

Healthwatch Middlesbrough

Annual Report 2016/17



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Message from our Chair



It is once again with great pleasure that I take this opportunity to introduce the Annual Report for Healthwatch Middlesbrough. As ever 2016/17 has been an exciting year for Healthwatch Middlesbrough. It has brought both challenges and opportunities in developing our work with communities and our key strategic partners in the Acute 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.

Healthwatch Middlesbrough continues to work hard to listen to the voices of the communities it serves, responding effectively to the intelligence received from the local community. We have conducted numerous pieces of work, providing recommendations for improvement to service providers as well as highlighting areas of good practice. I am confident that we have responded to all of these issues effectively, conducting rigorous investigation and preparing reports for submission to key stakeholders, including Public Health and the Clinical Commissioning Group.

As well as the above, we have continued to hold a number of successful events around the community. Healthwatch is going from strength to strength and I am confident that, in the year ahead we will continue to fulfil our vital role in providing a voice for the people of Middlesbrough that directly informs the delivery of health and social care services.



Paul Crawshaw

Healthwatch Middlesbrough Chair

Message from the Programme Manager - Natasha Judge



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 Middlesbrough Programme Manager

Highlights from our year

Registered
Members

415

50

Engagement
activities

Twitter
followers

1289

251

Facebook
likes

People
engaged

1167

1750

Leaflets
distributed



Who we are

Healthwatch is an independent organisation which 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.

Healthwatch Middlesbrough is steered by a Board of volunteers, commissioned by the Local Authority and accountable to the public. We strive to work effectively with local health and social care providers to ensure the needs and preferences of service users are at the heart of the delivery of health and social care services.

Our Vision

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

Our Priorities

Healthwatch Middlesbrough'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 Middlesbrough.
- 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 Middlesbrough.

- 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.

Healthwatch Middlesbrough's 2016/17 Staff Team:

- **Natasha Judge** - Programme Manager
- **Vikki Touzel** - Community Engagement Lead
- **Lynne Blackburn**- Community Engagement Assistant
- **Jill Edemenson** - Research and Policy Officer
- **Susan Cawley** - Administrator



From left to right: Jill Edemenson, Susan Cawley, Natasha Judge, Lynne Blackburn, Vikki Touzel.

We can
help you...

*Your views on
health and care*



Listening to local people's views

Healthwatch Middlesbrough use a range of engagement tools and activities to gather the views and experiences of those who use local health and social care services. The Healthwatch team engages with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to help understand people's needs.

Examples of ways in which Healthwatch Middlesbrough engages with the local community are:

Attending events

Healthwatch Middlesbrough regularly hold stalls and attend events to promote Healthwatch, network with other organisations and most importantly engage with members of the public. Just a few of the events attended in 2016/17 are: Middlesbrough and Stockton MIND Side by Side Event, Home Group Event, World Mental Health Day and Teesside University Refugee Week Event.

Visiting Community Groups

Healthwatch Middlesbrough regularly attend community groups to give presentations, talk about the work we do and to gather patient's experiences of local health and social care services. Community groups we visited in 2016/17 include: Bipolar UK Support Group, South Tees Osteoporosis Support Group, Alzheimer's Support Group, Macular Degeneration Support Group, MS support group.

"Influencing services accessed by people affected by MS over the North of England, is difficult across such a large geographical area. Healthwatch Middlesbrough have been able to put me in touch with several contacts, consultations and events, which has been invaluable. Their regular bulletins and information enable me to keep up to date with service changes and initiatives, which in turn has a positive impact for people affected by MS." Angie Stewart, MS Society.

"Vikki and Healthwatch have been very supportive of South Tees Osteoporosis Support Group by way of giving a talk at their June meeting and providing helpful information throughout the year." Jean McDonald, South Tees Osteoporosis Support Group.



Working with other organisations

Healthwatch Middlesbrough also engages with the community by working together with other organisations to share information and people's experiences.

'Have your say' comment boxes and comment cards

Healthwatch Middlesbrough have placed 'have your say' comment boxes in locations around Middlesbrough. The boxes can be found with comment cards. Members of the public can complete and post the cards should they wish to share views and experiences of health and social care services with us.

Newsletters

The team also engages with the public by sending out regular updates to Healthwatch members and stakeholders in the form of newsletters.

Website and Social Media Engagement

Healthwatch Middlesbrough'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. Ongoing work plan questionnaires are regularly uploaded onto the website for people to complete. The website also has the feature 'Talk to Us' which people can fill in to provide feedback to Healthwatch on local services. Healthwatch Middlesbrough recognises the importance of the engagement potential of social media, such as Facebook and Twitter, and we actively engage with the public using these methods.



Healthwatch Public Events

Healthwatch Middlesbrough also hold events to bring together local people giving them the opportunity to speak out about local health and social care services.

Healthwatch Middlesbrough's Strengthening Voices Event

Healthwatch Middlesbrough held their annual public event in July 2016. 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 over 60 people ranging from service users, family members, carers, service providers and staff from the Clinical Commissioning Groups, Local Authority and NHS England.

Attendees heard three presentations on developments to health and social care in the area. Professor Paul Crawshaw, Chair of Healthwatch Middlesbrough gave an overview of Healthwatch's work and developments over the last year followed

by Edmund Lovell who gave an update on 'The Better Health Programme'. June Johnson also gave a presentation on 'The STAR Scheme'. Attendees had the



opportunity to ask questions following each of the presentations.

Healthwatch Middlesbrough 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.

Engaging with young people

Engaging with young people was set as a top priority for Healthwatch Middlesbrough from 2016-2017. As this group is notoriously difficult to engage, Healthwatch Middlesbrough focused on scoping issues reported by young people aged 16-25 over a period of 3 months. The following organisations were invaluable in supporting this piece of work:

- Hemlington Linx

- ACTES
- Know Your Money
- Middlesbrough College
- Teesside University
- Headstart
- National Citizenship Service

During this time, Healthwatch Middlesbrough spoke to over 150 young people and 66 young people chose to feedback on an individual service. Although there were no emerging key concerns, the clear themes around communication, treatment explanation and appointment availability from this piece of work will be taken forward into future work with this group.

Given that sexual health services have recently been recommissioned in Middlesbrough, one of the key focuses of engagement with young people has been around sexual health availability. Independently, Healthwatch Middlesbrough undertook a scoping project of appointment availability with Virgin Care via telephone, website and drop-in sessions. The results of this scoping revealed difficulty obtaining an appointment for young people and long waits at the drop-in clinics in excess of an hour, which is a barrier to accessing the service.

Engaging with older people

Engaging with older people remains a key priority for Healthwatch Middlesbrough, as these individuals may be frequent users of health and social care services. Their experiences are valuable in reporting both good practice and issues that may need investigating more widely.

Over the year, Healthwatch Middlesbrough has spoken to 205 older people at various groups and events and requested any feedback on health or social care services. In addition, through our work within Teesside Hospice, James Cook University Hospital and Middlesbrough Care Homes, we have also engaged indirectly with individuals or representatives of more than 1,000 people. The following groups have been particularly helpful in supporting this work:

- Age UK Teesside
- Stroke Club
- Alzheimer's Group
- Dorman Sports Group
- Trinity Lunch Club
- Middlesbrough Library
- Carers Federation

Key themes emerging from this feedback and our Information & Signposting services indicated concerns over entitlement to support within a care home, co-ordination between services and social care entitlement. In response to this feedback, Healthwatch Middlesbrough participated in a national investigation into delays in social care assessments and completed a separate scoping project with Middlesbrough care homes. Working with older people will remain a key focus for Healthwatch Middlesbrough moving forwards,

particularly with regard to changes proposed by the Better Health Programme.



Engaging with vulnerable, disadvantaged and seldom heard groups

Healthwatch Middlesbrough continues to focus on engaging with vulnerable groups to ensure that some of the least empowered individuals in our community can feedback on their experiences. As such, the team has prioritised engaging with people with Learning Disabilities, the BME community, refugees and asylum seekers, people who live with chronic conditions and mental health illness. The following organisations have been particularly helpful in facilitating this engagement:

- Home Group, supporting people with learning disabilities

- Sanctuary Supported Living, supporting people with physical and/or learning disabilities
- Macular Degeneration group
- Osteoporosis group
- Mental Health illness support groups
- Mary Thompson Fund, destitute asylum seeker support organisations
- North East Regional Refugee Forum
- World Mental Health partnership
- Hart Gables, LGBT support charity
- Halo, FGM support charity

Healthwatch Middlesbrough has engaged directly with over 500 individuals to offer them the chance to give feedback on health and social care services. Maintaining this level of grass roots outreach work is a key priority for Healthwatch Middlesbrough with all vulnerable groups, particularly given upcoming changes under the Better Health Programme.


People who live outside Middlesbrough but use services in the area

Healthwatch Middlesbrough have actively supported a variety of consultations across localities affected by changes not only to Middlesbrough 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 Redcar and Cleveland and Stockton-on-Tees to feedback members of the public's views and experience to the North East Ambulance Service.





*Helping
you find the
answers*

How we have helped the community access the care they need

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

Healthwatch Middlesbrough has a duty to provide people in the community with information on local health and social care services. In order to fulfil this, Healthwatch Middlesbrough 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 Middlesbrough 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 Middlesbrough 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 Middlesbrough 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 Middlesbrough has listened to people's experiences and provided advice and information:

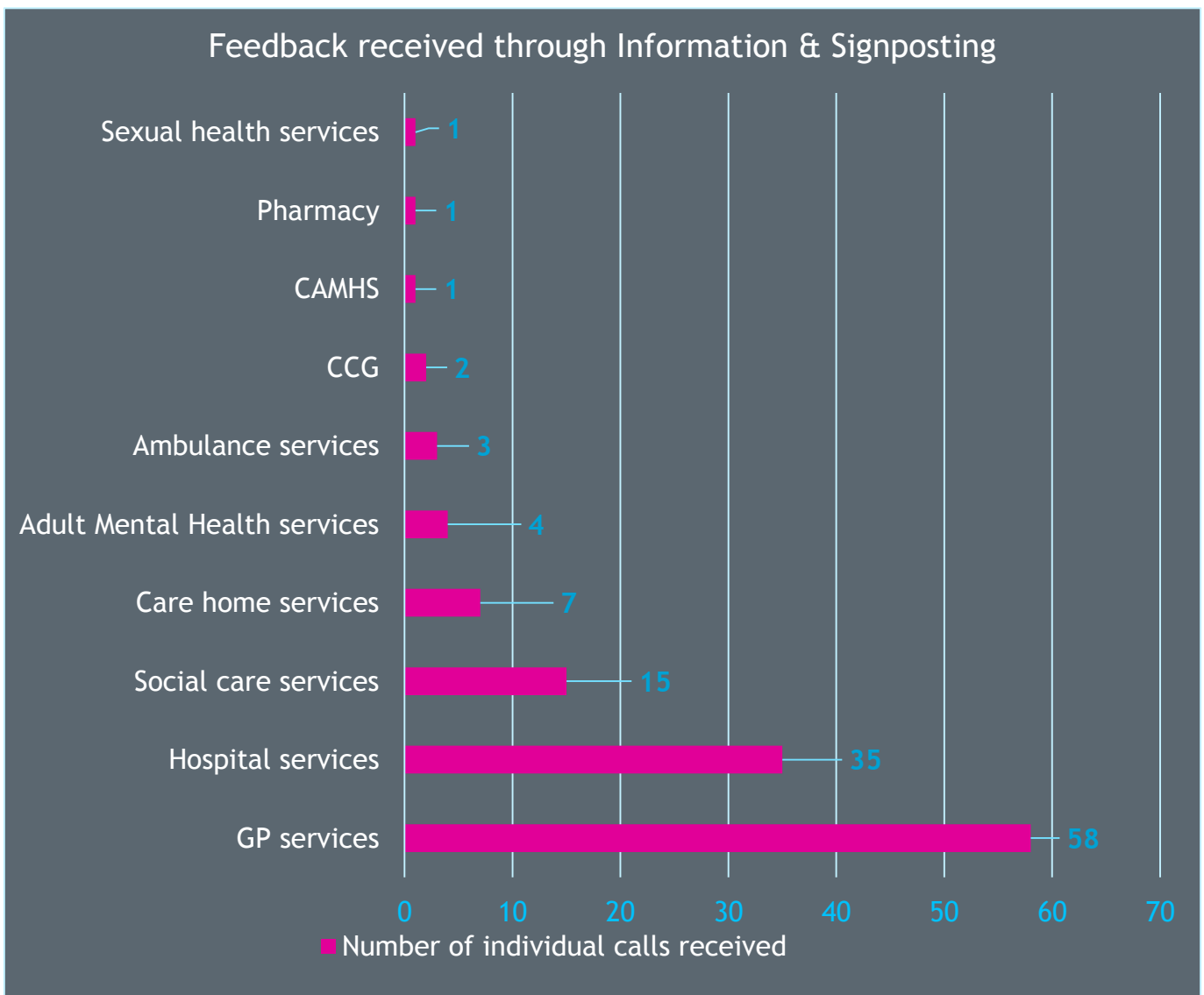
Example 1

Lady phoned as has recently moved to the area but has been having difficulty registering with a surgery as they won't accept her onto the patient list without photo ID. Due to personal circumstances she is unable to obtain her ID therefore wanted advice on how to overcome this problem. Healthwatch Middlesbrough contacted NHS England who said that the surgeries cannot refuse her registration and that they will chase this issue up with the surgeries named and ensure they are aware of the correct guidance. Healthwatch advised the lady to go back to one of the surgeries explaining that they have checked with Healthwatch and if any problems then

she should speak to the practice manager and get back in touch.

Example 2

Gentleman phoned up on behalf of his mother who is currently in a care home in Middlesbrough having respite care. He wanted to find out some more information about paying for residential and nursing care should this need to be permanent. Healthwatch Middlesbrough signposted the gentleman to Social Services and also gave him the number for Independent Age Freephone helpline where he could go for further support and advice.





*Making a
difference
together*

Have you
visited
Care Home
Rel
What was it like?

How your experiences are helping influence change

Our Reports and Recommendations

Healthwatch Middlesbrough use evidence based on real experiences to highlight issues and trends. If common themes are found for a particular health or social care service, the team will carry out an in depth investigation. A report of the findings is then written along with some recommendations for improvement if this is felt necessary. The report is then sent to the service providers, commissioners, Local Authority and/or NHS England depending on the service in question, for which they then have 20 days to respond.

Examples of how Healthwatch Middlesbrough'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 Middlesbrough and Redcar and Cleveland.

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.

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 Middlesbrough, Healthwatch Stockton-on-Tees and Healthwatch Redcar and Cleveland. 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 to raise the profile of mental health. 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 Middlesbrough 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.

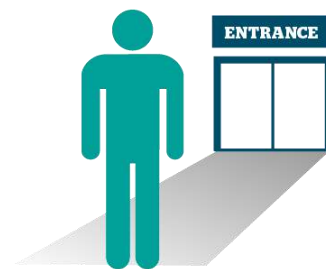
Enter and View

Although Healthwatch Middlesbrough has not conducted an official Enter & View visit this year, it has been a hugely productive year in establishing wider stakeholder relationships with other health and social care services.

At the Mental Health Services event in March 2016, Healthwatch Middlesbrough received feedback relating to Roseberry Park, the inpatient mental health service. In response to this feedback, where none had been previously received, Healthwatch Middlesbrough made contact with the service to better understand its provision as Roseberry Park is now also the site of a 'mental health A & E' for the area, seeing drop-in visits as they attend on site. Healthwatch Middlesbrough was given a tour of all facilities, with an explanation of the referral process for inpatient care and future plans for the 'mental health A & E' facility, particularly in terms of the role

this will play in alleviating pressure on James Cook University Hospital.

This year Healthwatch Middlesbrough established a good working relationship with Teesside Hospice in an effort to share good practice in creating communities in care. This involved working with various stakeholder groups at the Hospice to better understand why they had benefitted from its services and how they were actively involved in its daily life. These have been published as the "Creating community in care; patient engagement at Teesside Hospice" report.



'At Teesside Hospice a number of staff were involved in sharing their knowledge and experience in providing support to patients and their carer's in relation to palliative care needs. Members of the Healthwatch team visited the 'Caring for Carer's' group at the hospice and with the consent of the group they stayed to observe one of the sessions. The carers group is planned to meet the needs of carers in line with the 'Carers Strategy; 2014-2016'. Staff from Healthwatch were extremely knowledgeable and professional, they explained that they would use the information gained from the group to share with other organisations in our local area to improve support for others. As a result, carer's felt they were involved in the process and their opinions were very much valued by the Healthwatch team. As a member of staff at the hospice, it was reassuring to know that Healthwatch in our area are so dedicated to service improvement in Middlesbrough for patients and their carer's'. Julie Fletcher, Social Worker at Teesside Hospice.

Following on from previous work done in the Discharge lounge of James Cook University Hospital, Healthwatch Middlesbrough has received a variety of feedback on hospital communication of outpatient appointments. In order to address these concerns, Healthwatch Middlesbrough met with Medical Records, the Central Booking team, the Outpatient management team, and management for the Paediatrics and Ear, Nose and Throat departments. The team then spent a week in these two departments speaking with patients about the communication of their outpatient appointments. This was a fantastic opportunity to better understand pressures on staff and patients in these busy departments.

Lastly, following up on grassroots intelligence from individuals and our Information & Signposting line, Healthwatch Middlesbrough has established working relationships with each care home in Middlesbrough that has a Local Authority bed. This has involved visiting each service to better understand from a representative what issues they encounter in working with other services and how they engage residents within the home. This piece of work also allowed us to map which care homes held residents or friends and family meetings. As a key focus for work in 2017-2018, Healthwatch Middlesbrough will follow up on these contacts to attend residents meetings across Middlesbrough to gather further intelligence.

Working with other organisations to engage the public

Healthwatch Middlesbrough has hugely benefitted from working with others to reach individuals in the community and has presented the results of this feedback on a national level.

An example of how we have worked with others would be representation on the Managing PTSD guideline update committee run by the National Institute for Health and Care Excellence. The committee will devise a new guideline for publication at the end of 2018 which will make updated suggestions of how this condition should be managed based on evidence presented. One of the Healthwatch Middlesbrough team successfully applied to serve as a lay member on this committee and is ensuring that feedback on accessing services for PTSD in Teesside, particularly for asylum seekers and refugees with the help of North East Regional Refugee Forum, reaches decision makers.

Healthwatch Middlesbrough currently have representation with a wide range of Boards and groups including:

- Health and Wellbeing Board
- Health and Wellbeing Executive Board
- Board of Governors at James Cook University Hospital
- Teeswide Safeguarding Adults Board
- Quality Surveillance Group
- 'Mental Health Partnership' Group
- Information, Advice and Advocacy Strategy Working Group
- South Tees CCG Partnership Team
- Local Professional Network - Pharmacy

- Tackling Cancer Together Steering Group
- North East Ambulance Service Forum
- Patient Experience Forum at The James Cook University Hospital
- South Tees NHS Foundation Trust Independent Complaints Review Panel
- South Tees Sexual Health Forum
- Health and Wellbeing Voluntary and Community Sector Forum
- World Mental Health Day Committee

Care Quality Commission

In 2016, Healthwatch Middlesbrough 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 Middlesbrough's published reports.



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

Healthwatch Middlesbrough 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 Middlesbrough's published reports are sent to Healthwatch England to inform them of our work and what matters to our local community. If Healthwatch Middlesbrough 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.

Healthwatch England reported concerns over delays in receiving social care assessments to the Healthwatch network nationally. Following information of extremely long waits from two local Healthwatches, all Healthwatch were asked to report any evidence of local waiting times for social care assessments. In response to this, Healthwatch Middlesbrough contacted all Local Authority care homes, voluntary and community sector organisations working with older people and the Local Authority. All responses received were given directly to Healthwatch England and contributed to

the published article 'Are people waiting too long for social care assessments?'



*It starts
with you*

healthwatch
healthwatch.co.uk

The Mary Thompson Fund



What is the Mary Thompson Fund?

The Mary Thompson Fund is a hardship fund responding to the critical and emergency needs of those who are seeking sanctuary or are settled refugees in the Tees Valley. Help is provided only when no other sources of assistance are available, and often to people who are at a critical point in their search for a safe place to live who would otherwise be destitute. This could be for things such as:

- medical expenses
- emergency food packs
- furniture for unfurnished accommodation
- maternity wear and baby needs
- expenses incurred when meeting solicitors
- phone expenses

- travel costs to visit detained relatives
- help towards college expenses
- travel arrangements for school children
- three nights' emergency accommodation

Established in 2001 in response to the urgent needs of refugees and asylum seekers in the Tees valley, the Mary Thompson Fund relies on the generous support of individuals and groups in the area. The work of the fund is carried out by volunteers.

How has Healthwatch Middlesbrough supported you with your work this year?

Healthwatch Middlesbrough came to hear about the Mary Thompson Fund after a chance meeting during a First Aid training course in Stockton! Having been warmly invited to visit and hear more about the Fund, when Healthwatch staff came along the importance of the work done by the Mary Thompson Fund was immediately apparent. As the Mary Thompson Fund supports some of the most vulnerable people in the community, support beyond providing basic supplies is often required and the information & signposting service run by Healthwatch has become an invaluable support.

In the case of one individual, Sally got in touch with Healthwatch Middlesbrough after hearing from one asylum seeker who was due to have a complicated operation to address physical issues caused by torture in his native country. This individual was exceptionally concerned by the prospect of such surgery, both in terms of understanding the surgery disclaimer and also in terms of support when they had been discharged. In this situation,

Healthwatch explained the role of a disclaimer for this individual and that the surgery was felt to be the best option by the medical professionals involved. As for social care on discharge from hospital, Healthwatch explained that there is a social team within the hospital dedicated to arranging appropriate support for people who are discharged and that this individual would not be discharged unable to look after themselves with nothing in place. This provided a great deal of reassurance to this individual, which gave them the support needed to go ahead with the surgery.

Healthwatch Middlesbrough has been a support for answering questions as they come up for individuals and the Mary Thompson Fund, helping the Fund to give appropriate support for each person that comes through the door.

Men Tell Health ‘World Mental Health Day’

What is Men Tell Health?

Men Tell Health is a Community Interest Company devoted to adult men and mental health, based in the Tees Valley. Its founder Gary Pollard, suffers with Post Traumatic Stress Disorder (PTSD), acute anxiety and depression and has always felt that making mental health a subject men could talk about would help everyone affected. Their aim is to tackle mental health differently than most, with an emphasis on humour to engage and using traditionally popular male pursuits such as sport, comedy, film and music as a catalyst to encourage those conversations.

Initially he started Men Tell Health as a personal blog to record his observations on mental health for him and those around him, while keeping a sense of humour

throughout his writing. From those first blogs, the site grew quickly and an organisation started to come together. A piece about Gary’s condition featured on the Mind website, which was then the runner-up in the 2014 This Week in Mentalists (TWIM) Awards for the Best Blog in the Humour category and he has since also featured on a podcast with The Naked Scientists about PTSD. They have won more awards since for the work they’ve done with Mind’s Side-By-Side network. Gary now runs Men Tell Health as its founding father and has begun various outreach groups including a football team in the Teesside area.

How has Healthwatch Middlesbrough supported the work that you do?

Through an unintended case of “right place, right time”, Gary from Men Tell Health became the main organiser for the Middlesbrough Mental Health Partnership’s Alright Middlesbrough event, celebrating World Mental Health Day in October 2016. With an enormous task on hand, Men Tell Health, Middlesbrough & Stockton Mind and Healthwatch Middlesbrough pulled together like never before to be the leading partners in the group ensuring that the day came together successfully.



As the first event of its kind on this scale in the town, the sky was the limit for all

possible suggestions of what to do in a day. In the end, over 40 charities and social enterprises came together to set up stalls on the day, all working to help people, alongside a full programme of talks and activities. The day included visiting celebrities including award-winning author Sean Borodale, Middlesbrough MP Andy McDonald and Roary the Lion from Middlesbrough Football Club.

Healthwatch Middlesbrough helped ahead of the event as a leading member of the group in encouraging other organisations to support the initiative, researching possible activities for the programme, promoting the day to its network and membership.

On the day itself, the team worked as one to ensure that stalls were up and operational in time for the start, the activities programme ran smoothly in a marquis full of eager participants and that members of the public were directed to the right services for their needs there and then.

With such a huge achievement under its belt, Men Tell Health is moving on to more activities in the community. Healthwatch Middlesbrough hopes to be there to support new initiatives, signpost members of the public to the right help and spread the word about our partners to the public.

Alright Middlesbrough



World Mental Health Day 2016

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

Involving local people in our work

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

Healthwatch Middlesbrough 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 Middlesbrough in this year have been:

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

“Healthwatch Middlesbrough has been an active support in consultations about future strategies and through promoting public health campaigns to members of the public via social media and its membership”

Becky James, Health Improvement Specialist - Early Intervention & Prevention, Middlesbrough Council.



‘We believe the residents of Middlesbrough have benefited from a productive working relationship between the CCG and Healthwatch. Through regular meetings our two organisations have been able to understand views and share thoughts on the best way to improve services, exploring issues that matter most to patients and the public. Through our relationship with Healthwatch, the CCG has improved communication effectively reaching a cross section of our local population tapping into Healthwatch’s networks. This has been particularly important throughout our consultation with the public on proposed changes to urgent care services which have been shaped significantly by listening to local people.’ Julie Bailey, Partnership and Health Inequalities Manager, NHS South Tees Clinical Commissioning Group (CCG).

In the local area, the contract for domiciliary care provided by the Local Authority is due for renewal as of September 2017. Healthwatch Middlesbrough was contacted by the Local Authority regarding facilitating feedback sessions on positive aspects of the current service plus any possible improvements based on the experiences of the public. This important feedback will play a role in shaping the contract obligations for the

new provider, for instance around training requirements. Healthwatch Middlesbrough has acted as one of three external organisations to ensure that local people's views are taken into consideration by the Local Authority and the new provider in delivering appropriate services.

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 Middlesbrough'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.

Volunteers

Healthwatch Middlesbrough sees volunteers as a priority in ensuring that we hear from all possible voices in our community. As part of our focus on volunteering, we have recruited 70 Information & Signposting volunteers throughout this year, to help us gather intelligence on patient experiences. Many of these individuals are representatives of voluntary or community organisations and can speak for their wider network.

We have also focused throughout this year on attracting youth volunteers to support our focus on young people's experiences of services.

Throughout the year, we have attracted volunteers from:

- Vinspired.com
- Tees University's site Volunteers
- National Citizen Service
- Local youth groups
- Middlesbrough Voluntary Development Agency

Healthwatch Middlesbrough intends to continue its strong position with online and one-to-one recruitment of volunteers. A key priority for 2017-2018 will be the creation of a volunteer work plan.



Our finances

Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		140,910
Additional income		464
Total income		141,374
Expenditure		
Operational costs		24,747
Staffing costs		109,847
Office costs		6,316
Total expenditure		140,910



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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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