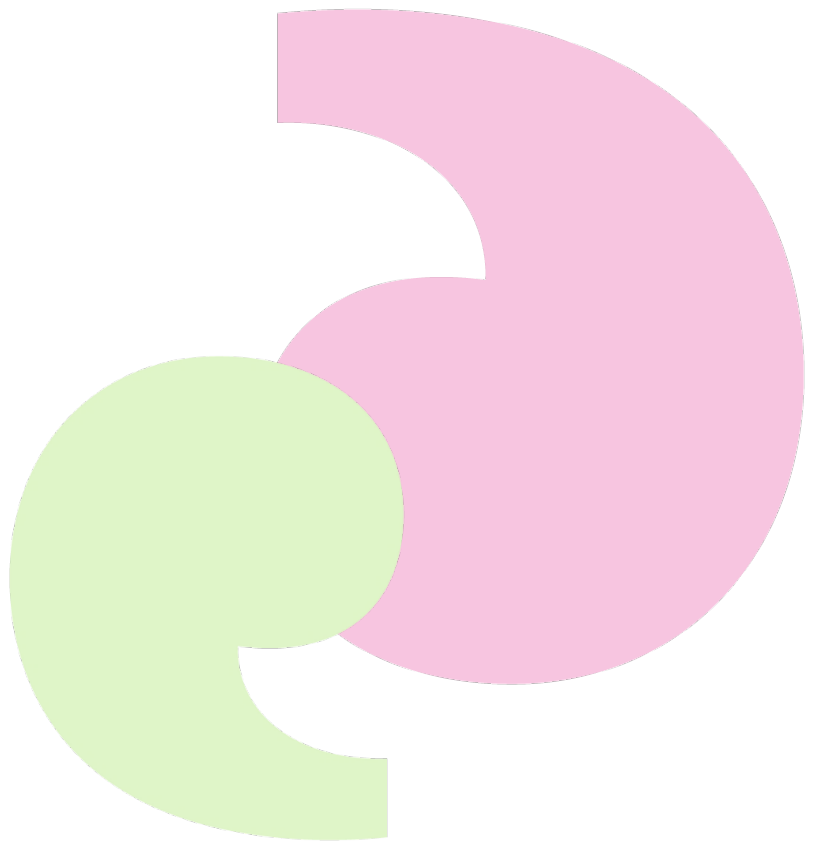


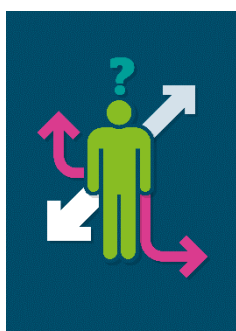
Trends Report
October 2017 to March 2018



The Highlights



- We received 633 pieces of feedback about services from local people



- We signposted 180 people to services from more than 32 organisations

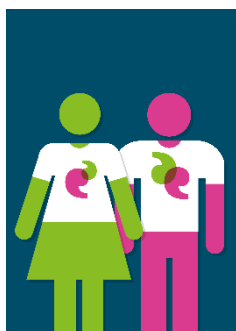


We published reports on:

- GP Practices

We carried out projects on:

- Mental Health Crisis
- Local Voices Fund



- We carried out 43 outreach and engagement activities around North Tyneside
- Through this we talked to 604 people
- We held our 'Your Future, Your Care' conference which was attended by 80 people

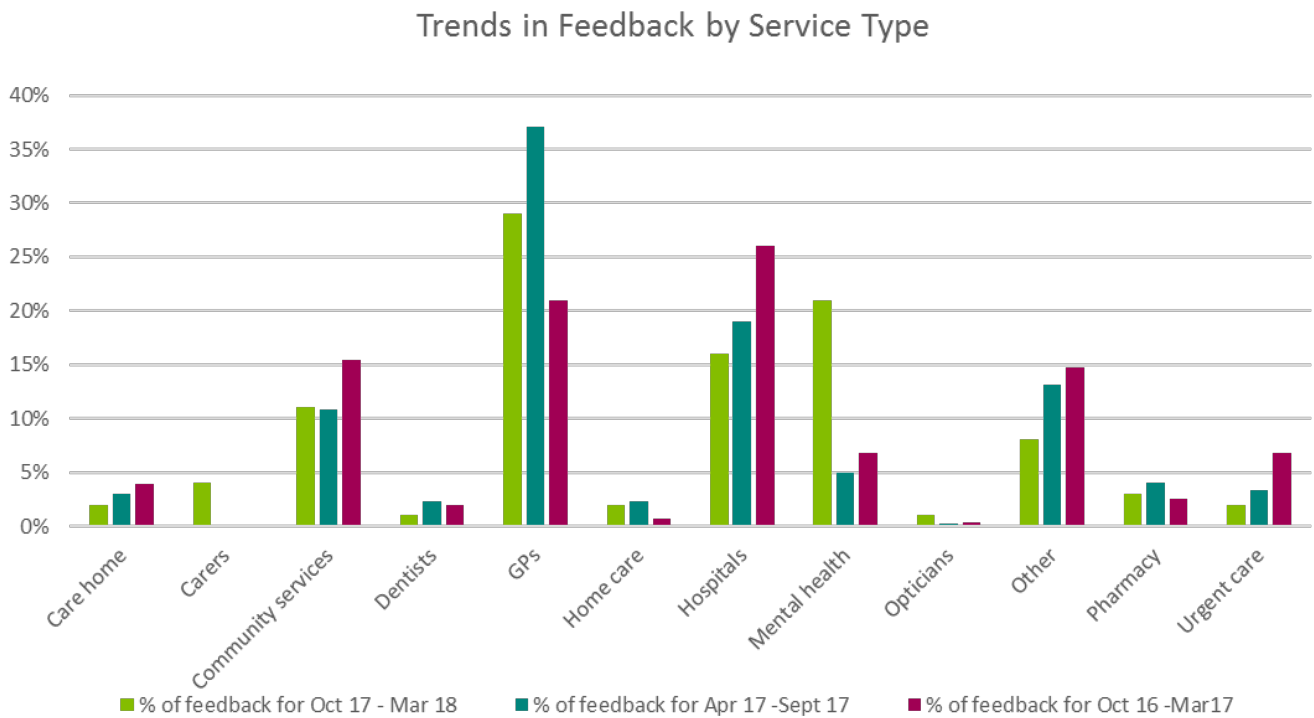
A. Introduction

This report sets out the trends in the feedback gathered from residents of North Tyneside during the period October 2017 to March 2018.

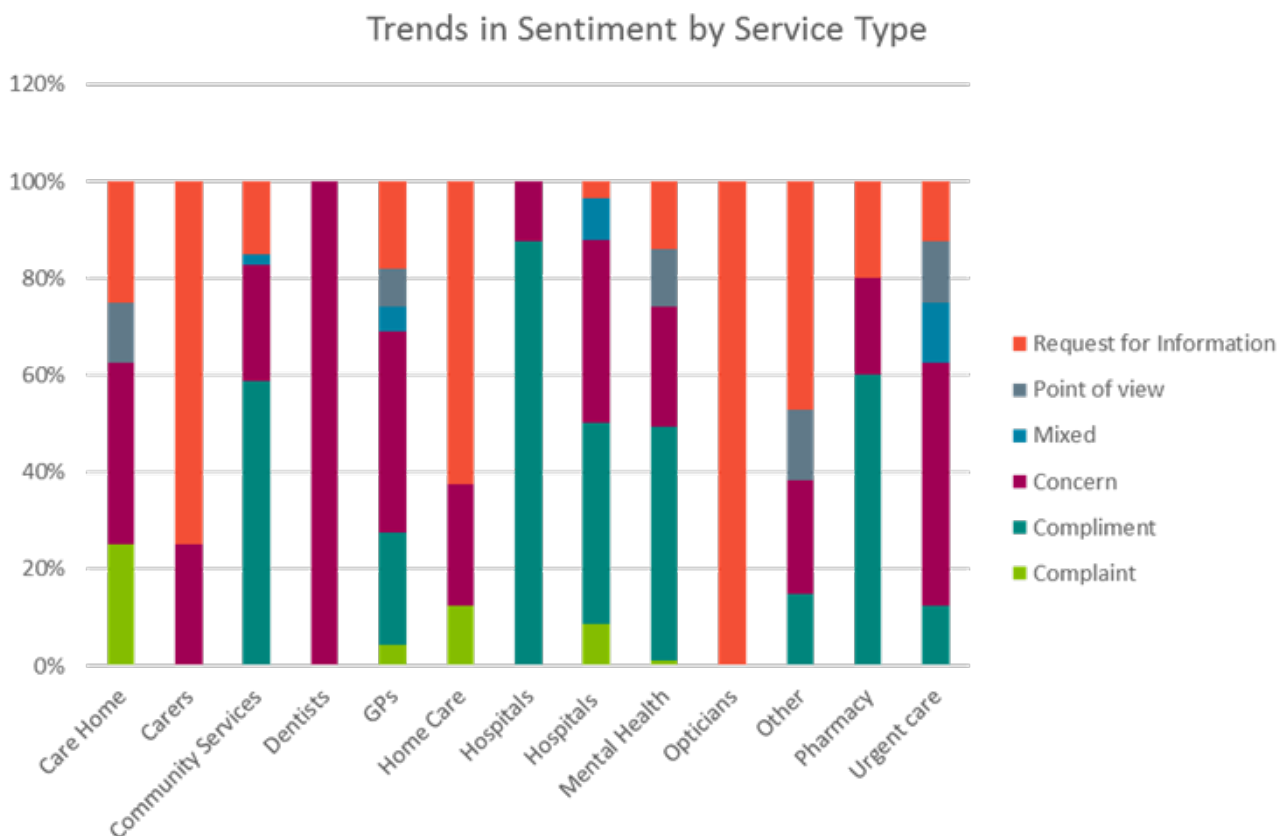
This report aims to provide commissioners and providers of health and social care services the opportunity to reflect and where appropriate take action on the feedback gathered. It is reported to North Tyneside Health and Wellbeing Board. The activity of Healthwatch North Tyneside (HWNT) is also reported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

B. Your Voice - What local people told us

This chart illustrates the trends in feedback we have received about local services over the last 6 months and previous two trends reporting periods as a comparative.



This chart illustrates the trends in the sentiment of feedback about each service type we have received during the 6-month period.



The top five service areas of feedback are:

1. GPs

- 29% of feedback (116 instances of feedback) was about GPs (down 8% from previous period)
- 23% of the feedback were compliments, 41% were concerns and 4% were complaints.

2. Mental health

- 21% of feedback (85 pieces of feedback) related to mental health services (up 16% from previous period)
- 48% of the feedback were compliments, 25% were concerns and 1% were complaints.

3. Hospitals

- 16% of feedback (66 instances of feedback) related to hospitals (down 3% from previous period)
- 87% of feedback were compliments and 13% were concerns.

4. Community services

- 11% of feedback (46 pieces of feedback) related to community services (this is the same percentage as the previous period)
- 59% of feedback were compliments and 24% were concerns.

5. Other

- 8% of the feedback (34 pieces of feedback) related to other services (down 5% from previous period)
- 47% of feedback were requests for information and 24% were concerns.

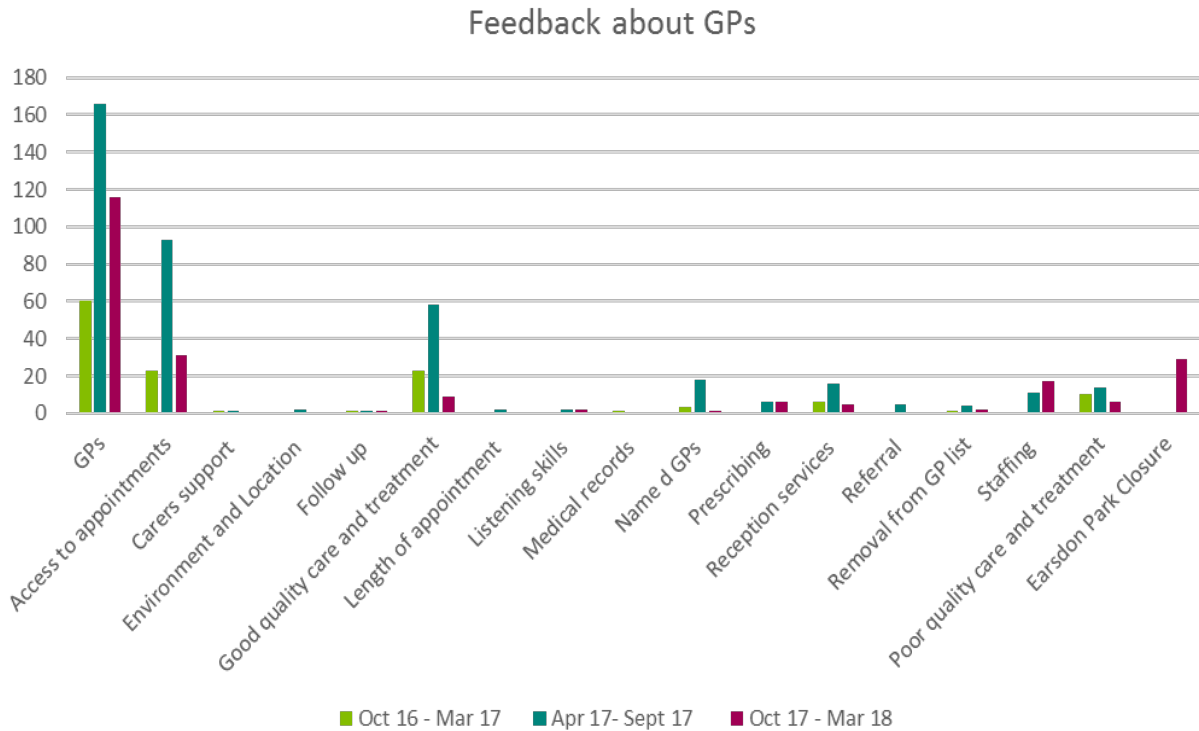
There are key shifts in the balance of sentiment by service area during this period in comparison to the last 6 months. Specifically, there has been an increase in compliments regarding hospitals and mental health services. This largely relates to feedback about voluntary sector mental health support received through our online feedback centre. There has also been a decrease in the number of compliments received about GPs and an increase in information requests and concerns. This has been influenced by the closure of Earsdon Park Surgery.

Please note this does not include all data for thematic work (for example surveys) which are included in thematic reports. However, the data trends may be influenced 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.

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

GPs

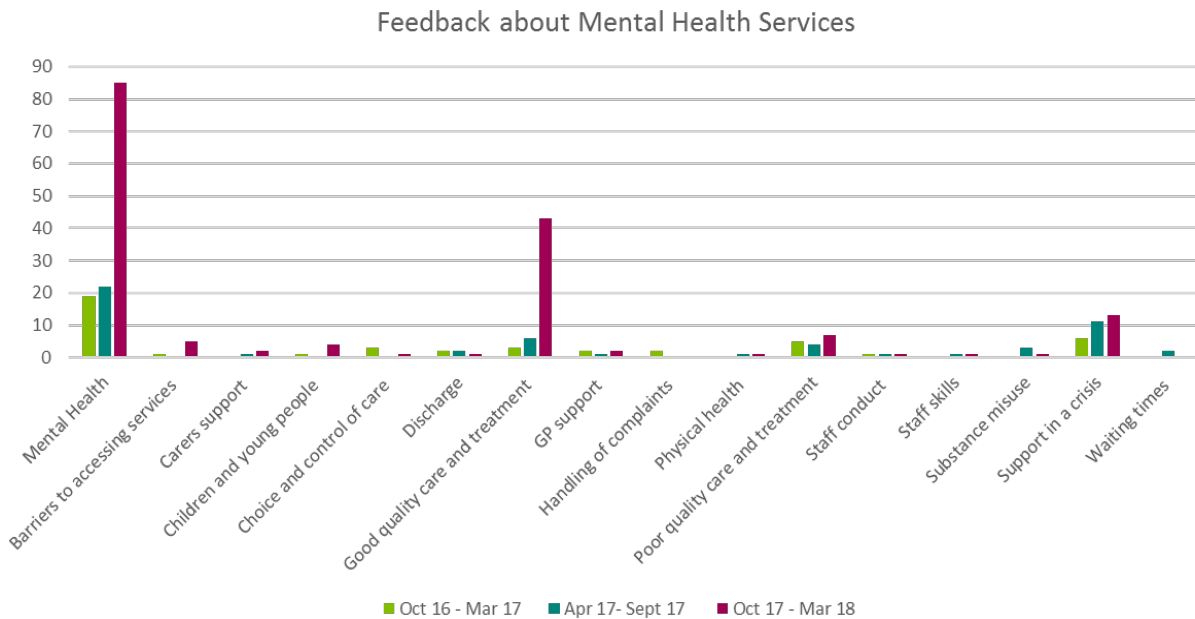


Overall, we have seen a decrease in the amount of feedback received about GPs over this period. However, we continue to see trends in feedback about access to appointments (27% of GP feedback), the majority of which relate to poor experiences of attempting to access appointments.

The second key trend for this period is about the closure of Earsdon Park Surgery. 25% of the feedback we received about GPs was in relation to this closure, with a number of people contacting us to express their concerns or to request support to move practice.

Of the practices we received feedback for, people expressed significantly more positive than negative experiences of the quality of their GP practice. This was largely in relation to the quality of care received by staff. However, there were still evident concerns about reception staff acting as a barrier to appointments and often communicating to patients in a poor and unhelpful manner.

Mental health services



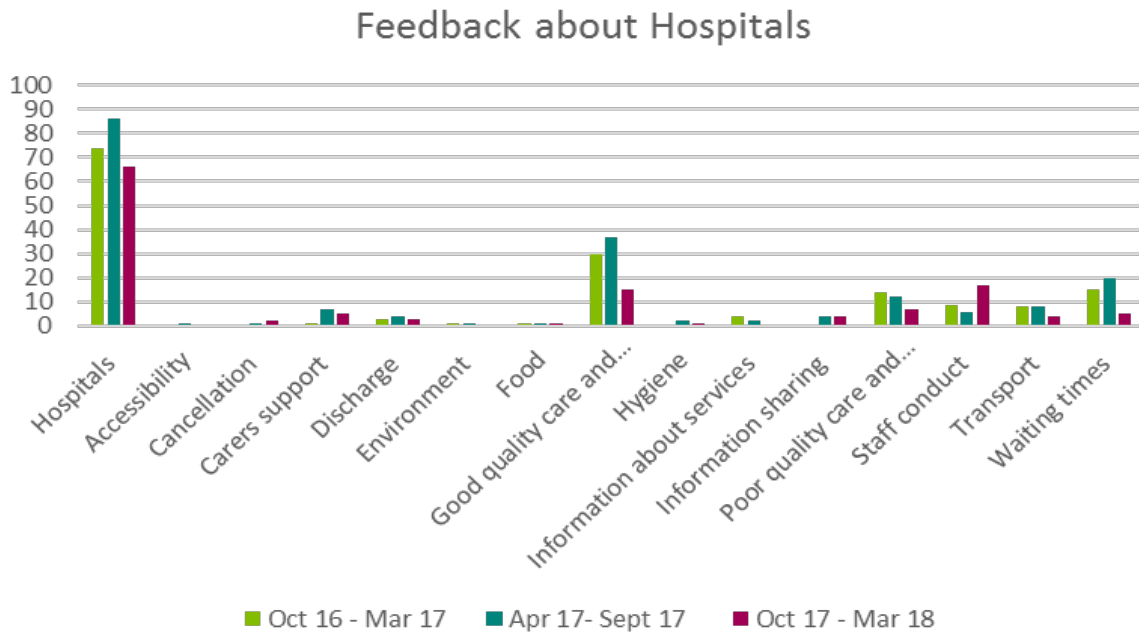
We have seen a significant increase in the amount of feedback we have received about mental health services in this period. This is most notably due to HWNT thematic work around mental health crisis. Although, specific thematic data is not included in this analysis, often we have an increased number of people contacting us about a specific area through advertisements and word of mouth about an ongoing thematic project.

The increase can also be largely attributed to the higher number of voluntary sector mental health organisations actively using our online feedback centre. This also links to the spike in good quality care and treatment, whereby 77% of the positive feedback was about voluntary sector organisation 'Anxious Minds'.

However, HWNT have also seen an increase in the feedback regarding poor quality care and treatment (8% of mental health feedback) and issues around support in a crisis (15% of mental health feedback).

We continue to hear concerns about people's experiences of using mental health services, especially when people are experiencing a mental health crisis and have continued to hear disclosures of people's intent to end their lives. We have conducted a project about this issue and are working with the North Tyneside Clinical Commissioning Group (NT CCG) to feed back our findings into the mental health pathway review.

Hospitals



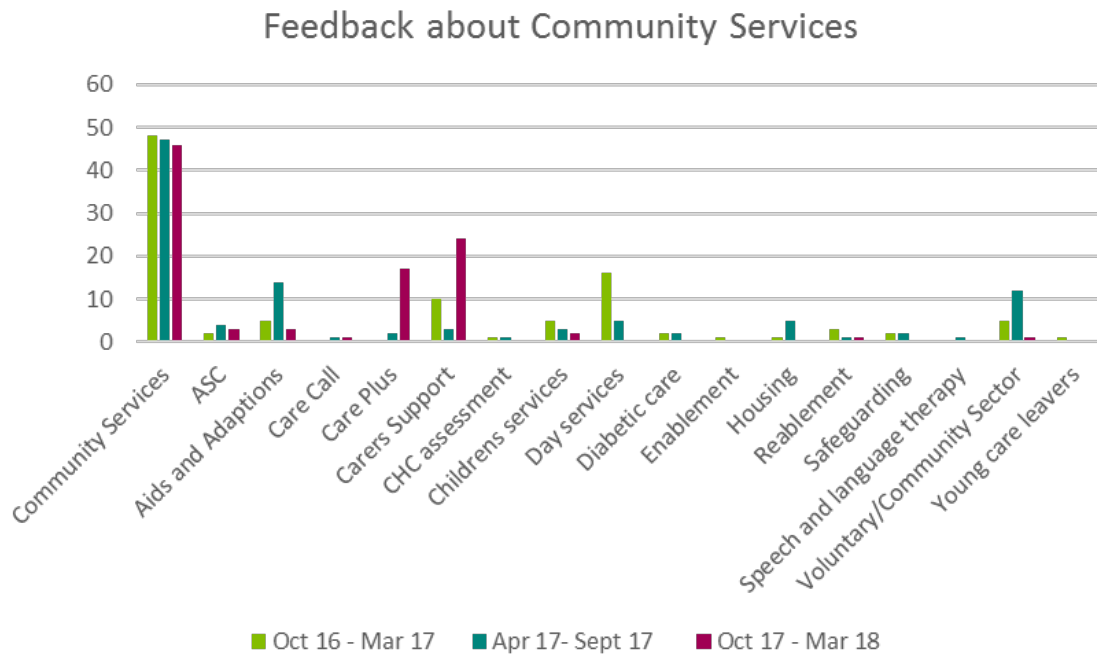
The majority of feedback about hospitals continues to relate to people being satisfied with the level of care and treatment they receive. These comments relate to the standard of staff, speed of treatment and good standard of treatment. Feedback about staff conduct and attitude was particularly positive, with a number of people complimenting staff for their empathy and understanding. These comments relate to various trusts and hospital sites.

The second largest group of feedback related to people feeling dissatisfied with the quality of care and treatment. The majority of this feedback was accounts by patients who feel that there was a poor outcome as a result of their treatment. However, the amount of feedback about poor experiences has steadily decreased from the last two periods. There has also been a decrease in the amount of feedback relating to length of waiting times.

There continues to be a number of people who report concerns with accessing public or hospital transport to the Northumbria Hospital. We also continue to hear feedback from carers who have reported difficulty when they or the cared for person are required to stay in hospital.

There was a minority 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.

Community services



The majority of the feedback about community services related to carers' support (52% of community services feedback) and Care Plus (37% of community services feedback).

Most of the feedback about carers were concerns and requests for information regarding carers' support and rights. Six people told us about the positive support they had received from North Tyneside Carers Centre.

The second largest amount of feedback was about Care Plus, all of which was positive. A number of people told us how helpful and caring the staff were, this feedback was largely received through print forms for our online feedback centre.

Other

There are no specific trends in the feedback categorised under 'other'. This continues to relate to a range of issues and information requests HWNT receive. Some examples of feedback we heard about other services include; welfare and benefits support, fire and rescue, library services and blue badge information.

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

Pharmacy

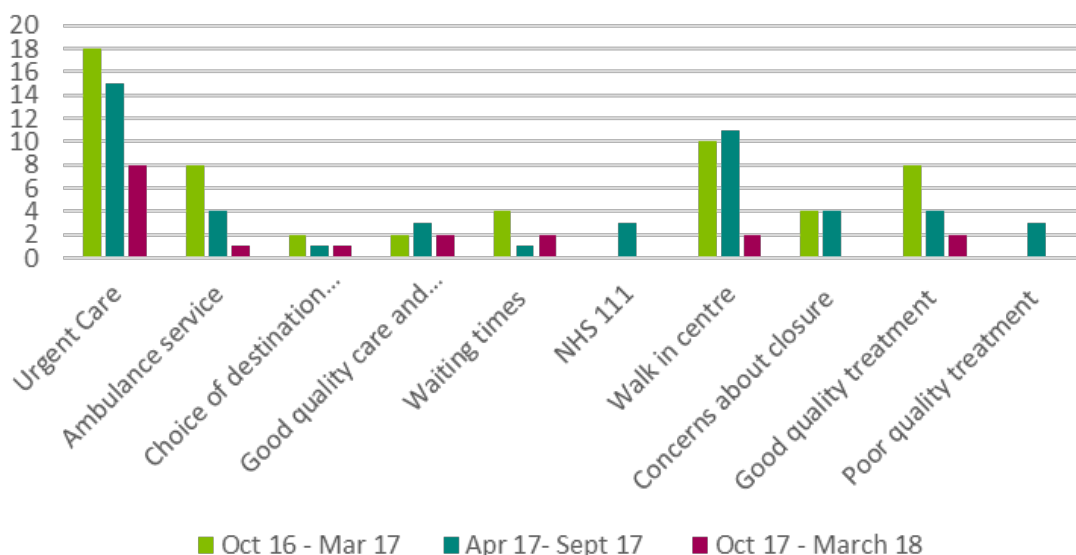
Feedback about Pharmacy



Although we have received less feedback this period about pharmacies, there has been an increase in people telling us about good quality service and a decrease in instances of poor quality service. In addition, we have not received any feedback about waiting times for prescriptions during this period, which was a key concern over the previous two periods.

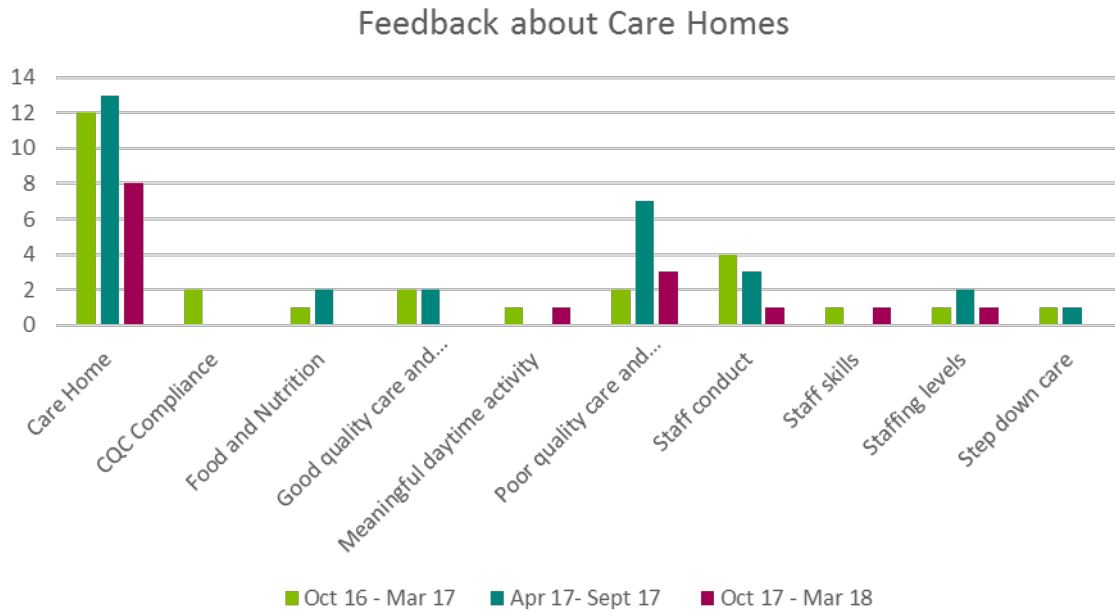
Urgent care

Feedback about Urgent Care



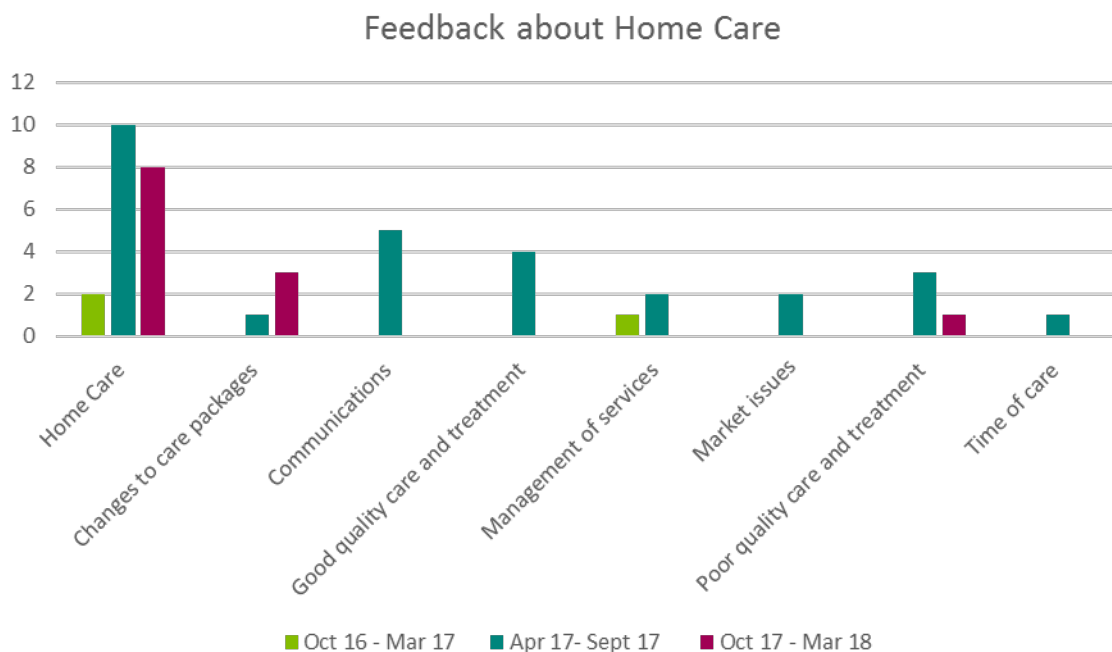
Overall, we have received less feedback about urgent care during this period. In contrast to last period, we have no feedback about urgent care closures and poor-quality treatment. There are no significant trends about urgent care services in this period.

Care homes



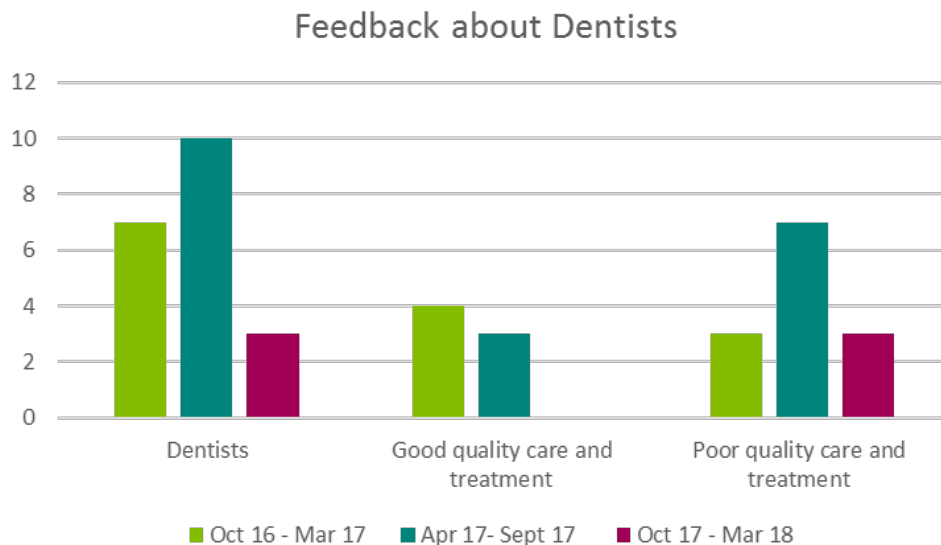
Overall, we have received less feedback about care homes during this period. There are no significant trends about care homes in this period.

Home care



HWNT have received less feedback about home care during this period. The feedback received related to experiences of poor quality treatment and concerns arising from changes to care packages.

Dentists



We received a significantly lesser amount of feedback about dentists. In addition, all the feedback we received was about negative experiences of care and treatment.

C. Organisational update

In the last six months Healthwatch North Tyneside has been through significant organisational change. Our contract with North Tyneside Council ended in March and whilst we successfully retendered the value of the contract was cut. Consequently, we had to restructure, making one post redundant and reducing the hours of several others. Four members of staff, two-thirds of our staff team, left the organisation,

We have been fortunate to recruit three new members of staff to fill these vacant posts. These include Paul Jones, Director; Tracey Hindmarch, Finance and Admin Officer and Volunteer and Engagement Coordinator (to be confirmed). However it will be July before we have a full team in place again.

Our chair, Peter Kenrick also stood down at the end of March after five years in post. Peter has been very important in steering the organisation through our formation and building strong links with our partners, especially the Council and Clinical Commissioning Group. Peter will be much missed and we wish him well in enjoying more time with his grandchildren. Two existing trustees, Sokhjinder Morgan and Iain Kitt, have replaced him on an interim basis and we will look to recruit a new chair in the Autumn.

Finally at the beginning of April we moved offices to a new base in The Parks Sports Centre in North Shields.

D. Update on thematic priorities

Mental health

HWNT project on service users' experience of mental health crisis services is nearing completion. We have heard from over 200 service users, carers and staff about their experiences of using services when in a mental health crisis. We held three steering groups throughout the project to co-produce the design and analysis of the project. We have presented our project to the Overview and Scrutiny Committee, at the CCG Crisis Pathway Review meeting and NTW Research Conference (Poster presentation). We are currently crafting our recommendations, which will be utilised in NT CCG action plan, and hope to finalise the project in the next months.

We funded Launchpad North Tyneside and Helen Smith, artist, to continue their work on KOSMOS. This project explored where local people accessed support for their mental health and the 'blackholes' where support is lacking. The project has brought together service users and commissioners to have a 'conversation' about these blackholes. Launchpad North Tyneside will feed back to HWNT in the coming months.

The work with Tyne and Wear Museums (TWAM) on the video documenting experiences of mental health service users has completed filming and is currently continuing to be edited.

Plans for the next 6 months (April to September):

HWNT will complete and publish the Mental Health Crisis project. We will input our findings into the CCG Crisis Pathway Review action plan.

HWNT will produce a leaflet outlining the support available for people with their mental health in North Tyneside. We will work in partnership with CHCF Patient Forum and Launchpad North Tyneside. This will be distributed at Mental Health Action Week 2018 (May).

HWNT aim to launch the mental health video in partnership with TWAM.

Local Voices Fund

Healthwatch North Tyneside have awarded two grants as part of our Local Voices Fund. The grants were awarded to North Tyneside Disability Forum to carry out a project on the barriers to accessing services for disabled people and, Barnardo's The Base to explore how young people receive messages about their health and wellbeing.

HWNT worked closely with both organisations and will help to develop recommendations based on their findings. The projects will be completed by July 2018.

Pharmacy

HWNT formally responded to the Pharmaceutical Needs Assessment draft. We utilised the feedback we received from 371 people in our Pharmacy report which was highlighted as good practice by Healthwatch England.

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.

Plans for the next 6 months:

- HWNT will research, design and begin implementation of Young Healthwatch with young volunteers who will carry out their own research.
- A young person will be joining HWNT for a one week work placement as part of their school work experience in July 2018.

Carers

HWNT has finalised the draft carers report and will meet with North Tyneside CCG and North Tyneside Council to discuss final amends.

HWNT has compiled 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. This has been developed into an issues paper and will be presented to the Learning Disability Care Forum.

Plans for the next 6 months:

- HWNT will publish the carers report and responses.
- HWNT will present issues paper to LD Care Forum.

Residential care homes for older people

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.

Other

Healthwatch North Tyneside also delivered the following during this period:

- Continued to work with other local Healthwatch on STP common issues
- Held our conference and AGM on 6 November which was chaired by HWE National Director, Imelda Redmond. It was attended by 80 members of the public, commissioners and local professionals
- Published our first GP Digest for the Primary Care Quality Meeting
- Explored the use of enter and view in GP practices
- Began recruitment and induction of engagement volunteers
- Supported and maintained the establishment of the new ADHD Multi-agency group
- Held consultations on the Great North Care Record

Plans for next 6 months

- We will begin to plan our hospital discharge project and deliver the report
- We will publish our second GP Digest
- We will conduct our first GP enter and views with two practices as a pilot
- We will respond to consultations on NHS quality accounts in partnership with Healthwatch Newcastle and Gateshead
- We will produce our annual report outlining our impact through 2017-2018

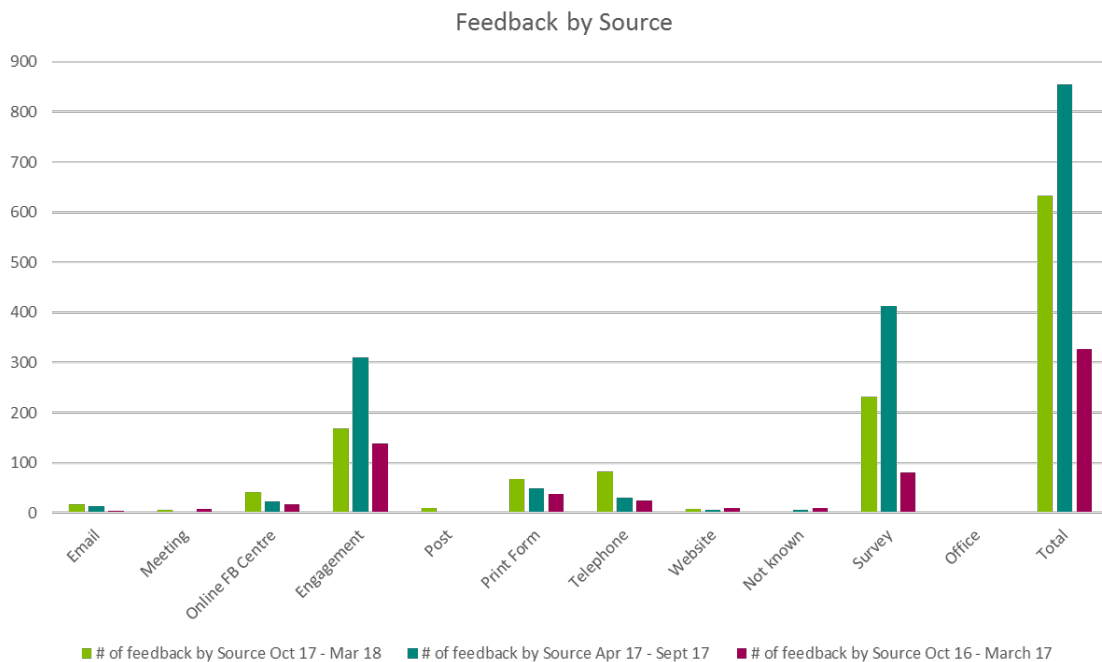
E. Feedback received during the period

HWNT received 633 instances of feedback between October 2017 and March 2018. This illustrates a decrease (down by 222 instances) in feedback received. This can largely be attributed to significant changes to staffing and the tender process occurring during this period.

Comments by source

The majority of issues were gathered via outreach and engagement (293) and from survey responses (232). However, we are continuing to see an upward trend in local people's use of the feedback centre which has generated 108 (up from 72 in the previous 6-month period) pieces of feedback in the past 6 months. The majority of feedback via our feedback centre was from print forms (67).

Due to changes to the Healthwatch England CRM reporting system we are no longer able to report the time staff spend on individual feedback instances. We are working with Healthwatch England to resolve this issue.

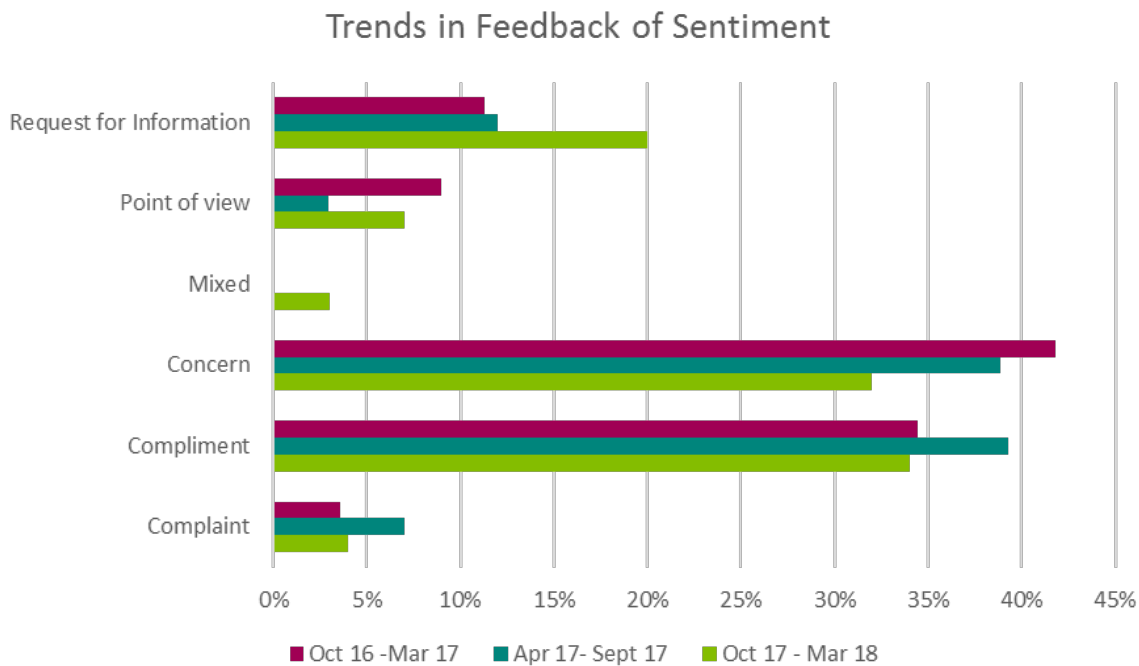


Comments by sentiment

The majority of issues raised through engagement with Healthwatch North Tyneside were compliments (34%) and concerns (32%).

Since the last reporting period there has been a small decrease in the proportion of complaints about services (down by 3%) and a decrease in the proportion of concerns (down by 7%). However, the proportion of compliments has also decreased by 5%. We have seen a spike in requests for information to 20% (up by 8%). This chart illustrates the trends

in feedback sentiment for this 6-month period and the two previous periods for comparison.

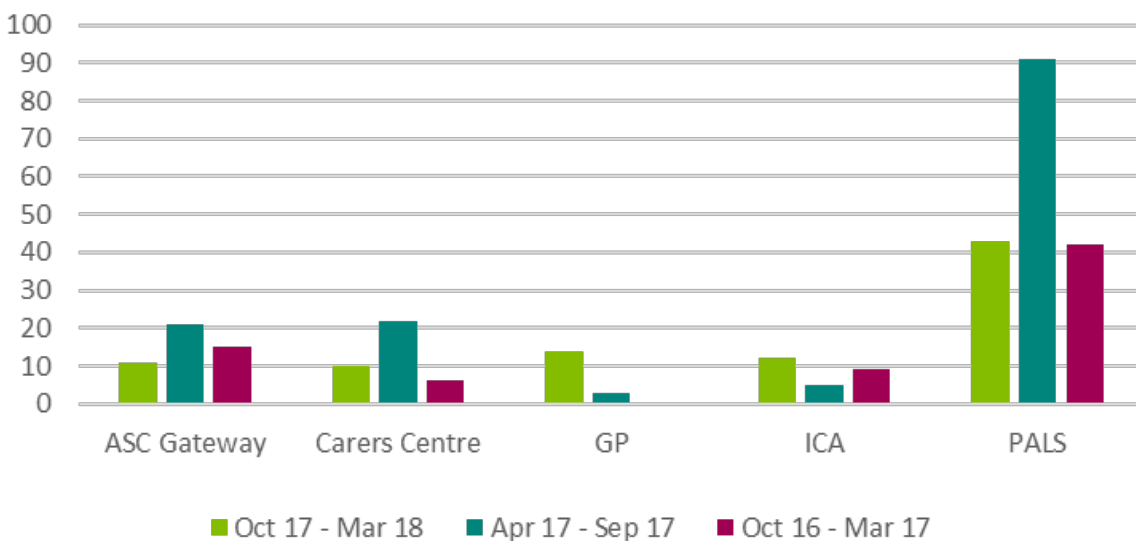


Signposting activities

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 180 occasions (up by 18 instances from the previous period).

We have signposted to 32 different organisations and support groups. This chart displays the top five organisations we most frequently signpost to.

Services most frequently signposted to:

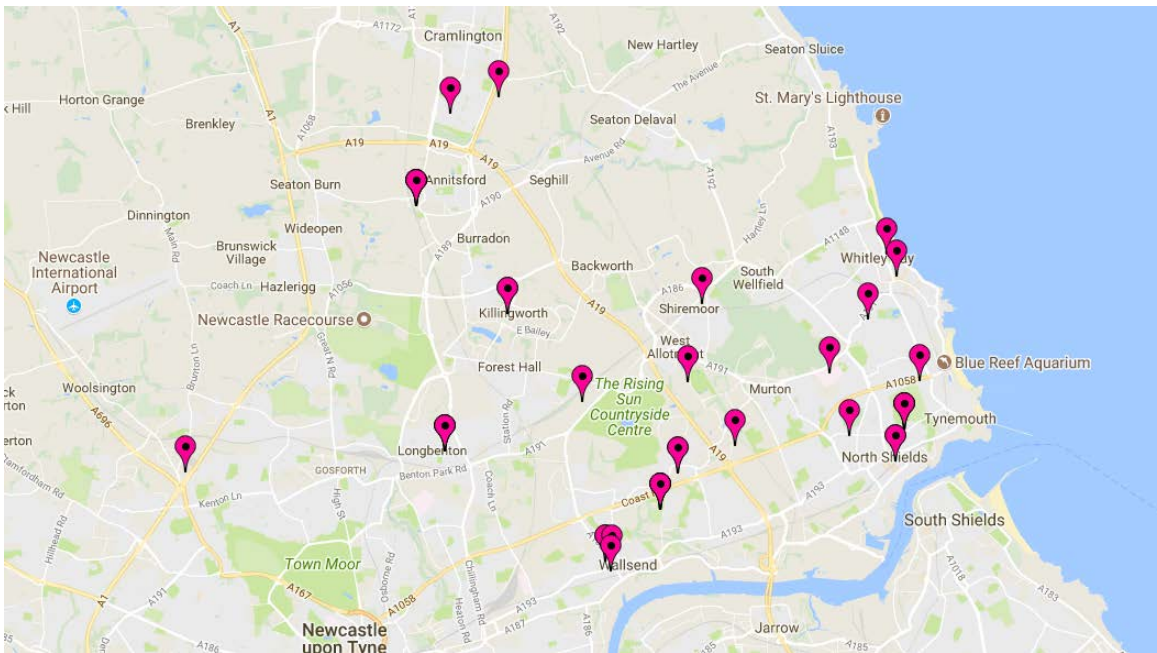


HWNT demonstrates a trend of signposting people to PALS, Independent Complaints Advocacy (ICA), Adult Social Care, North Tyneside Carers' Centre and to a number of local GPs.

F. Engagement and outreach activity

There have been 43 outreach and engagement activities delivered in this period. 78 hours of staff time was spent in the delivery of this outreach and engagement. 604 people were engaged with through this method.

This map illustrates HWNT engagement and outreach across the borough.



The majority of the engagement and outreach was aimed at the general public. The table below outlines the general and targeted engagements over this period.

Target	Number of engagements
Carers	3
General public	19
Mental health	6
Older people	2
Professionals	3
Unemployed people	3
Young people	3
Disabled people	1
Veterans	1
BAME	1
LGBT+	1

G. Healthwatch North Tyneside events

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

Event date	Focus
6 November 2017	Annual Conference and AGM
13 November 2017	Volunteer Meeting
4 December 2017	Volunteer Meeting
10 January 2018	Volunteer Meeting
15 January 2018	Board Meeting
4 March 2018	Board Meeting
11 April 2018	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.
- Sharing CQC inspection reports and ratings through our newsletters.

I. 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, HWE Intelligence and Informatics group and CRM stakeholder group.

In addition, the Chair has attended meetings with other Healthwatch Chairs in Tyne and Wear and Northumberland.

J. Use of enter and view powers

HWNT have used their enter and view powers to work collaboratively with Northumberland Tyne and Wear NHS (NTW) mental health services. Rather than going into services directly, NTW staff distributed consent forms to patients to share their contact details with HWNT. We then contacted those who consented to carry out telephone interviews about their experience of the service. These experiences were gathered as part of our mental health crisis project.

K. Volunteer update

HWNT has 17 volunteers and 12 have been active in the period. We have recruited 3 engagement volunteers during this period who are currently going through their induction and training.

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

- Involvement in telephone interviews for the crisis project
- Attendance at meetings
- Contributing issues through volunteer meetings
- Supporting our annual conference

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 31 March 2018 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 have seen an increase in their social media engagements across both Facebook and Twitter over this 6-month period.

Our twitter profile now has 1320 followers (up by 167). We have 'tweeted' on average 66 times per month (up by 15), which have been seen 18071 times per month (up by 7871) on average, are mentioned by other users an average of 30 times per month (up by 9) and receive an average of 763 profile visits per month (up by 427).

HWNT Facebook page now has 253 'likes' (up by 48).

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. We utilise social media to promote thematic projects and online surveys for wider reach.

Healthwatch North Tyneside newsletters

During the period, HWNT has delivered 9 enewsletters. The open rate ranged from 31% to 36.4% with click through ranging from 2.46% for a single issue enews the week before Christmas to 13.6%. Where there are lower open rates, this is attributed to enewsletters sent about a single issue.

Website

The average number of visitors to the website per month was 1829 this is an increase from the previous period average of 1008.

The monthly number of visitors ranges from 1232 (December 2017) to 2275 (March 2018).

Over the six month period visitors reached our website by:

- 75% 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
- 17% direct to www.healthwatchnorthtyneside.co.uk
- 6% by referral from other websites, primarily North Tyneside Council and Healthwatch England
- 5% by referral through social media, over half from Facebook.

Healthwatch North Tyneside video 'It starts with you'

HWNT commissioned a video celebrating our achievements for the Healthwatch conference in November 2017. The video has had 220 views through the Healthwatch website and YouTube channel.

To watch the Healthwatch subtitled video go to <https://healthwatchnorthtyneside.co.uk/aboutus/>

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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