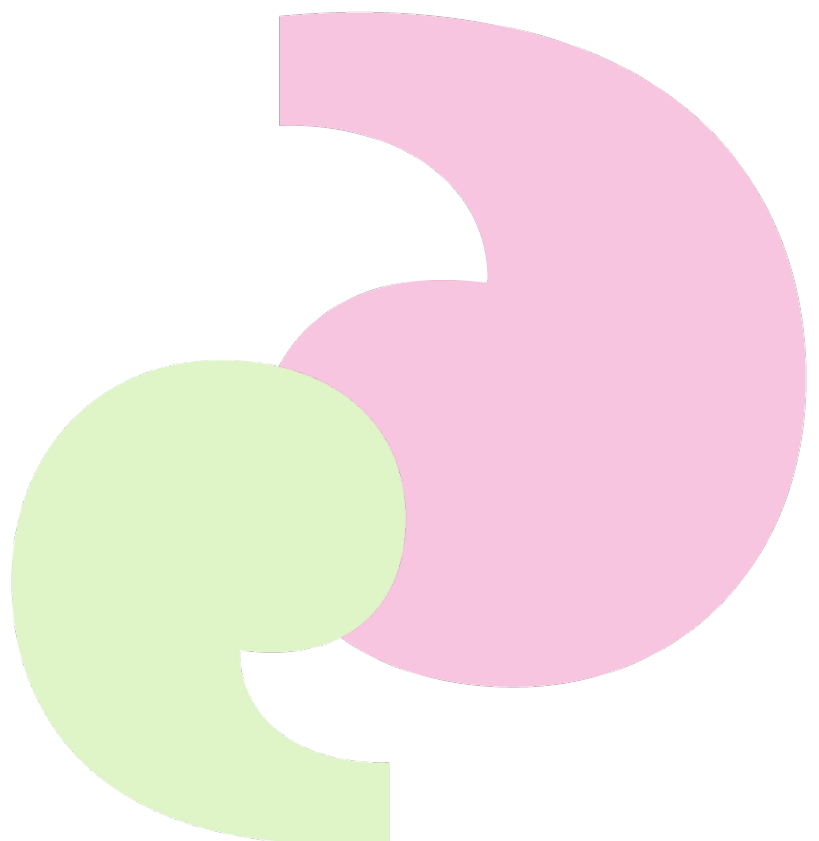




Trends Report

April 2017 to September 2017

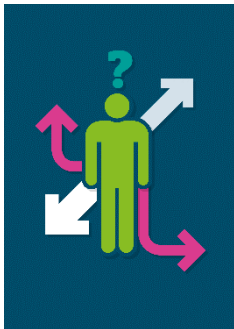




The Highlights



- We received 855 pieces of feedback about services from local people

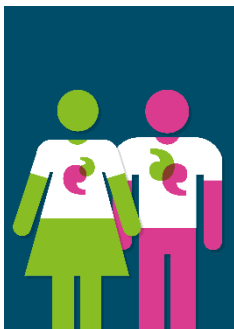


- We signposted 162 people to access services from more than 24 organisations



We published reports on:

- Making mealtimes matter in care homes
- Local people's experiences of using pharmacy services
- Our Annual Report



- We carried out 55 outreach and engagement activities around North Tyneside
- Through this we met more than 1019 people.





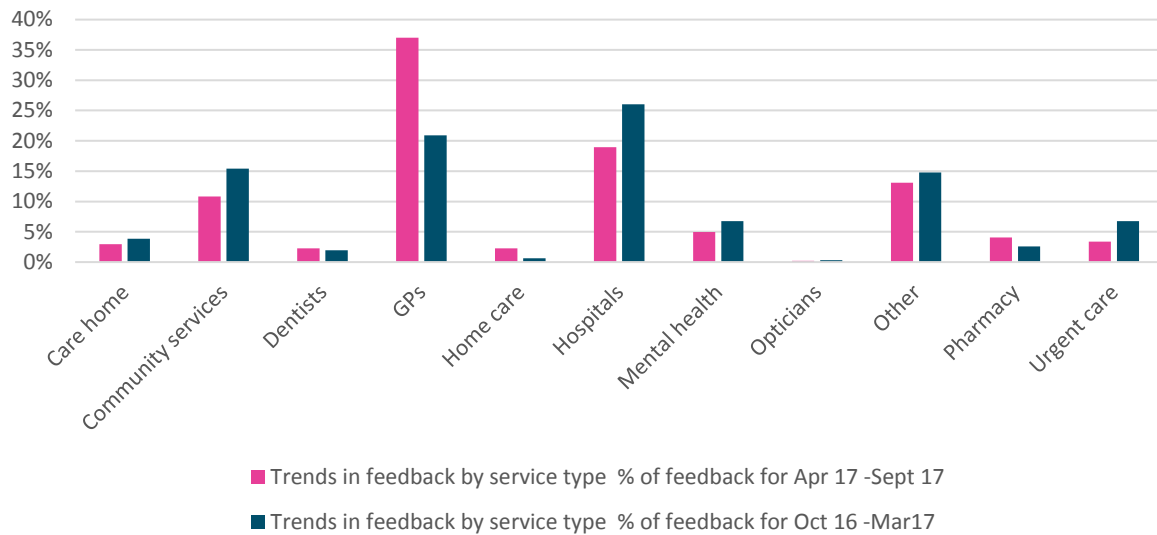
A. Introduction

This report sets out the trends in the feedback gathered from residents of North Tyneside during the period April 2017 to September 2017.

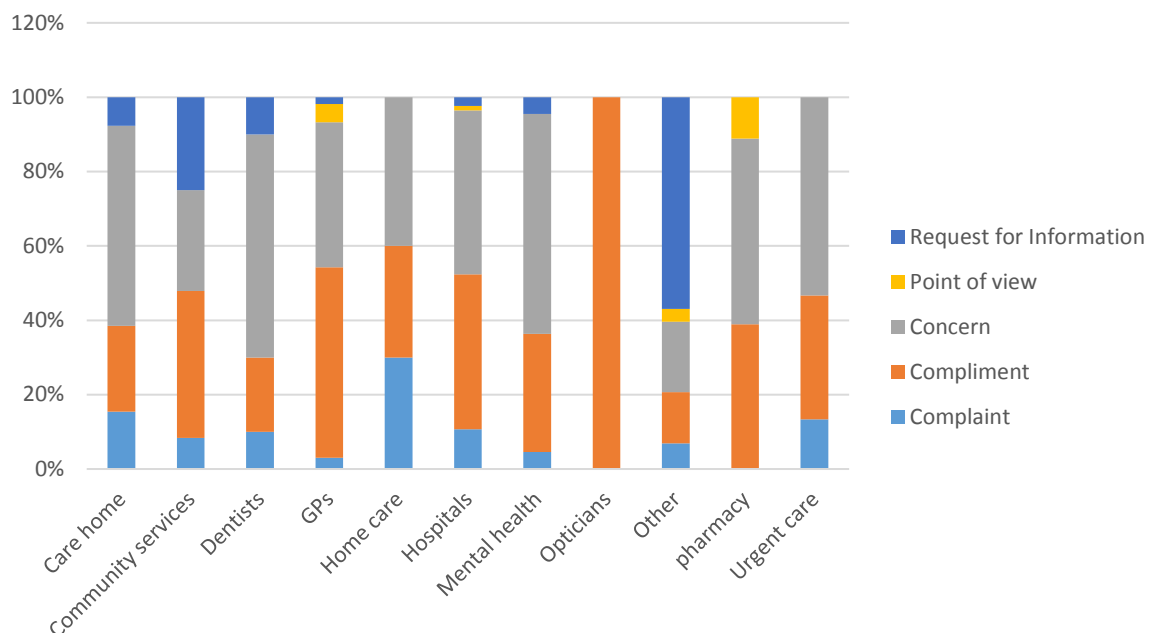
This report aims to provide commissioners and providers of health and social care services the opportunity to reflect and where appropriate take action on the feedback gathered. It is reported back to North Tyneside Health and Wellbeing Board. The activity of Healthwatch North Tyneside (HWNT) is also reported for information and accountability.

B. Your Voice - What local people told us

Trends in Feedback by Service Type



Sentiment by Service Type





The top five service areas of feedback are:

1. GPs

- 37% of feedback (164 instances of feedback) was about GPs (up 6% from previous period)
- 27% of the time was spent on recording and handling issues related to this feedback
- 51% of the feedback were compliments, 39% were concerns and 3% complaints.

2. Hospitals

- 19% of feedback (84 instances of feedback) related to hospitals (down 7% from previous period)
- 18% of the time was spent on recording and handling issues related to this feedback.
- 42% of feedback was compliments, 44% were concerns and 11% of the feedback was complaints.

3. Other

- 13% of the feedback (58 pieces of feedback) related to other services (down 2% from previous period)
- 13% of the time was spent on recording and handling issues related to this feedback.
- 57% of feedback was requests for information, 14% were compliments, 19% concerns and 7% complaints.

4. Community services

- 11% of feedback (48 pieces of feedback) related to community services (down 4% from previous period)
- 16% of the time was spent on recording and handling issues related to this feedback.
- 40% compliments, 27% concern, 25% information request, 8% complaint

5. Mental health

- 5% of feedback (22 pieces of feedback) related to mental health services (down 2% from previous period)
- 12% of the time was spent on recording and handling issues related to this feedback.
- 59% of feedback was relating to concerns, 32% to compliments, 5% to complaints.



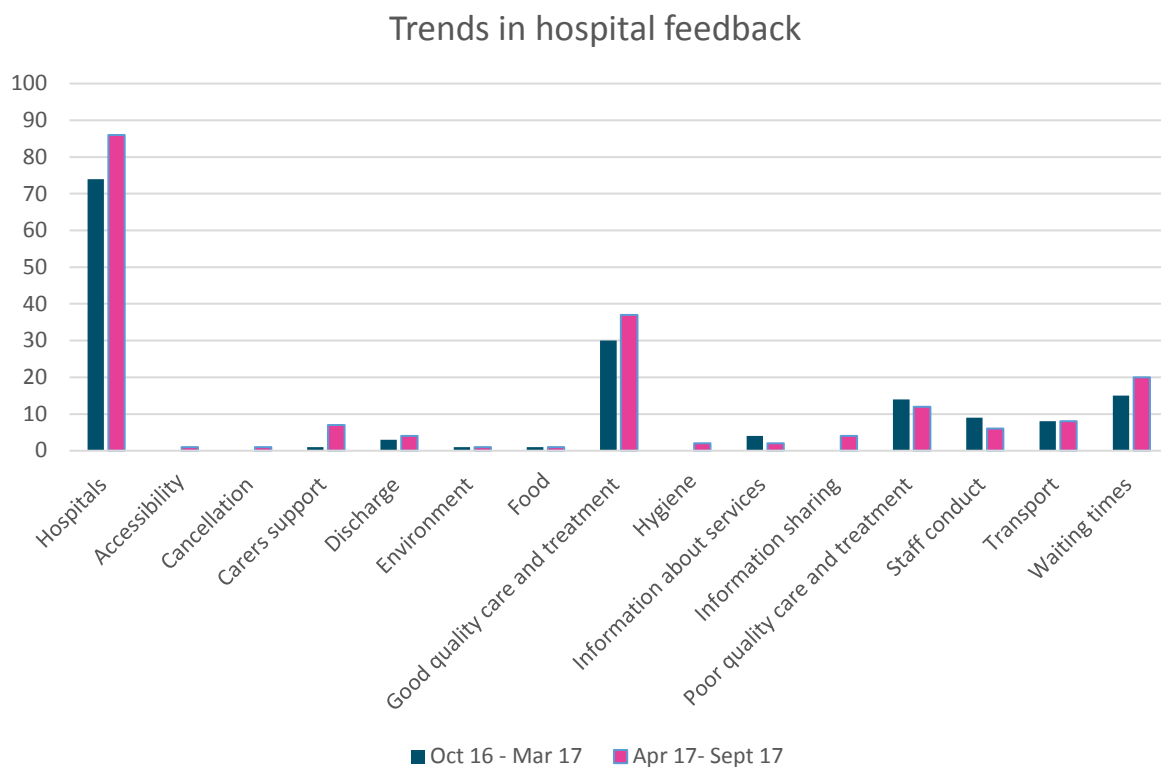


There are no significant shifts in the balance of sentiment by service area during this period in comparison with the last 6 months.

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).

The key trends¹ in the issues raised with HWNT in this period are outlined below under each service area.

Hospitals



The majority of feedback about hospitals continues to be related to people being satisfied with the level of care and treatment received. Comments relate to standard of staff, speed of treatment and good standard of treatment. These comments relate to all trusts and hospital sites. There is a trend of positive feedback for the pain management clinic due to engagement carried out there.

The second largest group of feedback continues to relate to people feeling dissatisfied with the length of time it takes to access diagnostics and treatment. This relates to the wait for appointments at A&E, waits for foot care appointments, waits for musculoskeletal operations and physio.

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





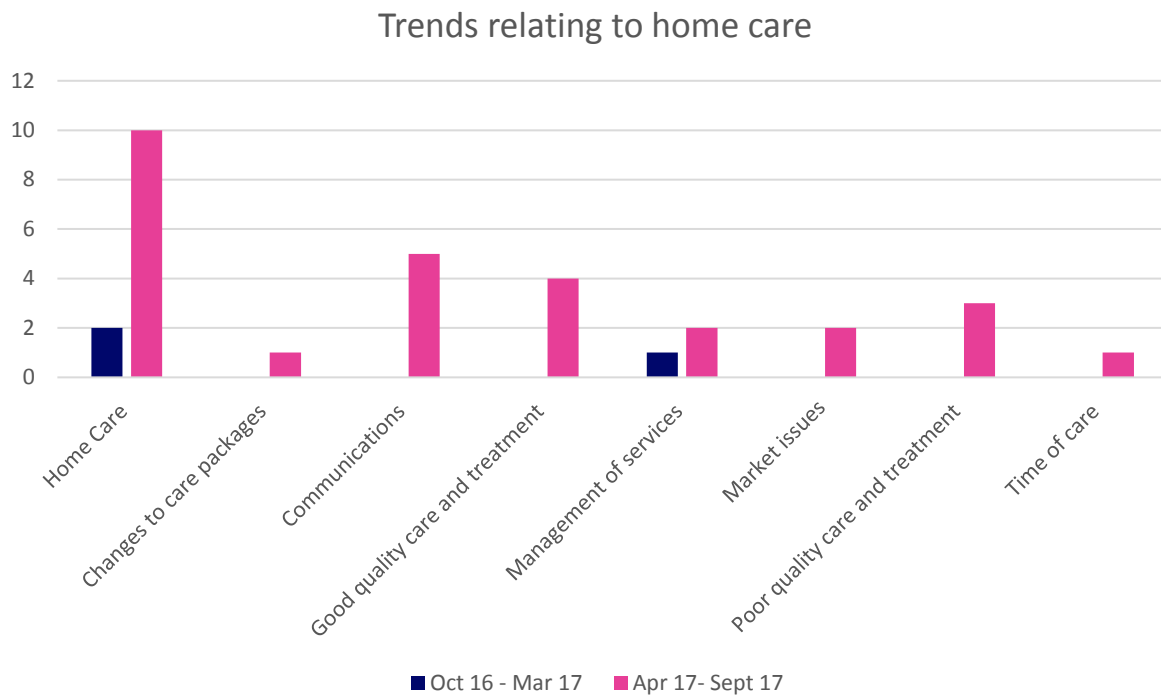
Poor quality care and treatment was the next largest trend in feedback. The majority of this feedback are accounts of patients who feel that there was a poor outcome as a result of their treatment (for example ongoing symptoms or arising from complications during procedures).

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

Carers have reported difficulty when they or the cared for person are required to stay in hospital. Their concerns relate to the lack of facilities for carers during hospital stays, long delays in planning admissions, lack of availability of respite and social care in wards and lack of information for carers.

There were 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.

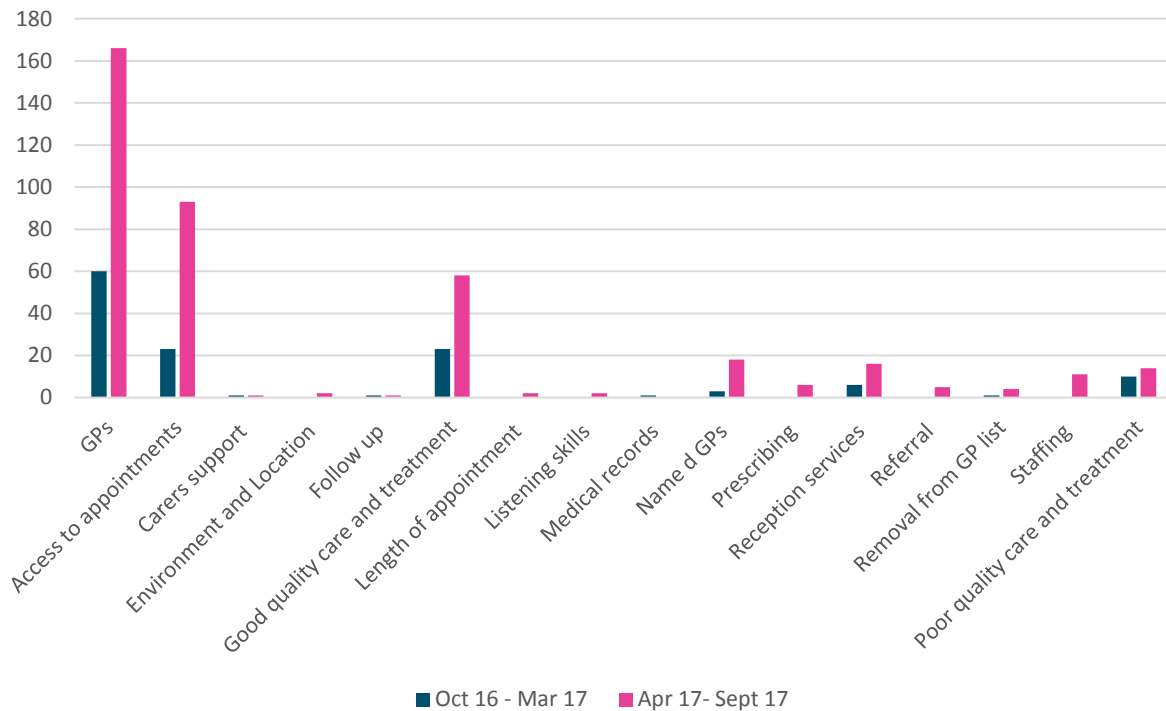
Home care



The majority of feedback relating to Home Care specifically relates to two home care providers and the only significant trend in this period is in relation to poor communications by providers to the clients about their care including lack of ability by the clients to contact the office and poor communication about changes of care.



Trends in feedback about GPs



The majority of feedback about GPs during this period relates to access to appointments. Of these the majority of feedback relates to poor access to appointments. In particular patients are concerned about the system of booking appointments, the lack of availability of appointments (both urgent and advance bookings), longer waits for named GPs. There were some positive experiences.

The next largest category of feedback relates to people reporting good quality care and treatment including the warmth and caring nature of the staff, good diagnosis and treatment.

People reported concerns about the lack of named GPs or the lack of availability of appointments to see named GPs. Those who reported positive experience of named GP felt it contributed to better quality of care.

People continue to report concerns about reception services acting as a barrier to accessing appointments, being used to triage for appointments without proper training and that this breaches confidentiality. People have reported some good experience where receptionists were warm and caring but unfortunately others report experiences of receptionists being abrupt and chastising them.

People also reported poor quality treatment including concerns about diagnosis, concerns about the changes in the Health Visitor service and inappropriate treatment.

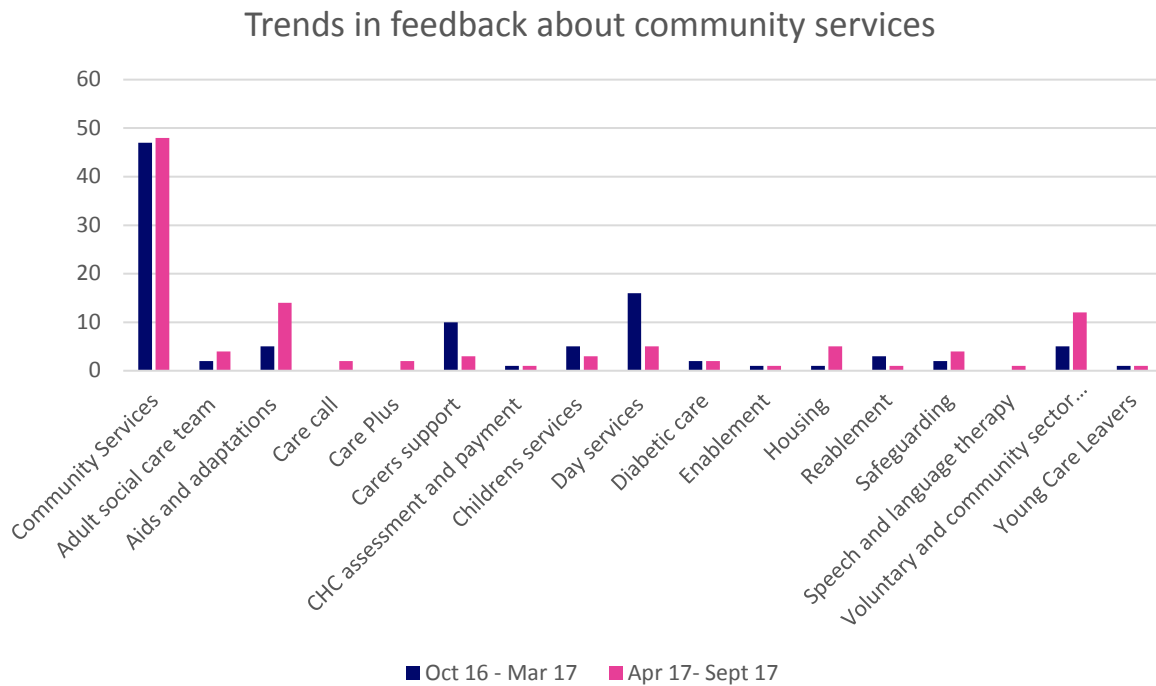




A new trend has emerged in this period of people raising concerns about the staffing of practices following staff retirement and the impact of this on appointment availability.

Another new trend relates to the handling of referrals between primary and secondary care where patients experienced lack of communication about referrals in particular where referrals are refused or people experience long waits.

Community services



The majority of the feedback about community services this period relates to aids and adaptations. This is a significant increase from the last period. Though there are a small number of people who have reported a positive experience and some who requested information or signposting to services, the majority of feedback in this area relates to concerns. The concerns relate to lack of access to aids and adaptations where there have been refusals to support necessary changes, waiting times and lack of communication about planned support and in some cases inability of the team to source the required equipment. HWNT have made two safeguarding referrals relating to this.

The second largest area of feedback relates to voluntary and community sector provision. All of the feedback in this area are positive experiences of service provision.

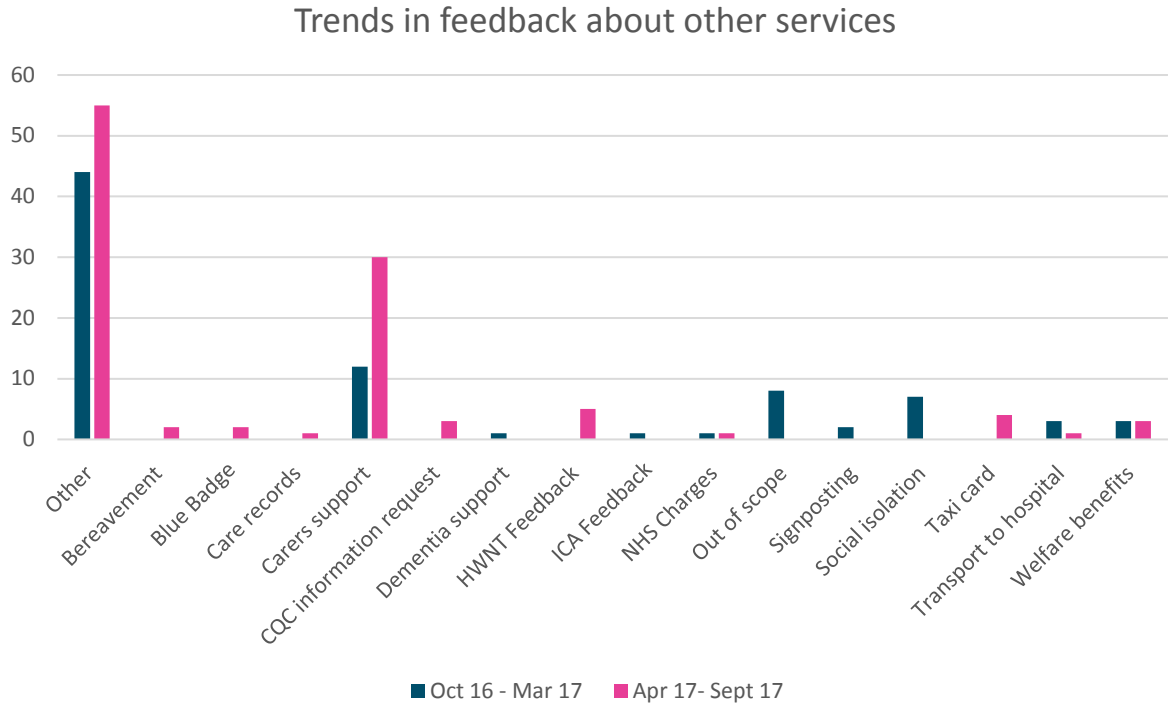
Day services continue to meet the threshold for trend on the basis of one provider promoting the feedback centre. Feedback is all positive experience.





There is a trend in people approaching HWNT for information and signposting in relation to their housing needs.

Other



Overall there was an increase in feedback that relate to 'other services'. There was a considerable increase in feedback about carers support. This is linked to engagement work undertaken for the carers' project.

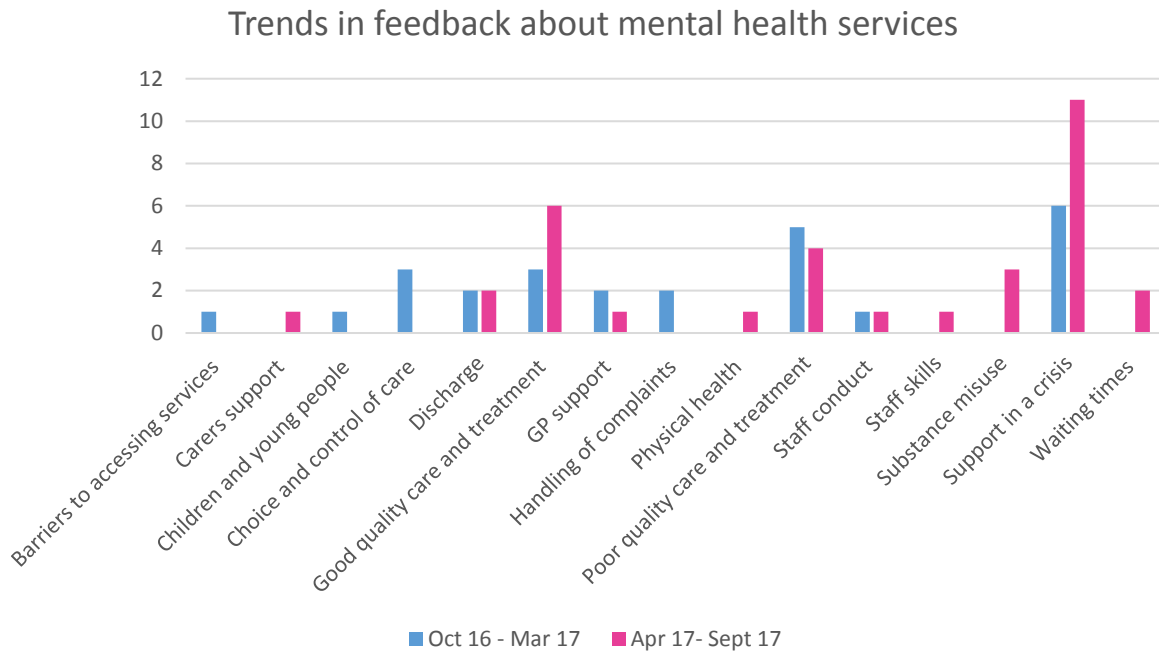
Carers continue to ask for information and advice about where to access support for their caring role.

There is also an increase in feedback about Healthwatch North Tyneside services linked to both improvements in the gathering and recording of feedback following contact with the organisation.





Mental health services



Concerns about crisis mental health services continue to grow. It should be noted that this data is not skewed by HWNT crisis mental health project which had not commenced at this time. In the past 6 months disclosures of intent or attempt to end their lives were made seven times by members of the public. This is a worrying trend and HWNT is working with the CCG to carry out a pathway review.

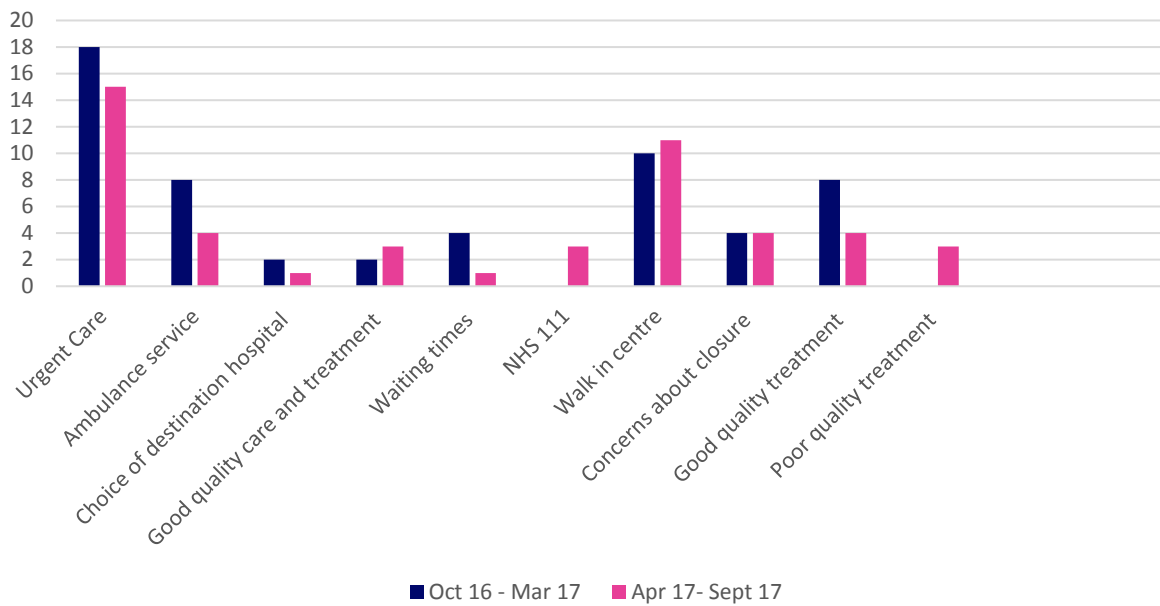
There is a small increase in the number of people reporting good quality care and treatment.





Urgent care

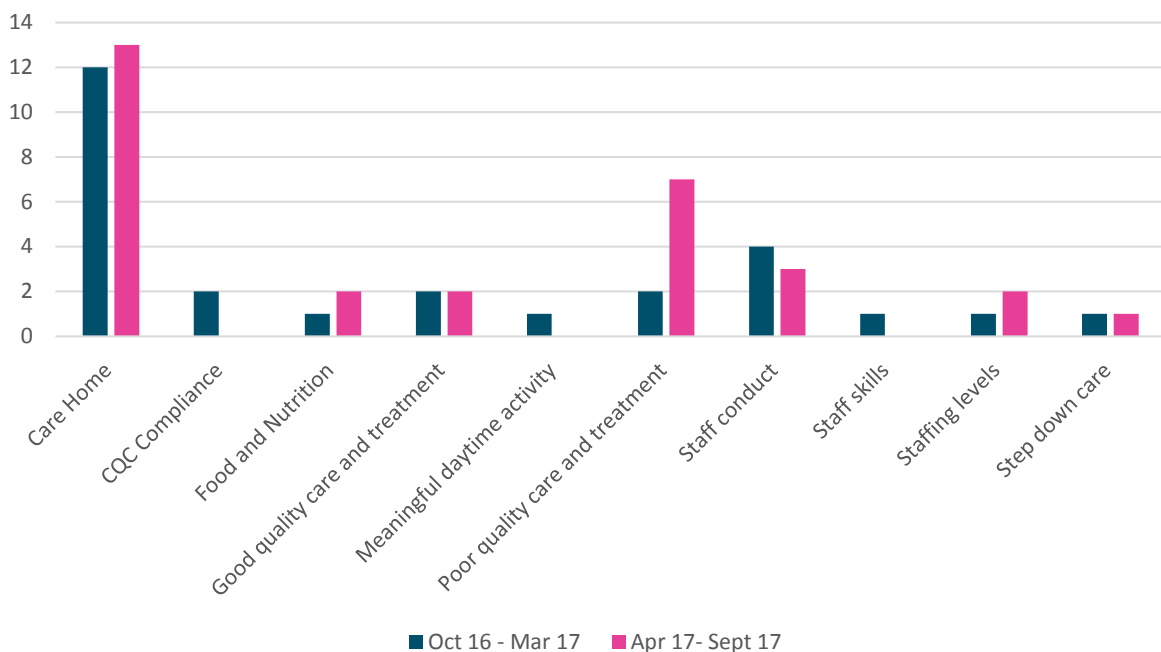
Trends in feedback about urgent care



The majority of feedback about urgent care services in this period relates to walk-in centres. There is a small increase in overall feedback from the previous period. Most feedback relates to good quality treatment. There are no other significant trends about urgent care services in this period.

Care homes

Trends in feedback about care homes

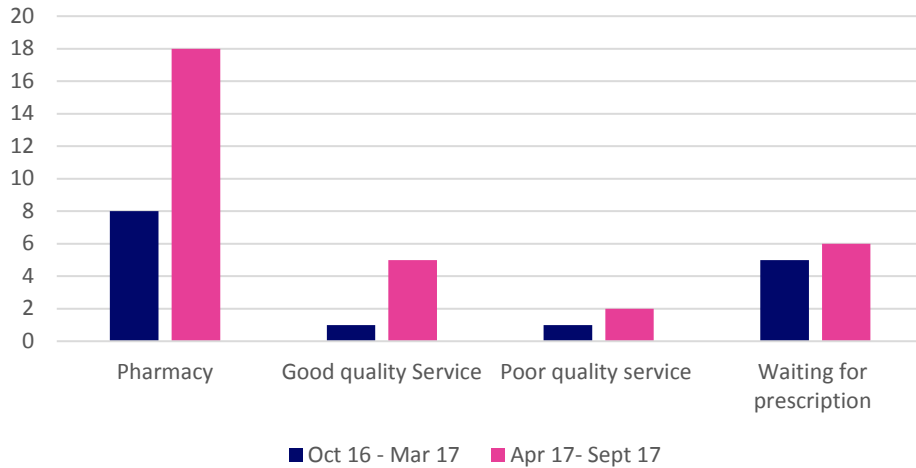




The only category of trend in the feedback about care homes relates to reports about poor quality care and treatment the majority of which have been raised as safeguarding issues with the council.

Pharmacy

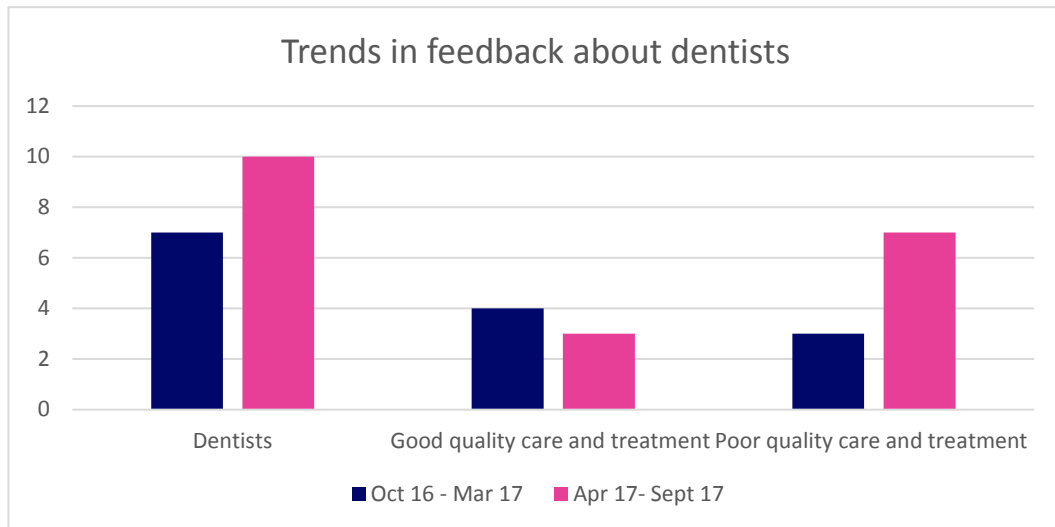
Trends in feedback about pharmacy



There was a notable increase in feedback about pharmacy from the previous period. This is attributable to the engagement focusing on pharmacy feedback and the distribution of surveys linked to our pharmacy report. The majority of feedback related to people's concerns about waiting for prescriptions due mainly to stock levels in the pharmacy. An increased number of people reported positive experiences.

Dentists

Trends in feedback about dentists





The majority of feedback about dentists in this period was about poor quality care and treatment. This relates to treatment which has not been effective or caused problems, waits for appointments and customer service.

Safeguarding Issues

Healthwatch North Tyneside have made 16 safeguarding referrals in the past 6 months which are broken down by the following service areas:

- Mental Health 5
- Community Services 4
- Residential Care 5
- GPs 1
- Home Care 1

C. Organisational update

Healthwatch North Tyneside has welcomed Shirley Anne Emmerson to the organisation in the role of volunteer coordinator. We have had some changes in the board with David Robinson and Oliver Williams leaving the board and Sokhjinder Morgan joining the board. We would like to thank David and Oliver for their contribution to the organisation and warmly welcome Sokhjinder.

D. Update on thematic priorities

Mental health

HWNT have now received all responses to the Mental Health report which has been published on the website.

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.

HWNT has begun the scoping and consultation phase of its research into service user's experience of mental health crisis services. We have met with many of the stakeholder and have agreed with NT CCG that the work will feed into their review of crisis pathways.

Plans for the next 6 months:

HWNT hope to launch the mental health video.

HWNT will kick off the Crisis Mental Health project with a project team meeting and begin to gather data. It is the intention of the organisation to publish findings early in 2018 and report findings into the CCG crisis pathway review.





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

Pharmacy

HWNT sat on the steering group of the Pharmaceutical Needs Assessment (PNA) and in support of this carried out research on local people's experiences of using pharmacy services. We were able to gather views from 371 people in a short period of time and the report has been promoted to the Healthwatch national network as an example of good practice. The findings have been integrated into the draft PNA.

Plans for the next 6 months

HWNT will formally respond to the PNA draft.

Small grants process

Healthwatch North Tyneside have begun a pilot of a local voices fund, small grant process for local groups to carry out their own research which is quality assured by HWNT. The closing date is 31st October 2017.

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:

- Participation in the National Citizenship service

Plans for the next 6 months:

HWNT will research, design and implement a Youth Healthwatch with young volunteers who will carry out their own research.

Carers

HWNT has completed the draft carers report and has met with CCG and North Tyneside Council (NTC) to discuss amendments to the report.

HWNT has gathered stories from people who have experienced challenges when the person they care for has been admitted to hospital in order to approach NHS Trusts about learning from these case studies.

Plans for the next 6 months:

HWNT will publish the carers report and responses.
We will also engage NHS Trusts in relation to the carers' hospital experience.





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.

The report into the mealtime experience in care homes was published and the council responded. Many of our recommendations were implemented to make alterations to the contract and monitoring templates for care homes. We also produced a summary document which highlights good practice for care home staff and relatives to embed the findings into practice

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.

Other

Healthwatch North Tyneside also delivered the following during this period:

- Submitted views on all of the NHS Trusts Quality Accounts
- Published our Annual Report
- Undertook our contract monitoring visit increasing our compliance score to 84%.
- Commenced consultation on our performance against Healthwatch England quality standards.
- Continued to work with other local Healthwatch on STP common issues
- HWNT continued to support the review of the HWB Strategy by sitting on the steering group.
- Supported the induction of the GP based care navigators
- Distributed feedback forms and posters in every GP practice, pharmacy, IAPT and many other health and social care provider locations.
- Carried out annual reviews with all volunteers

Plans for next 6 months

- We will have our conference and AGM on 6 November.
- We will begin recruitment and induction of engagement volunteers
- We will explore the use of enter and view in GP practices
- We will publish our first GP Digest for the Primary Care Quality Committee
- We will begin to plan hospital discharge project and deliver the report.





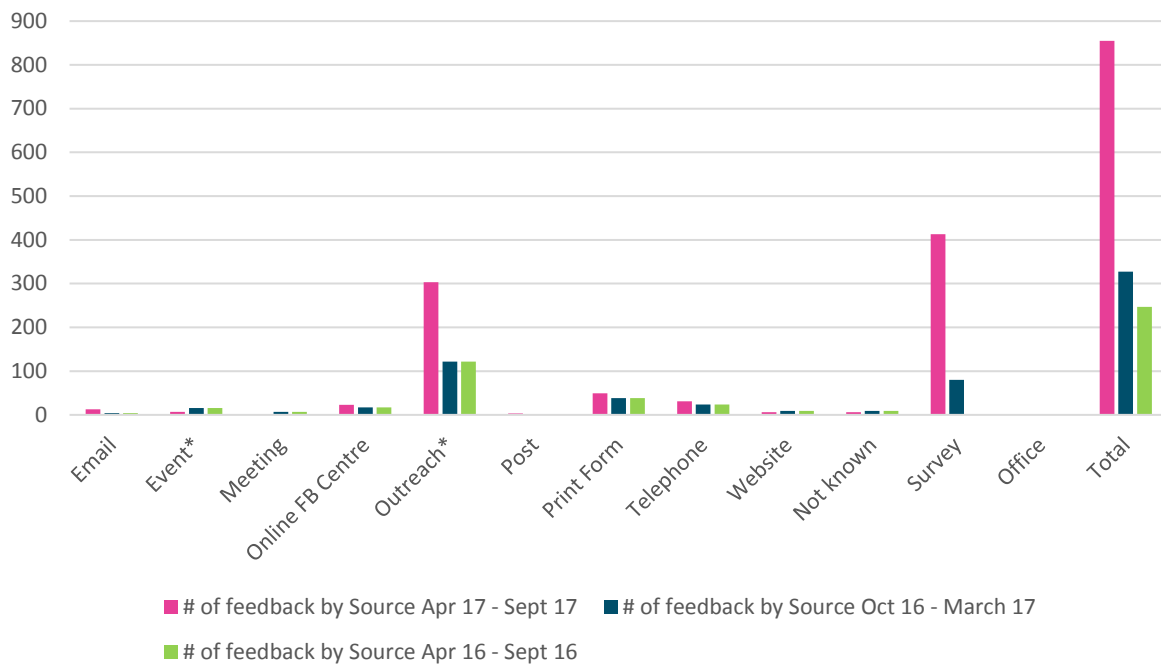
E. Feedback received during the period

HWNT received 855 instances of feedback between April and September which continues the upward trend of increase in the yield of feedback from the previous 12 months.

The majority of issues were gathered via survey (413) and during outreach activities (303). We are continuing to see an upward trend in local people’s use of the feedback centre has generated 72 pieces of feedback in the past 6 months with the majority of these coming via print and return forms (49). This high spike includes success in relation to the large reach of our pharmacy survey which has been highlighted nationally by Healthwatch England.

Staff spent 114 hours in the recording and following up of issues arising from the feedback given. Methods of gathering feedback which takes the least time is through the online feedback centre which takes just 2 minutes on average per feedback. The feedback which takes the team the most time to respond to comes via email (average of 39 mins), the website (average of 40 mins) and telephone (average of 45 mins). This reflects the complexity of the feedback, information gathering and signposting required by people who feedback in this way.

Feedback by source



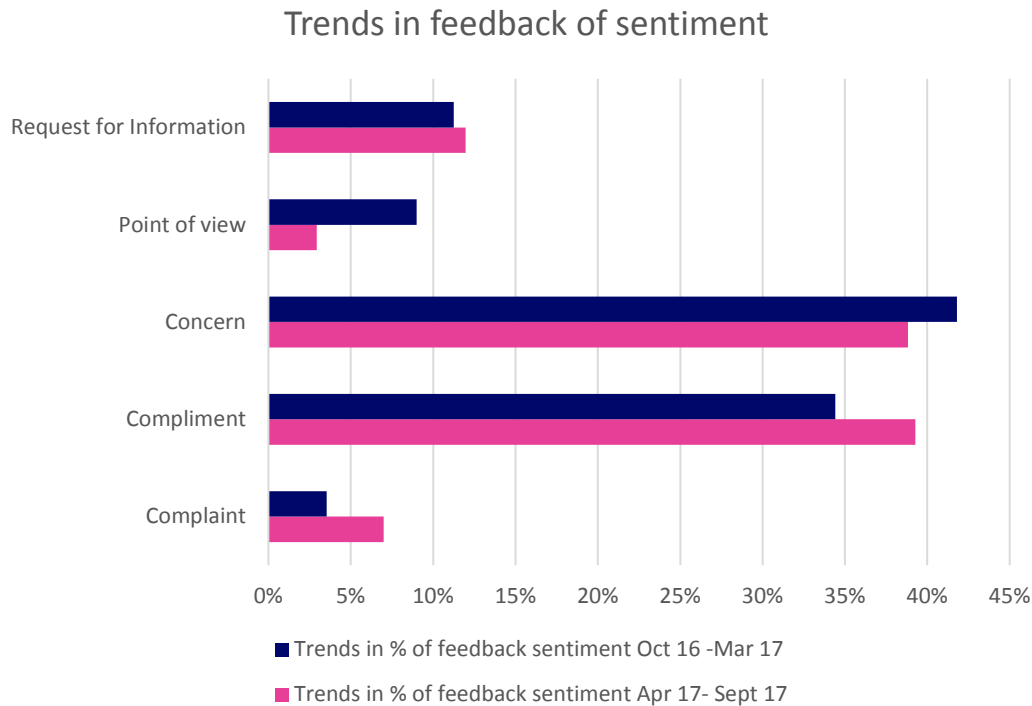
Comments by nature

The majority of issues raised in general engagement with Healthwatch North Tyneside are concerns and compliments (39% each).





Since the last reporting period there has been a small decrease in the proportion of complaints about services (down by 3%) matched by a decrease in the proportion of concerns (down by 3%). The proportion of compliments has increased by 5%.



On average complaints are the most time consuming for HWNT at 30 minutes each, followed by concerns which take an average of 20 minutes each and requests for information which take 17 minutes each.

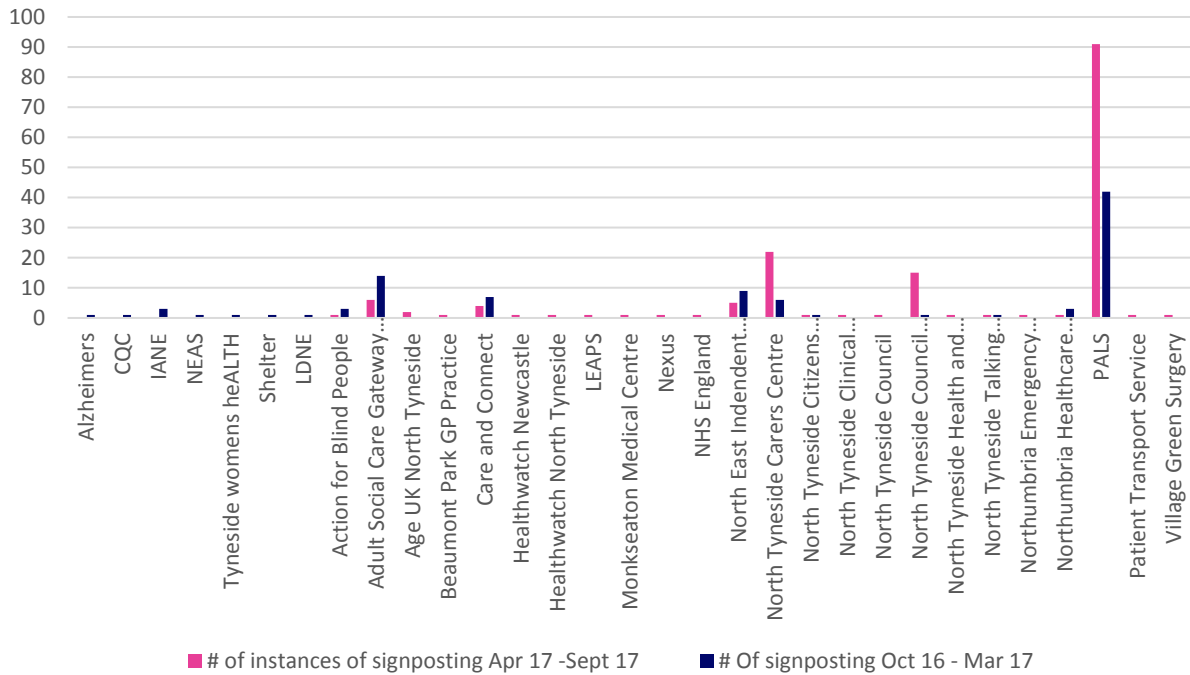
Signposting activities

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 162 occasions which is a 69% increase from the previous 6 months.





Signposting to other organisations

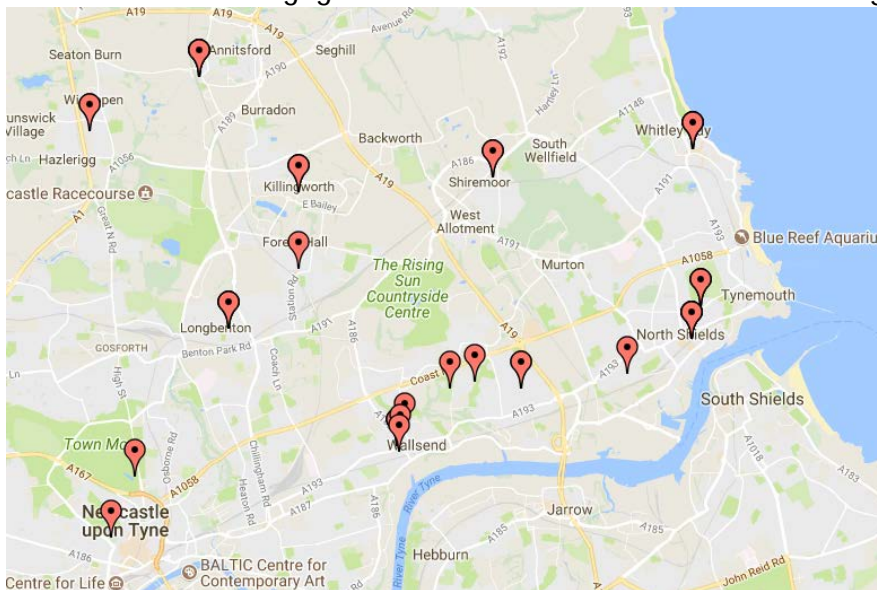


HWNT demonstrates a trend of signposting people to PALS, Independent Complaints Advocacy, Adult Social Care, North Tyneside Carers' Centre.

F. Engagement and outreach activity

There have been 49 outreach and engagement activities delivered in this period. 101 hours of staff time were spent in the delivery of this outreach and engagement. 1019 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.

Target	Number of engagements
Carers	5
General public	31
Mental health	2
Older people	7
Professionals	4
Unemployed	2
Young people	1
Disability	2
BAME	1

G. Healthwatch North Tyneside events

HWNT have facilitated four 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
8 May 2017	Board Meeting
3 July 2017	Board Meeting
4 September 2017	Board Meeting
31 July 2017	Volunteer meeting

H. 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:

- Discussion about the use of Enter and View powers within GP practices.
- Sharing of intelligence about General Practice in advance of inspections





I. Work with Local Healthwatch and Healthwatch England

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

HWNT had 3 delegates attend the HW England conference in Nottingham in July 2017.

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.

J. Use of enter and view powers

HWNT has not used it's enter and view powers in this period.

K. 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:

- 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

L. 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 2017 HWNT had 563 registered on the mailing list:

- 450 enewsletter subscribers
- 6 large print subscribers
- 9 audio cd subscribers
- 98 mailing by post subscribers





Social media

HWNT Twitter profile now has 1153 followers. We have 'tweeted' on average 51 times per month, which have been seen 10,200 times per month on average, are mentioned by other users an average of 21 times per month and receive an average of 336 profile visits per month.

HWNT Facebook page has 205 'likes' and has a reach of on average 255 people per day.

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 25.8% to 43.2% with click through ranging from 4.7% to 13%. Where there are lower open rates, this is attributed to newsletters sent about a single issue.

Website

The average number of visitors to the website per month was 1008 this is a increase from the previous period average of 761.

The monthly number of visitors ranges from 705 (April 2017) to 1220 (September 2017).

Over the six month period visitors reached our website by:

- 67% 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) and increase from the last period
- 20% direct to www.healthwatchnorthtyneside.co.uk
- 7% by referral from other websites, primarily North Tyneside Council and Healthwatch England
- 6% by referral through social media





It starts with you Your care, your feedback

Share experiences and feedback on local services:
www.healthwatchnorthtyneside.co.uk/services



Or pick up a freepost feedback leaflet



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