations to improve mealtimes for residents.

What has changed?

Since our recommendations, North Tyneside Council Adult Social Care Services have made changes to make sure:

- ▶ Care homes actively seek the views of residents and their families in the delivery of both individual and overall service.
- ▶ Resident's likes and dislikes about mealtimes are included in their individual care plans.
- ▶ Care homes capture feedback about food and drink at the time of the meal.
- ▶ Residents have the option to take meals in their own room if appropriate, whilst ensuring residents do not become socially isolated.
- ▶ Residents are able to buy and consume drinks and snacks of their choice.
- ▶ Care homes make sure that there are enough resources to make mealtimes positive. This could include things such as music, environment, comfort, privacy, quietness and staggering of mealtimes.

How does your care home make mealtimes matter?

Our 'Making mealtimes matter' summary has examples of good practice observed by our volunteers on their care home visits. We hope residents, carers and staff find these helpful in their care home.

Download the summary from our website or call the Healthwatch team on 0191 263 5321 for a copy.

www.healthwatchnorthtyneside.co.uk/your-issues/care-homes

It starts with you

Experience of mental health crisis support

Last year we published our report 'People's experiences of mental health services in North Tyneside'. We identified the need to look in more detail at people's experiences of using services when experiencing a mental health crisis. We set up a steering group to co-produce the design and analysis of mental health crisis project.

We wanted to hear in-depth experiences of mental health crisis services in addition to gathering experiences through surveys, focus groups, online and engagement activities.

In agreement with Northumberland Tyne and Wear NHS Foundation Trust (NTW) we used our enter and view powers to make contact with service users and invite them to get involved.

We are analysing the data we gathered and are working closely with North Tyneside CCG NTW and our partners to identify improvements to services. Our findings will be published in 2018.

www.healthwatchnorthtyneside.co.uk/your-issues/mental-health





Focus on GPs

Introducing our GP Digest

Our six monthly GP Digest brings together all the feedback and experiences we hear about local GP practices. In the first digest we heard from 140 people about their experiences of accessing and receiving care from their local GP. The feedback was mostly positive:

“Quality of treatment - second to none - whole practice brilliant”

In the report we identify good practice and areas in need of improvement for GP practices across the borough.

“The GP Digest manages to aggregate all of the patient feedback, received in multiple ways by Healthwatch in relation to GP practices into one really helpful document. This makes it much easier to identify themes and provides a useable way for this information to be included in discussions the CCG has on the quality of service provision in North Tyneside and help identify areas for targeted improvement.”

James Martin, Performance and Commissioning Manager, North Tyneside CCG

Changes to GP practices

Battle Hill Health Centre - We supported patients to give their views on the future of GP services at Battle Hill. Patients highlighted issues including opening hours, availability of appointments, quality of care, prescribing and the nature of 5 year contracts. In February 2018 the CCG announced the Battle Hill practice would stay open with services provided by Park Road Medical Practice.

Earsdon Park Medical Practice and Longbenton Branch Surgery - The CCG wrote to patients telling them these services would close in March 2018. They gave information on alternative GP practices and invited people to a drop-in to support registering with a new practice. We responded to patient enquiries about the changes and helped vulnerable patients to get the support they needed.

Primary Care Navigators

We contributed to training for new Primary Care Navigators based in GP practices. This helped raise awareness of our Healthwatch role as well as supporting the navigators to find information and support for patients.

It starts with you

Review of ADHD services

We continued to support a parent carer group to raise their concerns about services for children with ADHD (Attention Deficit and Hyperactivity Disorder).

North Tyneside Cabinet supported the development of a multi-agency group to take forward the recommendations of a review of services and oversee the implementation of the NICE Guidelines (National Institute for Health and Care Excellence).

We helped parent carers who will be involved in this group and we attended the initial meeting. Parent carers are now leading the direction of the group and we continue to offer informal support to the group.

www.healthwatchnorthtyneside.co.uk/your-issues/adhd-service-review

What matters to carers

Last year we talked to carers about their experiences of Carers Wellbeing Assessments and learnt about the impact that their caring role has on their wellbeing.

We heard from 139 carers about their experiences. We are working with commissioners at North Tyneside CCG, North Tyneside Council and North Tyneside Carers' Centre to inform support services for carers.

Our findings will be published in summer 2018.

www.healthwatchnorthtyneside.co.uk/your-issues/carers





Local Voices Fund

This year we launched our Local Voices Fund. We offered small grants to other local charities in North Tyneside to engage in research with local people.

We received a number of applications and the fund was successfully awarded to North Tyneside Disability Forum and Barnado's The Base. Both organisations are using a participatory approach to ensure service users are at the centre of decision making and the research process. This is a new approach for us and, if successful, we will be running another round in the coming year.

North Tyneside Disability Forum (NTDF)

To explore the barriers disabled and chronically ill people face when accessing health and social care services.

“All too often our groups are barred access to consultations simply because the consultations are undertaken online - or because information about the consultation is not provided in a format or via medium that they access.

This has been an opportunity for our groups to take a lead - reach out - provide appropriate information and appropriate support. We are really pleased with the responses we are getting and the sheer number of people who are engaging with us”

Sue Adams, Chief Officer, North Tyneside Disability Forum

Barnardo's The Base

To find out what health and social care issues are important to young people and how best to communicate health issues to young people.

“We were delighted to receive this important funding award which has enabled us to work in partnership with Healthwatch North Tyneside to engage and support vulnerable young people in a research and consultation process to improve health and wellbeing. They hope that the recommendations they make, through their participation in this process, will help to make a difference by informing the key health messages for their peers in the future.”

Carla Franchi, Barnado's, The BASE

Working with other organisations

KOSMOS - where do you go for mental health support?

The KOSMOS project explored where local people accessed support for their mental health and the ‘black holes’ where support was lacking. It brought together service users and commissioners for a conversation about these black holes. We funded Launchpad North Tyneside and Helen Smith, KOSMOS artist, to continue this work. They will feed back in the coming year.

Sharing information with the Care Quality Commission

We continue to share information with the CQC at information sharing meetings and by email to CQC inspectors ahead of their inspections. We share the feedback we hear about services directly and the findings from our enter and view visits.

Quality accounts

We submitted our responses to all NHS provider trusts quality accounts which can be found on our website:

www.healthwatchnorthtyneside.co.uk/get-involved/quality-accounts

Local Healthwatch and Healthwatch England

During the year we have developed closer working relations with Healthwatch Newcastle, for example submitting joint responses to some NHS provider trusts quality accounts and sharing staff resources and expertise.

We continue to work with Healthwatch England by sharing reports and recommendations and getting involved with Intelligence and Informatics, CRM Database, Communications Groups and the Annual Healthwatch Conference.

“Healthwatch has continued to play an active part and make a valuable contribution to a number of strategic boards, which influence the direction of health and social care support and services in North Tyneside.

The Activity Co-ordinator Group established and supported by Healthwatch was a particular success. During 2017 the group enabled residential care staff to reflect on and share good practice and also have a clear focus on improvement, which will ultimately benefit the people in their care.”

Susan Meins, North Tyneside Council

Representing local views

We work with a wide number of other organisations, both statutory and voluntary, representing the views of local people on health and care services. By sitting on committees and other working groups we can often make sure that people's concerns are heard directly by the people who have the power to make things change.

We are members of, or attend, the following boards and committees:

- ▶ North Tyneside Health and Wellbeing Board
- ▶ North Tyneside Health and Wellbeing Board Integration Programme Board (Deputy Chair)
- ▶ Health and Wellbeing Board Integration Boards including Special Educational Needs, Whole of Life Disability, Mental Health, Older People, New Models of Care, Self Care and Prevention and Learning Disabilities Boards
- ▶ North Tyneside Adult Social Care, Health and Wellbeing Sub-Committee
- ▶ North East Ambulance Service Healthwatch Engagement Group
- ▶ North Tyneside Clinical Commissioning Group Accountable Care Organisation Programme Board (currently suspended)
- ▶ North Tyneside Clinical Commissioning Group GP Extended Hours Task and Finish Group
- ▶ North Tyneside Clinical Commissioning Group Primary Care Committee
- ▶ VODA Chief Officers Group

We meet regularly with the leadership of the Clinical Commissioning Group, North Tyneside Council, Northumbria Healthcare NHS Foundation Trust and other providers as required.

We use our attendance at these meetings to:

- ▶ report back on the relevant trends in feedback we gathered;
- ▶ hold commissioners and providers to account for implementing the recommendations made by Healthwatch;
- ▶ understand issues with the performance of NHS trusts and keep up to date with planned service or system changes; and
- ▶ ensure that local people are informed, consulted and involved in decision making about services.

Sustainability and Transformation Plans

We participated in discussions about consultation on the local Sustainability and Transformation Plans (STP). We expected to be working with other Local Healthwatch across the region to take part in committees to progress the STP. However to date we have had no involvement in any substantive discussions about further development of the STP.

Your future, Your care

Healthwatch North Tyneside conference 2017

Your future, your care

6 November 2017 at Wallsend Town Hall

Our 2017 conference was chaired by National Director of Healthwatch England, Imelda Redmond.

We welcomed 34 North Tyneside residents and 46 organisational representatives.

Programme for the day:

- ▶ Future care model presentations and discussion
- ▶ Our achievements over the year
- ▶ Launch of our new video 'It starts with you'
- ▶ Celebrating our volunteers
- ▶ Annual General Meeting



It starts with you - Healthwatch North Tyneside video

www.healthwatchnorthynteside.co.uk/aboutus





We invited people who use local health and care services, carers, service providers and commissioners to talk about ‘Your future, your care’.

North Tyneside Clinical Commissioning Group (NTCCG) presented their Future Care model which aims to:

- ▶ strengthen primary and community care by developing new models of care;
- ▶ reduce 15% of hospital emergency admissions by 2018/2019; and
- ▶ have 75% of all patient contacts in the NHS to happen in GP practices.

All Together Better Sunderland presented the future care model already in place in Sunderland followed by questions to the panel and round table discussions. People were also invited to talk to commissioners and providers at our marketplace.

What people said

How do you want this model to improve care?

Working together - a more co-ordinated approach to care, all sectors and agencies coming together with a common language, a clearer understanding of how each service works and effective communication of how and where to access services for patients and carers.

Timely access to quality support - access to the right service at the right time, fixing the problem at the first point of call, additional GPs and Practice Nurses and ensuring the GP has sufficient time to explain information fully to patients.

Close to home - the need for locality based services, local GPs offering more services such as ECGs, more specialist skills outside of hospitals and recruiting home care.

What do you think may be challenging?

Finances and cash allocation were the main concerns.

Working collaboratively in practice - issues included incentives to work together, additional strain on the voluntary sector, integration of computer systems and access.

www.northtynesideccg.nhs.uk

Who we are

Governance

Healthwatch North Tyneside is an independent charity led by a board of trustees supported by a staff team and a group of volunteers (charity no 1160753). Our board meetings are open to the public.

When deciding on the year's priorities our Healthwatch Board looked at:

- ▶ Trends in the views gathered through engagement and outreach
- ▶ Where we need to monitor implementation of our recommendations
- ▶ Priorities and commissioning intentions identified through the Health and Wellbeing Board, Overview and Scrutiny Committee and the Joint Strategic Needs Assessment
- ▶ Views of the board, staff, volunteers and the general public

Our Healthwatch database allows us to identify trends, produce reports on feedback received and action taken and makes our decision making increasingly transparent and accountable.

Our board of trustees



Peter Kenrick - Chair (to March 2018)

Bea Groves-McDaniel - Vice-chair

Julia Charlton

Iain Kitt

Sokhjinder Morgan (from Sept 2017)

Judy Scott

Linda van Zwanenberg

Iain Kitt and Sokhjinder Morgan are joint Interim Chairs from April 2018

Meet our Healthwatch team

Staff team

Jenny McAteer, Director (to March 2018)

Joanne Brown, Research Officer

Meg Woollam, Communications Officer

Geraldine Convery, Engagement Officer (to March 2018)

Shirley-Anne Emmerson, Volunteer Coordinator (to March 2018)

Christine O'Brien, Finance and Admin Officer (to March 2018)

Volunteers

Susan Dawson (to Dec 2017)

Tina Fry*

Helen Johns*

Denys Organ*

Judy Scott*

Neil Tapster*

Colin Thomson*

*Authorised enter and view volunteer in 2017/18.

Our volunteers can enter and view premises providing health and adult social care services to observe and report on services and service delivery. They look at the nature and quality of services, hear the views of people using those services, check evidence already collected and gather information from staff, service users and carers.

We moved our Healthwatch office from Parkside House, Wallsend to The Parks Sports Centre, North Shields at the end of March 2018.

Our new staff team

From April 2018 our staff hours reduce from 148 to 116 hours:

Paul Jones, Director

Joanne Brown Research and Engagement Officer

Amanda Graydon, Volunteer and Engagement Coordinator

Meg Woollam, Communication and Engagement Officer

Tracey Hindmarch, Finance and Admin Officer



Our plans for next year

Gathering information

Gathering views, experiences and needs of local people about their health and social care, focusing on those who are underrepresented in decision making or face barriers to influencing the system.

Gathering and monitoring other key information that tells us how the local health and social care system is working for people.

Influencing

Working with service providers and commissioners to consider and act upon the views, experiences and needs we present.

Championing the involvement of North Tyneside residents in the development and evaluation of services.

Providing information

Enabling people to get the most of the current system by providing information about service provision, the rights people have in relation to their care, and opportunities they have to influence what care looks like.

- ▶ We will plan and deliver our hospital discharge project
- ▶ We will publish our GP Digest
- ▶ We will continue our work on mental health crisis
- ▶ We will gather people's views about GP services
- ▶ We will recruit new volunteers to help with our engagement and to join our board
- ▶ We will develop stronger relationships with other local Healthwatch organisations and community groups across North Tyneside

Our finances

Financial summary	2016/17	2017/18
Income	£	£
Core contract	148,953	148,953
Carried forward from previous year	40,754	55,842
Other income	1,512	500
Total income	191,219	205,295
Expenditure		
Management and staff salaries*	101,732	109,267
Training, recruitment and other expenses - staff, board and volunteers**	4,128	7,061
Operational costs - office accommodation, ICT, telephones, printing, stationery, insurance etc	18,028	21,578
Marketing and publicity	5,579	3,224
Legal and professional costs***	883	7,077
Activities - signposting and information, engagement and events	5,027	10,149
Total expenditure	135,377	158,356
Balance carried forward	55,842	46,939

*The main cost of our research, engagement, signposting and information activities is covered by staff salaries

** Includes updating mandatory training for staff, volunteers and trustees

*** This involved considerable expenditure on professional advice and support preparing our tender for the new contract and subsequent HR advice

Contact us



0191 263 5321



info@healthwatchnorthtyneside.co.uk



www.healthwatchnorthtyneside.co.uk



HealthwatchNT



HWNTyneside



Healthwatch North Tyneside



The Parks Sports Centre
Howdon Road
North Shields
NE29 6TL

This annual report is available from 30 June 2018 on our website:

www.healthwatchnorthtyneside.co.uk

We are also sharing it with Healthwatch England, CQC, NHS England, North Tyneside Clinical Commissioning Group, North Tyneside Council and North Tyneside Health and Wellbeing Board and Overview and Scrutiny Committees.

If you would like this report in a different format please contact us at the address above.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Photos by Healthwatch North Tyneside and Healthwatch England