

healthwatch Our year: 2016/17

Working for you across South Tees: Helping to make care better

We are the independent champion for people using local health and social care services.

We listen to what people like about services and what could be improved, then share their views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

This summary outlines our work and achievements during 2016/17:

Listening to local people's views

Our **Strengthening Voices Event** gathered views and experiences from the local community to find out how they wanted to engage with providers of health and social care services.

We identified that effective communication and engagement with the public is vital in informing, influencing and proposing changes to local health and social care services.

Strengthening the collective voice

Our survey on health services with students at Redcar & Cleveland College highlighted that only 10% of young people aged 13-15 would seek help from a school nurse.

One of our recommendations to Redcar & Cleveland Borough Council was that a greater awareness of the role of the school nurse is implemented within schools and feedback is sought from young people to ensure the service is meeting their needs.

We were invited to discuss an action plan to facilitate the involvement of young people in the development of the School Nursing Service.

Identifying gaps in services and areas which require improvement

Our 'Shaping Mental Health Services Together' event highlighted concerns around the current mental health service provision across South Tees, which led to a research project in partnership with Teesside University to identify emerging themes and gaps in services.

Issues identified were; barriers including difficulties obtaining a referral, lack of awareness and stigma. It was felt there was a need for preliminary care and the development of aftercare services.



After being commended in a competition at Teesside University, the work was also presented to MPs and policy makers at the Houses of Parliament.

Continued overleaf

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2016/17
3000 local peoples' views
11 resulting in published reports

Helping the community access the care they need

We have provided NHS England and South Tees Clinical Commissioning Group with ongoing support during the closure of a number of GP Practices in the area throughout 2016/17. When letters have been sent out to patients alerting them about the closure of their GP Practice, our phone number has also been included. This has allowed patients the opportunity to contact us share any concerns and we are then able to provide advice, information and signposting to assist them in finding a new GP practice.

Using your experiences to help influence change

We have conducted investigations, produced reports and made recommendations to local health and social care providers.

The STAR Scheme pilot extends evening and weekend opening times for patients from 6.30pm to 9.30pm Monday to Friday and 8am to 8pm on weekends and bank holidays to ensure patients get the right care, first time through a single point of access.

We evaluated patient experience of the STAR Scheme and overall, most patients had 'nothing but praise about the service and the care they received, with feedback including:

99% of patients were likely or very likely to recommend the STAR scheme to family and friends.

95% of patients did not experience any problems booking their appointment.

85% felt their consultation with the GP/nurse practitioner was very useful or fairly useful.

99% rated reception staff's manner and communication as good, very good or excellent.

The vast majority found the location, east of access, parking and opening hours to be good or excellent.

"We're delighted to receive such as positive report from Healthwatch and are pleased that the majority of patients had a good experience with us - some of the individual comments made were lovely."

Dr Teik Goh
STAR Scheme Medical Director
and a Guisborough GP

Outpatient appointments at James Cook University Hospital (infographic snippet below).

Of the **32%** of patients where appointments had been rearranged or cancelled

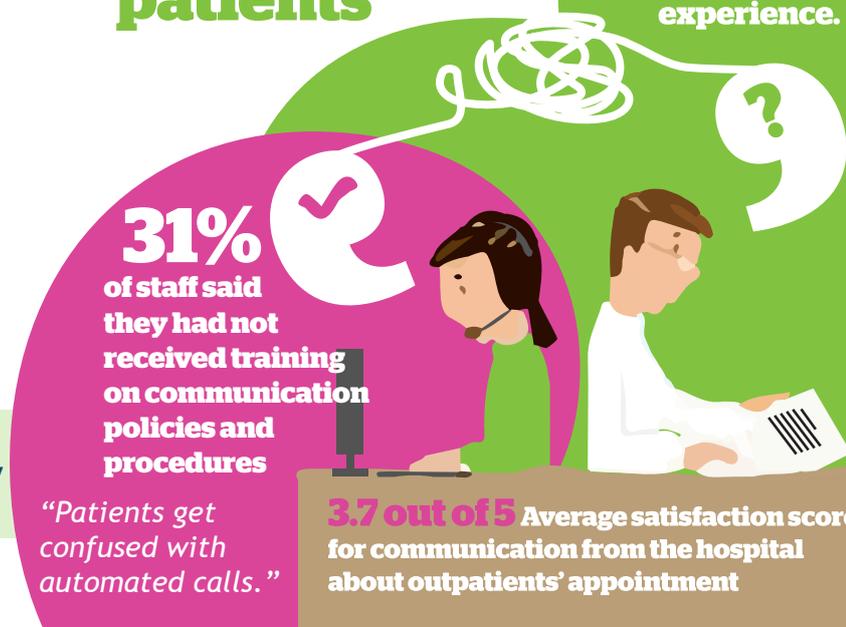
we engaged with **241** patients

only **8%** found this to be a negative experience.

31% of staff said they had not received training on communication policies and procedures

"Patients get confused with automated calls."

3.7 out of 5 Average satisfaction score for communication from the hospital about outpatients' appointment



We gathered feedback of **Domiciliary Care services in Redcar and Cleveland** to identify if they are meeting the needs of service users and highlight any improvements required.

A total of 95% of service users who completed the questionnaire explained that their carers stay for the full amount of time which has been allocated to them. 93% of service users felt that they were allocated an adequate amount of time for the level of service they require. 88% felt that their care is currently meeting their individual needs and gave their service providers a rating of 'good', 'very good' or 'excellent'. Only 11% of individuals found their care to be 'adequate' no one rated their care as 'poor'. 55% saying they were 'involved' or 'very involved' and 29% saying they were only slightly involved or not involved at all.

The majority (66%) of individuals who answered were happy with the service they were currently receiving and felt that no improvements were needed.

We evaluated patient and public awareness of urgent care and out of hours services following changes implemented across South Tees as of 1 April 2017 to determine if people are aware of alternative pathways available to them. We spoke to patients and completed 308 surveys within nine GP surgeries throughout South Tees (*infographic snippet below*). We also visited the Accident and Emergency Department at James Cook University

Hospital. This work was carried out with the support from our volunteers.

“The survey provides additional intelligence that we can triangulate with other sources, to inform our ongoing work with providers of urgent care services... the recommendations you have provided will help inform our communications strategy now and in the future.”

Janet Walker
Chair of NHS South Tees CCG

We gathered the views and experiences of the local community on using the NHS 111 service to feedback to North East Ambulance Service (NEAS).

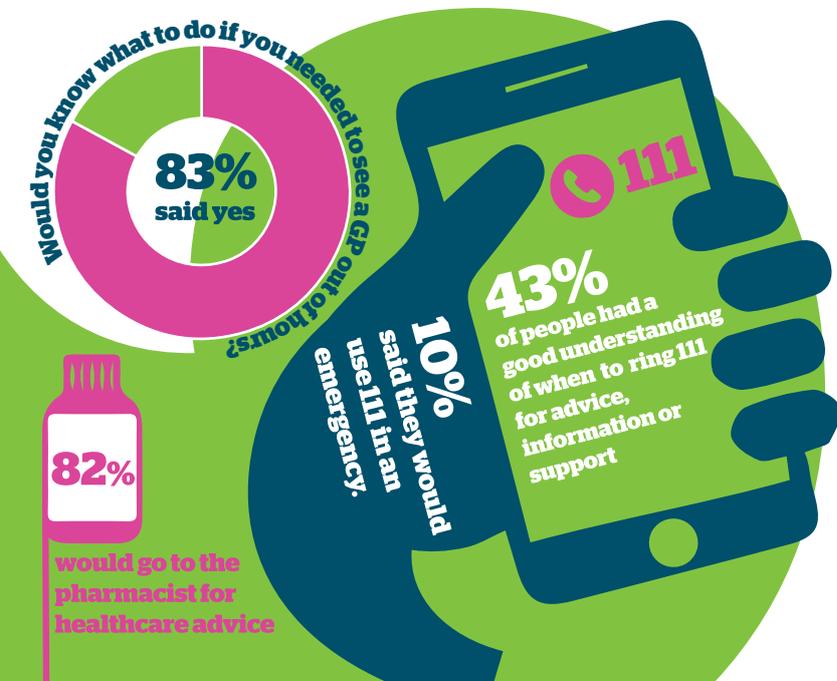
The overall ratings of using NHS 111 were:
Outstanding - 20.41%
Exceeded expectations - 20.41%
Acceptable - 14.29%
Did not meet expectations - 18.37%
Unacceptable - 26.53%

Using our Enter and View function to find out additional information in support of a wider work issue.

During 2016 we undertook a programme of informal visits to Care Homes to raise awareness of our role and give staff and relatives an opportunity to discuss any issues that affect them.

During the course of these visits we were made aware of concerns regarding the lack of information provided to relatives of those who are subject to a Deprivation of Liberty Safeguards (DoLS). We found out that relatives were unaware of the procedures that occur when a relative dies and, at times, this had caused great distress to those involved.

We held meetings with the council to inform them of these issues. These were subsequently raised in the House of Commons, and were addressed by way of an amendment to the Bill which is now the Policing and Crime Act 2017.





Working for you,

across South Tees

☎ 0800 989 0080 / 01642 955605

@ general@healthwatchsouthtees.org.uk

Working closely with key local voluntary and community organisations, networks and forums

We have engaged with a number of community groups to give presentations and to gather patients' experiences of local health and social care services.

"Influencing services accessed by people affected by MS over the North of England, is difficult across such a large geographical area. Healthwatch Middlesbrough have been able to put me in touch with several contacts, consultations and events, which has been invaluable. Their regular bulletins and information enable me to keep up to date with service changes and initiatives, which in turn has a positive impact for people affected by MS."

Angie Stewart, MS Society

We have had representation on the Managing PTSD guideline update committee run by the National Institute for Health and Care Excellence (NICE). The committee is devising a new guideline on how this condition should be managed based on evidence presented. We served on this committee and ensured that feedback on accessing services for PTSD in Teesside, particularly for asylum seekers and refugees with the help of North East Regional Refugee Forum, reached decision makers.

#ItStartsWithYou

Thanks to people sharing their ideas and experiences with us, services across South Tees have made positive changes that benefit those who use them.

But, to make the biggest difference, we need to hear from more people. The more that people share their ideas, experiences and concerns about NHS and social care, the more local services can understand when improvements are needed.

Your voice can make a difference.

Freephone 0800 989 0080

Read the full reports:

www.healthwatchmiddlesbrough.co.uk

www.healthwatchmiddlesbrough.co.uk/sites/default/files/middlesbrough_annual_report_2016_17.compressed_0.pdf

www.healthwatchredcarandcleveland.co.uk

www.healthwatchredcarandcleveland.co.uk/sites/default/files/redcar_and_cleveland_annual_report_2016_17.compressed_0.pdf

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