

Healthwatch South Tees Board		Agenda item: 4.0
Date: Wednesday 28 June 2023		
Project Lead report		
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Update of our work since the last HWST contract monitoring report March 2023

111 feedback

From our intelligence we have had a few instances of 111 inappropriately referring people to Healthwatch. Workplace also indicates that this is happening to other local Healthwatch's. Examples are:

- Individual informed us they had phoned 111 after a fall and was told to ring their local Healthwatch.
- Following an altercation with a receptionist a patient had recently been removed from their GP practice. Patient has a recurring prescription for Diazepam. She received an emergency prescription from 111 but this ran out. When she called them again, they referred her to Healthwatch.
- Individual said that he needed urgent care by a dentist but couldn't find one that is able to treat him. He had therefore called 111 and they told him to call local Healthwatch.

This has been raised as part of our ICB reporting. No response has been received yet.

Information and Signposting

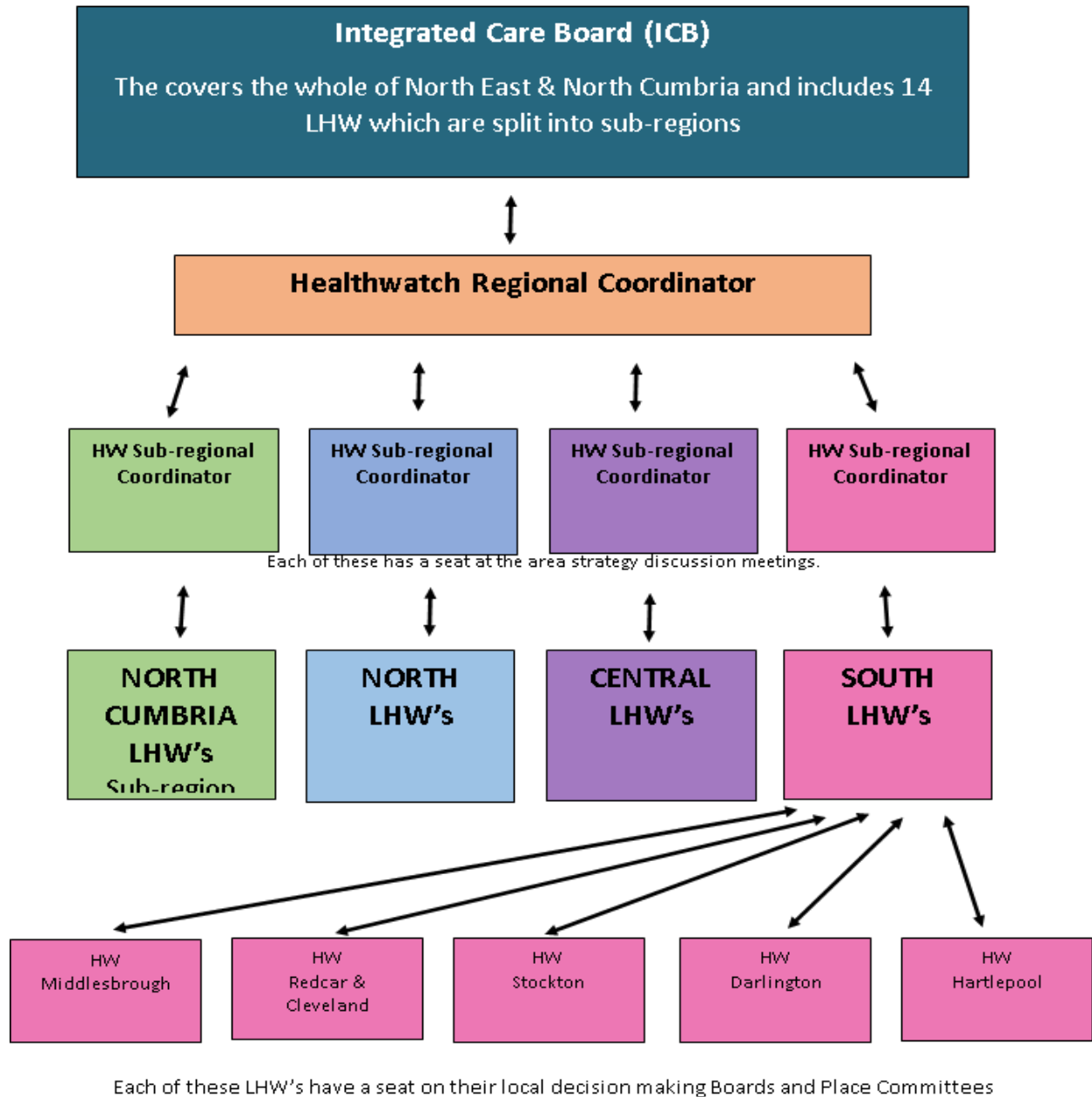
A breakdown of our I&S function and community intelligence for the quarter is as follows:

GP	46%
Dentist	18%
Hospital services	16%
Other	12%
Mental Health Services	2%
Care Homes	2%
Sexual Health	2%
Pharmacy	2%
111	2%
Social Services	2%
Weight Management	2%

GP Main themes:

- Registration. – a few different issues
 - Practices requesting photographic ID to register.
 - Requesting that a bedridden patient attend the surgery to register.
 - Some demographics, such as domestic abuse survivors and patients on certain medications struggling to register with a GP.
- Poor treatment/poor staff attitude
- Shared care agreements for patients undergoing hormone therapy for gender dysmorphia.

All of the above have been raised at Integrated Care System (ICS) level through the Healthwatch representative as well as the Integrated Care Board (ICB) local Place committee which the Project Lead attends. Below is a simple diagram that demonstrates how HWST feeds into the ICB at all levels to ensure local feedback is considered and informs their direction of work.



Dentists

Usual themes of people being unable to register at a dentist or get treatment.

Other service intelligence is quite varied and does not present any specific themes. All intelligence however will be shared with appropriate stakeholders.

A summary of issues from the South ICB area has been presented to a regional dental workforce event which included brief sessions on live dental workforce issues from various stakeholders, an update on the national projects, and discussions around workforce challenges and solutions.

The aim of the event is to understand the dental workforce issues in North East England and discuss possible solutions.

Community Champion Intelligence

Our Champion from Arch Teesside, supporting those who have experienced sexual violence, informed us of negative feedback they had received from their clients who have used sexual health services.

There seems little consideration for people's past trauma when attending smear and contraception appointments at local clinics and also at GP Practices.

We are raising this matter at a local level and have had a number of conversations with local services and partners. A steering group is being created to raise an awareness campaign for services and educate staff.

Annual Reports

We have now published our final reports which can be accessed through the following links. Thank you to our Board members who provided feedback:

[Healthwatch Middlesbrough](#)

[Healthwatch Redcar and Cleveland](#)

Quality Assurance reports

We have produced a response from Healthwatch to the three local Quality Assurance reports for the following organisations:

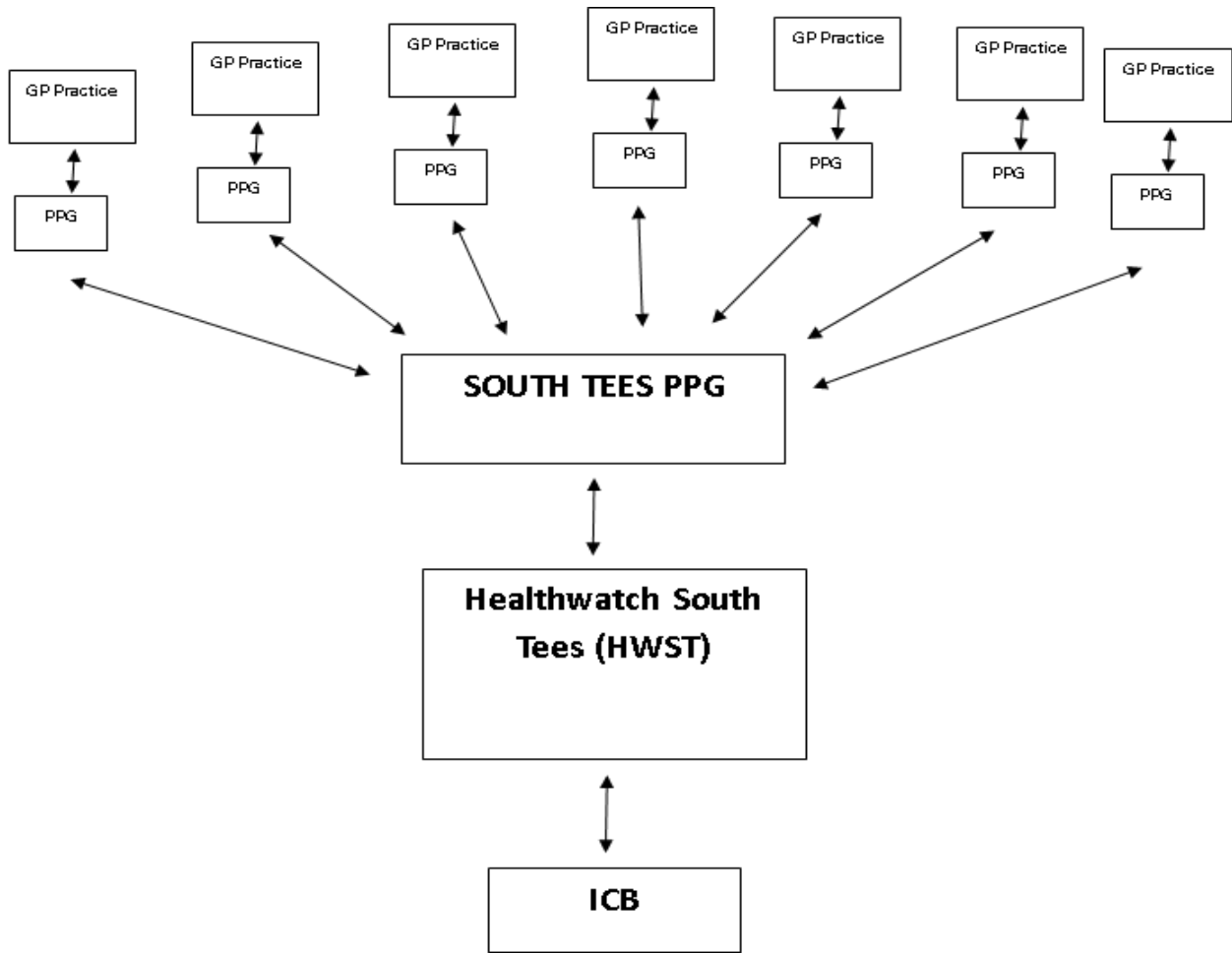
- Teesside Hospice
- Tees Esk and Wear Vally NHS Foundation Trust
- South Tees Hospitals NHS Foundation Trust

South Tees Patient Participation Group (STPPG)

The STPPG is a regular collaboration of individual PPG's where common themes, solution focused approaches and good practice can be shared. This gives the opportunity for patient community intelligence to be gathered from multiple PPG's and shared with LHW. This would be approached by including the STPPG as one of our Champions as another route to receive regular patient feedback and experiences to strengthen the voice for improvement.

This enables LHW to include this in their quarterly reporting to the ICB and identify where their support, knowledge and experience of engaging communities can be offered and where possible encourage a standardised approach to support patient voice.

A simple model has been produced to help the group understand how communication should flow.



Growing Older – Planning Ahead

We are in the early stages of this piece of externally funded work. Healthwatch organisations across the Tees Valley are working together in partnership with the North East and North Cumbria (NENC) Integrated Care Board (ICB).

This is to identify what is needed to improve planning processes for when families can no longer support their family member to stay at home.

We are tasked with collecting the following qualitative data.

- the needs are of those aged 40+ with a learning disability.
- would make the transition easier as those people get older.
- has been their experience of health and social care services at that time and help to ensure sufficient and adequate services are in place for those with more complex needs.

To achieve this, we will be engaging with **professionals, carers and people with learning disabilities 40+ years** to understand current and future needs and make recommendations to inform commissioning and/or service offer re-design.

Methods of our engagement will be:

- Three digital surveys
- Face to face interview/ conversations with individuals from all three groups.
- Face to face focus groups with individuals from all three groups.
- Telephone interview with individuals from all three groups.

The resources we will be using for feedback are.

- Digital survey which can be accessed through these links.
 1. [Professionals](#)
 2. [Carers](#)
 3. [People with learning disabilities aged 40+](#)
- Paper survey, we can provide you with or you can download [here](#).
- Easy read paper survey (available soon [here](#).)

We are developing local connections in order to collect data and responses from as wide a representation of our local population as possible to inform future planning by asking the following.

- Complete the professional survey.
- Connect us with relevant contacts, and groups we can access.
- Connect us with individuals and groups we can access for engagement.
- Connect us with professionals who can support individuals and groups to complete a digital or paper survey. (we can drop off paper copies or download yourself and we'll collect).
- Promote on your websites, newsletters, ebulletins and social media.
- Let us know venues where these groups meet so we can display posters, raising awareness of this opportunity.
- Put this piece of work on agenda for relevant steering groups and meeting that we can attend and share information.
- Complete a survey if you are a carer or the person cared for.

Our period of engagement is 1 June 2023 to 30 September 2023.