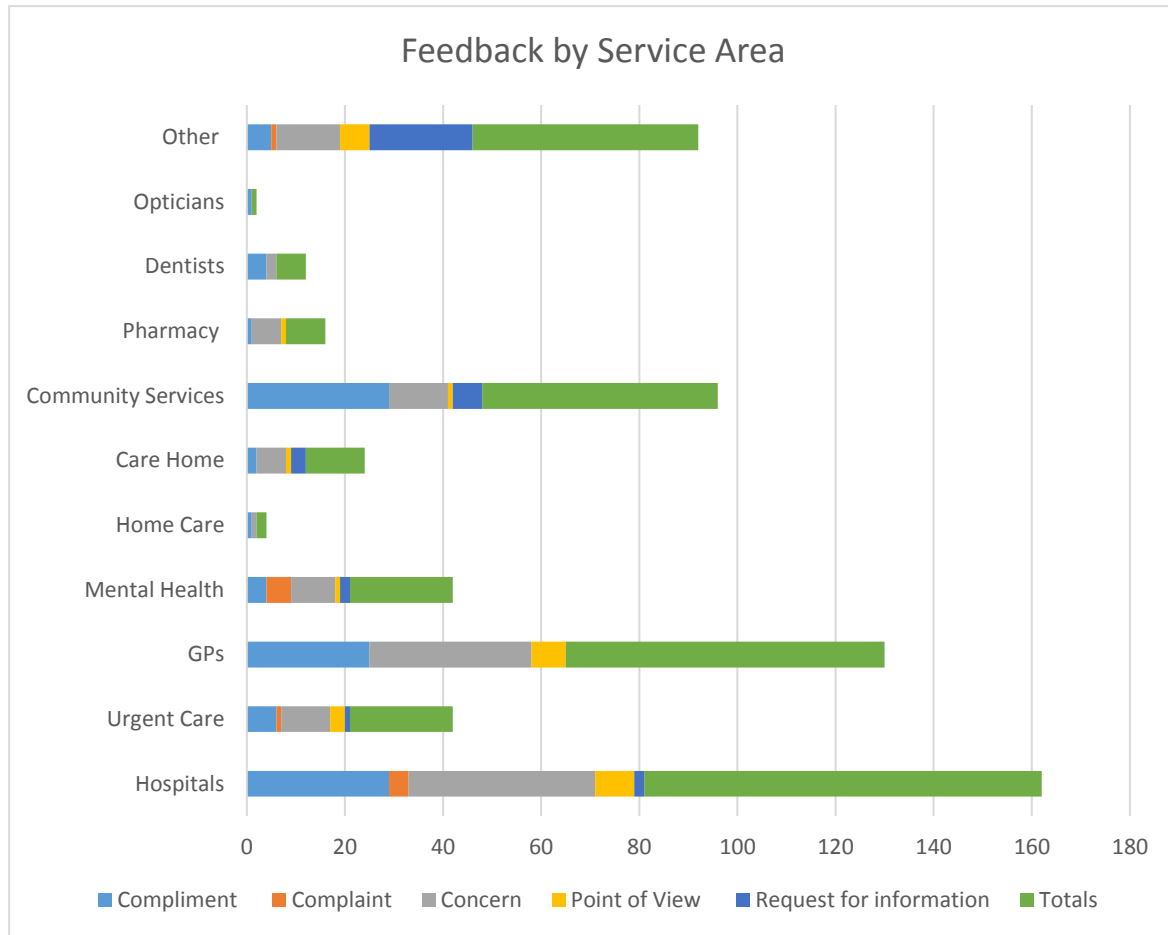


A. Local voices- What local people told us



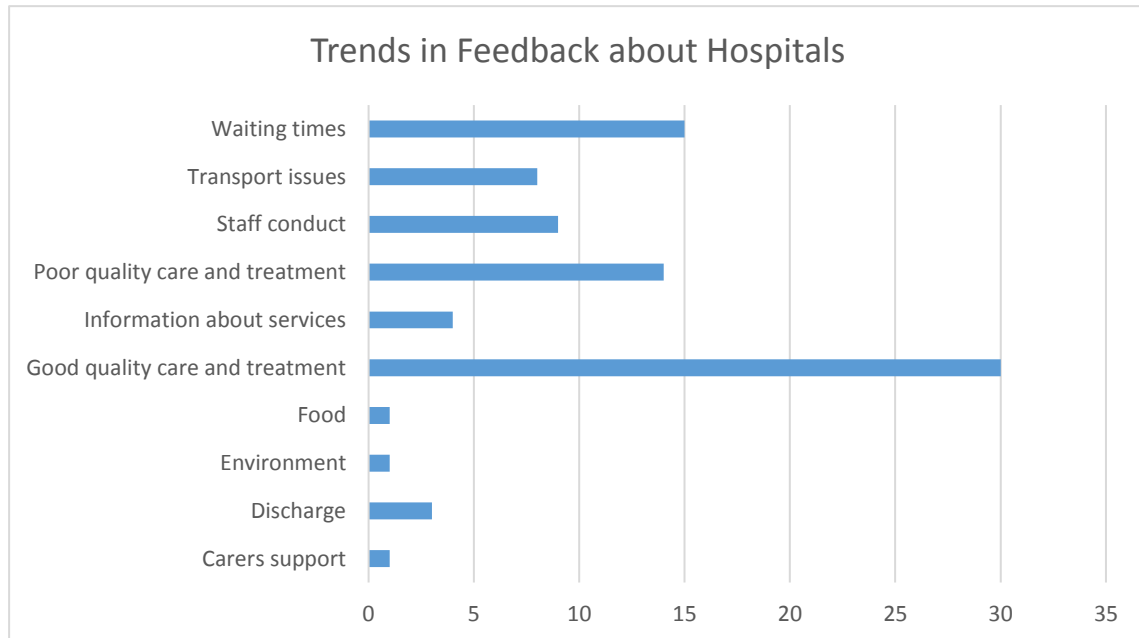
Please note this does not include all data for thematic work (for example surveys) which is included in thematic reports. The data trends may be biased by events in the period (for example upcoming CQC inspections or thematic work).

Top 5 Service Areas for Comments

1. **Hospitals** - During the period the majority of comments (81) related to hospitals. Of these the majority were concerns (47%) followed by compliments (36%).
2. **GPs** - GPs received a total of 65 comments of which the majority were concerns (51%) followed by compliments (39%)
3. **Community services** - Community services received 48 comments of which 25% were concerns and 60% were compliments.
4. **Mental health**- Mental Health services received 21 comments of which 43% were concerns, 24% were complaints (the largest of any service area), 19% compliments
5. **Urgent care** - urgent care services received 21 comments of which 48% were concerns and 29% were compliments.

The key trends¹ in the issues raised with HWNT in this period are outlined below under each service area. Please note this does not include information gathered as part of thematic work which is reported through more detailed thematic reports published on the website.

Hospitals



The majority of feedback about hospitals related to people being satisfied with the level of care and treatment received with comments relating to standard of staff, speed of treatment and good standard or treatment. These comments relate to all trusts and hospital sites.

The next largest group of feedback related to people feeling dissatisfied with the length of time it takes to access diagnostics and treatment. This relates to the wait for appointments following referral with a trend in particular for those waiting for scans (CT and MRI). People also reported long delays in waiting to be seen in particular in A&E. Finally there were reported delays in waiting for results of diagnostic tests results again in particular relating to scan results.

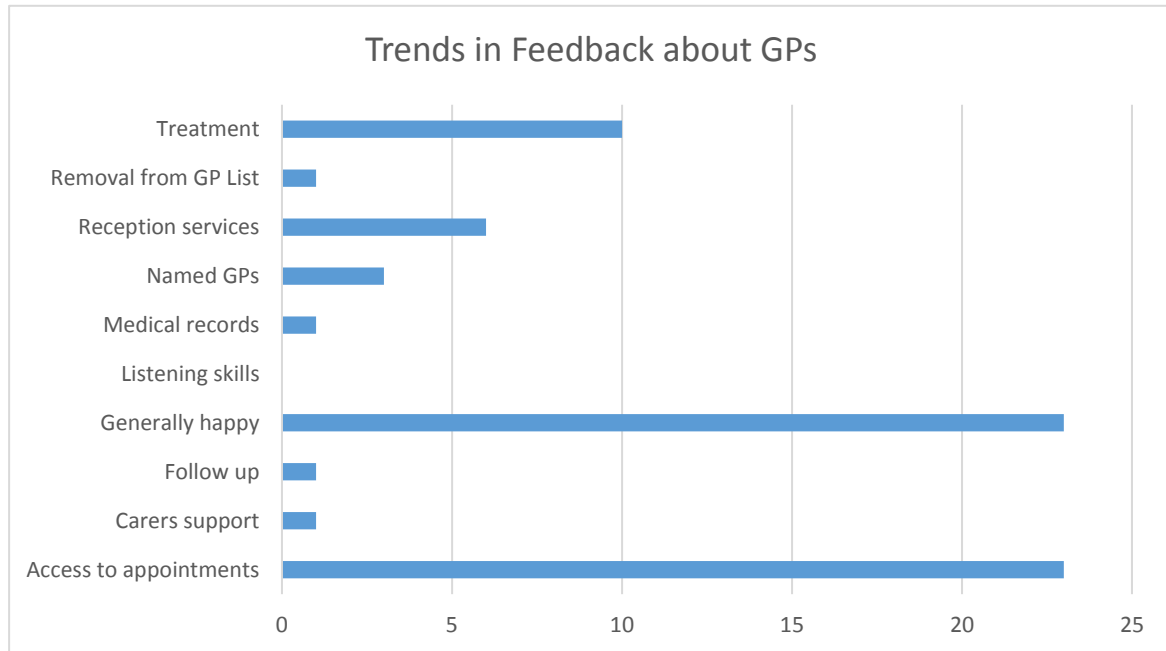
Poor quality care and treatment was the next largest trend in feedback. The majority of this feedback are accounts of patients who feel that there was a poor outcome as a result of their treatment (for example ongoing symptoms or arising from complications during procedures).

There was a number of people who reported poor experience in relation to how staff behaved towards them during their care and treatment. This mainly related to how patients were spoken to by staff members or how patients were spoken about to family members. There are a small number of comments that relate to an impersonal approach to care and treatment.

¹ HWNT are reporting as trends issues which have been raised by more than 5 people during the period.

There continue to be a number of people who report difficulties with accessing public or hospital transport to NSECH and difficulty parking and North Tyneside General Hospital.

GPs



The majority of feedback about GPs was in relation to people being generally happy about the services received (for example great GP, staff and access to appointments).

However this was equalled by the number of people who commented that access to appointments was not as it should be.

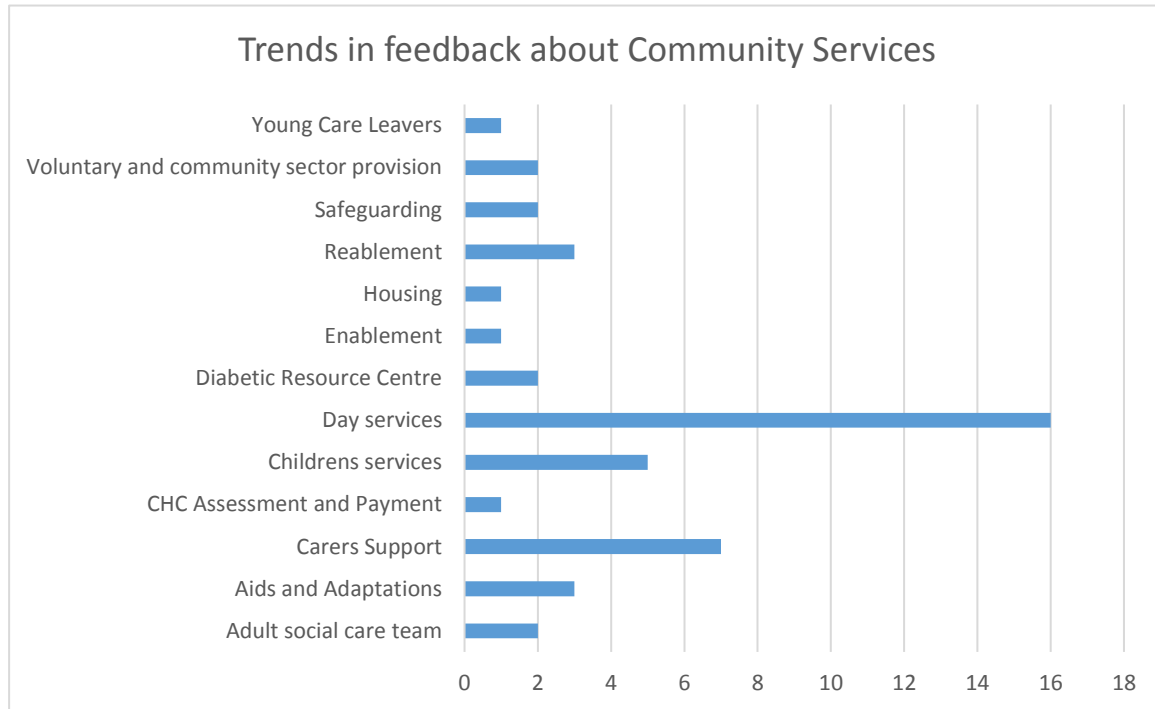
Although a small number of people reported positive experiences, many people were dissatisfied with the service. People reported difficulties with booking systems being a barrier to access appointments. This related to a requirement to call early in the morning, which is difficult for people who are in employment and use of online systems being challenging.

Many people reported dissatisfaction with the length of time that they have to wait for appointments with many waiting weeks to be seen by a GP. This is worsened if they wish to see a named GP for continuity of service. Others reported a challenge with booking advance appointments within a week. They report that appointments can be booked weeks in advance or urgent appointments to be seen on the day, but there doesn't appear to be the capacity to accommodate those who wish to book a few days in advance.

People have also reported challenges with receiving treatment. This relate to misdiagnosis, difficulties arising from lack of shared decision making (for example being sent to hospital when they don't feel it is necessary) and delays in referrals to secondary services arising from the referral management service and miscommunications between GPs and NHS Trusts.

The majority of comments in relation to reception services relate to poor customer service experience of patients who feel that reception has inappropriately acted as a gatekeeper to the GP or failed to behave in a professional or courteous manner.

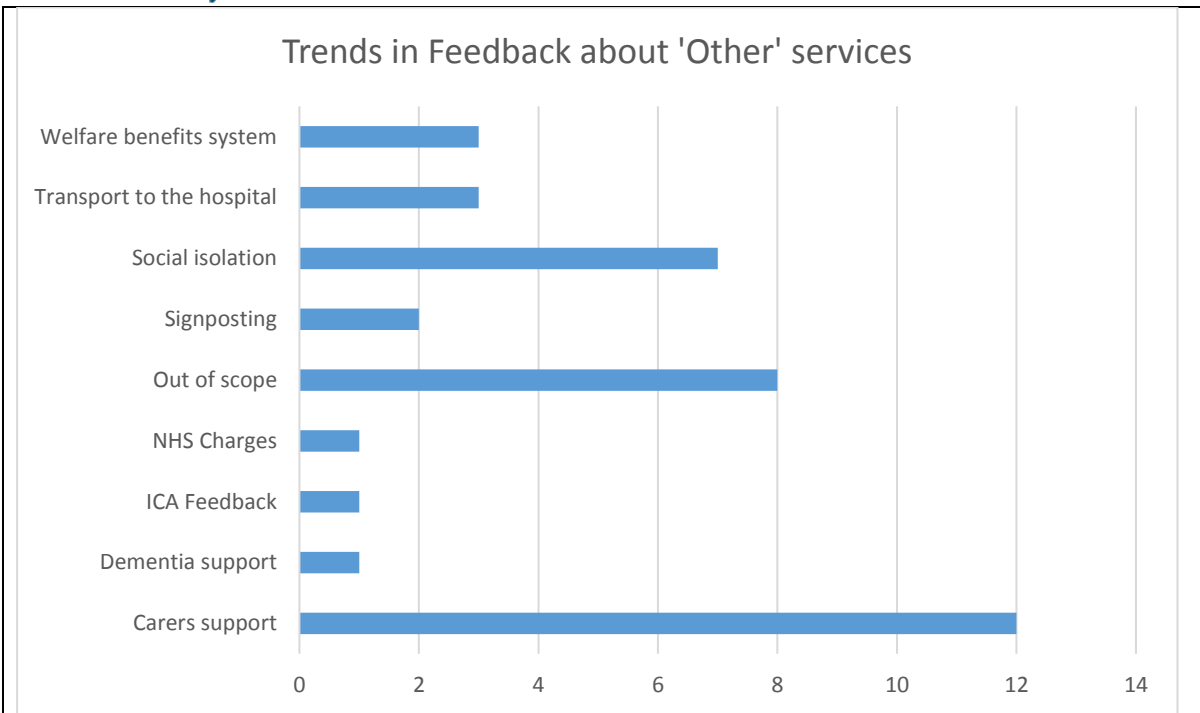
Community services



Feedback about community services was mostly about one particular day centre where people who used the centre unanimously praised the services received. This service had distributed our feedback forms to their service users who responded on mass and these have been uploaded to our system.

The next largest amount of feedback relates to carers support where carers explain that they require more support in their caring role and increased access to information particularly in relation financial matters and respite care.

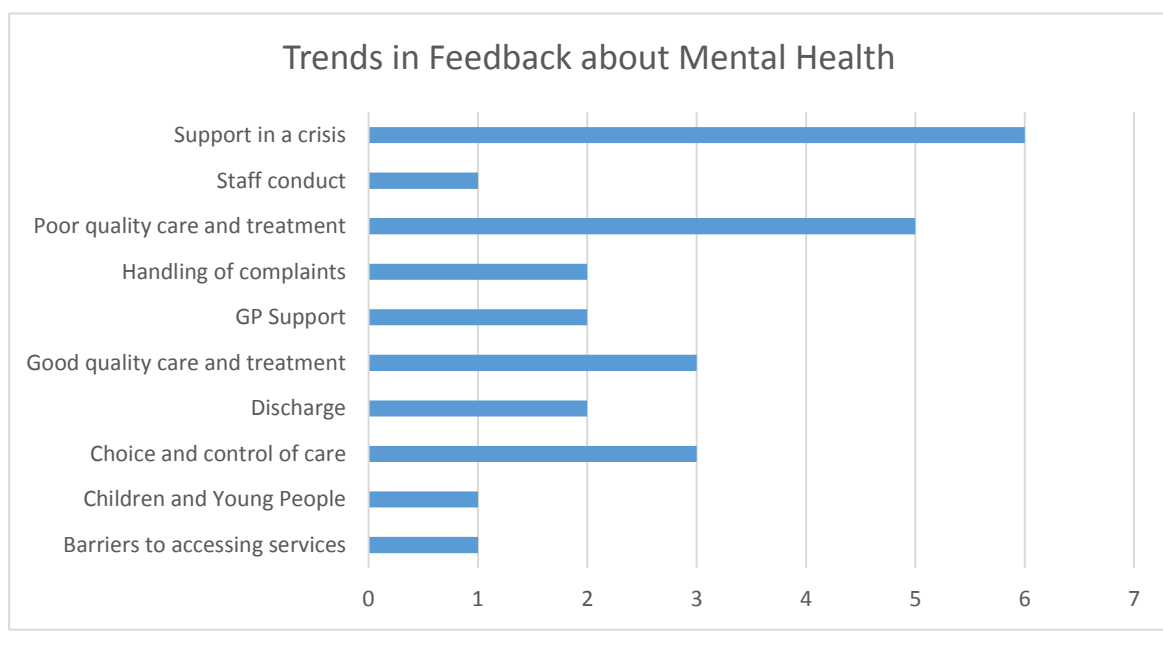
Other



Feedback about services categorised as 'other' primarily relate to carers support. Carers are again telling us that they need better access to support and information. Carers are also stating that services need to work better to identify them in their systems as carers to enable them to be more proactive in supporting them and in involving them in the decision making about the person they are caring for in particular, where there is a cognitive impairment.

There were a number of people who reported that they (or the person they cared for) need access to support in the community to address risk of social isolation.

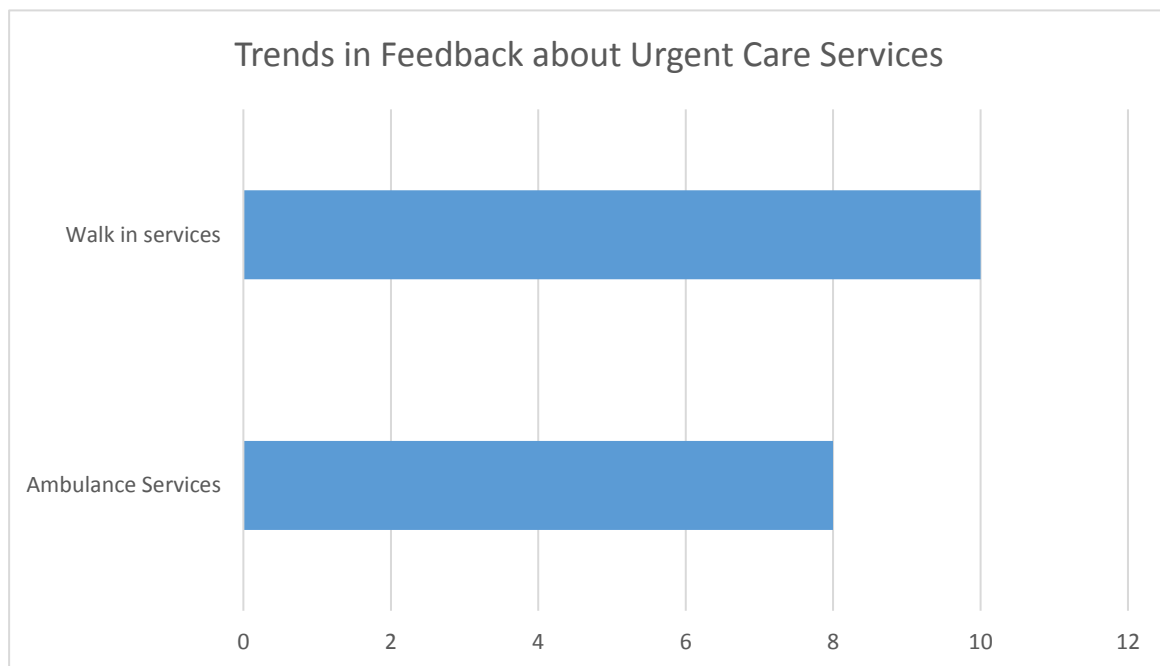
Mental health services



The majority of feedback about mental health services relates to concerns that people have about the support they have been offered in a crisis. This includes the length of time that people have had to wait to get help when a crisis happens being too long in some cases over 7 hours. People also are concerned about the quality of support given in particular how people are supported when they feel suicidal but have not acted upon it or where diagnosis (such as autism/ADHD) acts as a barrier to accessing support for a mental health crisis.

Other trends relate to concerns about the quality of service received in relation to the prescribing of medication and the quality of treatment.

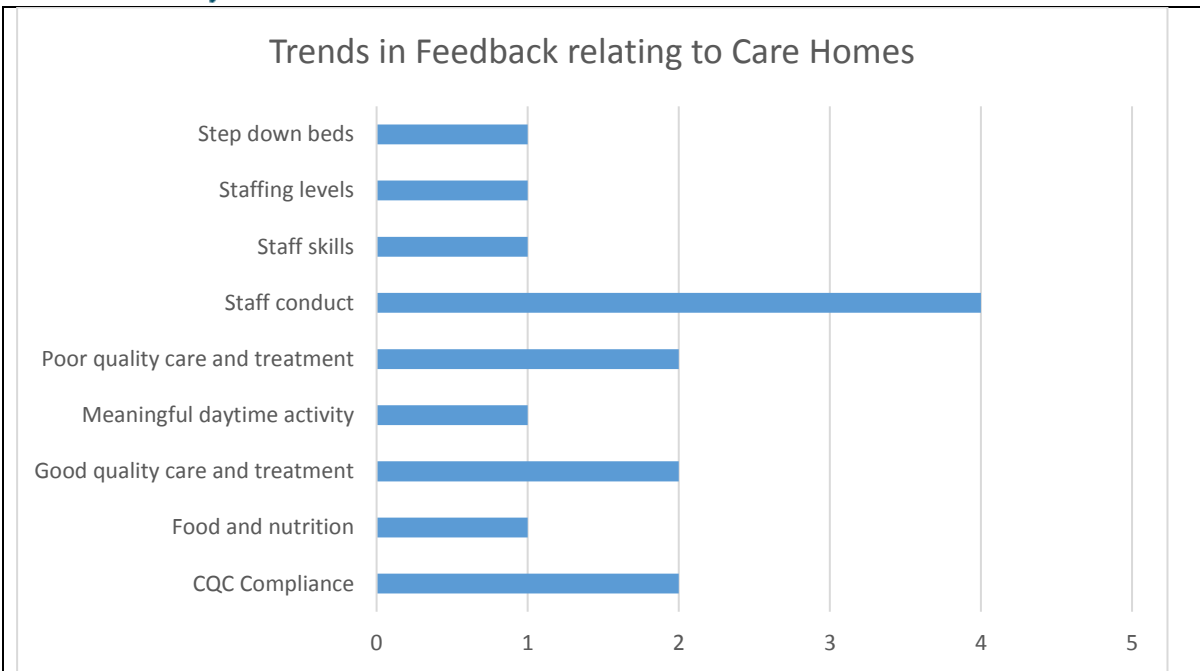
Urgent care



Feedback about urgent care services understandably (given the proposed and actual changes in provision) focused primarily on the walk-in centres. People gave accounts of the excellent service received at walk-in centres, the confusion that surrounds where someone should go following the closure of North Tyneside General Hospital after 8pm. By far the largest level of concern was expressed in relation to the proposed closure of both walk ins at Battle Hill and North Tyneside General Hospital.

Ambulance services also received a number of concerns. Whilst there were a small number of comments acknowledging the excellent care and treatment by paramedics, the majority of comments relate to the length of waiting times for an ambulance to attend.

Care homes



There are no categories of feedback about Care Homes which meet the threshold to be considered a trend during this period. The analysis is included in the chart for reference.

Pharmacy

Whilst some people acknowledge good customer service at pharmacies, almost all of the feedback given about pharmacy was concern about the stock levels within pharmacies and the length of time people were required to wait for medication to be dispensed.

Dentists

Almost all of the feedback about dentists was positive acknowledgement of good care and treatment.

B. Organisational update

Healthwatch North Tyneside said goodbye to Helen Bedford Engagement Worker in December 2016. Our apprentice Tiegan Scott completed her apprenticeship in January 2017 and left the organisation. Finally Wendy Hodgson completed her temporary maternity cover contract in March 2017 when our Director Jenny McAteer returned to work.

The organisation welcomed Jo Brown as a Research Officer in March 2017 and recruitment to the role of volunteer coordinator is ongoing.

C. Update on thematic priorities

Children and young people's experiences of services

HWNT continued to gather the views of young people about the health and social care services they access as follows:

- An engagement event with young people on 17 October 2017 in collaboration with North Tyneside Council Participation Team.
- Links with the National Citizenship service
- Workshops at Norham college year 7
- Targeted engagements throughout February and March

Plans for the next 6 months:

HWNT will compile a report on the views of children and young people in North Tyneside to present to the board and a decision will be taken on the thematic focus for a deeper dive into one key trend.

Mental health

Providers and commissioners have commented on the mental health report. Unfortunately due to administrative failure, NTW has yet to comment on the report.

The work with Tyne and Wear Museums on the video documenting experiences of mental health service users has completed filming and is currently being edited.

Plans for the next 6 months:

HWNT will publish the report and hope to launch the video during MH awareness week.

HWNT will begin the scoping for a deep dive into the support available to people during mental health crisis. This will include engagement with users of services, commissioners and providers in the design of the project.

Carers

HWNT in partnership with NT CAB developed a distributed posters and leaflets raising awareness of carers rights to carers assessments across North Tyneside.

Engagement with carers has taken place throughout the period in support of the research into carers awareness of experiences of carers assessment, support and information. A survey was promoted across the borough.

Plans for the next 6 months:

HWNT will publish the report and make recommendations to the Council and providers for response. It is hoped we can communicate findings during Carers Week 2017.

Hospital food

HWNT report into hospital food at North Tyneside General Hospital was sent to providers and commissioners with recommendations for response. Responses were received and a Northumbria NHS Trust established a working group to develop an action plan against the recommendation.

Residential care homes

HWNT continues to work with activity coordinators to embed the recommendations from our report for improvement in the provision of meaningful daytime activity in care homes through the support and facilitation of an activity coordinators forum. This work was in partnership with the Tyne and Wear Care Alliance but unfortunately due to staff capacity they withdrew and HWNT has continued in their absence to support this work.

The project researching the experience of food and drink in care homes has neared completion during this period. All enter and view visits to the care homes have been completed and reports of findings on individual homes performance have been sent to homes for comments. The analysis of trends across homes has been undertaken.

Plans for the next 6 months

HWNT will continue to support the activity coordinators forum and hope to secure funds to develop a tool kit which looks at the 'whole home approach' to activity in care homes.

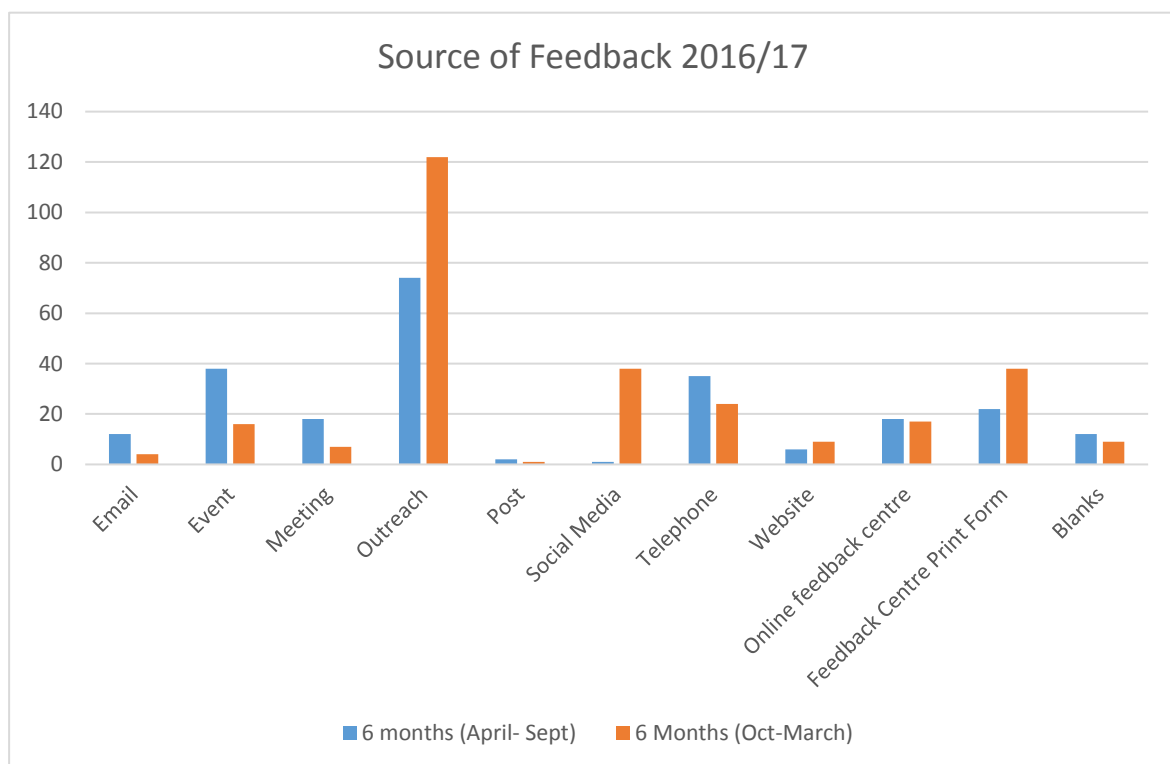
HWNT will complete the report on food and drink in care homes and make recommendations to commissioners and providers for response. This will be published and distributed.

D. Feedback received during the period

HWNT received 268 instances of feedback between October and March which is an increase on the previous 6 months period. Staff spent 44 hours in the recording and following up of issues arising from the feedback given.

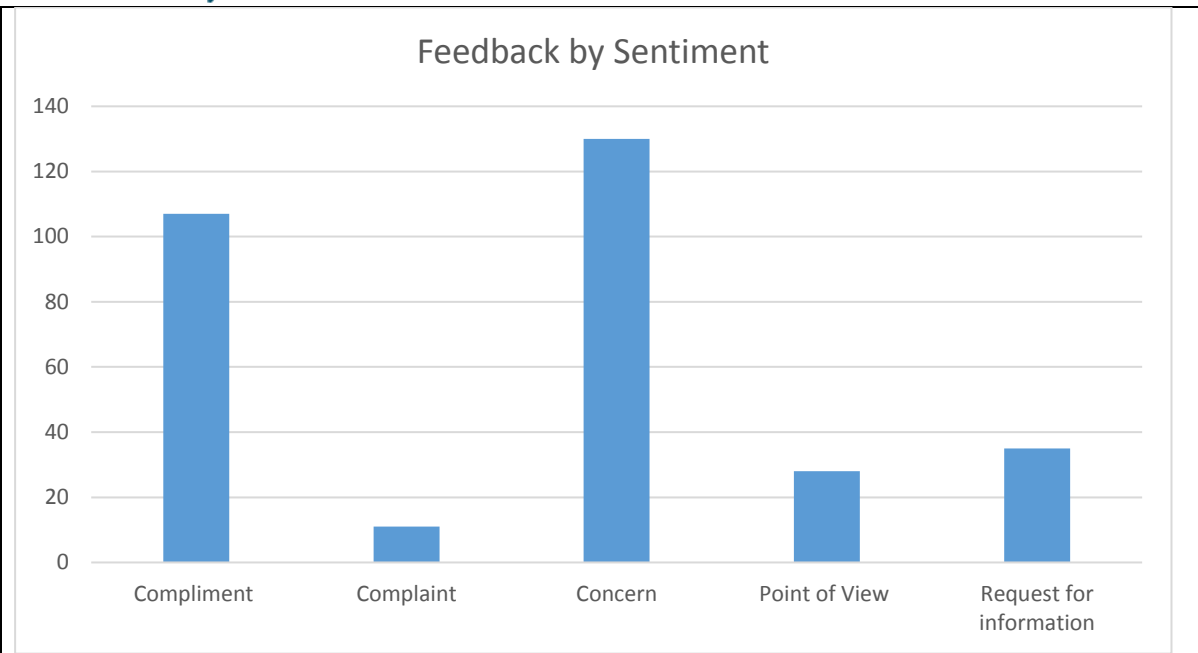
The majority of issues (122) were gathered during outreach activities. The second most popular method of reaching HWNT was via print feedback forms (38) which were uploaded to the online feedback centre. The feedback centre has generated 55 pieces of feedback in the past 6 months.

There is a significant increase in feedback obtained through outreach, social media and through the feedback centre online in the past 6 months compared to the previous 6 months.



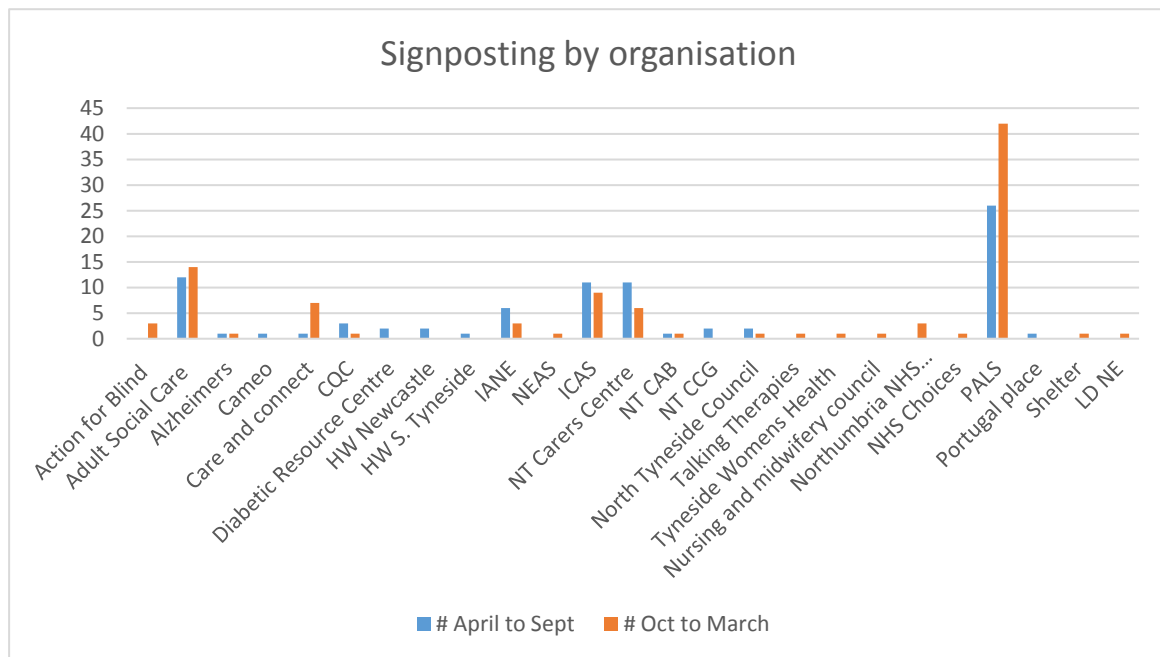
Comments by nature

The majority of issues raised in general engagement with Healthwatch North Tyneside are concerns followed by compliments.



Signposting activities

Healthwatch North Tyneside signposts members of the public to other organisations to assist them to gain further information or to discuss their concerns or needs further. In the past 6 months, HWNT signposted people on 93 occasions.



HWNT continue to demonstrate a trend of most regularly signposting people to PALS, Independent Complaints Advocacy, Adult Social Care and North Tyneside Carers' Centre.

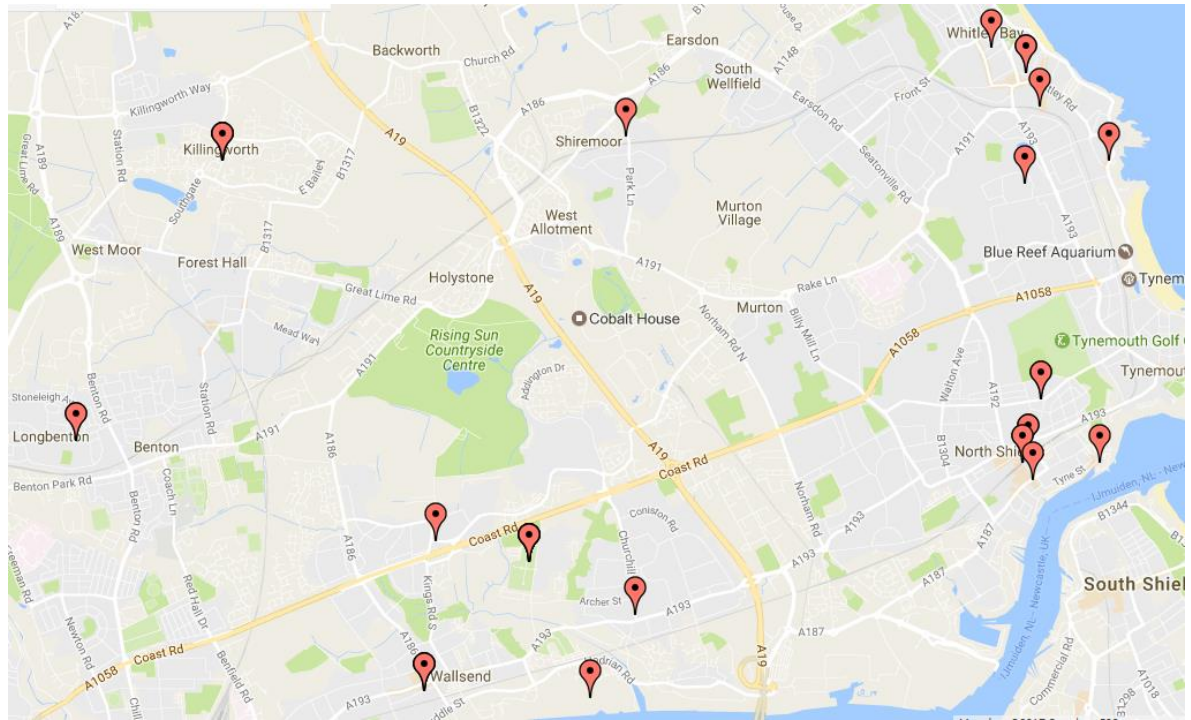
E. Engagement and outreach activity

There have been 40 outreach and engagement activities delivered in this six month period.

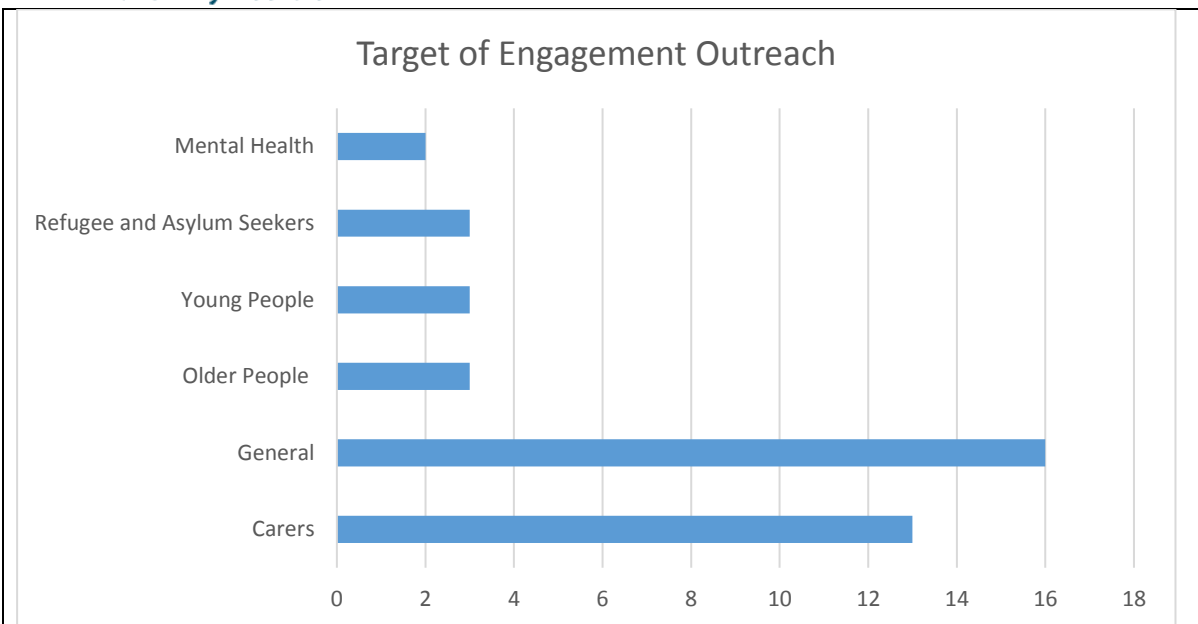
5115 minutes of staff time (85 hours) were spent in the delivery of this outreach and engagement.

635 people have been engaged with through this method.

This map illustrates HWNT engagement and outreach across the borough.



The majority of the engagement and outreach was targeted at the general public. There has been a significant push on engagement with carers in relation to the carers project which is ongoing.



F. Healthwatch North Tyneside events

HWNT have facilitated 6 public events in the area within the period. The list below illustrates regular board meetings (which are held bi-monthly) and regular volunteer meetings. We also facilitated meetings focused around some of our thematic projects.

Event date	Focus
15 September 2016	Board Meeting
17 October 2016	Young people's views of health and social care
7 November 2016	Board Meeting
6 December 2016	Volunteer meeting
9 January 2017	Board Meeting
6 March 2017	Board Meeting

G. Work with the Care Quality Commission

Healthwatch North Tyneside have worked closely with the Care Quality Commission during the period as follows:

Adult social care:

- Attendance at the Information Sharing Meetings regarding adult social care providers.
- Submission of evidence in relation to residential care homes and domiciliary care providers in advance of inspections (including IOS reports).
- Sharing of intelligence in relation to providers where concerns have been raised locally.

General Practice:

- Sharing of intelligence about General Practice in advance of inspections

H. Work with Local Healthwatch and Healthwatch England

HWNT continue to attend the Local Healthwatch Network meetings for the North East.

HWNT is represented on the HWE communications group and CRM stakeholder group.

In addition the Chair has also attended meetings with other Healthwatch Chairs in Tyne and Wear, Northumberland and Durham. Discussions have included the North East Health and Social Care Commission; Sustainability and Transformation Plans, and common issues facing Healthwatch in the Region.

I. Use of enter and view powers

HWNT continued to use enter and view powers in this period to carry our independent observer scheme (IOS) visits in care homes.

J. Volunteer update

HWNT has 13 enter and view volunteers and 12 have been active in the period.

HWNT volunteers have supported us in the following ways during this period:

- IOS visits to 31 Care Homes
- Supporting the development of
- Engagement with carers for the Carers project
- Attendance at meetings
- Contributing issues through volunteer meetings
- Supported the planning and delivery of Activity Coordinator Forum meetings

K. Communications

General update on communications activities

During this period, outside of maintaining HWNT usual communications channels, HWNT has delivered the following communications outputs:

Healthwatch North Tyneside audience

As at 1 October 2016 HWNT had 546 registered on the mailing list:

- 434 newsletter subscribers
- 6 large print subscribers
- 9 audio cd or tape subscribers
- 97 mailing by post subscribers

Social media

HWNT Twitter profile now has 923 followers. We have ‘tweeted’ on average 33 times per month, are mentioned by other an average of 14 times per month and receive an average of 589 profile visits per month.

HWNT Facebook page has 179 ‘likes’ and has a reach of on average 61 people per day and has received 142 post likes in the period.

Staff regularly use social media to share information about HWNT, to share information on behalf of partners, and to engage with followers live from events we are attending.

Healthwatch North Tyneside newsletters

During the period, HWNT has delivered 9 newsletters. The open rate ranged from 31.7% to 41.2% with click through ranging from 8.6% to 17.9%. Where there are lower open rates, this is attributed to newsletters sent about a single issue.

We published a printed newsletter in November 2016 which was sent to the mailing by post and large print mailing lists and electronically to enews subscribers. The printed newsletter is also distributed at engagements events.

Website

The average number of visitors to the website per month was 4567.

The monthly number of visitors ranges from 588 (October 2016) to 1067 (February 2017).

Over the six month period visitors reached our website by:

- 58% by organic search (using search engines and searching for any words that pick up our site, this could be Healthwatch or simply Tyneside or a health or social care term or issue)
- 25.1% direct to www.healthwatchnorthtyneside.co.uk
- 12.7% by referral from other websites, primarily North Tyneside Council and Healthwatch England
- 4.2% by referral through social media