

# Healthwatch Redcar and Cleveland Annual Report 2016/17



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# Message from our Chair

The year 2016/17 just drawing to a close has proved to be another busy period of time for Healthwatch Redcar and Cleveland, with work described as ‘ongoing’ in our previous report being completed while other issues have come to light as being in need of further investigation. Once again, these new issues all share the commonality of being flagged up by residents or people working or studying in our local authority area. At our ‘Strengthening Voices’ event held in July last year and attended by almost 100 people including service users, carers, service providers and service commissioners, the principal conclusion was that effective communication and engagement with the public is vital in informing, influencing, and proposing changes to local health and social care services. The following paragraph summarises the work undertaken by your local Healthwatch team over the past year.

The Shaping Mental Health Services Together event held the previous year led to a more in-depth analysis being carried out to further investigate patient experiences of accessing and use of mental health facilities, with recommendations subsequently being made to both service commissioners and providers. These are currently undergoing consideration. Working with health and social care students at Redcar and Cleveland College, a survey has been undertaken looking at



health and social care service provision for young people in our local authority area. Following its completion, recommendations have again been made to service commissioners and providers, with positive responses being received from both.

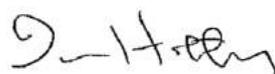
A survey of the quality of domiciliary care received by service users and carers has also led to a variety of recommendations being made to our local authority for consideration.

Volunteer Healthwatch board members have surveyed patients’ views of the South Tees Access and Response (STAR) scheme set up by GPs to provide access outside core hours and reported positive responses by service users. However, other work undertaken by board members concerning deaths in care homes of persons subject to a Deprivation of Liberty Safeguard (DoLS) authorisation has revealed that relatives are not informed of the procedures that take place, with inconsistencies regarding police presence sometimes resulting in great distress. The reasons for this are not clear and further investigation is taking place.

Due to delays in obtaining responses, investigations into the experiences of visually and other sensory impaired people of using health and social care services in South Tees and mentioned in our previous report, continue to take place.

On this occasion, we are endeavouring to ensure that all pieces of work undertaken by the Healthwatch Redcar and Cleveland team are completed by the end of the financial year as important changes to the Healthwatch structure are taking place, involving some degree of unity with Healthwatch Middlesbrough and, unfortunately, a reduction in Healthwatch funding. At this point we cannot be sure what effects this will have on the ability of the Healthwatch team to carry out its

function of investigating health issues of concern to local people, or to what extent 'local' issues will merit consideration against the bigger backdrop of the South Tees population. However, we will continue to recognise the importance of ensuring that all localities do have a voice in raising those issues of particular concern to them. Our new influx of Healthwatch volunteers from a variety of localities should go some way to ensuring that this continues to be the case.



Ian Holtby

Healthwatch Redcar and Cleveland Chair

# Message from our Programme Manager



*I am very happy to present the fourth Healthwatch Annual Report, which I hope you will find demonstrates the varied range of work that has been carried out over this year.*

*One of the biggest challenges that Healthwatch faces is the ability to collect information from all users of health & social care services. We want to support everyone to have their voices heard so that services can be improved to support those that need them.*

*The future of health and social care is changing in many ways; we are living in a time of uncertainty and transformation. We know the NHS is under increasing pressure to better utilise its resources; with the strain on services becoming ever greater. Therefore it is vital that we work together to help improve the services for the future.*

*‘Only through a system-wide set of changes will the NHS be sure of being able to deliver the right care, in the right place, with optimal value. This means utilising wider services to support improved productivity and quality as well as peoples wellbeing.’*

*It has been a privilege to work with colleagues, peers, stakeholders, service users and the public throughout this year; all working towards a common goal which is getting the best out of our local health and social care services.*

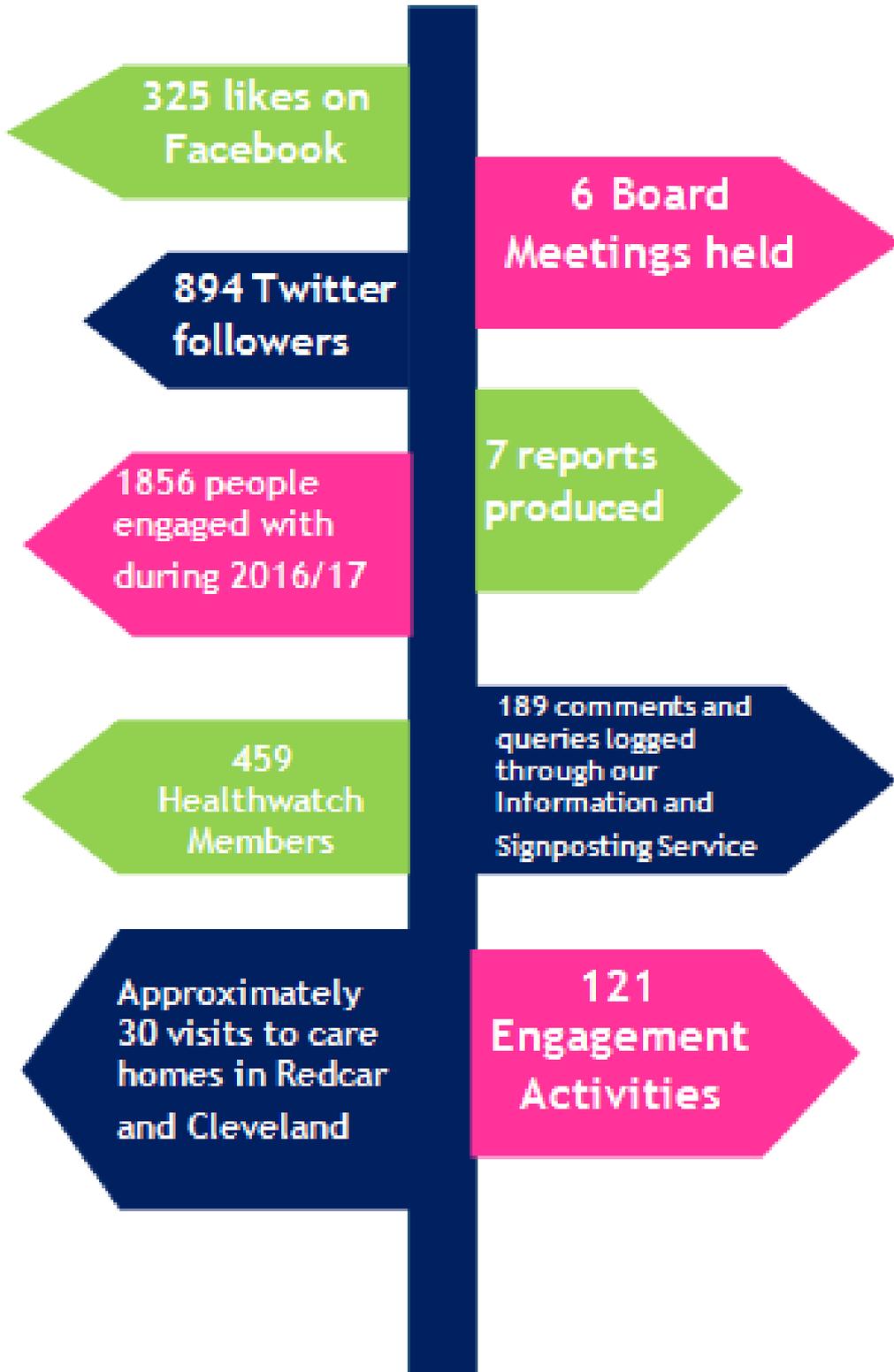
*I hope the future years of Healthwatch continue to support this period of transformation, and look forward to seeing the voices of the public listened to. After all you are the experts by experience.*

Natasha Judge

Healthwatch Redcar and Cleveland Programme Manager



# Highlights from our year



# Who we are

## healthwatch Redcar and Cleveland

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: Linda Sergeant, Natasha Judge, Jill Edemenson, Carole Marshall, Susan Cawley***





*Your views on  
health and care*

## *Listening to local people's views*

Individual's views and experiences are gathered by the Healthwatch Redcar and Cleveland team across the borough by carrying out engagement activities which include; holding listening events and networking with other organisations, community groups and services.

### **Healthwatch Listening Events**

An example of one of Healthwatch Redcar and Cleveland's listening events was their Strengthening Voices event held in July 2016 at Redcar & Cleveland Leisure and Community Heart. The main purpose of the event was to present Healthwatch's third annual report and to gather opinions from the public through workshop

activities on how they wanted to engage with the providers of health and social care services.

The 'Strengthening Voices' event attracted almost 100 people ranging from service users, family members, carers, service providers and staff from the Clinical Commissioning Groups, Local Authority and NHS England.

Healthwatch Redcar and Cleveland analysed the feedback gathered and identified that effective communication and engagement with the public is vital in informing, influencing, and proposing changes to local health and social care services. This information was collated into a report and fed back to service providers and commissioners to inform and influence change.



## Networking with other organisations, community groups and health and social care services

Healthwatch Redcar and Cleveland recognise the importance of attending organisations, services and community groups to raise awareness and gather valuable feedback from service users, patients, relatives and carers. This feedback helps to inform the work plan and identify where services could be improved or good practice can be highlighted.

Over 2016/17, Healthwatch Redcar and Cleveland have engaged with a number of community groups including:

- Local Visually Impaired Groups
- Mothers Union Group
- Arthritis Self Help Group
- Independent Voices
- Cleveland Retired Mens Group
- Dementia Carers Group
- Health Champions
- Health Walk Leaders
- MAIN supporting adults and children affected by Autism
- Neighbourhood Action Partnership



Photo above: Linda and Carole visiting Independent Voices Group

Events which Healthwatch Redcar and Cleveland have attended in 2016/17 are:

- Older Peoples Partnership Community Safety Event
- Volunteer Recruitment Fair
- Healthy Living Pharmacy Event
- Loftus Summer Event
- CCG Commissioning Intentions Event
- Health Walk Leaders Event
- South Tees AGM, Health Fair
- Voice for Disabled People Event
- Lifeline Recovery Event
- Volunteer Co-ordinators Forum

Health and Social Care Services which Healthwatch Redcar and Cleveland have visited in 2016/17 include:

- GP Patient Participations Group's
- Care Homes
- Redcar Primary Care Hospital
- James Cook University Hospital
- Pharmacies

## Healthwatch Marketing and Promotion

Healthwatch Redcar and Cleveland use various methods of marketing and promotion to help raise awareness of our role in the community. Our aim is to further strengthen the collective voice of those who use local health and social care services and to ensure we can continue to support individuals by providing appropriate information, advice and signposting.

### Newsletters + Regular updates

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.

### Websites and Social Media

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 and use these platforms to promote Healthwatch, engage with the public and signpost individuals to services which may be of interest.

### Comment boxes

Healthwatch Redcar and Cleveland has a number of 'have your say' comment boxes which have been placed in various locations in Redcar and Cleveland. The comment boxes contain 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.



### Leaflet and Poster distribution

Healthwatch Redcar and Cleveland regularly distribute Healthwatch leaflets, posters and comment cards in local health and social care services and the wider community.

## Young People (Aged 13-25)

During 2016/17, Healthwatch Redcar and Cleveland have continued to strengthen their relationship and partnership working with Redcar and Cleveland College. Thanks to the ongoing support from the health and social care tutors, Healthwatch have visited the college on numerous occasions to deliver presentations and workshops to engage with young people. Healthwatch Redcar and Cleveland have also attended a number of Youth Forums in the area to develop mechanisms of creating a 'young person's voice' within Redcar

and Cleveland. From this we have further developed relationships, promoted Healthwatch and highlighted the success of our previous work with young people.

Healthwatch recognise the importance of listening to young people's views and experiences about local health and social care services to identify how they could be improved to better meet their needs therefore with continue to work with young people into 2017/18 as a priority.

## Older People

Healthwatch regularly carry out engagement activities with older people as we recognise that these are the people who are more likely to use health and social care services on a regular basis. A few examples of our engagement activities with older people in 2016/17 included:

- Cleveland Retired Men's Group
- Older Peoples Partnership
- Care Home visits
- Mothers Union

Healthwatch has continued to have a seat on the Ageing Well Alliance which seeks to improve services for older people, identify gaps and share information.

From our Healthwatch listening events we have stressed the importance of communication with older people in formats which they understand and are familiar with rather than relying on social media and website engagement.



## 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.

Healthwatch has been focussing on gathering the views of individuals who have a disability and has been supporting the Voice for Disabled Events that have took place throughout 2016/17. These events have explored many issues that people with a disability face and have been attended by organisations that support individuals as well as individuals themselves.

Healthwatch will provide ongoing support to this project and help raise the collective voice of disabled people. Healthwatch Redcar and Cleveland has also engaged with adults who have a Learning Disability and has paid particular attention to ensuring that the information they receive from health and social care services is in an accessible format. Our engagement shows that there is still somewhere to go to comply with the Accessible Information Standards Framework.

Healthwatch Redcar and Cleveland has continued to engage with people who have a visual impairment as part of its work plan and was successful in identifying a piece of work to concentrate on.

Through networking events Healthwatch has been made aware of the issues affecting the transgender population and has held preliminary meetings to gather further information. Healthwatch hopes to continue work in this field in the upcoming year.

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

Healthwatch Redcar and Cleveland have actively supported a variety of consultations across localities affected by changes not only to Redcar and Cleveland but the surrounding communities to ensure the voices of these people have been heard. Healthwatch have promoted these activities with regular updates on the website and social media pages.

The developed relationships with other local Healthwatches has continued to grow and attended regional and national meetings to gather and share information has enabled Healthwatch to engage with a wider audience. An example of this is circulating a questionnaire about the NHS 111 service in partnership with Healthwatch Middlesbrough and Stockton-on-Tees to feedback members of the public's views and experience to the North East Ambulance Service.



## Healthwatch England Annual Conference and Awards 2016



### Using people's views to shape mental health services

Local Healthwatch found that access to, and the quality of, mental health services is a key concern for local people.

Three local Healthwatch decided to work together to find out more about people's views and ideas for making services better. With the help of mental health organisations, over 120 local people attended an event to discuss the issue.

This identified 12 priorities that people thought should be focused on to improve services, which were then shared with mental health commissioners.

The project also resulted in a closer relationship between local Healthwatch, enabling them to tackle issues of importance to their communities together.

- Healthwatch Middlesbrough
- Healthwatch Stockton on Tees
- Healthwatch Redcar and Cleveland



Healthwatch England recognised Healthwatch Redcar and Cleveland's commitment to collaborative working at the annual conference where they were highly commended for their work on improving mental health services for those living in the borough and the surrounding areas.



*Helping  
you find the  
answers*

## ***How we have helped the community access the care they need***

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.

Healthwatch Redcar and Cleveland helps people to get what they need from local health and social care services in a number of different ways. Throughout 2016/17, members of the community could find out information from Healthwatch by:

- Calling the Freephone telephone number 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.
- Giving your views through a community box.

Healthwatch Redcar and Cleveland have provided NHS England and South Tees Clinical Commissioning Group with ongoing support during the closure of a number of GP Practices in the area in 2016/17. When letters have been sent out to patients alerting them about the closure of their GP Practice, Healthwatch's phone number has been included in these letters.

This allows patients the opportunity to ring us to share any concerns and so that we can provide advice, information and signposting to assist them in finding a new GP practice.

### Examples of how Healthwatch Redcar and Cleveland has listened to people's experiences and provided advice and information: Example 1

During a visit to a supported living centre a resident, who is visually impaired, informed Healthwatch that her magnifying glass was broken and her GP was unable to refer her to the hospital as she had been discharged from treatment. Healthwatch advised the resident that there are low vision clinics within Redcar and her GP can refer her to them to get a low vision assessment. The manager at the facility later contacted Healthwatch to inform us that the resident had now received a new magnifying glass and also opera glasses and thanked Healthwatch for our signposting and support.

### Example 2

A lady contacted Healthwatch who has a son with a diagnosis of Asperger's Syndrome. She was concerned about her son's lack of social activities and increasing social isolation. Healthwatch signposted her to the Grenfell Club who support children and adults with learning disabilities and provide a wide range of activities. Healthwatch also gave information on an upcoming Friendship Day Event that her son may wish to attend.

### Example 3

A lady phoned Healthwatch to say that she was unhappy with the way she had been spoken to over the phone by the patient transport service when she tried to book some transport to a hospital appointment. The lady was very distressed as she had recently had 3 operations and was unable to get to her hospital appointments without transport. She thought the operator on the end of the phone was very rude and had no people skills. The lady was upset with the way she had been spoken to and felt she was unable to book her transport so hung up before anything could be arranged. The lady was referred to Patient Transport Patient Advice and Liaison Service (PALS) to highlight and resolve this issue.

### Example 4

An elderly resident contacted Healthwatch as he had just moved from Guisborough to Redcar and needed help to find a new GP and dentist. Healthwatch gave the gentleman details of practices near him and what he need to do to register with the new providers.

*Making a  
difference  
together*

Have you  
seen your  
GP recently  
Have you  
visited  
Care Home  
What was it like?  
Tell



## How your experiences are helping influence change

### 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 sent to the service providers, who then have 20 days to respond to the recommendations made by Healthwatch. The report is then sent to the Commissioners, Local Authority, NHS England, Public Health, Care Quality Commission and Healthwatch England.

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

### Evaluation of Patient Experience at the South Tees Access & Response (STAR) Scheme

South Tees Access and Response (STAR) GP hubs were launched across South Tees to strengthen primary care by supporting existing community nursing and urgent care services across Redcar and Cleveland and Middlesbrough.

The scheme extends evening and weekend GP opening times from 6.30pm to 9.30pm, Monday to Friday, and 8am to 8pm on weekends and bank holidays with anyone wanting to see a GP accessing the service at two dedicated hubs through NHS 111.

Healthwatch were approached by South Tees CCG / NECHN to conduct an evaluation of patient experience of the STAR Scheme. This work was done in conjunction with Healthwatch

Middlesbrough. The Healthwatch teams visited the STAR scheme hubs, speaking patients using the service and asking them to complete a questionnaire and provide any other additional feedback. Follow up phone calls were conducted with a select number of patients, approximately 2/3 weeks following their visit. These calls were made to determine if the patient had needed to access any other services following their visit to the STAR scheme and if their problem had been resolved.

Healthwatch gathered a wide range of feedback from the 95 patients who completed the questionnaire and patient interviews in the STAR hubs. Most patients who Healthwatch spoke to had nothing but praise about the service and the care they had received.

Healthwatch's overall impression of the STAR service was very positive with patients highly recommending it to their family and friends and the majority of whom rated the location, ease of access, parking, and opening hours as 'excellent'.

*"We're delighted to receive such a positive report from Healthwatch and are pleased that the majority of patients had a good experience with us - some of the individual comments made were lovely."* Dr Teik Goh, the scheme's Medical Director and a Guisborough GP.



## Young People's Survey on Health Services

In 2016, Healthwatch Redcar and Cleveland designed and distributed a young person's survey with the help from Healthwatch Champions at Redcar and Cleveland College. The aim of this survey was to highlight and raise awareness of health and social care services which are available and how to access them.

The results of Healthwatch's survey provided a snapshot of the views and experiences of health services through the eyes of the young people who use them. It was found that many young people have a good awareness of the services they use and have had a good patient experience however, it was also identified that a significant number of young people did not know how or where to access mental health and sexual health services. Healthwatch also received concerning feedback with regards to the school nursing team.

One of the recommendations in the report stated:-

**'Results show that only 10% of young people aged 13-15 would seek help or advice from a school nurse and 28% of 13-15 year olds also expressed that this service could be improved. It is recommended that a greater awareness of the role of the school nurse is implemented within schools and feedback is sought from young people to ensure that the service is currently meeting their needs.'**



Redcar and Cleveland Borough Council responded to this recommendation and expressed concern regarding the information provided in the report. The School Nursing Service invited Healthwatch to discuss an action plan to facilitate the involvement of young people in the development of the service. As the School Nursing Service is extending the service to young people aged 16-19, feedback from this age range was particularly important and a valuable opportunity for young people to directly influence the provision of a service and ensure it meets their needs.

Healthwatch Redcar and Cleveland proposed that a workshop be held to inform young people about the service and gather feedback on the following:-

**What support do young people want from the service?**

**How would young people like to be informed about the service?**

**How would young people like to contact the service?**

**What would young people like to call the service?**

It was also proposed that a group of young people be involved in the ongoing development of the project.

The Young Peoples Survey and responses can be found on the Healthwatch Redcar and Cleveland website <http://www.healthwatchredcarandcleveland.co.uk/>.

Healthwatch Redcar and Cleveland will be sharing the findings of the workshop during 2017.

### Investigating Domiciliary Care Service Provision in Redcar and Cleveland

Healthwatch Redcar and Cleveland received a number of comments and concerns from the public regarding domiciliary care service provision. Healthwatch responded to this by carrying out further work to gather more information to see if this was an issue that was important to the residents of Redcar and Cleveland. At this time, Redcar and Cleveland Borough Council were in the process of recommissioning homecare services and welcomed the opportunity to receive feedback from service users regarding current service provision.

Healthwatch Redcar and Cleveland developed a questionnaire to be completed by individuals who currently receive domiciliary care, their family members or carers. The questionnaire consisted of a number of questions asking people about all aspects of their home care. The questions were focussed around consistency, professionalism, level of service provided and overall quality of care. One of Healthwatch's aims was to identify if carers arrived on time and stayed for the full duration of the allocated time. The questionnaire also asked individuals if the service was meeting their needs and if not, what improvements could be suggested. With the help from a number of domiciliary

care providers, 1100 questionnaires were sent out to individuals receiving domiciliary care in Redcar and Cleveland.

The overall feedback received from service users of domiciliary care was found to be very positive with 88% of service users rating their care as 'good', 'very good', or 'excellent'.

### Investigating Patient Experiences of Improving Access to Psychological Therapies (IAPT)



Following Healthwatch's 'Shaping Mental Health Services Together' event, a range of comments and concerns were received from those who attended regarding current mental health

service provision.

A research project was carried out in partnership with Healthwatch Redcar and Cleveland, Healthwatch Middlesbrough and Healthwatch Stockton-on-Tees. This work was conducted with support from Psychology students at Teesside University. A questionnaire was created and circulated widely. A thematic review was undertaken to identify emerging themes and gaps in services. From this analysis, focus groups were held with individuals who had experience of accessing the services. Following the feedback, recommendations were made which included; considering a person centered approach, promoting local support groups and consistency of sessions.

The CCG welcomed the report and recognised the need for further discuss and profile raising of mental health is necessary.

This work was entered into a 'Posters in Parliament' competition at Teesside University and won 1st place, giving Jill, Research & Policy Officer from Healthwatch

and Teesside University students, Hannah and Pippa the opportunity to visit the Houses of Parliament to present their research to MP's and policy makers.

Healthwatch would like to thank Hannah and Pippa for all their hard work and dedication to this research, and would like to congratulate them on this amazing achievement.



### NHS 111 Service

A representative from Healthwatch Redcar and Cleveland regularly attends the North East Ambulance Service Healthwatch Forum. At one of the meetings in 2016, Healthwatch attendees were informed that the next meeting would focus on the 111 service and that this would involve a discussion and opportunity for Healthwatch representatives to feedback on the views of the residents in the local areas. Healthwatch designed and distributed a questionnaire, the results from which were fed back to the NHS 111 provider. The report of the findings was welcomed and Healthwatch were thanked for their contribution.

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.

Joint working relationships have been built with:

### The Community Hub

Healthwatch has been involved in the development of the Community Hub, due to open at Redcar Primary Care Hospital, which contains a range of health and social care services.

### RCVDA

During 2015/16 RCVDA has supported the recruitment and development of Healthwatch Volunteers.

### Health Champions

Health Champions and Health Walk Leaders have been identified by Healthwatch as excellent 'eyes and ears' in the community. Healthwatch is now included in their induction programme giving them the skills and knowledge to pass on information and signpost people to appropriate services.

### Action for Blind / RNIB

Healthwatch Redcar and Cleveland are working with Action for Blind to consider the benefits and impact of the Eye Clinic Liaison Officer (ECLLO) service, provided within the eye department at James Cook University Hospital, Middlesbrough. The ECLLO service is currently provided 4 days each week but will revert back to 1.5 days

from 30<sup>th</sup> June 2017 if additional funding is not found. Healthwatch will be carrying out extensive consultation with stakeholders and service users which will culminate in a report with recommendations for the provision of the service going forward.

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

Health and Wellbeing Board  
Health and Wellbeing Executive Group  
South Bank and Grangetown Health Forum  
The Health Improvement Team  
Tees Sexual Health Forum  
Substance Misuse Strategic Board  
Quality Surveillance Group  
Teeswide Adult Safeguarding Board  
North East Ambulance Service Forum  
Local Professional Network (Pharmacy)  
Pharmacy Medicines Optimisation Forum and its sub group Transfer of Care  
Durham University Pharmacy Patients Panel  
Ageing Well Alliance  
TEWV implementation group

### **Care Quality Commission**

In 2016, Healthwatch Redcar and Cleveland met with a CQC inspector to develop the ongoing relationship and commitment Healthwatch has on providing regular information to CQC. It was agreed that Healthwatch would send monthly reports to update them on evidence gathered about local health and social care services to inform CQC's future inspections. CQC also receive all of Healthwatch Redcar and Cleveland's published reports.

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

Healthwatch Redcar and Cleveland regularly assist CQC with questionnaire distribution to the local community. If Healthwatch are notified of a local, regional or national public survey then the team endeavours to circulate this far and wide via our newsletter, website and social media pages to ensure as many people as possible are notified of the work or upcoming inspections and allow for those who it may affect to share their views and experiences.

### **Healthwatch England**

All of Healthwatch Redcar and Cleveland's published reports are sent to Healthwatch England to inform them of our work and what matters to our local community. If Healthwatch Redcar and Cleveland are looking at similar priorities to Healthwatch England then we will feed in information gathered from engagement activities and our Information and Signposting service which can contribute to a national report.

*It starts  
with you*



## Case Study: Oriana Wilcock



**Oriana Wilcock is a Healthwatch Champion currently studying Psychology and Counselling at Teesside University.**

The Healthwatch team attended Redcar and Cleveland College where I was studying Health and Social Care. They gave a presentation to my class and informed us of the work they do. I was interested in becoming a Healthwatch champion and the team were looking to recruit young people to complete a piece of work they had lined up. I believe it is important that young people play an active role in shaping services, as it will ensure that we can access health services with ease.

I took a short break from volunteering for Healthwatch whilst finishing my college studies and starting University, but I couldn't be happier to be back volunteering for Healthwatch again. Some of the work which I have enjoyed being part of is engaging with young people about their views about experiences of sexual health services. It has given me an insight into the services that are provided and what young people want from sexual health services now and in the future.

I am currently looking forward to working with the school nursing service to help gather information on what young people would like from this service and to help improve awareness and accessibility within Redcar and Cleveland.

**'Healthwatch has not only allowed me to help others, and give a voice to young people, it has also benefited me greatly. Volunteering for Healthwatch has significantly improved my confidence and communication skills. I have enjoyed being involved in Healthwatch's work which has an extensive positive impact on the local community. Having the opportunity to help shape service provision for young people has been very rewarding.'**



## *What next?*

- Establishing the new South Tees model of Healthwatch building on existing relationships and networks.
- Developing a volunteer strategy to increase the reach of Healthwatch South Tees and capture the voice of the public.
- Implementing an Enter and View programme that concentrates on the improvement of health and social care services.
- Support the people of Middlesbrough and Redcar & Cleveland to improve independence and wellbeing, and raise awareness of local support services.
- Work with stakeholders and partners to raise awareness of initiatives currently being trialled and ensure public feedback is considered in the decision making process



*Our people*

## *Decision making*

### *Executive Board*

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 Board is to ensure Healthwatch achieves its aims and objectives which are effective, inclusive, and accountable to local people and contributes to improving local health 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
- 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 CQC.

The Executive Board and staff team meet approximately every six to eight weeks to review Healthwatch activities and work plans. The staff team regularly update the Board with any emerging issues. The aim of the Board meetings are to discuss key priorities and concerns raised by the public during engagement activities. The Board will decide on future work plans ensuring that the voice of the local community are at the heart of all decision making.

## Board Member Profile: Barbara Smith



I was aware of Healthwatch's role in the community through my position as Chair of Greenhouse Surgery Patient Participation Group. At Healthwatch's annual event in 2014 the Chair appealed for more female Board Members and due to my background, immediately responded to his request. I joined the Board in September 2014 and was very interested to see how I could apply my knowledge and skills to support the work of Healthwatch Redcar and Cleveland.

I have had an extremely rewarding career and have spent 40 years working in the NHS. I started off as a medical secretary in Changi Hospital in Singapore for three years and joined the Stephen & McLean General Practice on returning home where I was approached to be the Practice Manager.

As a Board member, I have enjoyed the opportunity to be involved in various pieces of work which has allowed me to speak to members of the local community and help to raise any issues which are affecting them. I am particularly interested in elderly care and have enjoyed visiting many care homes within Redcar and Cleveland and used this opportunity to identify and share good practice where possible.

In 2016 I was lucky enough to be appointed as Vice Chair of the Healthwatch Redcar and Cleveland Board and in this role deputised for the Chair, on occasion. I had the opportunity to attend the Regional Chair's meeting in Leeds and found it interesting meeting Healthwatch Leads from other areas.

I have thoroughly enjoyed my time as a Board Member with Healthwatch and hope to continue.

## Involving local people in our work

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

Healthwatch Redcar and Cleveland have 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.

Just a few of the public consultations and events we have involved the local people of Redcar and Cleveland in this year have been:

- NHS Better Health Programme Engagement Events
- Draft Sustainability and Transformation Plan (STP)
- Urgent Care service changes in South Tees
- Guisborough Primary Care Hospital redevelopment

### Health and Wellbeing Board representation

Established and held by Local Authorities, the Health and Wellbeing Board bring together the NHS, public health, adult social care and children's services, including elected representatives and Local Healthwatch, to plan how best to meet the needs of the local population and tackle local health inequalities.

Healthwatch Redcar and Cleveland's representative who attends the Health and Wellbeing Board on a regular basis is our Chair of the Board. The staff team and Board regularly meet to ensure the Chair is supported fully in his role and discuss current issues sharing feedback received from public engagement.

Healthwatch Redcar and Cleveland present all of our completed reports at the Health

and Wellbeing Board to ensure local views and experiences are shared with those who can influence change.

### Involving volunteers to carry out statutory activities

One of Healthwatch Redcar and Cleveland's main priorities for 2016/17 was to increase volunteer capacity and involvement to assist the staff team to carry out statutory activities.

Healthwatch Redcar and Cleveland have developed a working relationship with Redcar and Cleveland Voluntary Development Agency (RCVDA) who have supported with the recruitment of volunteers. Each of our new volunteers have completed an induction and a robust training programme to ensure they have the knowledge and skills to assist with the engagement work in the community.

With the upcoming changes to urgent care and out of hours services, Healthwatch Redcar and Cleveland developed a programme of activity for its volunteers to carry out in the community. A survey was devised to assess patient and public awareness of urgent care services and how to access them. The volunteers, along with Healthwatch staff visited GP surgeries to gather this feedback.

The results of the survey will be compiled into a report together with observations made and anecdotal feedback from patients. This report, with any recommendations made, will be shared with the NHS South Tees Clinical Commissioning Group and GP providers within Redcar and Cleveland.

Feedback received from our volunteers has found that this work has helped to increase their confidence in speaking to members of the public and Healthwatch Redcar and Cleveland look forward to carrying out some more work with our volunteers in 2017/18.

Our newly recruited Healthwatch Redcar and Cleveland volunteers are:

1. Chris Payne
2. Olwyn Twentyman
3. Tracey Tierney
4. Kay Hepworth
5. Anne Moy

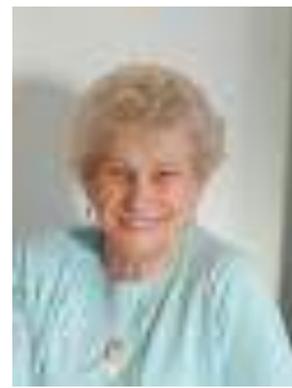


Photo below: Healthwatch Redcar and Cleveland's volunteers pictured with their certificates following completion of their induction and training programme.





*Our finances*

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	127,500
Additional income	464
Total income	127,964
Expenditure	
Operational costs	24,279
Staffing costs	93,632
Office costs	10,053
Total expenditure	127,964



# Contact us

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We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with 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.

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

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# healthwatch

Healthwatch Redcar and Cleveland

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