



**healthwatch**  
Redcar & Cleveland

# Healthwatch Redcar & Cleveland

Annual Report 2014/15





---

# Contents

<b>Contents .....</b>	<b>2</b>
<b>Note from the Chair .....</b>	<b>3</b>
<b>Note from the Healthwatch Manager.....</b>	<b>3</b>
<b>About Healthwatch .....</b>	<b>4</b>
Our Vision.....	4
Our Objectives .....	4
<b>Engaging with people who use health and social care services .....</b>	<b>5</b>
Understanding people's experiences .....	5
Enter & View .....	8
<b>Providing information and signposting for people who use health and social care services .....</b>	<b>9</b>
Helping people get what they need from local health and social care services ...	9
<b>Influencing decision makers with evidence from local people.....</b>	<b>10</b>
Producing reports and recommendations to effect change .....	10
Putting local people at the heart of improving services.....	11
Working with others to improve local services.....	12
<b>Impact Story.....</b>	<b>13</b>
Case Study .....	13
<b>Our plans for 2015/16.....</b>	<b>14</b>
Opportunities and challenges for the future .....	14
<b>Our governance and decision-making.....</b>	<b>15</b>
Our board .....	15
<b>Financial information .....</b>	<b>16</b>
<b>Contact us .....</b>	<b>17</b>
Get in touch .....	17



---

## Note from the Chair - Dr Ian Holtby

It gives me pleasure to present this second Healthwatch Redcar & Cleveland Annual Report, which gives an overview of the various activities we have been involved in during the past year. This document shows clear evidence of the effectiveness of Healthwatch Redcar & Cleveland and demonstrates how an organisation made up of health and social care users can influence service provision for the benefit of local people.

However, we also recognise that much more needs to be done and to this end we have created a plan of work for the coming year based on suggestions by Redcar & Cleveland residents, which we hope will further improve local services. The Board of Healthwatch Redcar & Cleveland is made up of local people from a wide variety of backgrounds which ensures a sound knowledge base on which to draw upon when deliberating on how to best influence not just health and social care provision, but also a healthier environment for our community. The Board is ably supported in its work by a network of volunteers and a small but dedicated team of staff. This ensures our ability to work together on joint projects as required. After reading through this report, we hope that you too would like to join our team of volunteers and help contribute towards provision of better health and social care in Redcar & Cleveland.

## Note from Healthwatch Manager - Natasha Judge

This year has seen significant growth in relationships with the public, partners, stakeholders and other community organisations, strengthening the voice of local people. We have shared intelligence to influence the planning of statutory NHS and social care services ensuring information gathered is used to improve services. By actively seeking the views of people who are not often heard, we have enabled individuals to have a stronger voice providing assurance that their views and opinions are valued.

I am very proud of the excellent work that Healthwatch Board, volunteers and the staff team have carried out in the second year and look forward to building on that work for the future. 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.

To learn more about how your voice has influenced local services, see our website: [www.healthwatchredcarandcleveland.co.uk](http://www.healthwatchredcarandcleveland.co.uk)



# About Healthwatch Redcar & Cleveland

Healthwatch Redcar & Cleveland is a patient and service user voice organisation. We listen to people's experiences and views of local 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.

Healthwatch Redcar & Cleveland is an independent organisation steered by a Board of volunteers. Healthwatch Redcar & Cleveland is commissioned by the Local Authority and accountable to the public.

## Our Vision

Our vision for Healthwatch Redcar & Cleveland is to be a strong, independent, trusted and effective voice and champion for local people.

We strive to work effectively with the local Clinical Commissioning Group, Public Health Redcar & Cleveland and local health and social care providers. We ensure the needs and preferences of service users are at the heart of the delivery of health and social care services.

## Our Objectives

- Involving and engaging the local community in the scrutiny and influencing the commissioning of local services.
- Conducting in-depth investigations into identified areas of concern.

- Identifying gaps in services and areas in need of improvement.
- Producing reports and making recommendations for local health and social care services. We have the statutory right to request a response from organisations who receive these reports.
- Acting on concerns from the public and use our statutory right to Enter and View local services.
- Empowering and supporting members of the community to access local services through our Information and Signposting service.
- We have a statutory seat on the Health and Wellbeing Board enabling us to deliver intelligence gathered from the community to inform decision makers.
- We are responsible for reporting concerns to Healthwatch England that may need greater investigation by the Care Quality Commission (CQC) to ensure service users are receiving the best quality of care.







# Engaging with people who use health and social care services

## Understanding people's experiences

Healthwatch Redcar & Cleveland listens to the views of local people who use health and social care services and we also seek to understand the views of those who don't access services. We use a variety of tools to engage with the public including events, drop in sessions and social media. We deliberately make a point of listening to vulnerable people and communities who do not usually have their voices heard. We use the information we gather as the basis for our work programme, then carry out deeper engagement as part of our investigations.

## Eye Health Needs Assessment

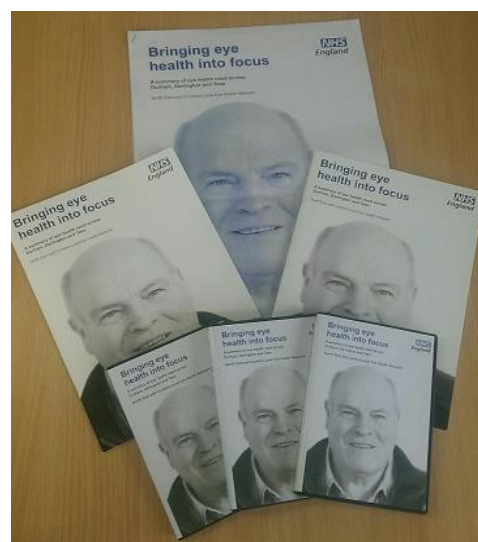
Working in partnership with the Local Eye Health Network, Healthwatch Redcar & Cleveland gathered public intelligence to feed into the Local Eye Health Needs Assessment. This was an example of where we have specifically aimed to engage with seldom heard groups and vulnerable people.

We fed this information into the Local Eye Health Network and it was used to form the Patient and Public Engagement section of the overall Local Eye Health Needs Assessment.

## Making Health and Social Care Information Accessible

NHS England is developing an Information Standard for accessible information. The consultation on the draft standard closed in November 2014 and Healthwatch Redcar & Cleveland consulted with local people to ensure the proposals in the draft would meet their needs. Healthwatch Redcar & Cleveland engaged with groups of people with visual impairments, Independent Voices and MENCAP, and submitted their views to NHS England for consideration in the final draft.

This guidance will tell organisations how they should ensure that disabled patients/service users and, where appropriate, carers receive information in formats that they can understand, and that they receive appropriate support to help them to communicate, which may include advocacy.



## Young People

Since September 2014 Healthwatch Redcar & Cleveland has been engaging with health and social care students from Redcar & Cleveland College. This has been a great success and this is allowing young people to:

- Have a voice about matters that affect them;
- Be involved in the design, commissioning and the delivery of health and social care services;
- Influence the Healthwatch Redcar & Cleveland work programme.

Healthwatch Redcar & Cleveland held workshops at the College where students provided valuable intelligence on the issues that affect them.

Students expressed an interest in being part of Healthwatch and were recruited as 'Healthwatch Champions'. This has given them a greater understanding and different perspective of the health and social care landscape and an opportunity to be involved in influencing future services by being actively involved in our Sexual Health Services engagement.



The students have been excellent ambassadors for Healthwatch Redcar & Cleveland and have been proactive in promoting Healthwatch within their networks and encouraging people to become members.

Due to the success of our partnership with Redcar & Cleveland College, tutors have invited us to return in the new academic year to work with new students to enrich the Health and Social Care course curriculum. This will ensure that young people's voices will continue to be heard.

In addition to this Healthwatch Redcar & Cleveland is working towards creating a Young Person's Forum which will be able to feed in to our Healthwatch Board.



## Redcar & Cleveland Engagement

The Healthwatch team have been carrying out specific engagement in East Cleveland to capture the views and experiences faced by people living in our more rural communities.

Healthwatch Redcar & Cleveland has engaged with many new groups and organisations and actively seek patient and public views on health and social care services. People we have engaged with this year include:

**The Parents and Carers Alliance**  
**Older People's Partnership**  
**Live at Home**  
**Neighbourhood Action Partnerships**  
**Loftus Accord Group**  
**Independent Voices**  
**Saltburn VIP Group**  
**Coast & Country Young Tenants**  
**MERGE Resident**



## Drop In Sessions

Healthwatch Redcar & Cleveland held regular drop in sessions throughout the area during the course of the year making Healthwatch accessible to local residents. We aim to develop and vary these sessions in the coming year.



## Social Media

In order to be accessible to all groups of people Healthwatch Redcar & Cleveland also uses social media to engage with the public. Healthwatch Redcar & Cleveland has seen a significant rise in its followers on Facebook and Twitter and they have become an effective way to communicate key information to the wider public.

## Enter & View

We gather the views and experiences of people in a number of different ways, and this can include conducting Enter and View visits.

Enter and View is seeing and hearing for ourselves how services are being run and allows Healthwatch to collect the views of service users at the point of service delivery. This is a process where:

- We listen to staff, service users and visitors or observe service delivery;
- Enter and View visits are conducted by authorised Healthwatch Representatives who are trained volunteers;
- Visits can be either announced or unannounced;
- Visits have a clear purpose, to ensure effective evidence gathering and reporting.

---

## Enter and View in practice

Healthwatch Redcar & Cleveland received a complaint regarding Ward 12 at James Cook University Hospital which raised concerns over the nutritional care of patients. The Enter and View visit was carried out in conjunction with Healthwatch Middlesbrough.

The Enter and View team planned an announced visit to Ward 12 in order to:

- Identify examples of good working practice;
- Observe patients and staff during meal times;
- Observe the access of patients to fresh drinking water and call buttons.

The staff in Ward 12 welcomed and supported the visit.

The Healthwatch team had the opportunity to talk to members of staff, patients and relatives.

The Foundation Trust responded positively to the report and adopted a collaborative approach to the recommendations. They assured Healthwatch Redcar & Cleveland that:

- Awareness of the MUST nutritional assessment tool would be maintained with all staff;
- Staff awareness of the red beaker/tray system would be maintained;
- A robust escalation process ensuring that staff give assistance when needed at meal times is to be maintained;
- A full set of pictures depicting all food options is in the process of being developed;
- The 'Forget Me Not' system was in use.



---

Our Chair, Ian Holtby presented the report to the Health and Wellbeing Board in April 2015 where a representative from South Tees Hospitals Foundation Trust acknowledged that this process was a learning curve for both themselves and Healthwatch and welcomed Healthwatch to carry out further Enter & View visit.





# Providing information and signposting for people who use health and social care services

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

Healthwatch Redcar & Cleveland has a statutory duty to provide people with information to enable them to make informed choices on accessing health and social care services. With such a vast and complicated health and social care system, it's not always clear where you should go to report an urgent issue, to make a complaint, or for further information. Residents of Redcar & Cleveland can contact Healthwatch's Information and Signposting service via telephone, text, email and its website.

Over the past year we have supported many people to access the information and help they need. Here is an example of an enquiry received.

A caller was looking for a local Weight Management class as she had been told she would need to travel to Middlesbrough. We made enquiries and informed the caller there was a class held every week in Redcar, which was much more accessible to her.

Healthwatch also gives advice on what to do if you are unhappy with your care or treatment. The intelligence that we receive from our Information and Signposting service also helps to identify gaps in local service provision and to inform our work plan.

An elderly resident informed us that they were unhappy with their treatment at James Cook University Hospital and would like to make a complaint but didn't know where to go. We signposted them to the Patient Advice Liaison Service (PALS) at the hospital and also to the Independent Complaints Advocacy (ICA) service who support people to make NHS complaints.



This year Healthwatch Redcar & Cleveland's Information & Signposting service has supported 219 people and signposted 54 people to external agencies such as the Independent Complaints Advocacy Service.



# Influencing decision makers with evidence from local people

## Producing Reports and Recommendations to effect change

We listen to the views and experiences of people who use health and social care services. We then use this information to influence how those services are delivered in the future. We influence in a number of different ways which includes:

- Using our seat on the Health and Wellbeing Board;
- Writing reports which influence service reviews;
- Using our relationships with providers to suggest service improvements.

## Cancer Report

Concerns were raised at one of our engagement events that there was a lack of care and support in the community for people recovering from cancer treatment.

Healthwatch Redcar & Cleveland gathered patient and carer experience and submitted a report that recommended that it would be beneficial to *‘collate a directory of local support for people receiving treatment and those in remission and survivorship, providing information on what is available in the community to help them whilst undergoing treatment and during the transition from patient to survivor and beyond’*

The NHS South Tees Clinical Commissioning Group’s Health and Wellbeing workstream agreed that this

recommendation should be explored with a small multi-agency task and finish group.

## Dental Report

We received intelligence from the public regarding access to dental care for people with mobility aids, which resulted in Healthwatch conducting a survey. We submitted a report of our findings to NHS England and stated in their response:

*‘Due to the work Healthwatch Redcar & Cleveland has carried out, the Local Dental Network will work with commissioners to raise awareness amongst dental contractors in Redcar & Cleveland of their duties under the Equality Act’.*

## Improving Access to Psychological Therapies (IAPT)

People told us that there was a lack of awareness and information of the IAPT service throughout South Tees. In partnership with Healthwatch Middlesbrough we gathered further information by speaking to service users, providers and commissioners. As a result of our report and recommendations NHS South Tees Clinical Commissioning Group (CCG) carried out an extensive publicity campaign on IAPT services and the Clinical Lead from Mental Health wrote to all GP practices to encourage them to use the CCG website to provide choice to patients in terms of IAPT providers.

---

## Putting local people at the heart of improving services

### Our Spring Forward Event was a huge success!

In March 2015 we held our Spring Forward Event at Tuned In at Redcar. As well as showcasing the work Healthwatch has been carrying out, this gave local organisations and members of the public an opportunity to highlight any health or social care issues affecting our community. We were pleased to see such a diverse cross section of the community attending and working together to help us prioritise our work plan. Here are some of the comments we received.

*"I think this meeting is a great idea for families to be able to give their views regarding problems they have."*

*"We need more events like this."*

*"The number of participants on each table was just right to have meaningful discussions and be heard."*

*"Very interesting to meet other people with different issues."*



Healthwatch Redcar & Cleveland has also actively encouraged local people to be involved in the design, commissioning and delivery of health and social care services by attending key events along with our members and local people.

These have included:

- South Tees Clinical Commissioning Group Mental Health Strategy Consultation and Involvement;
- Primary Care Co-Commissioning Call to Action event;
- NHS South Tees Commissioning Intentions Events;
- IMProVE Consultation.

---

## Working with others to improve local services

The positive relationships we have developed with stakeholders are vital. They ensure that we can emphasise the importance of public and patient involvement in strategic planning and service development throughout Redcar & Cleveland.

Healthwatch Redcar & Cleveland currently has representation at the following:

**Teeswide Safeguarding Adults Board**

**People Services Scrutiny & Improvement Committee**

**Ageing Well Alliance**

**North East Ambulance Service Healthwatch Forum**

**South Tees NHS Foundation Trust Patient Experience Sub Group**

**Tees Sexual Health Forum**

**South Tees Dementia Collaborative**

**North East Medicines Optimisation Group**

**Tees Medicines Governance Group**

**Patient & Public Pharmacy Group**

**South Tees Social Prescribing Project**



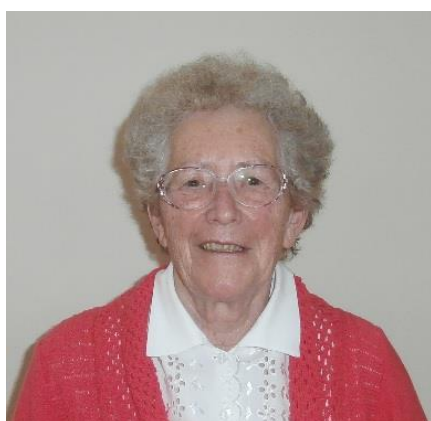




# Impact Story

## Case Study

### *Pursuing a case for change*



**Joan Shaw**

During the last 12 months, we have been approached by various members of the public asking for information on certain issues or services.

Joan Shaw, one of our members, contacted Healthwatch last year after visiting Redcar Primary Care Hospital.

The day on which she visited was extremely windy and Joan struggled to get to the entrance of the hospital.

She asked Healthwatch who she could complain to and we directed her to NHS Property Services.

Joan suggested that it would be useful if handrails were constructed at the entrance to the hospital to make it easier for visitors.

Joan relentlessly pursued her suggestion for improvement and in April this year the handrails were installed.

Joan was delighted with the support from Healthwatch and this simple example is evidence of how people can make a positive difference and improve services and facilities for others.



As a member of Healthwatch Redcar & Cleveland, Joan was also involved in several pieces of work, including becoming an authorised Enter & View volunteer and she undertook her role with enthusiasm and care.

**“Joan was instrumental in affecting change that benefited the community”**

**Ian Holtby, Chair, Healthwatch Redcar & Cleveland**

*Sadly, Joan passed away very recently. We would like to thank her for her work and the positive impact she had on others. Joan had been determined to ensure that as an active member of her community, she could influence change.*



# Our plans for 2015/16

## Opportunities and challenges for the future

*The year ahead sees significant opportunity for Healthwatch Redcar & Cleveland to further strengthen our commitment to the local community.*

*Our work programme will continue to centre on the issues which matter most to our local community.*

We will be responsive, by changing our work programme priorities throughout the year, where necessary, to ensure we are acting in the interests of the people of Redcar & Cleveland.

Following comprehensive engagement with the public, we are specifically carrying out the following pieces of work:



- Gathering the views of young people on sexual health services and how they would like these to be delivered in the future. These views will be submitted to Tees Valley Public Health Shared Services to inform their review of the delivery of future services.
- Speaking to providers, commissioners and service users of Dual Diagnosis Support services and producing a report on the accessibility, quality and suitability of these services.
- Feeding back our findings on our work on Access to GP Services.
- Speaking to domiciliary care workers to ensure that the training they receive is suitable and adequate for them to perform their role.
- Continuing to increase awareness of Healthwatch throughout Redcar & Cleveland by our continued engagement with the public, increasing our membership and networking.
- Sharing intelligence - we aim to keep the public updated on our ongoing work and provide feedback on local issues. Specifically maximising our monthly column in the local Evening Gazette, regular member Newsletters and increasing our social media presence.
- Training further Enter and View Representatives so that we can continue to respond effectively to the needs of our work programme.
- Continuing our engagement with young people with a view to creating a Young Person's Forum feeding directly into the Healthwatch Board.





# Our governance and decision-making

## Our Board

The Healthwatch Redcar & Cleveland Board is made up of volunteers who either live or work within Redcar & Cleveland and have an interest in shaping and improving services for local people.

The role of the Board is to provide strategic oversight and effective governance to Healthwatch Redcar & Cleveland and to ensure it delivers its strategic objectives.

The Board agrees priorities and signs off the work programme based on intelligence received from the public by Healthwatch Redcar & Cleveland.

Our Board in Redcar & Cleveland are made up of the following dedicated people:

*Dr Ian Holtby (Chair)*

*David Morris*

*Mike Milen*

*Lawrence McAnelly*

*Andrew Leon*

*Barbara Smith*

*Irene Poynter*

*Ron Wood*

*Maureen O'Neill*

This year we also said goodbye and thank you to the following Board Members:

*Paul Davies*

*Bob Norton*

We would like to place on record our thanks for the dedication and commitment shown by Paul and Bob.

Their work had a direct impact on health & social care services across Redcar & Cleveland and we wish them well in their future endeavours.





# Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		127,500
Additional income		
Total income		127,500

EXPENDITURE		
Office costs		8,175
Staffing costs		77,277
Direct delivery costs		28,648
Total expenditure		114,100
Balance brought forward		13,400





# Contact us

## Get in touch

Healthwatch Redcar & Cleveland  
Redcar & Cleveland Leisure & Community Heart  
Ridley Street  
Redcar  
TS10 1TD

## Contacts:

Phone number: 01642 471249 or 01642 688312  
Email: [healthwatchredcarcleveland@pcp.uk.net](mailto:healthwatchredcarcleveland@pcp.uk.net)  
Twitter: @HwRedcarClevela  
Facebook: [facebook.com/HWRedcarCleveland](https://facebook.com/HWRedcarCleveland)  
Freephone: 0808 1729559 for information and signposting to local health and social care services and support  
Website URL: [www.healthwatchredcarandcleveland.co.uk](http://www.healthwatchredcarandcleveland.co.uk)

*If you would like to read our reports in full please contact Healthwatch Redcar & Cleveland or visit our website.*

This information can be made available in large print, Braille, audio and other languages. If you require this report in an alternative format please contact us at the address above.

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, 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.)

© Copyright Healthwatch Redcar & Cleveland 2015

