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Message from our Chair



The past year has proved to be another busy one for Healthwatch Redcar and Cleveland with some investigations and projects being completed while other new ones are currently being undertaken.

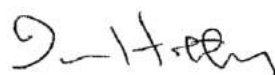
A particular feature that they all share is of being instigated by residents or people working or studying in our local authority area flagging up issues within health and social care which they have been concerned about. Some of these issues relate to groups of people who, as a rule, do not feature very prominently in the consciousness of our community as being in special need of help, but we believe it is a function of Healthwatch to try and ensure that all elements of our local population are given a voice where their health and wellbeing is concerned.

As well as looking into access to appointments in South Tees GP surgeries and feeding our findings to NHS England, your local Healthwatch team has also looked at the accessibility of sexual health services in Redcar and Cleveland for young people and made recommendations regarding future service provision to those

responsible for their commissioning. The health care needs of those with a dual diagnosis of mental illness and addiction problems, sometimes ex-military personnel, have also been a recent cause of concern and following a local Healthwatch report, these needs are in the process of being addressed. By way of a contrast, Healthwatch was also asked to seek patient and carer feedback on the newly provided stroke rehabilitation service at Redcar Primary Care Hospital and was subsequently able to inform the service commissioners how acceptable these were proving to be.

“Would you like to join Healthwatch Redcar and Cleveland as a volunteer?”

Ongoing work being undertaken by Healthwatch includes working with health and social care students at Redcar and Cleveland College to design and implement a survey looking at health and social care service provision for young people in our local authority area; implementing a survey to look at the provision of domiciliary care in our area and examining the experiences of visually and other sensory impaired people using services in South Tees. If this investigative work appeals to you, why not come along and join us as a local Healthwatch volunteer?

A handwritten signature in black ink, which appears to read 'Ian Holtby'.

Ian Holtby

Message from our Programme Manager



This year has been both fascinating and challenging in equal measure as Healthwatch has continued to establish an effective and influential voice for health and social care service users. 2015-16 has seen significant developments in our relationships with the public, partners, stakeholders and other community organisations; together strengthening the voice of local people. We have shared intelligence with strategic partners to influence the planning of statutory NHS and social care services ensuring that the information gathered is used to improve services.

“All things in life change, we are living in times of challenge and uncertainty. Together we can strengthen voices, raise awareness and learn to work collectively in order to achieve the best possible outcomes for all.”

Natasha Judge

We have increased our capacity this year working in partnership with other organisations, giving increased opportunity to service users to have their voices heard and share their experiences in order to influence how services can be improved.

I would like to take this opportunity to thank the Healthwatch Board, Volunteers and Healthwatch staff for their hard work who have continued to work tirelessly aiming to improve services for those who access them. Most importantly I would like to thank those who have shared their views and experiences with us and without whom Healthwatch would not be able to have a truly representative voice in Redcar and Cleveland.

Whilst we have achieved much this year our vision for the future is to build upon our successes and continue to make positive change for the residents of Redcar & Cleveland.

Everyones view is important to us and every comment is valued.

Natasha Judge

The year at a glance



8
Board
Meetings



Over 2200
people engaged
with in Redcar &
Cleveland

276 Likes

on



facebook

7248
leaflets
and

posters
distributed



377 Healthwatch
Redcar and Cleveland
members

Various reports
published



Over 100 engagement
activities



Young
Healthwatch
Champions
recruited



70 people
supported through
the Information and
Signposting service



12,315 people
reached through one
Healthwatch
social media
post.



Who we are



Our background

Healthwatch is an independent body, steered by a Board of volunteers, commissioned by the Local Authority and accountable to the public. Healthwatch seeks to listen to the views and experiences of people who use health and social care services. We use this information to influence how services are planned and delivered in the future to make sure they meet the needs of those people using them.

Since 2013, Healthwatch Redcar and Cleveland has been going from strength to strength, with an increased presence in the community as well as improved relationships and partnership working. Healthwatch Redcar and Cleveland has developed strategies to support how health and social care services are delivered by engaging with the people who are using them, understanding their experiences and feeding information back to influence the decision makers and service providers.

Our vision

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

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

Our priorities

Healthwatch Redcar and Cleveland's strategic priorities include:

Involving and engaging the community in influencing the commissioning of local services by gathering their views and experiences of using health and social care services in Redcar and Cleveland.

- 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.
- 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 Redcar and Cleveland.
- To work closely with key local voluntary and community organisations, networks and forums.
- Developing collaborative links with GP & 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 highlight the work we do with national bodies e.g. Healthwatch England & Care Quality Commission (CQC).

Our staff

Natasha Judge - Programme Manager

Linda Sergeant - Community Engagement Lead

Carole Marshall - Community Engagement Assistant

Jill Edemenson - Research and Policy Officer

Susan Cawley - Administrator

Our Healthwatch Team (from left to right): Name; Linda Sergeant, Natasha Judge, Jill Edemenson, Carole Marshall, Susan Cawley.



Listening to people who use health and social care services



Gathering experiences and understanding people's needs

Healthwatch Redcar and Cleveland moved to new offices in May 2015, situated within Redcar and Cleveland Community Heart. The move enabled Healthwatch to co locate with other organisations giving greater presence, providing accessibility and the opportunity to engage and network with a wider range of people and organisations.

Our key activities are as follows:-

Attending Community Groups

Healthwatch Redcar and Cleveland recognise the importance of attending groups to raise awareness and gain valuable feedback from service users. Some of the Groups we have gathered feedback from include:

Parkinsons Redcar & District Support Group

The Healthy Living Active Group

Carers Together Support Group

Home Group

Friday Friends

East Cleveland Over 50s Club

MS Support Group

Redcar Pensioners Association

East Redcar Young at Heart

Lifeline Faces Group

If there are any meetings or support groups in your local community that you would like us to attend, please get in touch on **01642 471249**.

Community Drop-in Sessions



During 2015/16, Healthwatch Redcar and Cleveland held community drop-in sessions throughout the area giving service users an opportunity to learn more about Healthwatch and share their experiences.

Promotion & Events

Promotional activities attended in 2015/16 include:

- Mental Health & Learning Disabilities Showcase, Trinity Centre
- Health Fair, Redcar & Cleveland College
- Older People's Partnership AGM, Loftus
- Market Place Event at James Cook University
- Stall at Tesco, South Bank
- NHS South Tees Annual General Meeting
- Health Fair at Redcar and Leisure Community Heart
- Redcar & Cleveland Voluntary Sector Event at Redcar and Leisure Community Heart
- World Mental Health Day Event, 25K Centre, Redcar
- Older People's Partnership, Older Peoples Day, Coatham Memorial Hall
- Early Help Roadshow, Tuned In, Redcar

Older People's Partnership Christmas Event, Tuned In, Redcar

Age UK Befriending Launch, 25K Centre, Redcar

Health Fair at Prior Pursglove College, Guisborough

Carers Launch Event, James Cook University Hospital, Middlesbrough

Healthwatch 'Have your say' Comment Box

Look out for our Healthwatch 'have your say' boxes in the community near you!



Healthwatch Redcar and Cleveland has a number of 'have your say' comment boxes around Redcar and Cleveland with comment cards for members of the public to fill in should they wish to share views and experiences of health and social care services with us.

The location of the boxes are rotated on a regular basis, giving as many people as possible the opportunity to share their views.

To find your nearest one please visit our website for more details.

www.healthwatchredcarandcleveland.co.uk

Alternatively:

Healthwatch Redcar and Cleveland are able to provide a community box to organisations or groups in the area should they wish to have one for a short period of time to help raise any issues.

Care Home Engagement

Healthwatch Redcar and Cleveland has recently set up a programme of activity visiting care homes within the area, this has allowed us to increase awareness of Healthwatch and inform providers of our role and purpose.

Healthwatch has visited 'Friends and Family' groups in care homes across the area. Attending these groups has enabled Healthwatch to promote the work they do and gather feedback from the residents, their family and friends about the care they receive, sharing identified good practice.

Website and Social Media Engagement



www.healthwatchredcarandcleveland.co.uk

Healthwatch Redcar and Cleveland's website is regularly updated with information about how members of the public can feed in information about their views and experiences of health and social care services.

Healthwatch Redcar and Cleveland recognises the importance of social media, such as Facebook and Twitter. Facebook has been a particularly effective tool to interact with younger people and one of our posts reached 1510 people.

Working alongside other organisations to engage with the public

Healthwatch Redcar and Cleveland also engages with the community by working together with other organisations.

Strong relationships have been built with a number of organisations including:

- Citizens Advice Bureau
- Redcar & Cleveland College
- The Health Improvement Team
- Redcar and Cleveland Borough Council
- NHS South Tees Clinical Commissioning Group
- South Tees Hospitals NHS Foundation Trust
- The Old Co-op Community Building
- South Bank and Grangetown Health Forum
- The Junction
- 25K Youth and Community Centre



Press & Newsletters

Throughout 2015/16 Healthwatch Redcar and Cleveland had a regular column in the Evening Gazette. This provided an opportunity to inform readers about Healthwatch, give updates on our work and also request involvement in current work plan activities.



Healthwatch sends out regular updates to Healthwatch members and stakeholders in the form of newsletters. These are also available on the website so members of the public can read them to find out what Healthwatch Redcar and Cleveland are doing in their area and how to get involved.

If you would like to receive these newsletters on a regular basis then please get in touch with Healthwatch and you can be added to the mailing list.

Community Support

Healthwatch Redcar and Cleveland are pleased to support other organisations and charities within the area that promote the health and wellbeing of local people.

In September 2015, Healthwatch Redcar and Cleveland were pleased to host a Macmillan Coffee Morning in conjunction with Alliance Psychological Services and Redcar Leisure & Community Heart. This was an excellent networking opportunity and attracted many visitors, including the Mayor! The event raised nearly £600 for a very worthwhile cause.



Healthwatch Redcar and Cleveland has a duty to engage with a diverse cross section of the community and this has required different approaches to our engagement.

Young People (Aged 13-25)

Representing the views of young people has been part of Healthwatch's ongoing work plan over the past two years.

During 2015/16 Healthwatch Redcar and Cleveland has further developed its strategy and increased its engagement with young people.

Guisborough Prior Pursglove College

In January 2016, Healthwatch Redcar and Cleveland held a stall at a health fair event at Guisborough Prior Pursglove College. At this engagement event Healthwatch carried out a pilot survey on awareness and access of health and social care services. The sample of responses gave indications that there were certain services that students were finding difficult to access and this led to Healthwatch carrying out a much wider survey to find out if this was typical of young people throughout the area. The students also gave valuable feedback on the questions that were asked that led to a re-design of the survey.



The event also provided an opportunity to talk with tutors on how Healthwatch can be further involved with students at the College.



Healthwatch Redcar and Cleveland are currently looking for more Healthwatch Champions.

The purpose of the role is:

- Inform and promote involvement in Healthwatch in your local community.
- Signpost people to information about health and social care services.
- Encouraging people to share their stories about the health and social care services they use in Redcar & Cleveland.

If you are interested in becoming a Healthwatch Champion then please contact us.

Redcar & Cleveland College

Healthwatch Redcar and Cleveland has continued its successful relationship with health and social care students from Redcar & Cleveland College with support from their tutors.

Following workshops and presentations to students, Healthwatch Redcar and Cleveland has once again been successful in recruiting a new cohort of 'Healthwatch Champions', giving them the opportunity to be actively involved in gathering the views of young people and potentially influencing how services are delivered.



Healthwatch Redcar and Cleveland has also given the Healthwatch Champions the opportunity to work on a project as part of their placement, looking at gaps in services for young people. This work involved young Healthwatch Champions in the development, implementation and analysis of results of a 'Young People's Survey'. The survey was distributed around the college and amongst the Champions networks for students to complete enabling them to share their experiences and comment on different health and social care services, including accessibility, education and signposting of services. A total of 378 young people completed the questionnaire and provided feedback on their views and experiences.

This piece of work has allowed the Champions to give young people a voice about matters that affect them and the results and recommendations of the survey may influence future service provision for young people.

Healthwatch Redcar and Cleveland in partnership with the Health Improvement Team in Redcar, supported health and social care students to carry out an alcohol awareness campaign within the college during Alcohol Awareness Week. The campaign took place over 2 days and the students encouraged their fellow students to carry out surveys to assess how many units they drank and handed out leaflets highlighting the risks associated with heavy drinking. They also had a lot of fun trying on the 'beer goggles'. In total they spoke to almost 200 students over the 2 days.



These successful partnerships have allowed more young people to have a greater awareness of health and social care services, share their views and also given them the opportunity to support national health campaigns in the future.

In recognition of the support that Redcar & Cleveland College students have given Healthwatch, we are delighted to be sponsoring the Health and Social Care Category of the Celebration of Achievement Awards in June 2016.

25k Youth and Community Centre

As well as the Healthwatch Champions distributing the survey within the College and their networks, Healthwatch Redcar and Cleveland also carried out a wider distribution of the survey to seek the views of young people aged 13-15.

Healthwatch Redcar and Cleveland worked alongside 25K Youth and Community Centre and distributed questionnaires to the wide network of local youth clubs throughout Redcar and Cleveland.

Older people

Healthwatch Redcar and Cleveland frequently engages with older members of the community by attending and holding stalls at events specifically targeted to them including the Older Peoples Partnership (OPP). In addition to this, Healthwatch has also visited and engaged with older people's community groups including the Over 50's Club and the Pensioners Club.

Through our seat on the Ageing Well Alliance, we are kept informed of issues affecting our elderly community and we have collaborated with other stakeholders to tackle these. In addition to this, Healthwatch Redcar and Cleveland's seat on the Alliance has allowed us to be a part of and contribute to The Living Well Handbook, being produced by Redcar and Cleveland Borough Council. The Handbook is aimed at older adults and carers in Redcar and Cleveland who may need some support to help them live independently in their own home.

Disadvantaged, Seldom Heard or Vulnerable

Healthwatch Redcar and Cleveland has a duty that it should be inclusive and reflect the diversity of the community it serves. Paying particular focus to understanding the views and experiences of members of the community who may be disadvantaged, seldom heard or vulnerable.

Our network also includes individuals and organisations who represent seldom heard groups and their role is to feed in issues on their behalf.

During 2015/16 Healthwatch Redcar and Cleveland gathered patient experiences of accessing services for those who have a dual diagnosis, the diagnosis of a mental illness and substance misuse.

Healthwatch Redcar and Cleveland have begun to gather views and experiences of individuals who are visually impaired. Healthwatch are looking to gather information about what support services are available for individuals in Redcar and Cleveland who are visually impaired. This work is ongoing, if you would like to be involved in this work please get in touch.

Healthwatch Redcar and Cleveland are currently seeking the views of domiciliary care service users, a particularly hard to reach and vulnerable group within the community, to establish if the service is meeting the needs of service users.

Mental Health was also a key focus for Healthwatch Redcar and Cleveland, feedback received from its Mental Health Event has highlighted the need for service improvements for people accessing mental health services, all information gathered has been fed back to the service providers and commissioners. Full details can be found on the Healthwatch Redcar and Cleveland website.

People who live outside Redcar & Cleveland but use services in the area

Healthwatch Redcar and Cleveland value everyone's opinion who use local health and social care services, therefore we try to ensure that the people who live outside of Redcar & Cleveland who use services within the area are given the opportunity to be listened to. To do this

Healthwatch regularly holds stalls and attends events in venues such as supermarkets and local hospitals.

Healthwatch Redcar and Cleveland has close relationships with other local Healthwatches and meet regularly to identify any shared local issues. Healthwatch Redcar and Cleveland attend regular regional and national meetings with other local Healthwatches and Healthwatch England to gather and share information.

All of the comments Healthwatch Redcar and Cleveland receive about health and social care services from public engagement are recorded on a database and is regularly analysed for themes and trends.

What we have 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 the view to securing better outcomes for service users.

Woodside Surgery



In April 2015 Healthwatch Redcar and Cleveland received intelligence through its drop-in sessions suggesting that there

was an issue with the appointment system at Woodside Surgery in Loftus. Healthwatch Redcar and Cleveland then carried out further engagement work over a 6 month period with a cross section of the community to see if other people had similar experiences. Concerns were raised over appointments, staff attitude, services and equipment available within the surgery.

Healthwatch Redcar and Cleveland visited the surgery along with two of its volunteers to share these concerns with the Practice Manager and to learn more about their procedures and policies to see if improvements could be made.

Following this meeting Healthwatch recommended that:

Further patient awareness and education was needed and suggested that the Patient Participation Group be involved in this. It was thought that more information regarding the surgery and services available should be displayed within the waiting room. It was also suggested that the Patient Participation Group carry out a patient satisfaction survey to highlight any issues or concerns and find out how patients would like to receive communications. Some patients told Healthwatch that they thought it would be useful for the surgery to hold open meetings at the local community centre twice a year to engage with patients and residents.

With regards to staff attitude Healthwatch recommended that the Practice Manager share this feedback with the staff to highlight where improvement is needed.

The Practice Manager invited patient representatives from Healthwatch to attend the next training session for staff members to give an insight into customer service from a patient's perspective. This session was received in a positive manner by the staff and the Practice Manager. Healthwatch also suggested that staff be reminded of patient confidentiality.

Stroke Rehabilitation at Redcar Primary Care Hospital

From 1st April 2015 stroke services and rehabilitation teams have been centralised at Redcar Primary Care Hospital, making it a centre of excellence for stroke rehabilitation. Stroke patients who would previously have been sent to Carter Bequest and Guisborough Primary Care Hospitals are now being admitted to the specialist unit at Redcar.

The stroke unit also has the added support of the Early Support Discharge (ESD) team.

Healthwatch Redcar and Cleveland visited Redcar Primary Care Hospital to ensure that this service is meeting the needs of patients.

Healthwatch met with three patients and their families who had recently used the Early Supported Discharge Programme. All of the patients informed us that they had been fully involved in the planning of their care and believed that having care delivered in their own home had had a significant impact on their wellbeing. The only concern raised was that one patient had not received all the equipment that was needed to receive the same level of care that they would have received in hospital. This was fed

back to the provider of the service to ensure that this was implemented in the future.

'They fit around you and not you fit around them'

Quote from a patient

Healthwatch also visited the stroke unit at Redcar Primary Care Hospital, giving them the opportunity to speak to both staff and patients. Staff informed Healthwatch that the unit enabled them to provide more specialised care for their patients. All of the patients Healthwatch spoke to gave very positive feedback about their stay and experience of the stroke unit at Redcar Primary Care Hospital. When Healthwatch asked patients and relatives if they could think of any improvements to make, no suggestions were made as everyone was very happy with the level of care and the services provided by the hospitals stroke unit.

'The care received from the medical team was great and it can't be faulted' Quote from a patient

All of the patient feedback Healthwatch Redcar and Cleveland received from its visits to services were shared with NHS England, NHS South Tees Clinical Commissioning Group, CQC and Healthwatch England.

Enter and View

Another way in which Healthwatch can gather information is by exercising its Enter and View statutory power. Enter and View, carried out by authorised representatives, is seeing and hearing for ourselves how services are being run by collecting the views of staff, service users, families and carers at the point of service delivery.



Authorised Representatives

An authorised representative is an individual volunteer or staff member for Healthwatch Redcar and Cleveland, who participates in Enter & View activities.

The key tasks of an authorised representative are:

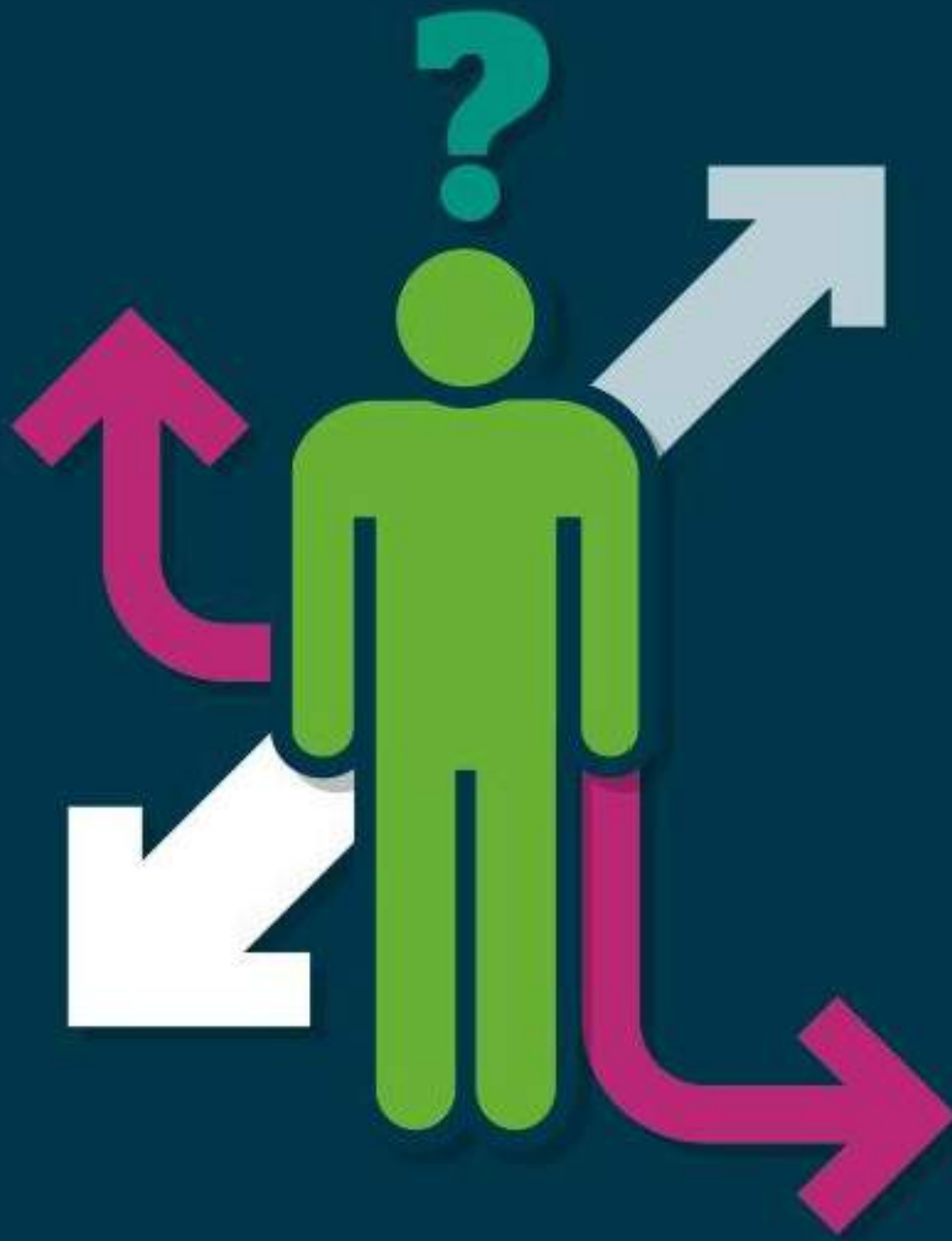
- To prepare for Enter & View visits to health and social care services by researching and reading background information about the service under investigation.
- To take part in the visit observing and noting relevant information, talking to staff, relatives and service users about the service.
- To contribute to a written report that is produced after the visit.
- To take part in follow-up visits if deemed necessary.

- To take part in training sessions relevant to the Enter and View programme.

Healthwatch Redcar and Cleveland's Authorised Representatives are:-

- *Ian Holtby*
- *David Morris*
- *Mike Milen*
- *Barbara Smith*
- *Irene Poynter*
- *Ron Wood*
- *Maureen O'Neill*
- *Linda Sergeant*
- *Carole Marshall*
- *Natasha Judge*
- *Jill Edemenson*

Giving people advice and information



Helping people get what they need from local health and social care services

Healthwatch Redcar and Cleveland has a duty to provide people in the community with information on local health and social care services. In order to fulfil this, Healthwatch Redcar and Cleveland has an Information and Signposting service and also provides additional support to people in the community when needed. This service provides information and signposting about health and social care services to support local people to make the best possible choices about their care and support. Healthwatch also supports people who wish to complain about these services by guiding them through the correct process and providing contact information to other services who can support them.

Over 2015/16 Healthwatch has been building a stronger relationship with the Independent Complaints Advocacy (ICA) service. As both Healthwatch and ICA are committed to ensuring that service users' needs are met, they have held regular meetings to work together with the aim of achieving this. Healthwatch and ICA share anonymised data relating to issues and complaints raised and work in collaboration to identify trends which may need acting upon.



Your health. Your voice.

Healthwatch Redcar and Cleveland helps people to get what they need from local health and social care services in a number of different ways. Members of the community can find out information from Healthwatch by:



- Calling the Freephone telephone number 0808 172 9559 Monday - Friday 9:00am - 5:00pm.
- Visiting the website and leaving a message through the 'Talk to us' page.
- Signing up to receive newsletters
- Following Healthwatch Redcar and Cleveland on social media to keep up to date with news and developments in the area.
- Picking up a Healthwatch leaflet located in various community and health settings.
- Visiting a Healthwatch stall at events in the area and speaking to a member of Healthwatch.
- Emailing Healthwatch to let us know what information and support we can give you.
- Attending a drop in session or giving your views through a community box.

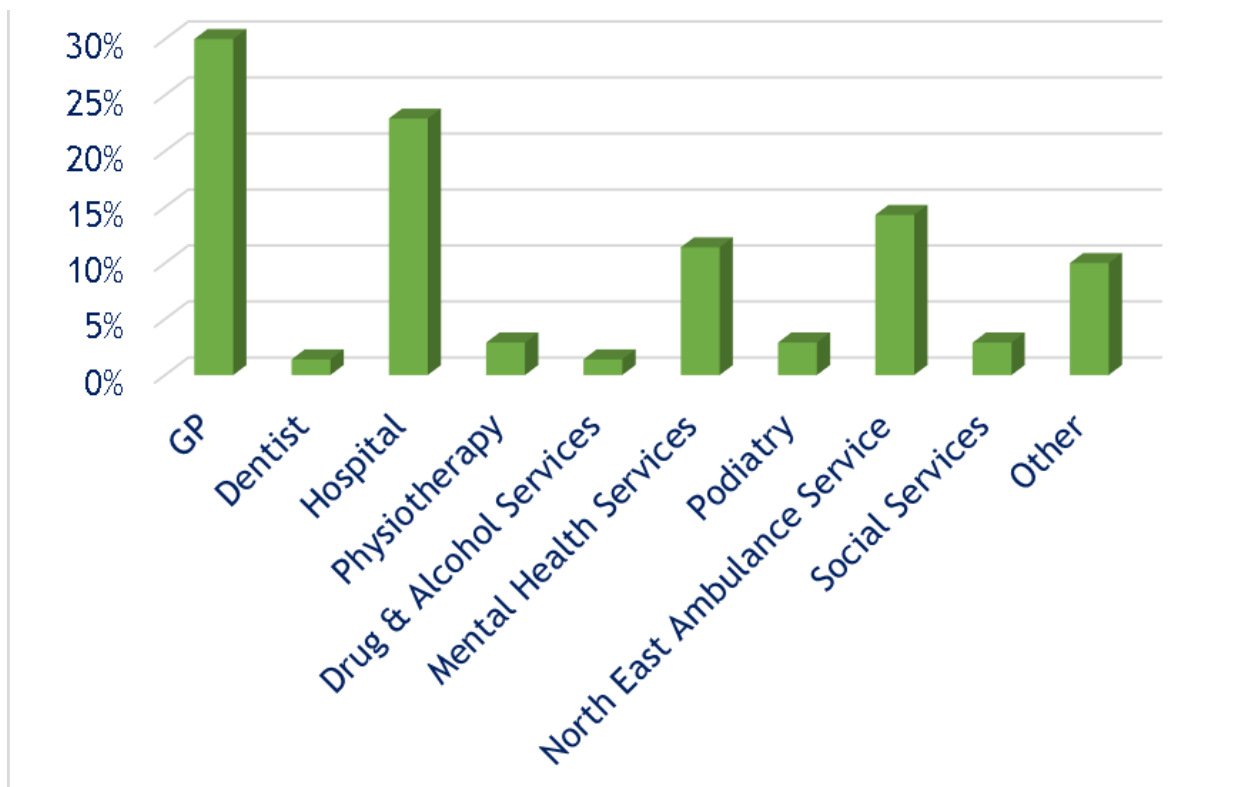
Case Study 1

An individual contacted Healthwatch Redcar and Cleveland to complain about their dissatisfaction with the treatment and care they had received following a recent operation. The individual asked Healthwatch to guide him through the correct complaints process. The Healthwatch team identified that the individual needed additional support with his complaint and arranged a meeting with a member of staff from the Independent Complaints Advocacy Service.

Case Study 2

An individual approached Healthwatch at a carer's event at James Cook University Hospital and explained the issues and concerns she had with regards to a family member who is visually impaired. Following discharge from hospital, she was not referred to any other services and felt that she had no support. Healthwatch signposted the individual to the Local Authority, Local Area Team for assessment, Visually Impaired Support Group and RNIB helpline for emotional support and further guidance.

In 2015/16, the services Healthwatch Redcar and Cleveland heard about most frequently through the Information and Signposting service were:



You said **We did**

Healthwatch Redcar and Cleveland strive to ensure that the voice of those in the community is heard and to highlight key issues which have been raised with Healthwatch about local health and social care services. Healthwatch collects evidence based on patient and service user experiences and feeds back key information to service providers, commissioners and those who need to hear about it.

A few examples of how Healthwatch Redcar and Cleveland have responded to issues raised in the community are:

Healthwatch Redcar and Cleveland received concerns over the change of venue for Blood Donor Sessions in East Cleveland. The service was originally located in the Loftus Social Club and was moved to Skelton. Residents informed Healthwatch that due to this change it was difficult for them to donate and questioned why the venue had been changed.

Blood and Transplant

Healthwatch Redcar and Cleveland contacted the NHS Blood Donation Services to raise these concerns. A response was obtained that there had been a fall in the number of donors attending the Loftus session in the past

18 months. The session was forecasted to have 70 donations per session but was only averaging 50 - 55. Therefore it was deemed necessary to use the better supported venues that operate in the area.

Redcar and Cleveland's residents raised their concerns with Healthwatch regarding delayed response of the ambulance service.

Healthwatch contacted the Patient Experience Team for the North East Ambulance Service to raise these concerns. A response was received explaining how calls for the ambulance service are managed and prioritised which was fed back to local residents and also shared through our newsletter. In addition to this, Healthwatch shared information on how to make a complaint, compliment or comment direct to the North East Ambulance Service.



How we have made a difference



Our reports and recommendations

Healthwatch Redcar and Cleveland use evidence based on real experiences to highlight issues and trends. If common themes are found for a particular health or social care service, Healthwatch will collect further information and produce a report of the findings along with recommendations for improvement if this is felt necessary. The report is then sent to service providers, commissioners, Local Authority and/or NHS England depending on the service in question, for which they then have 20 days to respond.

Examples of how Healthwatch Redcar and Cleveland's reports and recommendations to providers have resulted in improvements to services are:-

Sexual Health Report

During 2015 a full sexual health service review and re-procurement was undertaken, led by the Tees Valley Public Health Shared Service, on behalf of the four local authorities on Teesside with a view to re-procuring an integrated sexual health service for Teesside from 1st April 2016. As a Sexual Health Needs Assessment carried out in 2013 indicated high level of STI's and teenage pregnancies within Redcar and Cleveland, Healthwatch met with Tees Valley Public Health Services and agreed that Healthwatch Redcar and Cleveland would gather views of young people on current sexual health services, if there were any barriers to them using sexual health services and how they would like services to be delivered in the future to help inform the review.

Healthwatch has also met with the commissioned consultation provider, NWA, to suggest areas where deeper engagement could be carried out as well as to ensure that any engagement avoids duplication and adds value to the overall picture.

Healthwatch engaged with 116 young people and submitted the following recommendations to Tees Valley Public Health Shared Services.

- Ensure that there is equal provision of services in all areas of Redcar & Cleveland; that there is a range of ways to access services and that they are delivered in an appropriate setting.
- Ensure that a robust awareness strategy is developed that increases awareness of services and reduces the stigma attached to using them.
- Ensure that staff have the right skills, values and competencies to deal with a varied and changing population.

Healthwatch Redcar and Cleveland received a response from Tees Valley Public Health Shared Services noting that the recommendations are key priorities for future service provision and would be included within the service specification when tendering for a new service. The privacy issues that were highlighted within the report were immediately addressed with the provider in contract review meetings.

Access to GP surgeries

Healthwatch Redcar and Cleveland received intelligence through engagement activities and its Information & Signposting service indicating people were experiencing difficulties in making appointments at their GP surgeries. This resulted in an exploratory piece of work being carried out to see if this was a community wide issue and if any further investigation was required.

Healthwatch distributed a questionnaire amongst the residents of Redcar & Cleveland which was structured with questions asking if the individuals had experienced difficulties making an appointment at their GP surgery.

Nearly 200 questionnaires were completed and the feedback received showed that over a third of people had experienced problems getting an appointment at their GP.

Healthwatch submitted recommendations for GP's in the area to explore ways to improve their appointment booking system to reduce barriers to accessing services. Healthwatch also recommended increased promotion of alternative appointments available, such as an appointment with a nurse practitioner as this may alleviate the pressures on making GP appointments.

NHS South Tees Clinical Commissioning Group (CCG) responded to Healthwatch and explained that some work has begun to explore approaches to managing access with GP practices across South Tees. They were looking at bringing practices together by operating a "Dr First" or related model, which typically offers same day appointments after an

initial telephone consultation. The CCG explained that learning and good practice will be shared.

Dual Diagnosis

Healthwatch Redcar and Cleveland received feedback from service users that mental health services are unwilling to accept them as patients if they also have addiction problems and similarly, addictive behaviour services are unwilling to accept them should they also have mental health problems. Service users therefore feel that they are being denied access to treatment.

Following meetings with service users, service commissioners and service providers Healthwatch Redcar and Cleveland submitted a summary of its findings of service provision for those with a dual diagnosis to the Health and Wellbeing Board in January 2016. The report suggested that there is a lack of joined up service provision which is so necessary for this particular client group.

This information was fed back to the Local Authority who are now working with service providers and service users to examine ways in which a more joined up service can be established for this patient group.

***All of Healthwatch Redcar & Cleveland's reports can be found on the website:
www.healthwatchredcarandcleveland.co.uk.**

Working with other organisations

Healthwatch Redcar and Cleveland has worked with a number of other organisations to help strengthen the collective voice of the community. Working in collaboration has allowed Healthwatch to further strengthen relationships, develop effective communication and joint working arrangements.

'Shaping Mental Health Services Together' Event

In March 2016 Healthwatch Redcar and Cleveland collaborated with Healthwatch Middlesbrough and Stockton to host an event in conjunction with North East Together and Voices for Choices. The main purpose of the event was to gather the views and experiences of those who access mental health services locally. The event 'Shaping Mental Health Services Together' attracted over 120 people ranging from service users, family members, carers service providers and commissioners. By collaborating with other organisations Healthwatch was able to attract service users over a wide geographical reach to ensure that as many people's views and experiences as possible could be heard giving the service users a stronger, united voice.



People who attended the event were asked what services they are using, what they felt was working well, what wasn't working well and how they felt the mental health services could be improved to enhance patient experience. Healthwatch felt it was important to find out this information as those who access mental health services are often seldom heard and vulnerable, yet their views and experiences are of significant importance to help shape mental health services now and in the future.

The 'Shaping Mental Health Services' event gave service users the opportunity to share their experiences of mental health services with service providers and commissioners. This resulted in producing 12 top priorities for service providers and commissioners to consider with regards to shaping improvements in mental health services. The views, experiences and feedback from the event was shared with all of those who attended, the Local Authority, Commissioners and NHS England.



Gathering the views of domiciliary care service users

Part of Healthwatch Redcar and Cleveland's work plan has been to gather the views of those who are in receipt of domiciliary care services. As users of this service are hard to reach Healthwatch has had to work with other organisations to ensure they have the opportunity to feedback on the service they receive. At the invitation of the Local Authority Healthwatch attended a care providers meeting to request their assistance in distributing questionnaires to their clients. This joint effort has resulted in over 1,000 questionnaires being distributed to service users. The results of this work will be published during 2016.

Seven Day Services Event

In October 2015 NHS South Tees Foundation Trust held an event to increase awareness and education around Seven Day Services, showcase some of the excellent work the Trust is currently doing and build a coalition and consensus to support system change that is needed to deliver this ambitious agenda to improve access to services over seven days.

The event was supported by Local Authorities, Clinical Commissioning Groups and Primary Care in South Tees, Hambleton, Richmond and Whitby. Healthwatch Redcar and Cleveland added additional support to engage with the voluntary, community and social enterprise (VCSE) sector and ensure patient and public involvement.

Patient Participation Groups



Healthwatch Redcar and Cleveland has been raising awareness through local Patient Participation Groups (PPGs) in GP surgeries across Redcar & Cleveland to encourage patients to have an active voice in shaping local health and social care services and to explore ways to network with groups and, work more closely with Healthwatch Redcar and Cleveland.

Healthwatch Redcar and Cleveland currently has representation with a wide range of Boards and groups including:

- Health and Wellbeing Board
- Health and Wellbeing Executive Group
- South Tees CCG Urgent Care Consultations
- South Bank and Grangetown Health Forum
- The Health Improvement Team
- Citizens Advice Bureau
- Tees Sexual Health Forum
- South Tees Dementia Collaborative Steering Group
- Substance Misuse Strategic Board
- Quality Surveillance Group
- Teeswide Adult Safeguarding Board
- Older Peoples Partnership Steering Group

- North East Ambulance Service Forum
- Local Professional Network (Pharmacy)
- Pharmacy Medicines Optimisation Forum and its sub group Transfer of Care
- South Tees Trust Patient Experience Forum and its sub group for Patients and Carers
- Durham University Pharmacy Patients Panel
- Ageing Well Alliance
- A number of PPG's in Redcar & Cleveland
- NEHSCA (North East Health and Social Care Advisors)

Care Quality Commission (CQC)

In 2015/16 Healthwatch Redcar and Cleveland has built on and strengthened an effective two way relationship with the CQC by providing regular updates and ensuring frequent exchange of data and information.

Healthwatch Redcar and Cleveland regularly sends information gathered from engagement relating to people's views and experiences of health and social care services directly to the CQC.

Information fed back to the CQC includes:

- Comments from members of the public and from local community groups.
- Surveys and questionnaires which are being used as part of Healthwatch's work plan.
- Trends in concerns and complaints.

An example of how Healthwatch Redcar and Cleveland have complemented and supported local CQC monitoring, inspection and regulatory activity:

Healthwatch Redcar and Cleveland were notified by CQC of an upcoming inspection planned for the North East Ambulance Service NHS Foundation Trust. Healthwatch supported this work by ensuring that there was a wide promotion of this planned inspection to allow the residents of Redcar and Cleveland to give their feedback about:

The emergency ambulance service
Patient transport
NHS 111 Service

Healthwatch Redcar and Cleveland provided information about the inspection along with a questionnaire link on our website, social media pages and in a newsletter to our members. The information was also distributed via email to our wider networks on behalf of CQC.

In addition to this, Healthwatch Redcar and Cleveland collated recent feedback and evidence gathered through our engagement work and Information and Signposting service which was fed back via a conference call with the CQC and other local Healthwatches.



We would like to take this opportunity to thank all local Healthwatch for your support and contribution to our work over the last year. Your feedback has informed hundreds of inspections and your advice has informed our thematic reviews, our work on Quality in a Place and our new strategy for 2016 - 2021.

We look forward to working more closely with you, the Healthwatch network and Healthwatch England over the next year.

Care Quality Commission

Healthwatch England

All of Healthwatch Redcar and Cleveland's 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.

Healthwatch Redcar and Cleveland's report in relation to Access to GP services contributed to a wider report by Healthwatch England on Access to Primary Care. In total 55 local Healthwatch from all over the country

sought the views of more than 11,000 patients and visited in excess of 550 GP surgeries and other Primary Care premises to ask people about their experiences. This information provides a snapshot of the issues raised to date and a strong articulation of the insight that the local Healthwatch network captures.

Involving local people in our work

Commissioning, provision and management of local health and social care services

Healthwatch Redcar and Cleveland has supported the involvement of local people in the commissioning, provision and management of local health and social care services by promoting and advertising local public events and meetings through the website, social media and newsletters.

This year, Healthwatch Redcar and Cleveland have involved local people in the following public consultations and events:

- 'Making Health Simple - Right Place, First Time' public consultation on changes to urgent care services in South Tees
- Better Health Programme Engagement Events
- The Care Quality Commission Inspection of North East Ambulance Services NHS Foundation Trust
- NHS South Tees Clinical Commissioning Group Commissioning Intentions Events

Involving volunteers to carry out statutory activities

Healthwatch Redcar and Cleveland is governed by an Executive Board that consists entirely of volunteers who live or work in Redcar and Cleveland. Selection and recruitment of Board members is through an open and transparent recruitment process.

All Healthwatch projects are decided on by the volunteer members of the Healthwatch Board from information provided by members of the public. Board members work with staff to initially decide on the objectives of a project and whether or not they can be achieved with the resources available and within a suitable timeframe. These volunteers can be involved in all aspects of the work being carried out such as gathering information, constructing and administering questionnaires, analysing data, drawing conclusions and writing the drafts of subsequent reports which are then delivered to the Healthwatch Board for comment. The finished product may then be presented by the appropriate Board member at a relevant meeting, such as the Local Authority and Health and Wellbeing Board.

Health and Wellbeing Board Representation

The Health and Social Care Act 2012 gave a place to local Healthwatch on the Health and Wellbeing Boards, established *from April 2013*. Health and Wellbeing Boards are a forum where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities.

Healthwatch Redcar and Cleveland's representative on the Health and Wellbeing Board is the Chair of the Executive Board. The role of the Healthwatch representative is to bring the voice of the local community to the Health and Wellbeing Board, influence decision making and commissioning and support the development of the Joint Strategic Needs Assessment.

Healthwatch Redcar and Cleveland supports its 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 its representative is informed of local issues.
- Produces reports that are credible and well evidenced.
- Makes recommendations that are effective and are of benefit to the local community.

Our work in focus



Our work in focus: Chloe Scott



Chloe Scott, aged 18 is a Healthwatch Champion currently studying for a Level 3 Certificate in Health and Social Care at Redcar and Cleveland College.

What have you enjoyed about working with Healthwatch?

I have mostly enjoyed getting to know other people and finding out what Healthwatch actually does. I have really enjoyed interacting with a range of different people while doing the health promotion stall in college and trying to get them to participate in the survey by explaining what it was all about. I also enjoyed making the results poster, working and getting to know my fellow students.

What skills have you gained in your role as a Healthwatch Champion?

I feel that I have gained the ability to interact effectively with others and that my communication skills have developed greatly. Also having to interact with others has made me feel more confident

in myself. I know I want to go on to study at University so working with Healthwatch is a great start for me. I have increased my knowledge and understanding of what local services do by learning about Healthwatch.

How have you promoted Healthwatch in college and to family and friends?

I have promoted Healthwatch by telling people about their website and what Healthwatch is, particularly when trying to get people to participate in doing the survey. I also told my family and friends about Healthwatch and what they do when I volunteered to be a part of Healthwatch. I have followed them on Facebook and shared their page with family and friends to share the information with a wider audience.

"I love being a part of Healthwatch and meeting new people. Healthwatch has made me more confident and I hope that I can continue to be a part of it and learn new skills. It makes me want to be a part of health and social care in the future"

Chloe Scott, Healthwatch Champion

Our work in focus: Redcar and Cleveland College



We have worked in partnership now with Healthwatch Redcar for just over 2 years and this has opened up new opportunities for our learners. We have been involved in information sharing activities, health education promotion within the college and data gathering regarding sexual health and health priorities. This has led to us working with other health professionals as a result of this work that has gone on to enhance our learner experience.

Working with Healthwatch Redcar is a great opportunity for our learners and enables them to be involved in real issues relating to health and social care and their current study. Involving young people is crucial in improving and developing our health and social care services and is truly valued by Carole and Linda. We see our learners develop in confidence and self-esteem from taking part in Healthwatch activities and they

are able to reflect upon this work in the classroom and be inspired. Quite often learners are inspired to progress further in the field of health and social care identifying courses at University or job roles they had not previously considered. This includes them developing greater employability skills as a result of the partnership, including leadership skills, communication skills and team work.

Overall our work with Healthwatch has been very positive and inspirational to both learners and staff. This is a very worthwhile partnership and we hope to continue and develop this further in the future. Thank you Healthwatch Redcar and Cleveland!

- Gillian Morgan and Claire Barwick,
Lecturers Health and Social Care.



Our work in focus: Informing local services



Meadowvale Homecare

Your care, your choices

Healthwatch Redcar and Cleveland were approached by Andrew Jones who was setting up a new domiciliary care company, Meadowvale Homecare. Prior to registering with the Care Quality Commission, Andrew wanted to gather some feedback from users of domiciliary care services allowing him to create a compliant and ethical business that shaped the future of healthcare from the start.

As one of Healthwatch's objectives is to have influence with providers, and involve the public in the design and commissioning stages of healthcare services, Healthwatch were more than happy to set up a meeting with Andrew to discuss his plans. The feedback provided by Healthwatch helped Andrew to create a company that was not just a healthcare provider, but a healthcare innovator which will benefit people's lives through the services it offers.

'I found Healthwatch to be extremely helpful when setting up my new domiciliary care business Meadowvale Homecare Ltd.

By working closely with the team I received invaluable advice on the issues facing the people of Redcar and Cleveland from the perspective of health care professionals and vitally, the public themselves.

I used these insights to develop a more holistic approach to delivering care, focusing on the person and the relationship between them and the care worker.

I have no doubt that their advice has helped me shape my company and I look forward to working together in the future to help improve domiciliary care for the people of Redcar and Cleveland.'

Andrew Jones, Meadowvale Homecare.



Our plans for next year



Future priorities

Healthwatch Redcar and Cleveland's objectives and priorities for the next financial year, 2016/17 are:

1. Volunteers

One of Healthwatch's main priorities in 2016/17 is to increase volunteer involvement with Healthwatch Redcar and Cleveland.

Healthwatch welcome a diverse range of volunteers from all walks of life, looking to give some of their spare time to help make a difference.

Training and support is available for all volunteers and experience is not essential. The most important thing we look for is a belief that people in Redcar & Cleveland should have the best health and social care services possible, and a desire to be part of a team making that happen.

If this is a role which interests you then please get in touch!

2. Healthwatch Promotion

Healthwatch Redcar and Cleveland plan to continue promoting and raising awareness of our role in the community. Our aim is to further strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs. Healthwatch will also continue to support people to find the right health and social care services for them by providing appropriate information, advice and signposting.

3. Partnership Working

Healthwatch Redcar and Cleveland plan to further increase partnership working and networking in Redcar & Cleveland. By working together with other organisations who share our passion and drive to help make a difference to health and social care services. This will help to ensure a move towards more 'joined up thinking' between all health and social care services in the area.

4. Mental Health

The aim of this work is to investigate patient's experience of accessing mental health services following referral through their GP. In particular, Healthwatch are looking at how long individuals have had to wait for a referral and if GPs were proactive in doing this for them or if the patients were given advice/leaflets and encouraged to do this themselves. Healthwatch are keen to hear about patient views and experiences of this process and how they feel it could be improved.

5. Enter and View

Healthwatch Redcar and Cleveland will be carrying out an extensive Enter and View programme based on intelligence gathered throughout 2015/16. This work will be carried out in collaboration with our volunteer support organisation, Redcar and Cleveland Voluntary Development Agency (RCVDA) with the intention to provide robust recommendations that will improve the ability of service users to have their voices heard whilst improving services.

6. Young People

Working with young people will remain a priority for Healthwatch during 2016/17. During this time Healthwatch will continue its existing work but seek to find new ways of involving young people and empower them to have their say in local services.

7. Healthwatch Work plan

Healthwatch Redcar and Cleveland will continue its current work on Domiciliary Care and Visual Impairment and once completed will share its findings with commissioners, providers and the public.

From its engagement events Healthwatch Redcar and Cleveland will formulate a new work plan reflecting the views and experiences of the community.

While these main priorities provide us with a focus for 2016/17, Healthwatch are aware that there will no doubt be other issues highlighted and will be responsive to local need. Healthwatch welcomes involvement of any issues that arise in Redcar & Cleveland regarding the local health and social care services.

Healthwatch Redcar and Cleveland are pleased to announce that they met all of their agreed objectives in 2015/16.

Opportunities and challenges for Healthwatch Redcar and Cleveland created by local plans for service change and system transformation.

Transformation of local services under the IMProVE programme and the recommissioning of local services have

given Healthwatch Redcar and Cleveland ideal opportunities to involve local people.

For example:-

- Healthwatch Redcar and Cleveland gave valuable feedback on the centralising of stroke services in Redcar.
- The transformation in sexual health services allowed Healthwatch Redcar and Cleveland to discuss the design and delivery of a questionnaire targeting sexual health service users as well as carrying out its own independent work with young people.
- Healthwatch Redcar and Cleveland has also been collecting the views of domiciliary care users which will be fed back to the Local Authority to help inform its recommissioning of these services.

Healthwatch Redcar and Cleveland has also been faced with a number of challenges over the last year. Some of these challenges have consisted of ensuring the needs for particular services are not ignored on the grounds where financial constraints are likely to have an impact on their provision.

In addition to this, a significant challenge highlighted has been to ensure that Healthwatch do not put forward unrealistic recommendations to services which are undergoing financial constraint. The expectations from Healthwatch and most importantly the public must be realistic to ensure the improvements suggested can be made for the benefit of patient and service user's experiences.

Our people



Executive Board

Decision making

Healthwatch Redcar and Cleveland has an Executive Board who work alongside the staff to ensure that decisions about Healthwatch activity are made in an accountable, open and transparent way. The Executive Board members bring a broad background of experience and expertise which aids the direction and efficiency of Healthwatch Redcar and Cleveland.

The role of the Board is to ensure Healthwatch achieves its aims and objectives and is effective, inclusive, and accountable to local people and, contributes to improving local NHS and social care services. The main role of the Board is to:

- Provide strategic direction to Healthwatch
- Represent Healthwatch and the interests of its members on key strategic partnerships

Healthwatch Redcar and Cleveland's 2015/16 Board Members (left to right): Andrew Leon, Mike Milen, Ian Holtby, David Morris, Barbara Smith & Irene Poynter

- Promote good governance
- Oversee the performance of local Healthwatch and delivery of the annual work programme
- Ensure two-way communication between the Board and the membership
- Escalate issues, where appropriate, to Healthwatch England or the Health and Wellbeing Board.

The Executive Board and staff meet approximately every 6 weeks to review activities and work plans and in between meetings are given regular updates. The Board agrees priorities and signs off the work programme based on intelligence received from the public through Healthwatch Redcar and Cleveland.

Our Board members are pictured below. Board Members not included are Ron Wood, Lawrence McAnelly and Maureen O'Neill.



Board Member Profile: Maureen O'Neill

Maureen O'Neill joined the Healthwatch Redcar and Cleveland Board in September 2014. Maureen has a wealth of knowledge and experience gained from working in the health and social care sector for a number of years. Maureen has worked as a Nurse in the Army, a District Nurse in Durham, Redcar and Cleveland and also as a Practice Nurse specialising in hypertension and coronary heart disease until retirement. Maureen's working background and experiences have led her to become a valued member of the Board.

Maureen heard about Healthwatch Redcar & Cleveland from a colleague and found the work very interesting, which led Maureen to enquire about getting involved. Maureen particularly enjoys finding out about how the NHS has changed and developed over the years and, finding out about new plans and initiatives which are helping to shape the local health and social care services in Redcar & Cleveland.

Maureen is particularly interested in elderly care and the services in place for those diagnosed with Alzheimers and Dementia. This interest has led Maureen to be involved in Healthwatch's engagement work with the care homes in the borough. The aim of this work is to contact and visit all the care homes across Redcar & Cleveland to gather the views and experiences of the residents,



friends and family regarding the care the residents are receiving and the services which are in place for them to access. Maureen has found this work very enjoyable and is looking forward to seeing it through to completion.

Maureen believes Healthwatch is very important to the community as often people don't know who to turn to or who can listen to and respond to their views and experiences. Healthwatch is here to do exactly that! If for any reason Healthwatch are unable to help then there is always someone that they can signpost them to.

'Come and get involved with Healthwatch Redcar and Cleveland' Maureen O'Neill,
Healthwatch Redcar and Cleveland
Board Member.

How we involve the public and volunteers



Healthwatch Redcar and Cleveland would not be able to carry out its work without the valuable contribution of the public and volunteers.

Holding public events is one of the key methods of involving our members, the public and our volunteers. The aim of an event is to provide opportunities for Redcar & Cleveland residents, patients, carers and community groups to:

- Share their experiences, views and ideas around the health and social care services they use, which then provides direction for the work plan.
- Speak directly to health and social care providers and commissioners so that they can directly hear from patients and the public.
- Get the most up to date information on service changes and plans in the area.

Our volunteers have continued throughout 2015/16 to provide commitment, experience and dedication to Healthwatch Redcar and Cleveland.

A new work plan procedure was agreed and put into place along with a strengthened line of communication to help improve the decision making and

effectiveness of Healthwatch Redcar and Cleveland.

All of Healthwatch Redcar and Cleveland's Board meeting agendas and minutes are uploaded onto the website so that members of the public are aware of the work plan and decisions made.

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		127,500
Additional income		0
Total income		127,500
EXPENDITURE		£
Operational costs		5,833
Staffing costs		110,078
Office costs		10,608
Total expenditure		126,519
Balance brought forward		981

Contact us





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TS10 1TD**

Phone number: 01642 471249 or 01642 688312

Email: healthwatchredcarcleveland@pcp.uk.net

Website: www.healthwatchredcarandcleveland.co.uk

Address of contractors: Pioneering Care Centre, Carers Way, Newton Aycliffe, County Durham, DL5 4SF

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, South Tees Clinical Commissioning Group, Scrutiny Committee, and our Local Authority.

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.

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

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