

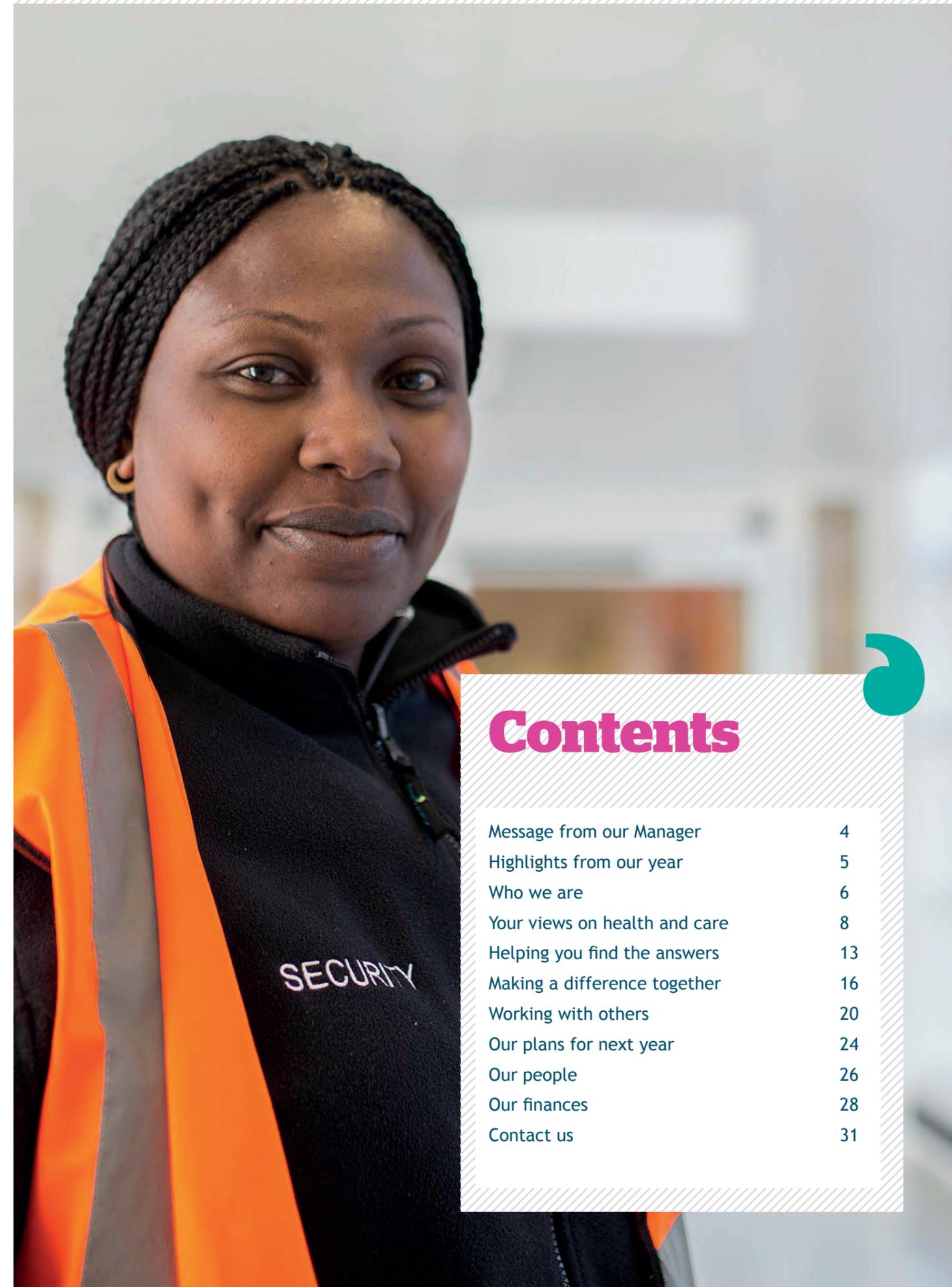
**healthwatch**  
Middlesbrough

**healthwatch**  
Redcar and Cleveland

# Working together as Healthwatch South Tees

Annual Report 2017/18





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## Being clear.

We want to make our annual reviews as accessible as possible.

So, if you need them, here is a list of useful terms and words that may help you to understand our work better.

### BAME

Black, Asian and Minority Ethnic

### CCG

Clinical Commissioning Group

### CEO

Chief Executive Officer

### CQC

Care Quality Commission

### ECLO

Eye Clinic Liaison Officer

### ICA

Independent Complaints Advocacy

### JCUH

The James Cook University Hospital

### MVDA

Middlesbrough Voluntary Development Agency

### RCVDA

Redcar and Cleveland Voluntary Development Agency

### RNIB

Royal National Institute of Blind People

### STAR Scheme

South Tees Access and Response Scheme

### U3A

University of the third age

### VCO

Voluntary and Community Organisation



# Message from our Manager



On behalf of Healthwatch South Tees (the operating name of Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland), I have pleasure in introducing this Annual Report.

This year has been exciting and challenging in equal measures with the transition from the previous local Healthwatch arrangements to a combined service covering the South Tees. The change in structure aligns to the new Single Health and Wellbeing Board covering both local authority areas and the South Tees Public Health Service. Beyond this, commissioners and providers of health care being responsible for two very similar populations in terms of their mortality and health care needs.

With the ever-increasing demand on health and social care services and reduced resources, it is evident that collaborative and consistent working between organisations needs to become an integral part of service delivery. We all have a duty to offer the best possible service based on the assets we have available, offering sustainable support and care to those in need.

We have ensured that we have used our experience and learning to the best of our ability, so that as Healthwatch South Tees continues to grow and develop, we provide a better service to those who want their voices heard, including the views of children, young people, adults and carers. We have built effective relationships with partners and stakeholders, so that what we are told about people's experiences of health and social care are escalated in the appropriate ways, helping to shape the future commissioning and delivery of services.

Throughout the year, we have received significant support from our expanding team of dedicated volunteers, who are passionate to make a difference. They have given their time, experiences and expertise to enhance the work we do, providing the opportunity for as many people as possible to have their say about what could and ought to be changed and improved within health and social care services. If you would like to join them, please do not hesitate to contact us by telephone or email using the contact details contained within this report.

Towards the end of this year we have appointed to the Healthwatch South Tees Partnership Board - all bringing a wealth of experience, knowledge and enthusiasm. They will be focusing on building on the Healthwatch South Tees work to date and enhancing future work plan topics.

I hope you find our Healthwatch Annual Report 2017-2018 both interesting and informative. Should you wish to read our reports in full please visit our websites or get in touch with us. I would like to take this opportunity to thank all those that have supported us, without who we could not give a voice to so many and look forward to the coming year.

**Natasha Judge**  
Development & Delivery Manager  
Healthwatch South Tees

# Highlights from our year



This year we've reached over **37,000** people on social media



**455** hours of volunteer support helped us engage with **1,910** local people



We've visited **41** GP Practices



We've spoken to people through **141** engagement activities



We've produced **12** reports in response to local people's experience of areas such as school nursing, sight loss, dementia and GP practices



# Who we are



There is a local Healthwatch in every area of England. 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 and share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

**Our sole purpose is to help make care better for people.**

As of 1 April 2017 Healthwatch Middlesbrough and Healthwatch Redcar & Cleveland are working together to deliver Healthwatch activities across South Tees.

Healthwatch is here to:

- Help people find out about local health and social care services.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.

### Our vision

Our vision is to be a strong, independent and trusted voice for local people. By working together in partnership with other organisations, the voluntary and community sector, the local Clinical Commissioning Group and the Local Authority.

Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland endeavour to ensure that the needs and preferences of service users are central to how services are planned and delivered.



## Our priorities for 2017/18 across South Tees

- Involving and engaging the community in influencing the commissioning of local services by gathering their views and experiences of people using health and social care services across South Tees.
- Strengthen the collective voice of the community in influencing local health and social care services to better meet their needs.
- Identifying gaps in services and areas which require improvement.
- Conducting investigations, producing reports and making recommendations to local health and social care providers and commissioners.
- Acting upon concerns highlighted by the public and service users and using our statutory right to Enter and View local services.
- Supporting people to find the right health and social care services by providing appropriate information, advice and signposting.
- Using our seat on the Health and Wellbeing Board to escalate issues raised with Healthwatch.
- To work closely with key local voluntary and community organisations, networks and forums.
- Developing collaborative links with GP and NHS Patient and Public Involvement Forums.
- Building relationships and a network of contacts to ensure representatives of service user, patient and carer groups and organisations can get involved, making their views heard.
- To inform and share intelligence about the work we do with national bodies such as, Healthwatch England, Care Quality Commission (CQC) and other bodies responsible for scrutinising local services.

# Meet the team



**Natasha Judge**  
Development & Delivery Manager



**Jill Edemenson**  
Community Insights & Intelligence Officer  
to April 2018



**Carole Marshall**  
Community Development & Engagement Officer



**Linda Sergeant**  
Community Development & Engagement Officer  
to July 2018

*At the time of publication, we are re-structuring our team and recruiting*

# Your views on health and care

We have used a wide range of methods to collect local people's experiences of health and social care services to identify their needs and to influence the work we carry out. We have strived to listen to a diverse range of people across South Tees and particularly those who are under-represented and find it harder to have their voices heard.

healthwatch

your  
voice  
counts

Share  
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Worried about your  
We're here for you.

Eye Clinic Liaison Officers offer practical emotional support to people living with a sight condition, and their families and carers.

To contact your local Eye Clinic Liaison Officer ask a member of staff in the eye clinic.



Or call

RNIB Helpline  
0303 123 9999

RNIB Supporting people  
with sight loss

## Listening to local people's views

From April 2017, new local Healthwatch arrangements were established across the South Tees, bringing together Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland into a single service. MVDA, in partnership with RCVDA, assumed responsibility for local Healthwatch arrangements. This partnership has enabled us to work more closely with other organisations. This has supported us to have a greater presence and opportunities to engage and network with a wider range of people and organisations.

### Priority Survey

We asked the public to help us identify what they consider should be our work plan priorities for 2017/18. Surveys were distributed widely through events, community groups, ebulletin, social media and community hubs. The results of the survey gave us a valuable insight into what the public thought our priorities should be for 2017/18 and has informed our work plan activities for the year.

GP services was the highest priority health and social care service which the public felt we should focus on and feedback received highlighted that individuals are having ongoing problems with regards to accessing their GP, waiting times, registering as a new patient and referrals into other services.

The second highest priority was mental health services. Feedback highlighted that mental health services across South Tees are difficult to access with a lack of communication between services. There is also a need to raise awareness of mental health to help reduce stigma in the local community.

Dementia care was also found to be a common theme highlighting the need for improved staff training and quality of care. Feedback received also stated that there is a lack of support services for individuals living with dementia and their carers, particularly in Redcar and Cleveland.

### Engagement

We have attended 141 engagement activities this year which has included attending events, visiting community groups, holding stalls and

giving presentations. This engagement with the community has been key in gathering grass roots intelligence and helping us to find out what matters to people locally.

### Community Intelligence Group

Towards the end of the year we established the Healthwatch Community Intelligence Group as a tool to help us gather feedback from service users, carers or community groups about their views and experiences of local health and social care services across the South Tees area. We use this information, in addition to our Information & Signposting data, to identify trends and work plan items for the future.

The group includes organisations who represent seldom heard groups including; BAME, older people, people with disabilities, mental health conditions and sensory impairment.

### Healthwatch South Tees Award of Recognition (STAR Award)

Our methods of collecting people's experiences of health and social care services not only highlights where there may be gaps in service or if improvements need to be made but also recognise good practice. We have introduced our STAR Award to recognise individuals and organisations that provide an excellent service in our community.

Our first recipient was Angela Bedingfield, the Eye Clinic Liaison Officer at James Cook University Hospital. We carried out an evaluation of the role and received outstanding feedback from the patients Angela supported.

*"Having someone that I could go to is something I've never had before. Someone who is prepared to listen and has a good understanding. I used to feel very isolated but Angela has always proven to be very competent and is now my first point of contact if I need any further support and advice."*

*The ECLO service has given me more confidence to go outside, I never would have been able to do that before."*



### + Young people

It has always been one of our priorities to ensure young people are involved in our work and provide opportunities to have their voice heard. This year we have continued our very successful relationship with Redcar and Cleveland College and followed up on last year's work on the school nursing service. This has been a long-term project that has led to this year's students being involved in a consultation event in conjunction with Redcar and Cleveland Borough Council to help shape this service and to have an input into the wider provision of services for young people.

We have also engaged with young people from Talent Match Middlesbrough's Young People's Panel. They contributed to our Priority Survey where they expressed that our main priorities should be mental health and GP services. Our regular presence at their panel meetings has made us aware of some of the issues that young people not in employment or education face and will help to inform our decision making.

### + Older people

Attendance at carers support groups gave us initial intelligence that there were issues with access and lack of provision of services for those living with dementia and their carers within Redcar and Cleveland. This prompted a major piece of work which identified what was important to those living with dementia. Having a dementia friendly environment was one of our key findings.

We delivered a presentation to the U3A Middlesbrough which is a UK movement of retired and semi-retired people who come together to continue their educational, social and creative interests in a friendly and informal environment. This presentation highlighted a lack of awareness in older people of the GP Extended Hours Service operating across South Tees. The group found this to be of great interest and arranged for us to visit other U3A groups in the area and to attend the Ageing Better Middlesbrough Action Group.

### + People with hearing loss

We received information from Middlesbrough Deaf Centre, a Healthwatch Member, highlighting issues affecting some of their service users accessing various health and social care services. To gain a better understanding we held a community engagement event at the Centre to give people an opportunity to share their experiences of all local health and social care services. Our findings from this event have been shared and we also contribute to a regional forum to develop a regional voice for those with hearing loss.

### + Visually impaired

Through our engagement we were made aware that there were gaps in services for individuals with sight loss. It was identified that the Eye Clinic Liaison Office (ECLO) Service at The James Cook University Hospital in Middlesbrough is an integral support for those with a diagnosis of sight loss, not only does it help patients come to terms with sight loss, but it also offers practical support and signposting to appropriate agencies that can improve their quality of life. We carried out an evaluation of the ECLO service which involved consulting with service users, key stakeholders and staff at the Ophthalmology Department and Eye Day Care Unit.

### + Black, Asian, and minority ethnic (BAME)

A member of our Community Intelligence Group, Aapna Services, invited us to attend a ladies group who currently meet three times a week. The organisation works closely with people from ethnic minority backgrounds. It provides for, and supports local BME network groups that encourages and enables people to participate more effectively with the wider community. This engagement highlighted a lack of provision of information in an accessible format for BAME communities, barriers in accessing services due to language issues, lack of awareness of what services offer and little knowledge of cancer awareness and other topics that would be beneficial in preventing long term conditions.

Our attendance at events such as the BAME Women's Health Conference in Middlesbrough and the Mela gave us an opportunity to showcase what Healthwatch can offer to women from diverse communities and highlight ways we can

work with other organisations to ensure the voice of this community is heard.

### + People who live outside South Tees, but use services in the area

We value everyone's opinion who uses local health and social care services. We try to ensure that the people who live outside of the South Tees area who use services within the area are given the opportunity to be listened to. To do this we regularly hold a stall within The James Cook University Hospital which is accessed by patients from across the whole of Teesside and North Yorkshire. Our work regarding the Eye Clinic Liaison Officer Service included service user feedback from people living outside South Tees, as well as our report on Patient Experience of Outpatient services at The James Cook University Hospital.

We have close relationships with other local Healthwatch and meet regularly to identify any shared local issues. We have commenced some collaborative work with them around Sustainability and Transformation Partnerships (STPs) in response to concerns around the lack of patient and community engagement in the significant and planned transformation of health services.

Local Healthwatch are committed to working together to ensure a joint response to the transformation of services across our regional footprint.

## What we've learnt from visiting services

One of the most useful ways of gathering information is visiting premises where health and social care services are delivered. Visits to premises have had a clear purpose with a view to securing better outcomes for service users.

### Visits to GP Practices across South Tees

During September 2017 we visited 41 GP Practices across South Tees to provide our new contact details and information leaflets. We also distributed up to date information on the Independent Complaints Advocacy Service (ICA)

During our visits, we also identified:

- Different methods of communication in the practice.
- What information is being displayed in the waiting rooms, especially for more vulnerable patients.
- How patients book appointments, especially those with hearing loss.

Our recommendations included that we develop a closer working relationship with practices and provide support to ensure staff are informed about Healthwatch. As a follow up, we circulated a survey to each practice to identify key contacts and ensure relevant up to date information is available for patients.

### Patient Experience of Outpatient Services at The James Cook University Hospital

We were invited to attend the NHS South Tees Clinical Commissioning Group (CCG) SPRINT event to input into a planned workshop over 2 days to help focus on delivery of key South Tees CCG projects. Following this we identified areas for joint work to further investigate the South Tees CCG proposal of follow-up appointments being conducted outside of secondary care settings and better involvement of patients as part of the decision-making process associated with their treatment.

We carried out an intensive two-week engagement exercise talking to patients and gathering views as part of the existing outpatient clinics. We focused on five clinics: Cardiology; Endoscopy; Gynaecology; Ophthalmology; and Trauma.

We expect our work to inform plans for improved quality and productivity within planned care, specifically in relation to progressing areas of work on shared decision-making and the provision of outpatient appointments.

Since our report has been completed, a meeting has taken place with South Tees CCG to discuss improved future engagement and shared learning from this exercise.





# Enter and View

Another way in which we can gather information is by exercising our statutory power to Enter and View. Enter and View, carried out by Authorised Representatives, gives us the opportunity to find out how services are being run by collecting the views of staff, service users, families and carers at the point of service delivery.

### Enter and View in practice

From 1 April 2017 the South Tees Access Response (STAR) Scheme has been operating an extended hours GP service from four centres across South Tees. The centres based in North Ormesby Health Village, One Life Centre in Linthorpe, Redcar Primary Care Hospital and East Cleveland Hospital in Brotton are open from 6 pm to 9.30 pm Monday to Friday and 8 am to 9.30 pm on weekends and Bank Holidays. We had previously carried out a piece of work to evaluate patient and public awareness of urgent care and out of hours services across South Tees and to determine if people are aware of alternative pathways available to them.

We received feedback that patients who were unable to make an urgent appointment at their own GP surgery were not being referred to the extended hours service. We initiated engagement to find out how people were being referred to the service, however in our activities we found there to be a lack of awareness and the number of people we spoke to who had actually used the service was very low. As part of this work programme, we then carried out

Enter and View activities at each of the four out-of-hours centres to enable us to speak to patients who were directly using the service.

As a result of our visits we produced a report with the following recommendations to increase awareness and access to the service:

1. There is continued promotion of the service, particularly amongst older groups as our findings show that they had the least awareness and used the service less than other age groups. We have also had a great deal of interest from groups that support the older generation to supply them with information regarding the STAR scheme.
2. There is an increase in awareness that the service can be accessed by patients who find it more convenient to be seen on an evening or on a weekend. The majority of patients who completed our questionnaires had made their own appointment through NHS 111 and feedback from patients has been that appointments are only booked through NHS 111 if, after a triage assessment, they are found to be necessary.
3. Information is promoted in other languages and formats for those who require it. In our Community Engagement & Intelligence Report with Aapna Services we found that there was a lack of provision of information in an accessible format for BAME communities. Service users are not being made aware of changes to services as they are not receiving this information.
4. GP surgeries inform patients of the service where appropriate and if an appointment is not available within the surgery make appointments on their behalf with the STAR Scheme.

## Helping you find the answers

We have a statutory duty to provide people with information to enable them to make informed choices on accessing health and social care services. We also support people who wish to complain about services by guiding them through the correct process and providing contact information to other services who can give additional support, such as advocacy services.



**Freephone**  
**0800 989 0080**



We help people to get what they need from local health and social care services in a number of different ways.

**Community Hub sessions**

A Community Hub was launched in Redcar Primary Care Hospital in April 2017 as part of a programme to better integrate health and social care services for people suffering with social and emotional issues. We attend the Hub on a regular basis which allows us to signpost people to other organisations to help them find the support they need.

**Visiting GP Practices**

In our visits to 41 GP Practices across South Tees, we provided each practice with our up to date information and information about the Independent Complaints Advocacy (ICA) Service to ensure up to date information is available to patients.

**Being visible in the community**

We have found that when giving a presentation or holding a stall the public have been interested in finding out more about services, especially the South Tees Access Response (STAR) Scheme. We have welcomed the opportunity to inform people about this allowing people greater access to GP services.

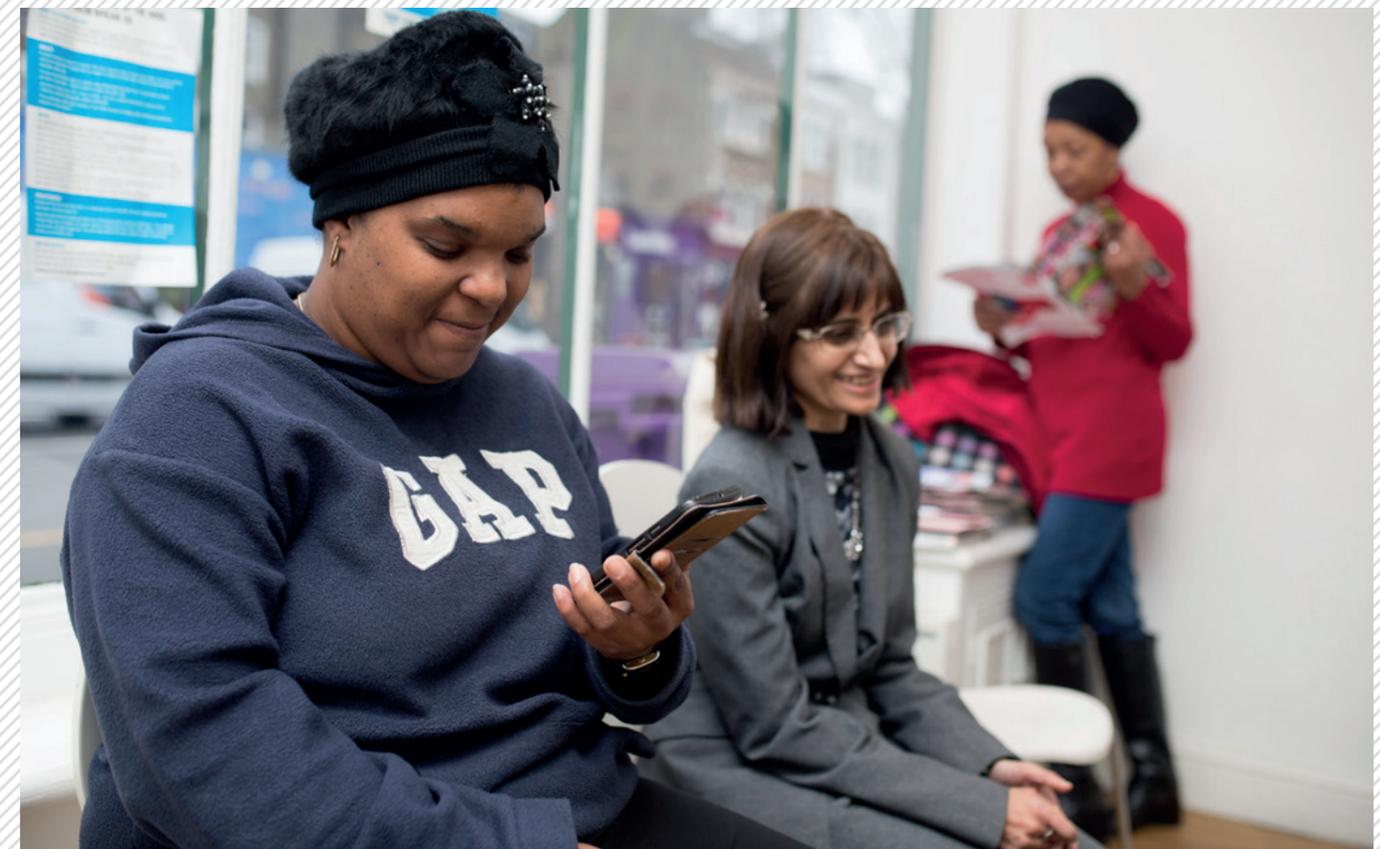
**Information & Signposting Service**

We have a dedicated Information & Signposting Service that provides additional support to people in the community when needed. Information received from our Information & Signposting service also helps to identify gaps in local service provision and to inform our work plan.

Working for you, across South Tees

**A few examples of how we have supported people in the community:**

- + We were approached by a lady at a public event who wanted information with regards to activities/ groups/social meetings within the area. We contacted the lady and gave her details for the Coatham Memorial Hall Intergeneration Day and a Ladies over 55 group. She was very pleased with the information.
- + A lady enquired about information for her mother, as she had just been diagnosed with dementia and was looking for information and support in her area. We signposted her to the Alzheimer's Society and to Middlesbrough Matters.
- + A lady contacted us who runs a group for retired people in Redcar. She was looking for someone to visit the group and explain safety measures in the home to prevent falls. We spoke to Age UK and arranged for them to visit the group and deliver a safety/fall prevention workshop to the group.



# Making a difference together



## How your experiences are helping to influence change

We use evidence based on real experiences to highlight issues and trends. If common themes are found for a particular health or social care service, we will collect further information and produce a report of the findings along with recommendations for improvement. The report is sent to the service providers, who then have a statutory duty to provide a response within 20 working days to our recommendations. The report is then shared with commissioners in the Local Authority, NHS England, Care Quality Commission and Healthwatch England. Reports are also made public via our websites.

During 2017/18 the recommendations provided in the following reports resulted in improvements to services...

### Communication of Outpatient Appointments

We received feedback from members of the public concerning a lack of communication regarding outpatients appointments from The James Cook University Hospital (JCUH). This feedback focussed on two departments, Ear, Nose & Throat (ENT) and Paediatrics, raising issues surrounding receiving letters when appointments had been cancelled or re-arranged at short notice.

In response we distributed a questionnaire to front-line staff at JCUH who are responsible for communicating with patients about outpatient appointments. We also visited the ENT and Paediatrics departments to distribute a questionnaire to patients to find their views and experiences.

Our findings produced the following recommendations:

- A review of policies and procedures relating to the communication process.
- All patients are informed about the expected wait for their referral appointment and receive an upcoming appointment reminder.

- Other methods to contact patients should be used (other than a letter) e.g. phone call or text message.

The South Tees Hospitals NHS Foundation Trust set up the 'Transforming Outpatients' Programme to focus on some of the necessary changes to their processes and have incorporated our recommendations into the outpatients' improvement action plan.

### Evaluation of the Eye Clinic Liaison Officer (ECLO) Service at The James Cook University Hospital

This was a major piece of work that we carried out following our research into services that support the visually impaired. It was identified that the ECLO Service at The James Cook University Hospital is an integral support for those with a diagnosis of sight loss as it not only helps patients come to terms with this, but it also offers practical support and signposting to agencies that can improve their quality of life. We were made aware that this service was under threat of reduction due to unstable funding provision.

We carried out an intensive consultation to gather the views of service users and stakeholders to evaluate the benefits and the impact of the ECLO service. We also sought to understand how the ECLO service at JCUH compares regionally and highlight how a reduction in funding would affect the access and support given to patients locally.

Our report was completed in July 2017 and as the service affects patients throughout the Tees area it was sent to Middlesbrough Council, Redcar & Cleveland Borough Council, Stockton Borough Council, NHS South Tees Clinical Commissioning Group, NHS Hartlepool & Stockton Clinical Commissioning Group and South Tees Hospitals NHS Foundation Trust for a response to the following recommendations:

1. That a recognised pathway be implemented so that all patients with a sight loss diagnosis are referred to an ECLO. Best practice indicates that all patients who receive a diagnosis of sight loss should be offered support to ensure early referral to services and emotional support. Our research has shown that there are inconsistencies with

regards to referrals to the ECLO service within JCUH. Where an individual feels that they do not require the service, they should be provided with information in an appropriate format so they know how to access the service in the future if they wish to do so. It is important that family members and carers are also made aware of this service as they may also require support.

- Funding for the ECLO service at JCUH is continued in the long-term for the benefit of patients. At present, funding is awarded on an annual basis, preventing the necessary long-term service development. Funding for ECLO services elsewhere are also inconsistent. As we have identified this services is accessed by patients from across the region, we urge relevant commissioning bodies from across the region, including local authorities and CCGs to develop a joint commissioning strategy for the ECLO service with shared responsibility.
- In terms of patient experience, dedicated space for the delivery of the ECLO service should be identified. At present the ECLO has a daily challenge of finding space to conduct patient appointments. Although we appreciate that space at the hospital is limited, this would enhance patient experience and consistency - particularly for vulnerable patients - and support service development beyond its present capacity. It will also help to raise the profile of the ECLO further with other professionals within the Department.

**We carried out a survey within the Eye Day Unit and the Ophthalmology Department.**

**94%** of the 31 patients surveyed had not heard of the service or been given the opportunity to see an ECLO

**59%** of those who had not heard of the service, of respondents thought that they would benefit from seeing an ECLO.



We received a positive response from commissioners, recognising the importance of the ECLO service and a willingness to discuss shared responsibility of the service. Funding was also extended to continue four day provision of the service.

In January 2018 we facilitated a meeting for commissioners and stakeholders, along with the Royal National Institute for the Blind (RNIB), to discuss the possibility of a joint commissioning strategy for the service, after which the service was extended for a further six months. RNIB are now working with commissioners to ensure reporting is in line with commissioning requirements.

### People's experiences of living with dementia in Redcar and Cleveland

In 2017/18 we sought the views of those living with dementia and their carers to find out how Redcar and Cleveland were meeting the objectives set out in the 'Prime Minister's Challenge 2020' which seeks to improve care and raise public awareness about dementia.

Our findings, based on the views and experiences of those affected by dementia, highlighted that:

- Patients are experiencing difficulties in accessing the Memory Clinic due to poor signage and we have been informed that this will be rectified in the near future.
- Patients are unsure of the role of the Memory Clinic and would benefit from a clear communication of the services provided and what can be offered in their ongoing care. For example, explanation of changes in behaviour and crisis contact details.
- Information provided to those living with dementia and their carers appears to be a key issue, whether that being about their condition, other services that can support them or what is on offer within the community. Having the right information at the right time seems to be important as well as ensuring that there is consistency on how this is distributed.
- Redcar and Cleveland is not currently a dementia friendly community and those living with dementia and their carers feel that they would be able to have more

fulfilling lives if steps were made to rectify this. A dementia friendly community would open up more opportunities without relying on bespoke activities for those with dementia.

The report was shared widely and since then a Dementia Friends Business Engagement Lead has been appointed to develop working towards a Dementia Friendly Redcar & Cleveland. As part of this a working group has been established to support and monitor the dementia friendly programme which Healthwatch Redcar & Cleveland is part of.

We were also invited by the Memory Clinic to review the information that they provide to patients to see if was meeting the needs of the people who need it and provide feedback.



All Healthwatch staff and volunteers have become dementia friends. Two members of staff have also become Dementia Champions and have started to carry out dementia friends information sessions within Redcar & Cleveland.



### Young people's involvement in the development of the School Nursing Service in Redcar and Cleveland

The Young People's Survey which we carried out in 2016/17 prompted an invitation from Redcar and Cleveland Borough Council to work with young people to understand their thoughts regarding the extended age range School Nursing Service and to ensure that it is meeting their needs.

We initially held a workshop at Redcar & Cleveland College with first year students enrolled on the Health and Social Care programme to provide feedback on what they would like from the service. Although the findings provided many suggestions for the service, it was thought that further consultation on some of the points raised and some wider issues would be beneficial.

We facilitated a consultation event at Redcar and Cleveland College for students to input into the wider provision of services for young people. This consultation was supported by the Health Improvement Commissioning Lead, School Nurses and staff from the College. The findings of the consultation will help influence and shape the future development of services for young people.

**“We feel that the term school nurse applies to school children, ‘nit-nurse’, quite childish”**

*Quote from the Healthwatch Redcar and Cleveland workshop to understand the young peoples perception of the School Nursing Service*

# Working with others



Our work around the Eye Clinic Liaison Officer Service would not have been possible without the collaboration and support of other organisations, most notably the RNIB. Working together with the key stakeholders facilitated an open dialogue between organisations to discuss the joint commissioning of a service.

*“Through Healthwatch South Tees collaboration with RNIB, Redcar & Cleveland Council has been able to identify some key challenges for its customers, referred into Social Care via the hospital eye care pathway. As a result of this, the Council are now working to improve processes and customer experience in response to learning.*

*Healthwatch provide a key role in ensuring that the views of patients, customers and the wider public are able to influence and improve local Health and Social Care services. This is a positive example of how collaborative work across the statutory and voluntary sectors can improve services for communities.”*

**Michelle Graham**  
Commissioning Officer  
Redcar & Cleveland Borough Council

*“RNIBs collaboration with Healthwatch South Tees has been critical to our aim of securing the long-term future of our Eye Clinic Liaison Officer Service (ECLLO) at The James Cook University Hospital.*

*Healthwatch are committed to continuing their work with RNIB to achieve our aims and we know the tasks would be much greater on our own, particularly with regard to convening the right people around the discussion table. Healthwatch however were able to achieve this on our behalf.*

*As a national charity RNIB have also been able to share this example of impactful collaboration alongside Healthwatch as a prime example of what can be achieved in partnership.”*

**Redd Gogna**  
Partnership and Development Manager  
RNIB

## Ageing Well Alliance

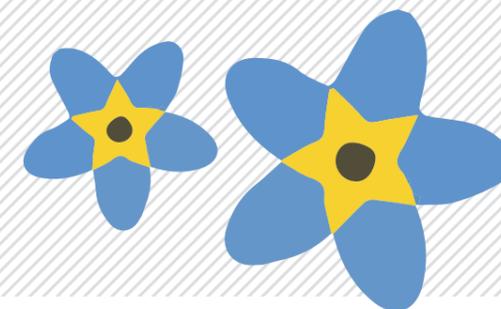
We are a member of the Ageing Well Alliance in Redcar and Cleveland which is made up of representatives from the local authority and voluntary organisations that support and deliver services for older people.

## Care Quality Commission (CQC)

We have an effective two-way relationship with the CQC by providing regular updates and ensuring frequent exchange of data and information. We share all our reports with the CQC and respond to any requests for information to support local CQC monitoring, inspection and regulatory activity.

## Mental Health Partnership

We are also a member of the Mental Health Partnership which works collectively to deliver positive local outcomes and the development and delivery of policy, strategy and services in line with the six objectives outlined in the national strategy for mental health: No Health without Mental Health (Dept. Health 2011). It has a membership of Middlesbrough Council, South Tees Clinical Commissioning Group, local VCOs and service users/carers.



We have worked closely with the Independent Complaints Advocacy Service to develop better joint working, paying particular attention to issues with the NHS complaints process. An agreement is in place to share data and assess the complexities of making a complaint, quarterly meetings are in place to discuss findings and support collaborative working.

*“North East NHS Independent Complaints Advocacy has a strong robust relationship with Healthwatch South Tees. Through regular meetings and sharing of anonymised NHS complaints data on both the Middlesbrough and Redcar areas we are able to inform Healthwatch of the experiences of our clients using local Health and Social Care services.*

*We have agreed a joint approach and it is refreshing that through these discussions it has led to us moving our Outreach into a more accessible venue in Middlesbrough and also developing longer term work on simplifying the process of making an NHS complaint and opening up the ability to contribute to Middlesbrough Mental Health partnership meetings. Whilst we can be contacted direct on free phone 0800 802 3000 our arrangements with Healthwatch staff also include them being able to refer on the public's behalf.”*

**Philip Kerr**  
Contracts Manager  
ICA



Our work highlighting the needs of people living with dementia in Redcar and Cleveland has involved working with many other organisations who are striving for a dementia friendly community. We are an integral member of the Ageing Well Alliance, whose membership includes Age UK, Carers Together, Coast and Country and Redcar and Cleveland Borough Council. This Alliance has formed a working group to support the work of Dementia Friendly Redcar and Cleveland.

*“Healthwatch Middlesbrough has been part of the Dementia Friendly Middlesbrough project and we are delighted that Healthwatch Redcar and Cleveland is supporting the process for national recognition for Redcar and Cleveland as a Dementia Friendly Community. Healthwatch is working with individuals, organisations and businesses across Redcar and Cleveland to help create a Dementia Friendly community. This is a challenging and exciting undertaking which will make a difference to the lives of people living with dementia and their carers, families and friends.”*

**Brian Rowcroft**  
Dementia Friendly Middlesbrough Business  
Engagement Lead

## Middlesbrough Carers Strategic Partnership

We are a member of the Middlesbrough Carers Strategic Partnership (CSP) which is a multi-agency partnership delivering the outcomes of the Strategy to Support and Value Carers in Middlesbrough. The overarching aim of the partnership is to improve the quality of life for carers in Middlesbrough. The membership comprises of representation from Middlesbrough Council, South Tees Clinical Commissioning Group and local VCOs.

## Redcar Substance Misuse Strategic Board

We are a member of the Redcar Substance Misuse Strategic Board (RSMSB) which has representation from key stakeholders in the development of a Substance Misuse Strategy within Redcar and Cleveland. Our role is to ensure a service user voice is represented in the development of a substance misuse strategy in Redcar and Cleveland.

### Healthwatch England

All of our reports are shared with Healthwatch England. Healthwatch England through the local Healthwatch network gathers evidence to identify national consumer trends and issues in health and social care. It uses this evidence to influence national policy by sharing its facts with government bodies, local authorities and reporting to parliament once a year.

## We have supported the involvement of local people in the commissioning, provision and management of local health and social care services

### We have involved local people in the following consultations and events:

- + We sought to establish a collective 'Voice' for disabled people in Redcar and Cleveland. We were involved in promoting six meetings that covered a variety of themes focusing on specific issues that prevent equality and limit the extent to which disabled people feel included. We also gathered their views and experiences of any health services they use.
- + We held an event in conjunction with Connecting Health Cities and Teesside University on the Great North Care Record, a local project covering the North East and North Cumbria which provides access for health professionals to view electronic medical records. This event gave people the opportunity to find out more about the project and share their views.
- + We invited service users and organisations to attend public events to give their views on a draft model for the new Improving Access to Psychological Therapies service.

### Health and Wellbeing Board

Health and Wellbeing Boards are a forum where key leaders from the health and social care system work together to improve the health and wellbeing of their local population and reduce health inequalities. During 2017/18 we have had representatives at both the Middlesbrough and the Redcar & Cleveland Health and Wellbeing Boards, bringing the voice of the local community to influence decision making and commissioning. As of 2018-19 a South Tees Single Health and Wellbeing Board has been formed with a focus on having shared leadership, shared priorities and shared system assurance across South Tees.

We support our Health and Wellbeing Board representative by:

- Carrying out extensive community engagement to obtain an accurate local picture of the health and social care landscape;
- Holding regular meetings to ensure our representative is informed of local issues;
- Producing reports that are credible and well evidenced;
- Making recommendations that are effective and are of benefit to the local community.

### Involving volunteers to carry out statutory activities

We have a group of volunteers who actively support us in our statutory duty of providing people with information to enable them to make informed choices on accessing health and social care services. By holding stalls in the community, they have been able to gather valuable feedback and also inform patients and service users about the 111 Service and the GP Extended Hours Service.

Our volunteers have also received Enter and View training and are now Authorised Representatives to assist us with our statutory power to Enter and View.

We continue to support and develop our volunteers and they have been actively engaged with various pieces of work, such as:

- Visits to GP Practices across South Tees - our volunteers assisted with our visits to GP practices to distribute our contact details and make observations on how information is displayed to patients.
- Patient experiences of outpatient services at JCUH - our volunteers spoke to patients, family members and carers and asked them to give their feedback on their care and treatment following their outpatient appointment.



**Oriana**  
Healthwatch  
Volunteer

*'I first heard about Healthwatch whilst studying Health and Social Care at Redcar and Cleveland College. Healthwatch came into the college to deliver a presentation and I was instantly interested in applying for a volunteering position. I have continued to volunteer for Healthwatch whilst at University as I enjoy being able to participate in many different projects, this keeps me interested and motivated as you are not constantly working on the same thing and no two days are the same.'*

*In addition to this, volunteering for Healthwatch makes me feel like I'm doing something worth-while and I'm able to see and hear the changes which I've been able to contribute to. Not only this, but I'm also helping to make changes in my local community, so not only helping to improve services for others, but helping me and how I access services.*

*One example is a project I've been involved with which aimed to gather the views and experiences of young people about the current school nursing service. This involved supporting the staff team to engage with students at Redcar and Cleveland College. We had to collate this information to feed back to the providers about how they want to access the service and what they would like it to provide in order to meet their needs. I enjoyed engaging with the students and discovering their views about the current school nursing service. I found this interesting and also something I hadn't done before; engaging with people younger than myself, which meant that I was able to develop my communication and interpersonal skills. This work has given me the motivation to help promote and adapt this service to make it more accessible to those who are using it.*

*I'd highly recommend volunteering for Healthwatch, as this role works around you and your commitments, which makes it easily accessible and also shows that they care about their volunteers. I have the opportunity to volunteer as much or as little as I can depending on my studies.*

*As a volunteer at Healthwatch I feel I am valued by the team. Healthwatch has not only provided me with a volunteering role to support my personal development but they have also provided me with opportunities I wouldn't otherwise have known about or had access to. As a volunteer I have been able to tailor my volunteering work to areas which I am most interested in, due to Healthwatch covering such a wide range of health and social care services, there is an opportunity for everyone! Volunteering for Healthwatch has been very valuable to my future career, as it has given me an insight into various health and social care services, some of which I have had no prior experience with.*

*Healthwatch has provided me with so many opportunities which I am so grateful for. I have received training to become a Dementia Friend, Enter and View Authorised Representative and much more, all of which I will be able to incorporate into my CV, which will ultimately support my future career in health and social care.'*

# Our plans for next year

Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland under the banner of Healthwatch South Tees will continue to build on the learning and experience that has been gathered to date, ensuring a consistent sustainable mechanism that allows the consumer voice to be listened to and used to make improvements to how health and social care services are delivered.



## Our priorities for the next year:

### Healthwatch South Tees Partnership Board

The development of the newly established Healthwatch South Tees Partnership Board will be a significant focus for the first part of the coming year, utilising the skills, knowledge and expertise of the board members to strengthen the work of Healthwatch South Tees. They will set robust priorities for the coming year and make informed decisions about our work plan. They will ensure that the work we undertake aligns where possible, to significant developments within the health and social care landscape ensuring that local people can help to inform future commissioning.

### Enter and View Volunteers Work Programme

Our team of Healthwatch Enter and View trained volunteers will now be supporting us to devise a programme of Enter and Views across South Tees. This work will be informed by existing and new intelligence gathered and the findings will determine our recommendations for improvements to identified health and social care services. This will enable local people to monitor the standard of provision of local health and social care services and give service users and carers the opportunity to provide personal feedback about how services could and ought to be improved.

### Community Engagement and Communication Strategy

We will be working closely over the coming months with our cohort of Healthwatch Volunteers to strengthen our presence in local settings and identify new ways of reaching those under represented groups. We will be consistently promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services by engaging with groups and individuals who can work with us to help identify alternative mechanisms of gathering intelligence.

### Communication and Intelligence Group

Healthwatch's biggest challenge to date has been to encourage professionals, community leaders and representatives from statutory and non-statutory services to support us with the gathering of grass root intelligence, ensuring a continual and sustainable flow of robust intelligence that will inform our work plans.

We will be focusing on the establishment of our new Communication and Intelligence Group, giving those with knowledge of their communities and individual challenges the opportunity to have this intelligence gathered and escalated in the form of a report. The reports will be made public and shared with the relevant commissioners and providers ensuring that they can make informed decisions about the future of health and social care services.



### Building Relationships

Another focus for us this year is to build upon existing relationships at senior levels, ensuring where possible a joined-up approach with the work we carry out and the priorities that have been identified by our partners.

We will produce qualitative timely reports and recommendations about how local care services could and ought to be improved, ensuring that senior commissioners and providers make informed decisions about the planning and design of services, and that the intelligence gathered can support those scrutinising local care services.

# Our people



## Decision making

Regulations require each local Healthwatch to have a procedure for making relevant decisions. For us, in the first year of operation of local Healthwatch across the South Tees, our policy identifies two principle routes for decisions:

- The Healthwatch South Tees Leadership and Delivery Group is responsible for all decisions regarding the statutory functions of local Healthwatch arrangements;
- All contractual responsibilities associated with the delivery of Healthwatch South Tees are the responsibility of MVDA (as the contractor with Middlesbrough and Redcar and Cleveland Council's) in consultation with RCVDA.

In addition to the above, the Healthwatch South Tees Development and Delivery Manager has delegated authority to discharge the day-to-day operations of local Healthwatch.

The current policy can be provided on request and will be revised over the summer period to reflect the establishment of the new Healthwatch South Tees Partnership Board as part of our overall governance arrangements.

## How we involve the public and volunteers

Lay people and volunteers are at the heart of delivering Healthwatch South Tees priorities, which includes acting as Enter and View Authorised Representatives, undertaking community engagement and capturing community intelligence. Engagement with local people has fully informed all activities as part of the Healthwatch South Tees work plan.

The Leadership and Delivery Group have continued throughout the year to ensure over view of the work plan and team have ensured ongoing community engagement across Middlesbrough and Redcar and Cleveland.



# Our finances



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	226,747
Additional Income	500
<b>Total income</b>	<b>227,247</b>
Expenditure	£
Operational costs	17,635
Staffing costs	146,801
Office costs	31,672
<b>Total expenditure</b>	<b>196,108</b>
Balance brought forward	31,139



## Contact us

If you would like to become a member of Healthwatch or would like to share your views, please contact us:

Freephone: 0800 989 0080

Phone: 01642 955605

Email: [general@healthwatchsouthtees.org.uk](mailto:general@healthwatchsouthtees.org.uk)

Write to: Healthwatch South Tees,  
MVDA, St Mary's Centre, 82-90 Corporation Road, Middlesbrough TS1 2RW

Visit: [www.healthwatchmiddlesbrough.co.uk](http://www.healthwatchmiddlesbrough.co.uk)

[f](#) [t](#) @HWMiddlesbrough

[www.healthwatchredcarandcleveland.co.uk](http://www.healthwatchredcarandcleveland.co.uk)

[f](#) [t](#) @HWRedcarCleveland

### Address of contractors

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee, and our local authorities.

We confirm that we are using the Healthwatch Trademark when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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Healthwatch South Tees is the name in which Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland is operating. Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland are delivered by MVDA in partnership with RCVDA.

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