



healthwatch
Middlesbrough



Healthwatch Middlesbrough

Annual Report 2014/15





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Note from the Chair - Paul Crawshaw

Welcome to Healthwatch Middlesbrough's second Annual Report. 2014/15 has been an exciting time for Healthwatch Middlesbrough. As our second full operational year it has brought both challenges and opportunities to work with the communities of Middlesbrough and our key strategic partners in the Foundation Trust, Clinical Commissioning Group and the Local Authority as well as the many voluntary and community sector organisations that are so important to our mission.

Alongside these more strategic activities, Healthwatch has been working hard to listen to the voices of communities in Middlesbrough and respond to the priorities they have identified for health and social care services. As is to be expected, these are diverse and include access to psychological therapies, access to general practitioners, sexual health services and issues regarding Black, Asian and Minority Ethnic (BAME) communities and weight management.

We have responded to all of these issues, conducting rigorous investigation and preparing reports for submission to key stakeholders, including Public Health and the Clinical Commissioning Group. We have also exercised our authority to conduct an Enter and View visit of services. As well as the above, we have held a series of events and recruited new Executive Board Members. Healthwatch Middlesbrough continues to go from strength to strength and I am confident that in the year ahead we will continue to provide a valuable voice for the people of Middlesbrough.

Note from the 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 health 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 volunteers, staff and the Board have carried out in the second year. We have achieved much this year and our vision for the future is to build upon our successes and continue to make positive change for the residents of Middlesbrough.

To learn more about how your voice has influenced local services, see our website: <http://www.healthwatchmiddlesbrough.co.uk>.



About Healthwatch

Healthwatch Middlesbrough 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.

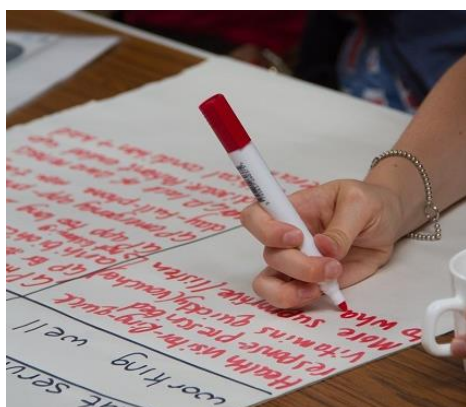
Healthwatch Middlesbrough is an independent organisation steered by a board of volunteers. Healthwatch is commissioned by the Local Authority and accountable to the public.

Our Vision

Our vision for Healthwatch Middlesbrough 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 (CCG), Public Health Middlesbrough and local health and social care providers.

We ensure that the needs and preferences of service users are at the heart of the delivery of health and social care services.



The Healthwatch Remit

- Involving and engaging the local community in the scrutiny of, and influencing the commissioning of local services.
- Conducting in-depth investigations into identified areas of concern.
- Identify 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.
- We have a statutory seat on the Health and Wellbeing Board enabling us to deliver intelligence gathered from the community to inform decision makers.
- Empowering and supporting members of the community to access local services through our Information and Signposting service.
- 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

In order to obtain people's experiences, and understand the real issues facing communities, the team at Healthwatch Middlesbrough have:

- Held several engagement events throughout the year;
- Utilised the Life Store in central Middlesbrough to engage with the public as they use services;
- Attended meetings of service user groups to promote and engage with the community.

Specifically, we have engaged with, and written reports covering the topics below:

- Young people (aged 21 years old and under);
- Older adults (aged 65 years old and over);
- Members of the community living with dementia, their families and carers.

Young People

We have worked to engage with young people and ensured we listened to their views. Working alongside our partners Middlesbrough Voluntary Development Agency, we held events with young people under the age of 21 years old to listen to their views of health and social care services offered throughout Middlesbrough.

Following on from this, we have worked in partnership with Middlesbrough College to involve the young people of Middlesbrough in Healthwatch. Going forward Healthwatch is pleased that the Health & Social Care course curriculum locally will include details of Healthwatch activity, mission and aims. This is a huge step forward and represents our shared commitment to ensuring that young people have a voice. In addition to this, students have expressed a wish to look at how they can form a Young Person's Healthwatch. This is something that Healthwatch will be taking forward over the course of the next year.



Drop in Sessions

Healthwatch Middlesbrough hold regular drop in sessions. Members of the public can speak with our Community Engagement Assistant; weekly at The Life Store, Middlesbrough and monthly at The Gateway, Middlehaven.



Enter & View

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

Enter and View is seeing and hearing for ourselves how services are being run and allows Healthwatch Middlesbrough to collect the views of service user at the point of service delivery. For instance, we ensure that:

- 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 are either announced or unannounced;
- Visits have a clear purpose, to ensure effective evidence gathering and reporting.

Enter & View in practice

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

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 patients' access to fresh drinking water and call buttons.

The staff in Ward 12 welcomed and supported the visit. The Healthwatch Enter and View team had the opportunity to talk to members of staff, patients and relatives.

The Trust responded positively to the report and adopted an open and collaborative approach to the recommendations. The Trust assured Healthwatch 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 help out where 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.



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 Middlesbrough 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 Middlesbrough can contact the Information & Signposting service via freephone number 08081 729 559, text 07711590425, email and our website.

The Information and Signposting service is a really useful tool for Healthwatch as it identifies where there may be problems with services or gaps in provision. We can then use this to feed into our work programme.

We signposted a caller to the local provider of the carer and dementia service. She rang Healthwatch back to thank us. She is now receiving the correct support.

Information and Signposting in Action

During the year we have supported many people to access the information and help they need. Here is an example of how we have supported an individual:

An elderly lady approached Healthwatch Middlesbrough during an event to enquire about social groups for the hard of hearing/deafened community. The Healthwatch Information & Signposting Officer researched local opportunities and then contacted the lady to provide her with the information she required, in a format which was accessible to her needs.

As a result of the information the lady is now accessing Action for Hearing Loss Groups in Middlesbrough. These groups provide her with an opportunity to meet new people, chat through practical issues with peers and learn new skills to enable her to cope better with her hearing loss and safely manage day to day activities.





Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch Middlesbrough have focused on the issues brought to us by the local community.

We listened to what people told us about local health and social care services then used this information to influence how services are designed and delivered. We influence in a number of ways which includes using our relationship with commissioners and providers as well as submitting reports with clear recommendations.



BAME Weight Management

During engagement with the BAME community it was highlighted that people were having difficulty accessing weight management services due to cultural issues.

We listened to what people told us and made recommendations on how the provision should be marketed as well as small changes that might improve accessibility for the BAME community.

Commissioners welcomed the report and have responded to our recommendations.

Improving Access to Psychological Therapies (IAPT)

Healthwatch Middlesbrough worked in partnership with Healthwatch Redcar & Cleveland on our report investigating Improving Access to Psychological Therapies (IAPT).

People said there was a lack of information and awareness of the service in South Tees within the Black, Asian and Minority Ethnic (BAME) community.

Information was gathered from various routes, such as the Clinical Commissioning Group (CCG), social media and engagement with the following groups:

- Regional Refugee forum;
- North East Women in Action;
- Living Sober;
- Doorway.

Our recommendations were sent to the NHS South Tees Clinical Commissioning Group and six service providers throughout Middlesbrough and Redcar & Cleveland and changes to delivery were implemented where appropriate.

Eye Health Needs Assessment

Healthwatch Middlesbrough gathered public intelligence to feed into the Local Eye Health Needs Assessment.

We actively listened to people in various communities such as people with dementia, smokers and people with long term sight loss conditions. The information gathered was used to inform the Patient and Public Engagement section of the overall Eye Health Needs Assessment.



Putting local people at the heart of improving services

Hugely popular Spring Forward Event

In March 2015, we held an open public event, to gather the views and opinions of the local people in Middlesbrough.

The event showcased progress to date and the work we have been carrying out on their behalf. Workshops then focused on ‘Springing Forward’ and future planning. There was a really buzz of excitement, energy and passion for improvement which has translated into a clear work plan for next year.





Working with others to make a difference

Strong effective partnerships have been developed with a number of stakeholders during the year. Healthwatch Middlesbrough continues to ensure that the voice of local people is represented at strategic and commissioning groups. We are currently sit on the following groups or networks:

- Adult Health & Wellbeing Partnership Board;**
- Adult Services & Health Select Committee;**
- Tees-Wide Sexual Health Forum;**
- JSNA Steering Group;**
- Health & Wellbeing Engagement Partnership;**
- Tackling Cancer Together Group;**
- South Tees Dementia Collaborative Steering Group;**
- South Tees NHS Foundation Trust Complaints Review Panel.**

Healthwatch Middlesbrough works in collaboration with a wide range of local groups and organisations. During 2014/15 we worked with Middlesbrough Voluntary Development Agency and Middlesbrough and Stockton Mind on key activities, events and specific pieces of work.





Impact Stories Case Study

Black, Asian and Minority Ethnic (BAME) Community

Access to Services

Last year we reported that Healthwatch Middlesbrough had consulted with the North of England Refugee Service and the Regional Refugee Service and identified issues relating to accessing Weight Management Services. People said that they were either unaware of the services which were available, or there are cultural barriers to accessing the services.

Healthwatch Middlesbrough worked closely with community leaders, service providers and the local community to establish links to services which were appropriate to the members of the BAME community. We also worked alongside Public Health Middlesbrough to ensure that information was available and easy to understand. Our work influenced change in the re-commissioning of these services which meant that the BAME community had greater access to weight management services throughout the region.



“Community leaders could pass information to people. The Black, Asian and Minority Ethnic communities listen more to trusted community leaders, especially when English is not their first language.”





Our plans for 2015/16

Opportunities and challenges for the future

We aim to continue with our success over the next year!

Healthwatch Middlesbrough has listened closely to the public through engagement events, including the Spring Forward Event, during 2013/14 and the emphasis on involvement will remain key for us in 2015/16.

Our intelligence gathering and social media campaigns will continue to influence the Healthwatch work programme moving forward and we will maintain the flexibility to react to any new concerns or challenges that present during the year.



Over the next 12 months we will:

- Increase our engagement of under-represented groups
- Review and report on the uptake of Cancer screening in Middlesbrough;
- Continue with the engagement of Young People and strengthen our partnership with Middlesbrough College;
- Continue gathering the views of the public on the impact of Dementia Friendly Communities;
- Submit findings on our work around Sexual Health Services into the relevant groups and feedback to our members accordingly;
- Continue to grow the 'network of networks' to ensure we are the independent voice for those who use health and social care services in Middlesbrough;
- Ensure our reports are accurate and reflect the voices of the local community.





Our governance and decision-making

Our Board

The Healthwatch Middlesbrough Board is made up of volunteers who give their experience, expertise and time to Healthwatch.

The role of the Board is to provide strategic oversight and effectively govern Healthwatch Middlesbrough and ensure it delivers its strategic objectives.

The Healthwatch Middlesbrough Executive Board also authorises the work programme, ensures it is publicised and takes accountability for the work of Healthwatch Middlesbrough.



Dr Paul Crashaw
Chair

Our Board is made up of the following dedicated people:

Dr Paul Crawshaw (Chair);

Jamie Clarke (Vice Chair);

Shirley Pew;

Wendy Collins;

Helen Neal;

Herbert Dirahu;

Harsh Agarwal.

We are pleased to announce that we have welcomed a new member to the Executive Board during 2014/15:

Jo Cole.

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

Michael Wright;

Jenny Dowsett.

Healthwatch Middlesbrough would like to thank Michael and Jenny for the commitment and work. Their contribution has had a direct impact on health and social care services in Middlesbrough and we wish them well in their future endeavours.



Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		110,208
Additional income		
Total income		110,208

EXPENDITURE		
Office costs		4,305
Staffing costs		70,598
Direct delivery costs		32,192
Total expenditure		107,095
Balance brought forward		3,113



Contact us

Get in touch

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Freephone: 0808 1729559 for information and signposting to local health and social care services and support

Website URL: www.healthwatchmiddlesbrough.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.)

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