



Championing what matters to people in North Tyneside

Healthwatch North Tyneside
Annual Report 2024 – 2025

healthwatch
North Tyneside

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Thank you Sue



Sue Mills, one of our amazing volunteers, sadly died in April 2025. Sue's unwavering passion for social justice, tackling health inequalities and making sure people are heard, inspired everyone at Healthwatch North Tyneside.

Without Sue, and people like her, we would not be able to achieve what we have in this report.



Healthwatch North Tyneside uses the Healthwatch Trademark when undertaking our activities as covered by the licence agreement with Healthwatch England.

Message from our Chair

Welcome to our annual report. I hope you enjoy reading about the difference we've made between April 2024 and March 2025.

I'm delighted to share our success in securing the contract to continue delivering the Healthwatch service in North Tyneside. Tender processes are particularly challenging for small organisations like ours—they demand significant energy and can be highly disruptive. Despite this, we worked hard to maintain high-quality, public-facing services throughout the process. It's a testament to the strength of our team and relationships that we achieved so much project activity during a tender process that dominated much of our year.



Our achievements are rooted in partnership—whether with voluntary sector colleagues such as Age UK and North Tyneside Carers' Centre, Adult Social Care and Public Health teams at North Tyneside Council, and NHS providers and commissioners. We deeply appreciate everyone's passion and willingness to work with us to hear the voices of service users and carers.

Looking ahead, we anticipate further changes through the NHS 10-Year Plan. As always, we will continue to champion the voices of service users and carers in these changes, ensuring people's voice is embedded in future NHS governance and oversight.

We await the publication of the Dash Review into Patient Safety, which could significantly impact the role of the Care Quality Commission and Healthwatch. My fellow trustees, the team, and our colleagues across regional and national networks are ready to respond to its recommendations and any ministerial decisions.

We've also begun work on our new five-year strategy, with opportunities to get involved in the coming months. As part of this, we will be committing to strengthening partnerships with community organisations; building opportunities for co-design and co-production, and putting additional effort into hearing from people and groups we're not yet well connected with. We will continue to deepen our working relationships with other local Healthwatch across the North East and North Cumbria.

I'm incredibly proud of the work Healthwatch North Tyneside has done, and I want to thank our amazing staff, volunteers, and trustees for their continued passion and dedication.

Finally, I'm deeply grateful to the residents of North Tyneside for generously giving their time to share their views, and to those who participate in the user groups we work with. We are here to amplify your voices—thank you for trusting us with your stories.

Carol Nevison

About Us

Healthwatch North Tyneside is your local health and social care champion. We ensure that health and social care leaders, and decision-makers hear your voice and use your views to improve services. We also help residents find reliable, trustworthy information and advice.

We aim to shape and improve local health and social care services by showing how people's experiences can lead to meaningful change. We believe that involving people is key to finding solutions to the challenges facing the NHS and care services in the years ahead.

Who we are

We are a small independent charity, based in Wallsend, with trustees, staff and volunteers from across North Tyneside.

Our work is funded by a service delivery contract with North Tyneside Council, and through grants/contracts with commissioners, providers or grant funders for specific projects.

We are part of a network of over 150 local Healthwatch, who operate in every local authority area in England. This network was established by the Health and Social Care Act 2012, with the aim of putting patients and the public first.

What we do:

- Provide information and signposting
- Hear people's views and feedback about health and care services
- Help services to improve by listening to and involving service users and carers.

Our Healthwatch Board work on a voluntary basis to provide oversight, direction and quality assurance. Our board ensure that our work reflects the concerns and interests of people across North Tyneside. They all act as trustees of our charity.

During this reporting period our trustees were: Carol Nevison, Jackie Doughty, Theresa Culpin (to January 2025), Dr Joanne Brown (to October 2024), Paula McCormack, Bea Groves-McDaniel, David Slater, Peter Berrie, Ian Paul Greenway, Maxine Ulrich Houston (from March 2025) and Paul McKelvie (from March 2025).

Our strategic work

Healthwatch North Tyneside is represented on North Tyneside's Health and Wellbeing Board by our Chair and Director. We also play an active role in other strategic boards and groups that oversee and deliver operational work around health and care issues in North Tyneside, although many of these were paused at points during this period due to NHS reorganisation.

Working together for change

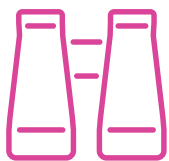
All 14 Local Healthwatch in the North East and North Cumbria (NENC) have formed a network which enables us to work together, both on a regional and an area basis.

With funding from the North East and North Cumbria Integrated Care Board (ICB), The Healthwatch Network appointed co-ordinators to facilitate engagement projects and the gathering of region-wide public feedback. A Healthwatch Network Representative sits on the ICB and ensures that the public voice is heard at Integrated Care Systems (ICS) level, influencing decision making across the whole of the NENC ICB.

Healthwatch North Tyneside plays a key role in the negotiations and management of these arrangements on behalf of the network. We were selected by our peers to provide the finance and administration support for the NENC Healthwatch Network and our Director, Paul Jones, is the coordinator for the local Healthwatch in the North area and leads on several region wide research projects. We are pleased to say that the ICB has agreed to continue to invest in our network to enable us to work in this way.



Our Aims



Our vision

People's experiences, views and needs are sought, valued, and acted upon as part of the planning and delivery of health and care support in North Tyneside.



Our mission

To champion the experiences, views, values and needs of local people to positively affect the health and social care services in North Tyneside.



Our Values and what they mean to us

- **Meaningful involvement** – We help local people to shape and improve the services they use, encouraging decision makers to adopt co-design, co-production and other participatory approaches.
- **Empowering** – We are open and inclusive and strive to understand and empower everyone to have their voices heard equitably.
- **Working together** – We build effective relationships with communities, organisations, providers and decision makers, working in partnership where possible, to maximise the opportunities for change.
- **Trust** – We are trusted to be honest about what people tell us and to voice concerns where necessary.
- **Independence** – We champion what people tell us matters to them and act as a critical friend to providers and decision makers.
- **Evidence based** – We are led by the information we gather from residents. We look at both what works well and what could be done better.
- **Impact** – We are focused on achieving meaningful change for residents.

Our Year in Review

Reaching out



4,085 people shared their views and experiences of health and care services with us.

3,066 people engaged with us at **106** community outreach events across North Tyneside.

827 people shared **4,388** service experiences in our annual survey in 2024/5.

Making a difference



As a result of our work

- Autistic people are shaping the future of local services.
- A new mental health support service is being commissioned based on our work with service users and partners.
- A strategy for Ageing Well in North Tyneside is being developed.
- Our charity won the contract to continue to deliver the Healthwatch Service in North Tyneside.

Health and care that works for you



We had **4.9 full time equivalent members of our staff team** on average during the year.

2,200 hours of volunteering by our amazing team of engagement, research and administration volunteers and trustees.

We received **£172,600 of core contract funding** to deliver the Healthwatch service in North Tyneside.

We secured **£57,227 of additional funding** for our project work in North Tyneside and our contribution to Healthwatch work across the North East and North Cumbria.

Information and signposting

Providing health and care information is a core part of our work. We do this in two ways:

1. Supporting individuals

Residents regularly contact us for information about health and care services or to seek help resolving an issue. Over the past year, we supported 363 people who reached out through:

- Our information line: 0191 263 5321
- Social media
- Our website contact form
- Email: info@hwnt.co.uk
- Face-to-face engagement events across North Tyneside

2. Improving information

Residents consistently tell us that access to high-quality information is essential. We use their feedback to identify gaps and work with commissioners and service providers to develop accessible, relevant, and easy-to-understand resources that meet local needs.



How we have helped individuals

Here are some examples of how we have helped local people with their health and care issues. We have noticed that people are coming to us with more complex situations and we are increasingly having multiple interactions with the person and the services they need, to try to resolve issues.

Support to get prescriptions

A person from Killingworth contacted us when they were 'hitting their head against a brick wall' trying to get their urgent repeat prescription. They were in the process of moving to a new GP practice; unfortunately the services hadn't helped them. We spoke to their new practice, their previous practice and their usual pharmacy and managed to work with services to resolve the situation.

Getting urgent dental treatment

A Wallsend resident contacted us through our website about getting an urgent dental appointment. They had been 'de-listed' from their NHS dentist since the pandemic and had phoned several practices to get help with toothache and swelling without success. We suggested they contact NHS111. We also gave them details of Practices the ICB had commissioned additional urgent care from to try for an appointment.

Resolving issues

A North Shields resident came in to see us as they were not happy with the response they were getting from NHS services around a number of matters including erasing incorrect information from their medical file, services not responding to their requests for help and feeling 'bounced' around services. We were able to explore the issues with the person to help them identify their priorities. We met with them several times and supported them to prepare for a consultation with their GP. We also referred to PALS who is currently supporting the person with their complaints. The person said they trusted Healthwatch and felt well supported and listened to.

Improving access to information

We work closely with partners and service providers to enhance the quality and accessibility of information available to residents. As a founding member of the Living Well North Tyneside Partnership, we are committed to making sure everyone can easily find the support they need.

We believe that information should be created with the people it's meant for. That's why we use co-production approaches to develop a range of resources—like our Mental Health Support Leaflet—to help residents navigate the health and care system more confidently.



Through our engagement and research projects, we've heard clearly from residents: there is a need for better coordination across North Tyneside to ensure people can access high quality information at the right time.



People don't know what they don't know.

Correct information is much appreciated especially in a crisis situation. The problem is that you don't know when you will need information and what information you will need.

Our Plans

In 2025/26, we will be supporting the development of a new Information Strategy for North Tyneside, working in partnership with North Tyneside Council, the NHS Integrated Care Board, and local community organisations.

Over the next 12 months, we will also be co-producing new information resources with residents and service providers, covering topics such as:

- Pharmacy services
- GP services and primary care
- Mental health support in North Tyneside
- Carers' support in North Tyneside



Thank you to the team at Healthwatch North Tyneside. They took the time to listen to me, help me work through what I needed to do and connected me with the information and support I need.

Hearing From People Across North Tyneside

We are here for all residents of North Tyneside. Over the last year, we've worked hard to reach all parts of our community. **We engaged with 3,066 people at 106 community outreach events.**

You might have seen Amanda and our team of Engagement Volunteers at:

- Community events like Wallsend Festival, Whitley Bay Fiestas and North Tyneside Together Festival
- Community venues including libraries, sports centres, shopping centres and parks (in the summer)
- Health care settings including North Tyneside General Hospital, the RVI, Freeman and GP practices.



How we reach people

In addition to our community outreach events, we work closely with community groups and voluntary organisations to connect with the people they support. Without their help, we wouldn't have been able to hear from as many residents as we have.

We also collaborate with health and care service providers to hear directly from the people using those services. We are particularly grateful to North Tyneside Council's Adult Social Care teams who have supported several of our research projects.

Why this matters



Everything we do is grounded in the views and feedback of North Tyneside residents. We share what we hear with decision-makers and service providers so they understand what's working well and where improvements are needed. People's views also help us decide where to focus our efforts in the future.

Our Plans

Over the next 12 months we will:

- Continue our programme of community outreach activities and events.
- Strengthen our partnerships with voluntary sector organisations and services to reach the people they support.
- Focus on hearing what matters most to children and young people about their health and care.
- Develop new approaches to engage with communities we don't often hear from.

Improving Health and Care Services in North Tyneside

We believe that involving service users leads to better services. That's why we're committed to making meaningful improvements based on what residents tell us. We encourage service providers to actively listen to their users and involve them in shaping the services they rely on.

While changing services can take time, we work closely with providers and commissioners to deliver both short-term improvements and long-term system change.

You can learn more about our work on our website www.hwnt.co.uk



What matters to young carers

We heard from 83 young carers through our What Matters to Young Carers survey and engagement activities. We also worked with a group of young carers to review the feedback and co-produce 9 recommendations which were presented to the Carers Partnership Board and the Health and Wellbeing Board.

We heard:

- Support from and within schools is really important.
- Young carers want more opportunities for peer support, breaks, and activities away from their caring role.
- Young Carers Needs Assessments had been completed for 58% of respondents, but some had not been reviewed or updated for several years.

Our Impact and Next Steps

- Our report prompted a full review of the young carers support pathway in North Tyneside.
- The feedback informed the development of a new approach to supporting young carers, although this was scaled back due to financial pressures in the public sector.
- The new pathway is expected to be rolled out later in 2025.

We worked with members of North Tyneside's Carers Partnership Board to deliver this project. Special thanks to North Tyneside Carers' Centre for their invaluable support.



Not being able to have people round to our house, not being able to go out as a family (my parents have to take turns to take me out, while my autistic brother stays at home) and it is not so easy to meet up with family or friends.



Creating an Age Friendly North Tyneside

In Summer 2024, 970 residents of North Tyneside shared their views on making the borough an Age Friendly Community. This was a joint project with Age UK North Tyneside, and we worked closely with community groups across the borough to reach as many people as possible. We wanted to understand people's views and older residents' experiences in the following areas:

- Social participation
- Civic participation and employment
- Respect and social inclusion
- Communication and information
- Community and health care
- Outdoor spaces and buildings
- Travel and transport
- Housing

We tested our findings with a group of residents, who provided further insights into the 10 key challenges identified. In March 2025, we shared our findings with North Tyneside's Health and Wellbeing Board and published a summary report.



Our Impact and Next Steps

- The Health and Wellbeing Board has agreed to support an application to the World Health Organisation for Age Friendly status.
- A steering group has been established to oversee the development of the next Ageing Well Strategy for North Tyneside.
- Feedback is being shared with leaders in specific fields. For example, views on health and physical fitness are informing North Tyneside's Frailty Strategy, while views on transport are contributing to the work of the Poverty Intervention Board.
- Age UK North Tyneside has used the findings to shape its new five-year strategy.
- We are working with partners to identify the most effective ways for older residents to be meaningfully involved in future activities.



I am incredibly lonely at times. This is particularly so at weekends and evenings where I often find myself spending days and nights completely without company and visitors.

Getting Care when you need it – Pharmacy

Pharmacy services play a critical role in the health system by being open, accessible and often the first port of call for many people. As part of our engagement to support the review of North Tyneside's Pharmaceutical Needs Assessment (PNA) by the Health and Wellbeing Board, we heard from 843 residents about their views and experiences with pharmacy services. In addition, over 1,200 people shared their experiences through our broader engagement work last year.

We've brought all this feedback together and published two reports, which include 9 considerations for the future.



We heard:

- Access is good: Residents are generally very happy with the number and location of pharmacies.
- Awareness could be improved: There's an opportunity to raise awareness about the full range of services pharmacies can provide.
- Stock and prescription issues: People highlighted concerns about some medicine shortages and the processing of incomplete prescriptions.
- Capacity concerns: Whilst people love how accessible pharmacies are, there are worries about whether they have the space and staff capacity to deliver additional services.

Our Impact and Next Steps

- We've shared our findings with the Health and Wellbeing Board, and our report is informing the current review of the PNA.
- We're partnering with Community Pharmacy North East to develop new information resources for residents, which will be co-designed with local people.
- We've raised the broader issues around stock shortages and prescription fulfilment with the Integrated Care Board and Healthwatch England, as these require national-level action.

Getting Care when you need it – GP services

We have worked closely with the research team at Healthwatch England to participate in an England wide project looking at what people want from GP services. The project is particularly focused on people with high health and care needs who have regular contact with their GP. It investigates people's views on important issues including continuity of care and relationships; effective communications; using technology and patient's expectations.

Our Impact and Next Steps

Healthwatch England will be publishing their report in summer 2025.

North Tyneside Care Homes

Our Volunteers and staff team visited each of the 30 care homes in North Tyneside to observe how the services operate and to hear from residents and families about what it's like to live there. We work in Partnership with North Tyneside Council to do this and used the principles of Enter and View.

We saw some amazing examples of person centred care across North Tyneside. It was really helpful to hear the views of families and friends as well as the residents themselves. Feedback from staff teams added to the breadth of our insights.

Our Impact and Next Steps

- We are writing these reports up now and will be sharing any suggestions with the individual homes and publishing summary reports.
- North Tyneside Council will use our findings as part of service monitoring which sets what they will pay for residential care places.

Hospital to Home

We recently concluded our 20-month research project exploring people's experiences of receiving care after a hospital stay. The focus was on how well health and social care services work together, aiming to understand what works well and what could be improved.

The project involved regular meetings—every few weeks—with individuals discharged from hospital, over several months. We also spoke with family members and carers where possible to gain their perspective. Our Insight and Involvement Officer, Mary, along with a small team of dedicated volunteers, built strong, trusting relationships with participants. This led to open, honest conversations and reflections on deeply personal experiences.



The project had two phases:

Phase One: Focused on individuals receiving care in Intermediate Care settings.

Phase Two: Focused on those receiving Reablement care at home.

We heard:

- People are incredibly grateful for the care and support they receive. Staff often go above and beyond to help.
- Many were surprised by how early they were discharged from hospital and were unaware that rehabilitation approaches had changed.
- Effective care coordination is crucial for a smooth and successful support package. However, staff often face barriers when working across services.
- Some participants were surprised to learn they had to pay for certain social care services.
- Care needs often evolved over time, requiring care plans to adapt quickly and responsively.

Our Impact and Next Steps

- The North Tyneside Adult Social Care team has used our findings to review their commissioned intermediate care services.
- Our insights are contributing to ongoing discussions about future models for neighbourhood care.
- A recurring theme was the need for better support around incontinence care, which we plan to explore further in the coming year.

This project would not have been possible without the support of the Adult Social Care teams at North Tyneside Council. It was a privilege to get to know the participants, and we are deeply grateful for their time and honesty.

Autism Support and Adults in North Tyneside

In 2023/24, we engaged with 97 autistic adults and their supporters to better understand the support needs of autistic adults in North Tyneside. This research was supported by the invaluable contributions of North Tyneside's Autism Engagement Group—a collective of autistic adults, carers, and parents of autistic children and young people. Their insights were central to the development of our findings and recommendations.

Our Impact and Next Steps

We have continued to support the Autism Engagement Group to ensure their voices are heard in the delivery of North Tyneside's Autism Strategy. This year, we facilitated the co-production of the strategy's action plan, which is directly acting on the recommendations from our report published last year. We will continue to support user and carer involvement in this work.

Additionally Funded Activity

Dental Access in the North East and North Cumbria

This project was funded by the ICB

Our regional Healthwatch Network engaged with over 3,800 people across the North East and North Cumbria to understand the difficulties they face in accessing dental services. We used various methods, including surveys, mystery shopping, general conversations, and one-on-one interviews at Darlington's new Urgent Dental Access Centre (UDAC). We at Healthwatch North Tyneside led this project on behalf of the network.

Our Impact and Next Steps

The ICB has provided the following response:

Improving access to dentistry will not be a quick fix but we are working on it. Our key focus areas are:

- Stabilising services – additional investment including incentivised access, additional dental out of hours treatment capacity and dental clinical assessment workforce/triage capacity.
- Investing in a new model of dental care via Urgent Dental Access Centres and providing additional general dental access.
- Working with 'at risk' practices to identify and address financial issues of delivering NHS dental care.
- Working to improve recruitment, retention, training and education of the dental workforce across the region.
- Developing an oral health strategy to improve oral health and reduce the pressure on dentistry and respond to issues raised in the Healthwatch report – due to be published in summer 2025.

We are continuing to work closely with the ICB as new ways of working are developed. In addition we provided evidence to North Tyneside's Elected Mayor's Dental Task Force whose conclusions cited our report and recommendations.

Listening to Women's Health Needs

This project was funded by the ICB

As a network, we spoke to nearly 4,500 people across the North East and North Cumbria and held six focus groups with women who face additional health challenges. We wanted to understand what matters most to them. Women told us their priorities were:

- Mental health and wellbeing
- Healthy ageing and long-term conditions (like bone, joint, and muscle health)
- Menstrual and gynecological health
- Screening services (like cervical, breast, bowel, and cancer screenings)
- Menopause, perimenopause, and hormone replacement therapy

Our Impact and Next Steps

- We're now working with our partners to create a "Woman's Promise." This will help women, health professionals, and others understand and support women's health needs and rights.
- Detailed feedback is being used by the ICB to develop future strategies to review and improve services.

Mental Health Support

This project is funded by the ICB

We have continued to work with our user group and Launchpad North Tyneside to involve residents in the development of the new Safe Haven. This will provide support for people who feel they need immediate mental health support. The service will be based in Wallsend and is due to open in Summer 2025.

NHS 10 year plan

This project was funded by the ICB

We supported engagement for the NHS 10 Year Strategy, delivering over 20 workshops throughout the North East & North Cumbria including people from an ethnic minority, people with a learning disability and/or autism and young people.

Our Impact and Next Steps

- Views were shared with the national team developing the NHS 10 year plan (expected to be published Summer 2025).
- Once published, the ICB have committed to use the local views gathered to shape their implementation plans.

Ambulance Service Clinical Strategy

This project was funded by the North East Ambulance Service NHS Foundation Trust

Local Healthwatch across the North East were funded to engage with residents about their views and aspirations for the North East Ambulance Service (NEAS). We heard from 1,700 people from across the region. People told us:

- Staff are compassionate and professional.
- People really value NEAS's services – NHS 111, 999 and Patient Transport.
- Response times are a real challenge – particularly for less urgent situations and in rural areas.
- It is difficult to get an update on progress with an issue – how long an ambulance will be, waiting for a call back etc.

Our Impact and Next Steps

- NEAS are using this feedback to shape their future clinical strategy expected to be published later in 2025.

Emergency Department at NSECH

This project is funded by Northumbria Healthcare NHS Foundation Trust

We are working with Healthwatch Northumberland and Northumbria Healthcare Trust to understand patients' experiences of the new approach to triage for people who walk into the Emergency Department at the Northumbria Hospital, Cramlington. This involves a survey and follow up interviews with people who have been through the new Front Door Service.

Our Impact and Next Steps

- This work is ongoing. The Trust have already used our early findings to improve information for patients and to evolve the pilot.



Understanding people's experiences of Adult Social Care

This project is funded by North Tyneside Council

We are separately commissioned by North Tyneside Council's Adult Social Care team to interview a small number of service users every month. The focus is to understand how much users feel listened to and involved in their interactions with adult social care. This information helps evaluate the teams' person centred approaches and review individual case reviews and staff performance.

We also help facilitate the Inspire Forum – a co-design group of service users that help to review and develop adult social care support.

Our Volunteers

Our team of amazing volunteers are the heart of Healthwatch North Tyneside. Thanks to their efforts, we are able to support people across the borough; identify health and social care issues as they arise, and understand what is working well and what needs improving within the NHS and social care services.

This year our volunteers:

- **Gathered views and experiences from residents by carrying out interviews and surveys when visiting services, over the phone or at community venues.**
- **Helped with analysing data and writing reports.**
- **Provided information and signposting, and raised awareness of Healthwatch at community events.**
- **Supported the smooth running of our office and organisation.**
- **Contributed to discussions on key health and care issues that matter to local residents.**



What they said

Janet, Benton



Since I started with Healthwatch the main part of the work I've been involved in is the research into the experience of older people living in care homes and I love it! The people are lovely, I've found out all sorts of things mainly by chatting to other people about what works well.

Christine, Whitley Bay



I retired and moved to North Tyneside and was looking for an opportunity to use my experience and skills and contributing to lives in the area. I really enjoy the volunteer role, I love meeting the people on engagements and also the other volunteers and trustees and staff at Healthwatch. I find all of these people very interesting, very intelligent, I love their values, I love the fact that what Healthwatch does is contributing positively to the lives of people in North Tyneside especially in health and social care.

I visit health and social care services to observe and to listen to service users' views and experiences and I take notes and draft reports about the visits. I promote Healthwatch North Tyneside at community venues and different events, and request feedback on people's experiences, for example of being a carer in North Tyneside. I contribute to Healthwatch North Tyneside planning and attend briefings and volunteer meetings.

When I interview residents in care homes, they agree to give me their time for me to understand their experience living in a care home, and often, they thank me for my time and say that they have enjoyed talking with me. I didn't expect it, but the conversations that we have, seem to be an exchange where we both benefit, and this is rewarding to me.

David, Monkseaton



I volunteer with Healthwatch to hopefully make a difference to enable members of the public to feel relevant, supported, valued, and listened to. I enjoy the interaction with and support of the Healthwatch staff team and volunteers.

Our Finances

To help us carry out our work we receive funding from our local Authority under the Health and Social Care Act 2012 to fund the core Healthwatch service in North Tyneside.

Income		Expenditure	
Healthwatch Core Services contract from North Tyneside Council	£172,600	Staffing costs	£132,196
North East and North Cumbria Integrated Care Board Contribution to Local Healthwatch	£3,500	Operational costs	£46,614
		Governance costs	£7,441
Total income	£176,100	Total Expenditure	£186,251

The gap in funding during this year was covered by deferred funds from the previous year. In addition to the above, we successfully secured additional funding to support specific project activities and information campaigns during this period. This totalled £57,227, with some of this work being carried forward into the next financial year. Before agreeing to undertake any additional funded activities, we ensure that they align with our values and ethos and do not compromise our independence.

Activity	Funder	Status
Community Mental Health Transformation	North East & North Cumbria Integrated Care Board (ICB)	Ongoing
Adult Social Care User Experience	North Tyneside Council	Ongoing
People with Learning disabilities	North Tyneside Council	Ongoing
Health Inequalities	North Tyneside Council (public Health)	Ongoing
Primary Care information	ICB	Ongoing
GP access	Healthwatch England	Completed
User Experience	Northumbria Healthcare NHS Foundation Trust	Ongoing
North East & North Cumbria Healthwatch Network Coordination	ICB and Others	Ongoing
North East & North Cumbria Healthwatch Network Project delivery	ICB and Others	Ongoing

Our work for the year ahead

Each year we select a small number of key issues to focus our project work on. These are based on what people told us is important to them through our engagement work, the feedback we receive and our annual survey. Our stakeholders in the NHS and Local Authority have also indicated that work on these issues will influence how they plan and deliver services. In addition to the issues below, we may be commissioned to take on additional research and engagement projects.

Our key themes July 2025 – July 2026

Overarching themes:



Improving access to reliable health and care information



Understanding and tackling health inequalities



Ensuring voices from across our communities are heard



Helping to make it easier to involve service users and carers

Key issues

User voice in implementing the NHS 10 year plan – we will work to make sure that local people's voices are heard in service developments included in the NHS 10 year plan, expected to be published in Summer 2025. In particular, we expect a focus on moving more care into community settings and primary care.

Sexual health – hearing from residents about their sexual health support needs and experiences of accessing services.

Continence – understanding people's needs and experiences of getting support with incontinence.

End of life and palliative care – hearing from residents and services about their experiences at this important time, particularly focusing on support services outside normal operating hours.

Voices in Safeguarding Practice – we will work with North Tyneside's Safeguarding Adults Board to understand people's experiences of safeguarding processes.

Healthy lifestyles and cancer prevention – We will work with North Tyneside's public health team and community groups in the borough to co-design ideas to promote living well.

Carers – publish findings of our adult carers survey in summer and work with the Carers Partnership Board to involve carers in taking action.



Committed to quality

We are committed to delivering the highest quality we can. Every 3 years we carry out an in-depth audit with Healthwatch England to ensure this.

healthwatch
North Tyneside

Registered Charity Number 1160753

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