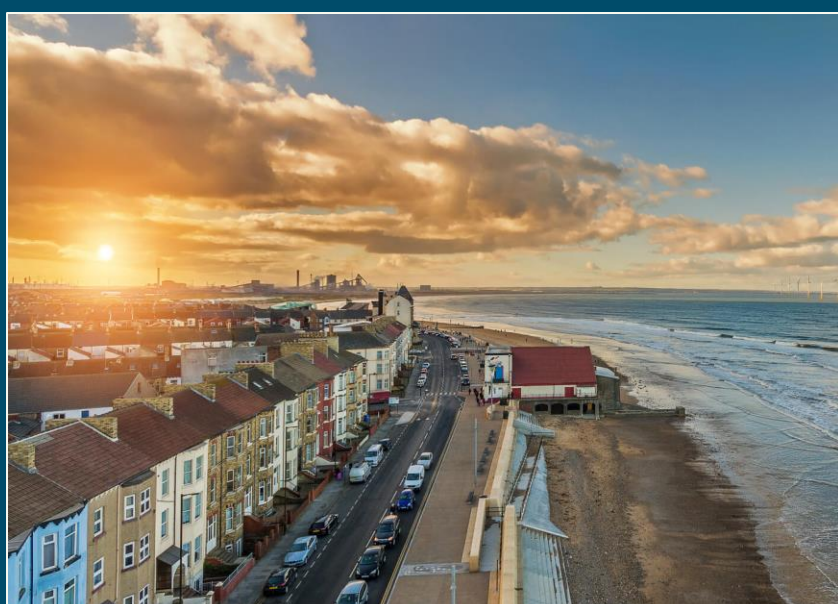


# Health and Social Care

## A South Tees Perspective

**Healthwatch Middlesbrough Annual Report 2020-21**



**healthwatch**  
Middlesbrough

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**Please note:** Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland operates as one across South Tees. Therefore funding figures etc are specific to each borough but engagement figures reflect responses from across both areas.

## Message from our Chair

I am proud to introduce the 2020-2021 Annual Report of Healthwatch South Tees. The 2020-21 report documents our fourth year of operation as Healthwatch South Tees (HWST), an organisation that brings together Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland.

Combined, our aim is to strengthen the voice of users of health and social care in their locality, to find out what people like about services and what can be improved.

The work of a local Healthwatch is varied. It involves listening to local communities to understand their experiences of health and care. During 20/21 this has been a particular challenge due to the ongoing Covid-19 pandemic and resulting lockdown restrictions. As a result, we have had to adapt and develop new and innovative ways to enable us to continue to capture local views.

In direct response to these challenges, early on in the first lockdown, we developed the role of a HWST Community Champion. The role could be fulfilled by either a member of the community or a professional delivering support to local people remotely.



**"Throughout a uniquely challenging year, Healthwatch South Tees has continued to deliver its core mission of giving a voice to all our communities to support and influence the delivery of health and social care in our localities."**

Using this role we have been able to continue to receive vital community intelligence that has informed the direction of our work as well as providing local and regional strategic decision-making partnerships with important qualitative evidence, giving us the opportunity to directly influence decisions and priorities across South Tees.

We made the decision to target specific professionals who were supporting many of our seldom heard communities to raise awareness locally of the impact of increasing health inequalities. You can read more about this approach later in the report.

One of the many highlights to come out of our work this year has been success in strengthening our partnership working and influencing local practice.

Due to the pandemic we faced limited options for gathering insights from local communities. We used this opportunity to work more closely with our strategic partners, allowing us to further establish our reputation as an engagement organisation that has reach into diverse communities.

All of us have faced new challenges during 20/21 at home, at school, in work and in our local communities. I am sure that you will agree, the amount of work delivered and positive outcomes achieved that are documented within the following report, is an absolute credit to the hardworking, dedicated South Tees Healthwatch team and Board members.

It is also a testament to the resilience of our local communities and the commitment of our many stakeholders who have worked so closely with us to ensure the valuable work of HWST has been able to continue and to influence the delivery of health and social care in our locality.

**Paul Crawshaw.**

**Chair, Healthwatch Middlesbrough / Healthwatch Redcar and Cleveland. (HWST)**

# About Healthwatch Middlesbrough

## Here to make health and care\* better

We are the independent champion for people who use health and social care services in South Tees. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

## Helping you to find the information you need

We help people find the information they need about services in South Tees. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

**\*Care can refer to support for medical conditions and illnesses in health settings as well as support for vulnerable people in the community.**

### Our goals:



#### **1 Supporting you to have your say**

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



#### **2 Providing a high quality service**

We want everyone who shares their experience or seeks advice from us to get a high quality service and to understand the difference their views make.



#### **3 Ensuring your views help improve health & care**

We want more services to use your views to shape the health and care support you need today and in the future.



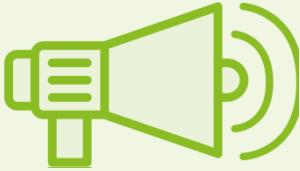
**"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."**

*Sir Robert Francis QC, Chair of Healthwatch England*

# Highlights from our year

Find out about our resources and how we have engaged and supported people across South Tees in 2020-21.

## Reaching out



We heard from

**1,113**

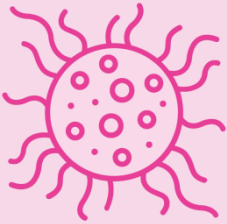
people this year about their experiences of health and social care.

We provided advice and information to

**4,821**

people this year.

## Responding to the pandemic



We engaged with and supported

**824**

people during the COVID-19 pandemic this year.

## Making a difference to care



We published

**4 reports**

about the improvements people would like to see to health and social care services. From this, we made 52 recommendations for improvement.

**56% of recommendations**

we made last year have been acted upon, at the point where we reviewed progress. We will continue to monitor and report back on this.

## Health and care that works for you



**33 volunteers**

helped us to carry out our work.

**We employ 5 staff**

20% of whom are full time equivalent, which is a 75% decrease from the previous year.

We received

**£92,500 in funding**

from our local authority in 2020-21 (plus an additional £400), making the full total 92,900. This is 5.4% more than the previous year.



## Methods and systems used across the year's work to obtain people's views and experiences.

We use a wide range of approaches to ensure that people have the opportunity to provide us with insight about their experience of health and care services.

During 2020/21 we have been available by phone, text and email, provided a webform on our website, attended virtual community group meetings and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers.

This year, for example, we purchased Mentimeter, (an online engagement tool) to continue to involve young people in our work. We also recruited Community Champions, who support seldom heard groups, to ensure their experiences inform our priorities.

Our annual report is distributed and made available to as many members of the public and partner organisations as possible. The report is published on our website, shared on social media and with local partners, stakeholders and Healthwatch England.



## Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers.

Consequently, no recommendations or other actions resulted from this area of activity.



## Then and Now: Access to GP Services



### Then:

Building on areas highlighted during our Long-term Plan engagement, we continued to gather feedback from patients throughout 2019 - 20, which emphasised a range of issues when accessing their GP, including:

- Adjustments to communication and access aren't always made, particularly affecting those with sensory loss, and whose first language isn't English;
- Patients don't always feel fully involved in care and treatment discussions;
- Taking a fully clinical approach to muscular-skeletal treatment may not always be effective for self-management;
- Not all carers are made aware that they can register their status at the GP surgery they are with;
- Long-term health conditions of those with autism and learning disabilities are often treated as single item health cases instead of on a holistic basis, resulting in ongoing preventable flare ups.

The findings were presented at Middlesbrough and Redcar and Cleveland Practice Manager's meetings who are connected with services including Eston, Langbaugh and Middlesbrough (ELM) Alliance and Hillside Practice Carers information event.

This ensured the points raised by the public were highlighted for consideration in future service delivery. We shared information about:

- **Out of hours appointments;**
- **Registering as a Carer at GP practices;**
- **'Exercise on Referral'**



Due to the pandemic, our planned actions and priorities had to change to reflect the everchanging health and care landscape.

## Now:

Now more than ever it was important to remove any barriers people are facing when accessing health care and treatment. In response, we relaunched our **#JustAsk** campaign, our Information and Signposting function for queries or concerns about local health and care services, to support access. Data from this service and our surveys, highlighted that the existing issues with GP access had been further exacerbated by the impact of the pandemic.

During the pandemic we wanted to keep up to date with people's ongoing experience of their involvement in care and treatment. We developed a survey asking for people's experiences of health and care services throughout the first lockdown. The results of this consultation can be found [here](#). As many appointments changed to virtual during this period, recommendations and good practice was shared for health professionals and patients to improve their experiences.

Our second survey focused on GP Access, Ongoing Treatments and Wellbeing. Working with our Community Champions we engaged with seldom heard groups. This approach provided much greater representation from our local diverse population. Issues raised were as follows:

- **Long waiting times on the telephone booking system can be off putting and impractical for many different groups of people;**
- **Patients with health concerns and conditions not related to COVID have experienced difficulty getting an appointment in an appropriate time frame;**
- **The move to virtual consultations hasn't always been appropriate for people's conditions, where they feel the health professional should physically see their symptoms – this has raised concern that issues haven't been fully investigated;**
- **Virtual consultations can digitally exclude groups of people, and adjustments should be made to ensure equity of access.**

We produced examples and case studies to demonstrate a potential alternative to a full clinical approach for muscular-skeletal conditions. The approach was to support effective self-management.

In response to increasing awareness of carers registration with GP practices, we linked with the TVCCG GP receptionist's navigators training, We Care You Care and South Tees Carers Forum to continue to address these issues.

Our ongoing work with parent carers gave opportunities for families to engage and influence how health and care work together to improve the new autism pathway, which you can read more about in the next section of the report.

These findings have been shared with key contacts across South Tees to help influence change, including TVCCG, and the South Tees Health and Wellbeing Exec, and will inform the future direction of our work in 2021-22.

### Share your views with us:



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

**Tel: 0800 118 1691 / Text only: 07451 288 789**

**Email: [healthwatchsouthtees@pcp.uk.net](mailto:healthwatchsouthtees@pcp.uk.net)**





# Then and Now: Children's Autism Pathway

## Then:

Last year, parent carers with neurodiverse children told us the daily challenges they faced had a negative impact on both their own and their children's mental and physical wellbeing.

They said earlier assessment and diagnosis is fundamental to understanding and meeting the needs of their children and health, education, and social care, should work more closely together to achieve this. Parent carers and neurodiverse families continued to be a priority over the year.

We extended our reach and built relationships, gaining further insight into issues for families caring for children with hidden disability. We also began to bridge the gap between families, decision makers and service providers to share our insight with professional stakeholders about what life can be like for families with a lived experience.

These families needed a strong voice to influence local change. Our ongoing engagement work enabled us to work closely with local partners representing the parent carer perspective.



**"You're just left to muddle through. There needs to be more information out there and more support for families. It just feels a lonely place when you have a child with special needs."**

**- A local parent carer**

## Now:

TVCCG (Tees Valley Clinical Commissioning Group) approached us to consult with parent carers to develop a new needs-led Autism and ADHD pathway. The new pathway, which is for children between 5 and 18 years of age, is called the Neurodevelopmental Pathway and was due to begin in April 2021.

The information from our consultation would be used to commission new support services for both children and their families.

COVID-19 restrictions meant we could not meet with people directly. Instead, we used our networks to conduct our research offering families options to get involved in any way that suited them.

We provided a survey, hosted video conference calls and talked to parent carers by phone or email or text, collecting a vast amount of information.

We also recruited Community Champions with lived experience of neurodiversity to support data collection and help us analyse information for reporting.

At the beginning of 2021, we published a report entitled 'A Parent Carer Perspective – Replacing the Autism Pathway'. Below are some of our recommendations, highlighting the needs of neurodiverse families.

- **Eliminate discrimination in the system.**
- **Listen to parent carer perspective and take what they are saying seriously.**
- **Provide clear, user friendly information and coproduce the new pathway alongside parent carers.**
- **Improve neurodiverse childrens' experience and wellbeing in mainstream schools.**
- **Provide and improve access to a range of specialist treatments and therapies.**
- **Provide supported access to the wider community for children, without fear of harm or bullying, with opportunities to develop greater independence.**
- **Embed a preventative approach to mental health for children and families.**
- **Provide training and awareness for professionals, the public and families. Eliminate the notion of 'bad parenting' to provide information and understanding to better meet children's needs.**
- **Care for parent carers and provide respite taking into account the whole family needs.**
- **Promote open and honest communication between professionals and families and provide accessible information to include families in decision making.**
- **Recognise transitions as potentially critical points in a child's life, plan and respond with relevant importance.**
- **Consider the concept of autistic friendly communities, including community hubs and advocacy.**

Following our report, TVCCG have made the decision to delay implementing the new pathway until September 2021. This will give the time needed to:

- **consider our recommendations and provide a written response to our report;**
- **commission new support services based on the needs identified by parent carers.**

In the meantime, they have increased support for families by commissioning temporary additional support.

Also, the SEND Lead, Redcar & Cleveland, has used the parent carer feedback from our report to support workforce development training across the Borough.

Cheryl Dixon is a parent carer and an advocate for change for neurodiverse families. This is what our work has meant to her:

**"It's a very interesting read and it does well to cover all topics discussed over recent months on the different areas of concern expressed in the sessions."**



**"Thanks to all at Healthwatch for highlighting the issues within existing systems failing our kids and helping us to add lived experience into the development of better systems more able to cater to the needs of our families and those in our communities."**

*Cheryl Dixon, Parents4Change*

Cheryl expanded on her views during our focus group session in October 2020. Listen to what she had to say by clicking [here](#).

**Parents 4 Change**

Cheryl Dixon

**South Tees Neurodevelopmental Pathway Focus Group: October 2020**

**healthwatch** Middlesbrough

**healthwatch** Redcar and Cleveland

Our lifestyle is our lifestyle, that's how I always say it



# Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners, to ensure services are operating as best as possible during this period of time.

This year we helped 824 people across South Tees by:

- Providing up to date advice on the COVID-19 response locally
- Linking people up to reliable and up to date information
- Providing a new text messaging service as part of our Information and Signposting offer
- Helping people access the services they need
- Providing signposting information to elderly and seldom heard communities via a partnership with our local libraries
- Consulting with local people about their experiences of health and care services



The main function of Healthwatch is to engage with local people, so we needed to be creative about how we could continue to do this.

We facilitated regular video conferencing meetings and telephone calls for any parent carers to 'drop in' for a chat and to connect with similar families.

We invited professionals to join meetings to answer questions, as well as provide solutions and connections to relevant services.

**"Building positive relationships and connecting the right people demonstrates how Healthwatch can make a real difference to families!"**

*Gill Durdan, HWST team member.*

We also purchased Mentimeter, an online consultation tool, to continue to consult virtually. Young people particularly liked this approach as they found it engaging and their responses were anonymised so felt free to respond truthfully.

This also gave us great infographics to use in our social media posts and reports as a pictorial way to evidence our work.

**"Lockdown has certainly taken a toll on each of us but I (and the staff at Healthwatch) have been doing all we can to support our communities, providing them with a lifeline to find information & support."**

*- Naomi Bulman, Creator of LogansLearning and Healthwatch South Tees Community Champion*





## Information & Signposting #JustAsk

Initially, most of our contacts were from people who were trying to acclimatise to this unprecedented situation and wanted information and direction for a variety of things.

This wasn't always in relation to health and care and we were happy to help where we could until local services had a chance to respond.

**"I would like to say an enormous thank you for helping my Mum, I contacted you for help concerned for her wellbeing... Please accept my humble attempt to express gratitude and appreciation for what you did. You truly are a shining star and a huge credit to the care service."**

*A member of the public*

## Lockdown Experiences Consultation

Responding to our Information and Signposting contacts, we produced a digital survey to collect people's experiences of health and care services. This gave us a baseline to form our priorities moving forward.

We received 380 responses from across South Tees which were analysed, and a report was produced and shared widely.



## Service Delivery Consultation

Informed by outcomes from the previous activity, we produced and shared another digital survey for services to complete.

This was to provide up to date information to the public about how services had adapted to lockdown and what changes had been made to their delivery.

Relevant professionals contributed to the development of this survey to help inform their work, as this approach increased the potential for us to have a greater impact on key decisions about health and care services.

We received 28 responses from a variety of service deliverers across South Tees.

## GPs, Ongoing Treatments and Wellbeing Survey

This work focussed on areas highlighted in our lockdown survey. We continued our partnership working by inviting external colleagues to influence what questions were asked.

Our Community Champions increased our reach to more seldom heard, diverse communities and geographical locations.

Building on this approach, we held three workshops to gather experiences of our local deaf community. More information about this can be found later in the report within the volunteers and Community Champions section.

We received 395 survey responses from across South Tees which informed our final report and allowed us to make comparisons with our first survey.

**"The intelligence from the Healthwatch survey report 'GP's, Ongoing Treatments and Wellbeing' was raised during performance report discussions with commissioned providers in order to highlight the survey findings, and gain assurance that appropriate and alternative supportive approaches were in place for local people waiting for an appointment for mental health support."**

**- Tina Walker, Public Health South Tees**

## Regional and National Consultations

We supported regional and national consultations as follows:

Along with other Healthwatch's across the Tees Valley, we promoted consultation with individuals to gain their views and ideas regarding taking part in clinical research to inform the North of England Commissioning Support (NECS) medical research.

In addition, we were involved in supporting the Department of Health and Social Care (DHSC) with the recruitment of individuals, to take part in their consultation, to better understand the views of Black and Asian people towards COVID-19 vaccinations.

## Partnership Working

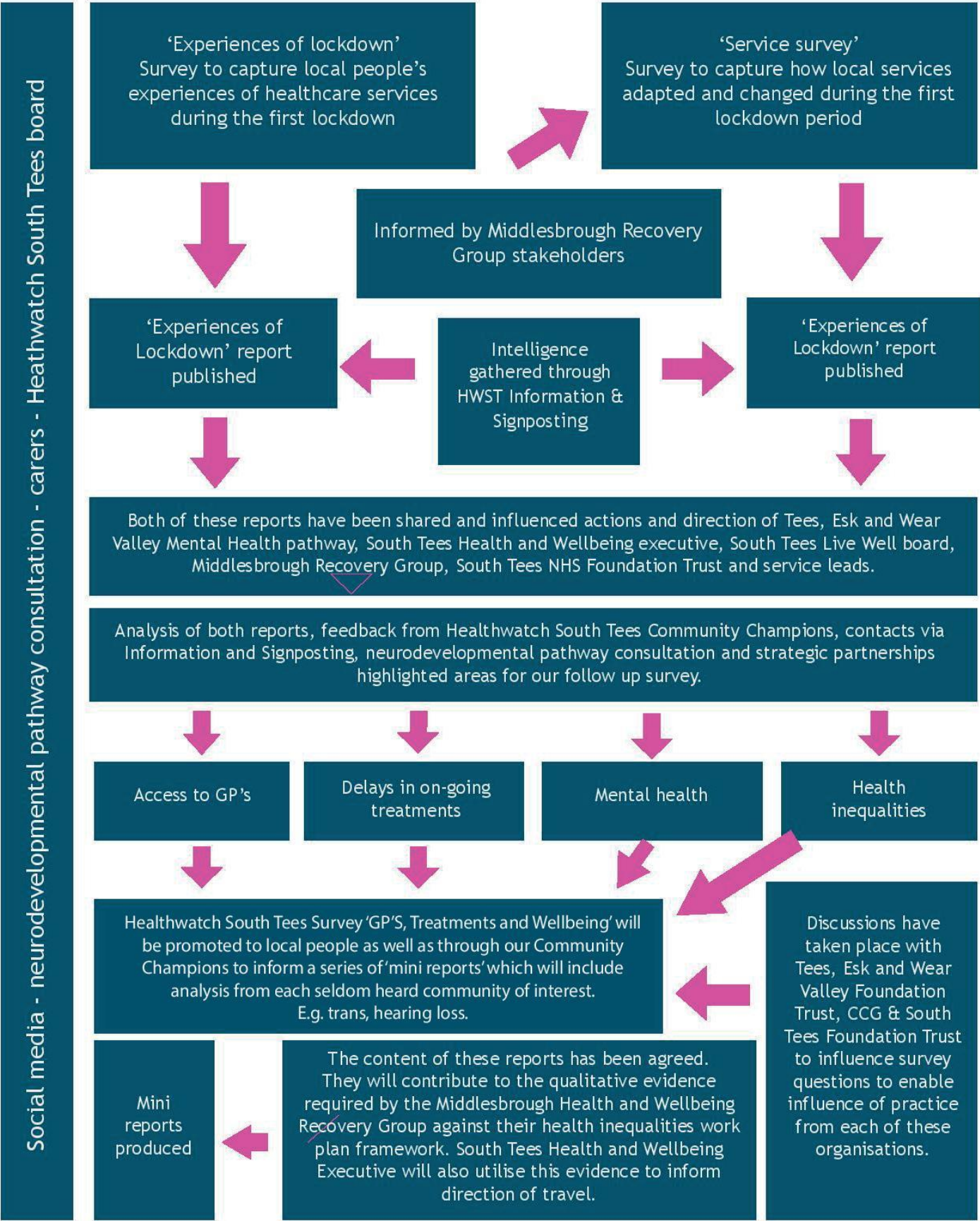
We are proud to have built on our partnership work this year.

We have worked together with partners in producing our surveys and become a trusted source for qualitative data.

We have also become one of the key local stakeholders that could influence priorities and direction of work both operationally and strategically.



How the focus for Healthwatch South Tees developed throughout 2020-2021 and what has influenced this.



## Top four areas that people have contacted us about:



**33% on GP services**



**28% on Social Care**



**17% on Hospital Care & PALS**



**11% on COVID specific**

### #Just Ask – Here's a few examples of how we've been able to provide solutions via our Information and Signposting service.

**A student with a disability needed to provide evidence to support her application for disabled student's allowance.**

Despite being willing to pay a fee, her GP said they have no legal obligation to provide supporting letters of this nature.

Healthwatch South Tees was able to negotiate with the surgery, and discovered they could complete a downloadable form, for a fee of £25.

The fee was paid, and a copy of the form was provided, along with an agreement from the surgery to complete and return it to the student, which allowed her to apply for the allowance.

**A gentleman living in Derbyshire contacted HWST during lockdown because he was increasingly worried about his 87-year-old mum, living in Redcar.**

His mother had previously been quite independent but was now showing signs of confusion and dementia. He had received a letter from his mother's GP about her behaviour.

Healthwatch South Tees worked closely with a range of agencies and contacted Age UK Teesside. They were able to provide the ladies son with information about their local projects and links to dementia support groups.



# Community Champions & Volunteers



We are supported by 34 volunteers and Community Champions who have been vital in ensuring that we continued to gather local peoples’ experiences of services during lockdown. These Champions continued networking with seldom heard communities which gave us a direct link to gain essential feedback and a platform for their voice to inform our work.

This new development has been key in helping us adapt during this unprecedented year. To celebrate and demonstrate the value of this role we have produced a dedicated logo and a Champion page on our website.

## This year our Volunteers and Community Champions have:

Updated our volunteer and champions handbook	Delivered awareness raising training sessions	Judged nominations in our STAR Awards
Provided valuable community intelligence	Disseminated information & surveys	Extended our reach
Participated in joint meetings	Informed the introduction of our text only service	Attended virtual coffee mornings



## Raising Awareness

As a result of the positive relationship with Ellie Lowther, our LGBTQ Community Champion, a Transgender and Non-Binary Awareness training session was delivered to 44 members of PCP and Healthwatch staff.

Since sharing this opportunity with our contracting Managers, Ellie has delivered four sessions to 93 of Redcar & Cleveland Borough Council's front-line staff, with Middlesbrough Council to follow suit.

The impact of this has seen an increased understanding and awareness of trans issues, organisations considering changes to their service delivery and a change in demographic information collected by us in the future.

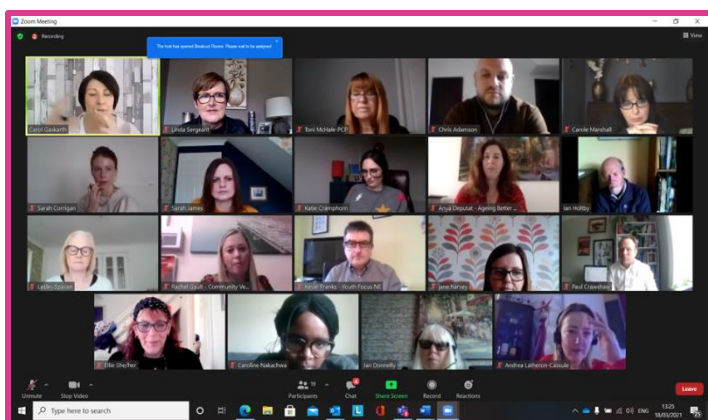


## A Joint Approach

We held a virtual joint meeting of our Board and Community Champions to discuss topics identified through our GP's, Treatments & Wellbeing survey.

Two locality area groups discussed proposed solutions, representing the views and experiences of the communities they support.

This will influence the direction of future work, highlighting priority areas and suggesting actions for us to fulfil during 2021-2022.



## Partnerships

Through our Community Champions we strive to ensure that accessible approaches are offered when listening to the views of local people. Wendy Peacock from Everyday Language Solutions highlighted that one of our surveys was not accessible for our Deaf community.

She suggested that we held on-line focus groups and kindly provided a BSL promotional video and interpreters. This was deemed as good practice by the local Deaf Network who supported the dissemination of this opportunity.



**"Put your knowledge and experience of work in the health or care sectors to good use for the benefit of the wider community and volunteer to be a part of Healthwatch. That's what I have attempted to do, and I certainly feel that I've been able to make a contribution."**

***Ian Holtby, Board Member (volunteer)***



## Next steps - Top priorities for 2021/22

Over the last 12 months our work has highlighted a number of areas we plan to build upon, inform and influence on both strategic and service delivery levels. The full impact on this is yet to be demonstrated due to lockdown restrictions and new priorities arising as a result of the pandemic.

- **Evaluate the impact of the new Primary Care Networks (PCN) Direct Enhanced Service (DES) to care home residents, through Enter & View activities.**
- **Support improvements for access to GPs through regular dialogue with local surgeries and our Community Champions.**
- **Inform the development of new community frameworks to improve mental health support for local communities.**

Moving forwards and building on this years' achievements, we will re-engage with elements of our previous ways of working, as well as incorporating some of the creative approaches developed during lockdown.

We feel through this blended approach we can achieve positive outcomes by offering more choice and opportunities for local people, by creating more varied and accessible options to engage with us. Our reach will continue to increase as we sign up more Community Champions and hopefully meet with groups face to face.

This will be enhanced by continuing to increase the number of our Community Champions as we will soon be able to meet with these groups face to face.

Some of the work carried out this year will continue into the next. This will give us the opportunity to evaluate the impact of changes made to both existing and new services, that we have influenced throughout each stage of development.

Implementation and delivery of these services have been delayed as a result of lockdown restrictions, but we look forward to supporting the development of services in to the next year.

**"Healthwatch South Tees has achieved so much this year and is a well-respected champion for local people.**

**"The Board, staff team and volunteers have worked hard to foster new partnerships and extend engagement and reach even further into communities.**

**"This puts Healthwatch in a very strong position for 2021-22, I am proud of everything the teams have achieved and look forward to working with them over the coming year."**

**- Carol Gaskarth, Chief Executive, Pioneering Care Partnership**

## 2021 Priorities

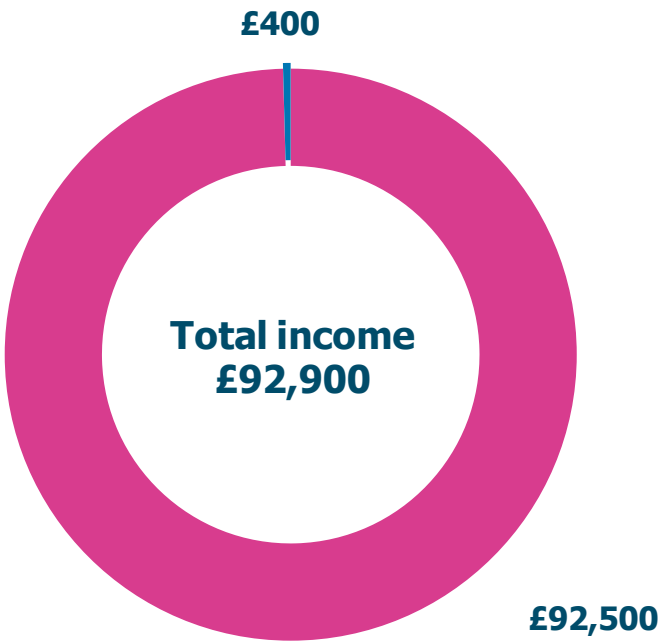
Project / activity area	Changes we made
<p>Build on 'Our Future – Young People Speak Up about Mental Health' report, developing social action groups with young people.</p>	<ul style="list-style-type: none"> <li>• Through consultation with young people, we identified ways they could offer peer support during lockdown.</li> <li>• Purchased Mentimeter, an interactive tool to continue engagement with young people through a variety of services e.g., colleges, youth organisations etc which we included in our reports and feedback.</li> <li>• Recruited a young Community Champion to contribute to improving mental health experiences for young people through the production of podcasts and videos.</li> <li>• Promoted mental health support services and activities for young people including service updates, changes, and access routes during mental health week.</li> </ul>
<p>Continue to influence and support the development of the South Tees Neurodevelopmental pathway and ensure parents and carers have a voice.</p>	<ul style="list-style-type: none"> <li>• Consultation with parents and carers was carried out.</li> <li>• A final report was produced including recommendations.</li> <li>• We carried out development and facilitation of regular parent carer groups.</li> <li>• Report used to inform training rolled out to LA professionals across Redcar &amp; Cleveland.</li> </ul>
<p>Addressing the health and social care challenges faced by children with Special Educational Needs and Disabilities (SEND) and their families</p>	<ul style="list-style-type: none"> <li>• Development and facilitation of regular parent carer groups</li> <li>• Engaged with the South Tees Carers Forum to share our work and influence strategy and action planning.</li> </ul>
<p>Explore the impact of the COVID-19 pandemic on our local communities</p>	<ul style="list-style-type: none"> <li>• Adopted new ways of working.</li> <li>• Increased partnership working.</li> <li>• Raised awareness of Healthwatch and our role.</li> <li>• Informed strategic priorities and direction of work.</li> <li>• Local accessibility informed the introduction of our text only service and production of BSL videos.</li> <li>• Highlighted excluded groups and the impact of health inequalities with strategic partnerships.</li> </ul>
<p>Increase the number of volunteers and Community Champions to support our work.</p>	<ul style="list-style-type: none"> <li>• Increased our engagement and raised awareness of Healthwatch with seldom heard communities.</li> <li>• Widened the possibilities for future engagement.</li> <li>• Made Healthwatch more aware of local work and improved connections with us and our Champions.</li> <li>• Increased equality and diversity of our extended team.</li> </ul>

# Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

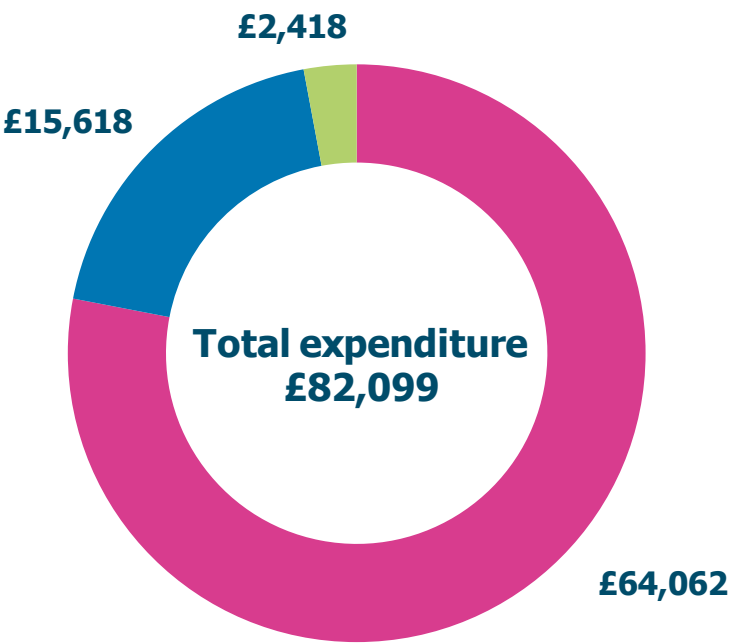
## Income

- Funding received from local authority
- Additional funding



## Expenditure

- Staff costs
- Operational costs
- Support and administration



# Statutory Statements



## About us

**Healthwatch Middlesbrough is managed by Pioneering Care Partnership, Carers Way, Newton Aycliffe, County Durham, DL5 4SF.**

**Healthwatch Middlesbrough uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**



## The way we work

**Involvement of volunteers and lay people in our governance and decision-making.**

**Our Healthwatch Board consists of 10 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities.**

**Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.**

**Throughout 2020/21 the Board met three times and made decisions on matters such as content and priority areas for our focus in relation to public engagement and, final decisions made throughout our South Tees Awards of Recognition (STAR Awards)**

**We ensure wider public involvement in deciding our work priorities. Insight from our Information and Signposting enquiries have informed our priority areas throughout the year.**

**Feedback and intelligence from surveys, Community Champions and focus groups have influenced our practices.**

**It has also highlighted areas requiring further exploration of specific issues, to help us to better understand where recommendations are required.**



# Thank you

**Thank you to everyone who has helped us to put people at the heart of health and social care across Middlesbrough & Redcar and Cleveland, including:**

- All individuals and groups that took the time to engage with us and contribute to our work by sharing their experiences through our surveys and focus groups. Particular thanks for their involvement in these activities includes:
  - Hemlington LINX
  - Middlesbrough College
  - Parents 4 Change & Middlesbrough Parent/Carer Group
  - Regional Deaf Network
  - S.E.N.D. Family Voice, Redcar & Cleveland
  - South Tees Carers Forum
  - Youth Focus North East (YFNE)
- All of the partnerships and networks we worked with
- All our 2021 South Tees Award of Recognition (STAR) Awards nominees, runners up and winners.
- Healthwatch England
- Middlesbrough Council including their Commissioning & Procurement Unit
- Middlesbrough & Redcar and Coastal Primary Care Networks
- North East Independent Complaints Advocacy (ICA)
- Public Health South Tees
- Redcar & Cleveland Borough Council
- South Tees Hospitals NHS Foundation Trust (STHNHSFT)
- Tees, Esk and Wear Valley NHS Foundation Trust
- Tees Valley Clinical Commissioning Group (TVCCG)

## **Local Organisations who have supported our work include:**

- Age UK Teesside
- Carers Together
- Child and Adolescent Mental Health Services (CAMHS)
- Contact - For families with disabled children
- Maternity Voices Partnership

- Middlesbrough Voluntary Development Agency (MVDA)
- Redcar & Cleveland Mind
- Redcar & Cleveland Voluntary Development Agency (RCVDA)
- Skills for Life
- The Junction
- We Care You Care

**For working in partnership with us to extend our reach to digitally excluded and isolated members of the local community:**

- Live Well Centre Motivators Team
- Middlesbrough Libraries
- Redcar & Cleveland Libraries
- Smooth Print

**For promoting our work and raising awareness of our services and local issues:**

- BBC Radio Tees
- Community Voice FM Radio
- The Redcar Education and Development Group
- Zetland FM Radio

**For including our local experiences in your regional and national reports:**

- Academic Health Science Network North East & North Cumbria
- North East Commissioning Support
- The Kings Fund
- Traverse

**Special acknowledgements and thanks to:**

- Our Board members for giving their time to support and direct our work.
- Our Community Champions, the organisations and communities they support. Without this, we couldn't have gained such valuable feedback to truly inform our work, and the wider health and care landscape.
- Our two team members who moved onto pastures new, Jake Graham and Sarah Corrigan.
- Pioneering Care Partnership (PCP) who have exceeded our expectations in welcoming and supporting our team during the first year of managing us, particularly during the last 12 months.
- And finally, our amazing team who have gone above and beyond to continue to make as big an impact as we can.

## Healthwatch Middlesbrough

**w:** [healthwatchmiddlesbrough.co.uk](http://healthwatchmiddlesbrough.co.uk)

**t:** 0800 118 1691 / text only: 07451 288 789

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### Twitter:

@HwMiddlesbrough

### Facebook:

[Facebook.com/HwMiddlesbrough](https://www.facebook.com/HwMiddlesbrough)

## Sign up to our e-bulletin!



Healthwatch Middlesbrough is managed by the Pioneering Care Partnership

### Pioneering Care Partnership

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