

Healthwatch Middlesbrough

Annual Report 2015/16



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Message from our Chair



Welcome to Healthwatch Middlesbrough's third Annual Report. 2015/16 has been another successful year that has seen us grow in reputation and influence with our key partners and stakeholders across the town, and, most significantly, with the public who we represent as users of health and social care services.

To achieve our goal of ensuring that all users of health and social care in Middlesbrough have a meaningful voice in how services are delivered, our work has two key elements. The first is to ensure that we have the appropriate networks and partnerships in place to ensure that we are in a strong position to influence the key stakeholders and decision makers responsible for shaping the health economy of Middlesbrough. As Chair of Healthwatch Middlesbrough, I am confident that our third year has seen real consolidation of our relationships with key strategic partners in the NHS Foundation Trust, Clinical Commissioning Group and the Local Authority as well as the many Voluntary and Community Sector organisations that are so vital to our mission.

The second is to listen to the voices of communities in Middlesbrough and to respond appropriately to the priorities that they identify in order to ensure that the provision of local health and social services meets their needs. These are diverse and include carrying out work on the topics of 'Making Middlesbrough more Dementia Friendly' 'Investigating cancer screening uptake in Middlesbrough' and 'Discharge and medication supply from The James Cook University Hospital'. When issues and priorities are identified, Healthwatch Middlesbrough responds, working closely with partners, conducting rigorous investigation and preparing reports for submission to key stakeholders.

We have also held a series of high profile events, most recently 'Shaping Mental Health Services Together' and recruited new Executive Board Members. Healthwatch Middlesbrough has made huge progress in the first three years of its operation and is now a recognised part of the health and social landscape in Middlesbrough. I am confident that in the year ahead our profile will continue to grow and that, by increasing our influence at both strategic and community levels, we will bring about even greater success in our role as the champion for all users of health and social care in Middlesbrough.

A handwritten signature in dark ink, appearing to read 'P. Crawshaw'.

Professor Paul Crawshaw

Message from our Programme Manager



This year has been both fascinating and challenging in equal measure as Healthwatch has continued to establish an effective and influential voice for health and social care users. 2015-16 has seen significant developments in our relationships with the public, partners, stakeholders and other community organisations; together strengthening the voice of local people. We have shared intelligence with strategic partners to influence the planning of statutory NHS and social care services ensuring that the information gathered is used to improve services.

“All things in life change, we are living in times of challenge and uncertainty. Together we can strengthen voices, raise awareness and learn to work collectively in order to achieve the best possible outcomes for all.”

Natasha Judge

We have increased our capacity this year working in partnership with other organisations, giving increased opportunity to service users to have their voices heard and share their experiences in order to influence how services can be improved.

I would like to take this opportunity to thank the Healthwatch Board, Volunteers and Healthwatch staff for their hard work who have continued to work tirelessly aiming to improve services for those who access them. Most importantly I would like to thank those who have shared their views and experiences with us and without whom Healthwatch would not be able to have a truly representative voice in Middlesbrough.

Whilst we have achieved much this year our vision for the future is to build upon our successes and continue to make positive change for the residents of Middlesbrough.

Everyones view is important to us and every comment is valued.

A handwritten signature in black ink, appearing to read 'Natasha Judge'.

Natasha Judge

The year at a glance

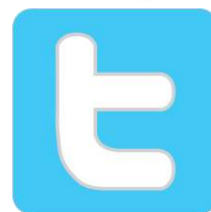
Healthwatch
Middlesbrough
Members...

342



Twitter
followers...

1167



Facebook
likes...

208



Engagement
activities...

64



Board
Meetings...

6



Posters and
leaflets
distributed...

6321



Who we are



Healthwatch is an independent organisation which seeks to listen to the views and experiences of people who use health and social care services. We use this information to influence how services are planned and delivered in the future to make sure they meet the needs of those people using them.

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

Our vision

Healthwatch Middlesbrough's vision is to be a strong, independent and trusted voice for local people. By working together in partnership with other organisations, the community and voluntary sector, the local Clinical Commissioning Group, Public Health and the Local Authority. Healthwatch Middlesbrough endeavours to ensure that the needs and preferences of service users are central to how services are planned and delivered.

Our priorities

Healthwatch Middlesbrough's strategic priorities include:

- Involving and engaging the community in influencing the commissioning of local services by gathering their views and experiences of using health and social care services in Middlesbrough.
- Strengthen the collective voice of the community in influencing local health and social care services to better meet their needs.
- Identifying gaps in services and areas which require improvement.
- Conducting investigations, producing reports and making recommendations to local health and social care providers.
- Acting upon concerns highlighted by the public and service users and using our statutory right to Enter and View local services.
- Supporting people to find the right health and social care services by providing appropriate information, advice and signposting.
- Using our seat on the Health and Wellbeing Board to escalate issues raised with Healthwatch Middlesbrough.
- To work closely with key local voluntary and community organisations, networks and forums.

- Developing collaborative links with GP & NHS Patient and Public Involvement Forums.
- Building relationships and a network of contacts to ensure representatives of service user, patient and carer groups and organisations can get involved, making their views heard.
- To inform and highlight the work we do with national bodies e.g. Healthwatch England & Care Quality Commission (CQC).

Healthwatch Middlesbrough's 2015/16 Staff Team:

Natasha Judge - Programme Manager
Toni McHale - Community Engagement Lead
Carolynne Withers - Community Engagement Assistant

Jill Edemenson - Research and Policy Officer

Susan Cawley - Administrator

*At the end of March 2016 we said goodbye to Toni McHale. The Healthwatch Middlesbrough team would like to thank Toni for all her hard work, commitment and dedication to her role and we wish her well in her future endeavours.



In April 2016, Healthwatch Middlesbrough welcomes Vikki Touzel (pictured above with Carolynne Withers) as Healthwatch Middlesbrough's new Community Engagement Lead.

Our 2015/16 Healthwatch Team (from left to right): Jill Edemenson, Vikki Touzel, Natasha Judge, Toni McHale, Susan Cawley.



Listening to people who use health and social care services



Gathering experiences and understanding people's needs

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

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

Attending Events



Healthwatch Middlesbrough regularly hold stalls and attend events to promote Healthwatch, network with other organisations and most importantly engage with members of the public. Just a few of the events attended in 2015/16 are:

- Kinship Carers Event, Trinity Centre
- Market Place Event, The James Cook University Hospital
- Cancer Research UK Roadshow, Captain Cook Square

- Time out Event, Middlesbrough Football Club
- STAMP Revisited Annual General Meeting, The Dorman Museum.

Visiting Community Groups



Healthwatch Middlesbrough regularly attend community groups to give presentations, talk about the work we do and to gather patient's experiences of local health and social care services.

Community groups we visited in 2015/16 include:

- Prostate Cancer Support Group
- The Stroke Club
- Sanctuary Dementia Group
- Macular Degeneration Support Group

If there are any meetings or support groups in your local community that you would like us to attend, please get in touch on **01642 688312**. We can let you know how we can support you and the people you represent to ensure your voice is heard.

Community Drop-in Sessions

During 2015/16 Healthwatch Middlesbrough held community drop-in sessions throughout the area. The sessions were held in central locations throughout Middlesbrough allowing local residents the opportunity to learn more about Healthwatch and share their experiences. The community drop-in sessions were advertised on the websites, through newsletters and via social media to ensure members of the public were aware of where to find Healthwatch.

Working with other organisations to engage with the public

Healthwatch Middlesbrough also engages with the community by working together with other organisations to share information and people's experiences. Strong relationships have been built with a number of organisations including our partners:

- Middlesbrough Voluntary and Development Agency
- Middlesbrough MIND
- Citizens Advice Bureau



Visiting Patient Participation Groups



Healthwatch Middlesbrough has been raising awareness through local Patient Participation Groups (PPGs) in GP surgeries across Middlesbrough, to encourage patients to have an active voice in shaping local health and social care services and to explore ways to network with groups and work more closely with the Healthwatch team.

Some of the PPGs we visited in 2015/16 were:

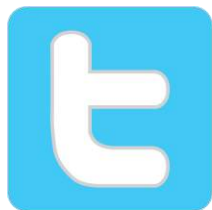
- Coulby Medical Practice
- Borough Road Medical Centre
- Linthorpe Surgery

Healthwatch 'have your say' comment boxes

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

The location of the boxes are rotated on a regular basis, giving a wider population the opportunity to share their views.

Website and Social Media Engagement



Healthwatch Middlesbrough's website is regularly updated with information about how members of the public can feed in information about their views and experiences of health and social care services. Ongoing work plan questionnaires are regularly uploaded onto the website for people to complete. The website also has the feature 'Talk to Us' which people can fill in to provide feedback to Healthwatch on local services.

Healthwatch Middlesbrough recognises the importance of the engagement potential of social media, such as Facebook and Twitter, and we actively engage with the public using these methods.

Newsletters

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

If you would like to receive our newsletters on a regular basis get in touch with a member of the team to be added to the mailing list.



Information and Signposting Service

Healthwatch Middlesbrough also gather local people's views and experiences through our Information and Signposting service. The service is free and allows individuals to share their stories with Healthwatch.

Public Events

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

All the information shared is logged on a database where trends can be identified to see if any issues need taking to the Board to determine if further investigation is required.

Healthwatch Middlesbrough's engagement with...

Young people (under 21)

Engagement with young people was a top priority set for 2015/16 which Healthwatch Middlesbrough and our partner Middlesbrough Voluntary Development Agency (MVDA) have been working hard to achieve. To find out more about the work we have been doing with Middlesbrough College students, please see page 33. This work with young people is being further developed into 2016/17 to further strengthen the voices of our younger generation.



Healthwatch Middlesbrough also carried out some work looking at the provision and access to sexual health services in Middlesbrough which was also targeted at young people to gather their views and experiences.

To further engage with young people, Healthwatch Middlesbrough held stalls in locations which are popular with people under 21 such as the Hillstreet Shopping Centre. Healthwatch found this to be a prime location to gather information and signpost young people to services.

Older people (over 65)

Healthwatch Middlesbrough believe it is important to engage effectively with older people, in particular those over 65 as they are often regular users of health and social care services. The team regularly attend events and local community support groups to gather the views and experiences of older members of the community, some of which include:

- Dementia Friendly Community Event, Trinity Centre, North Ormesby.
- Age UK support group, Borough Road, Middlesbrough.

One of Healthwatch Middlesbrough's main pieces of work in 2015/16 was looking at 'Making Middlesbrough more Dementia Friendly'. Please see page 25 to find out more about this work.

Healthwatch Middlesbrough also have a seat on the Dementia Collaborative Steering Group and regularly feed in information which has been gathered through engagement with older people living or working in Middlesbrough.

To ensure representation of older people living and working in Middlesbrough, Healthwatch have recently recruited a new board member who works for Age UK and regularly feeds in information from this target group.

People believed to be disadvantaged, seldom heard or vulnerable

Healthwatch Middlesbrough has a responsibility that it should be inclusive and reflect the diversity of the community it serves with a particular focus on understanding the views and experiences of members of the community who may be disadvantaged, seldom heard or vulnerable.

Healthwatch Middlesbrough has built strong relationships through our Board and volunteers with housing providers in the local area. These organisations often work with individuals in the area who may be disadvantaged, vulnerable and seldom heard. From building these links and engaging with these groups, Healthwatch Middlesbrough can ensure that the voices of these people can be heard.

One of Healthwatch Middlesbrough Board members who also works for Thirteen Group actively engages with clients to gather feedback regarding local health and social care services. Thirteen Group has also been provided with one of Healthwatch Middlesbrough's comment boxes so that clients can share their issues with us.

One of Healthwatch Middlesbrough's newly recruited volunteers who works for Sanctuary has also been carrying out some engagement work with clients who may be vulnerable and regularly feeds back information gathered to Healthwatch Middlesbrough. To find out more about this work, please see page 34

Healthwatch Middlesbrough also focused some work in 2015/16 gathering the views and experiences of patients, family members and carers who access mental health services. Healthwatch Middlesbrough held an event for individuals to come and share their views about these services. The information gathered highlighted the need for service improvement which was then fed back to the service providers and commissioners.



People who live outside Middlesbrough but use services within the area

Healthwatch Middlesbrough are aware that many people who use health and social care services in Middlesbrough may work or volunteer in Middlesbrough but live elsewhere. To ensure the voices of these people can be heard, Healthwatch ensures that our role is promoted within these services and also regularly update our website and social media pages should these people wish to get in touch to share their views and experiences.

Healthwatch Middlesbrough has also built good relationships with other local Healthwatches in particular Healthwatch Stockton-on-Tees and Healthwatch Redcar & Cleveland.

Healthwatch Middlesbrough attends regular regional and national meetings with other local Healthwatches and Healthwatch England to gather and share information.

Strong links have also been built with health and social care organisations in surrounding areas, so that should we be unable to help an individual due to the location of the service or issue for example, we can signpost them on to the relevant people who could help e.g. another local Healthwatch.



What we've learnt from visiting services

Part of the Healthwatch role is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are trained as 'Authorised Representatives' to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement or capture best practice which can be shared.

Enter & View is the opportunity for Healthwatch Middlesbrough to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered.
- Collect the views of service users at the point of service delivery.
- Collect the views of carers and relatives.
- Observe the nature and quality of services.
- Collect evidence-based feedback.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate, an 'unannounced' visit can take place.

Enter & View visits are carried out if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

North Ormesby Health Village Sexual Health Services Enter & View

Healthwatch Middlesbrough received a number of complaints about North Ormesby Health Village Sexual Health Services in Middlesbrough regarding staff attitude towards some young people accessing the service.

Healthwatch Middlesbrough's Executive Board made the decision to carry out an Enter and View visit to the premises to observe a regular planned drop in clinic.

Following the Enter & View visit, Healthwatch Middlesbrough submitted some recommendations to the service provider including; displaying expected waiting times, suggesting the introduction of a number dispensing system to protect patient confidentiality and improving customer service training for the staff.

The service provider responded to Healthwatch Middlesbrough's recommendations explaining that they had been taken on board and that they recognised the importance of gathering the views of young people in terms of both customer care and broader service development.



Authorised Representatives

An Authorised Representative is an individual volunteer or staff member for Healthwatch Middlesbrough, who participates in Enter & View activities.

The key tasks of an authorised representative are:

- To prepare for Enter & View visits to health and social care services by researching and reading background information about the service under investigation.
- To take part in the visit observing and noting relevant information, talking to staff, relatives and service users about the service.
- To contribute to a written report that is produced after the visit.
- To take part in follow-up visits if deemed necessary.
- To take part in training sessions relevant to the Enter and View programme.

Healthwatch Middlesbrough's authorised representatives who can carry out Enter & View visits are:

Marc Brodie

Anne Sykes

Shirley Pew

Peter Mayes

Sara Hashem

Natasha Judge

Toni McHale

Carolynne Withers

Jill Edemenson



Enter & Views explained...

healthwatch

has statutory powers to ask for responses within 20 days and to conduct visits.

Healthwatch listen to **your** views about and experiences of local health and social care

Healthwatch analyse themes and trends in this feedback

Healthwatch takes the information to the Board who decide the work plan

Healthwatch visits services to gather information and to highlight good practice!

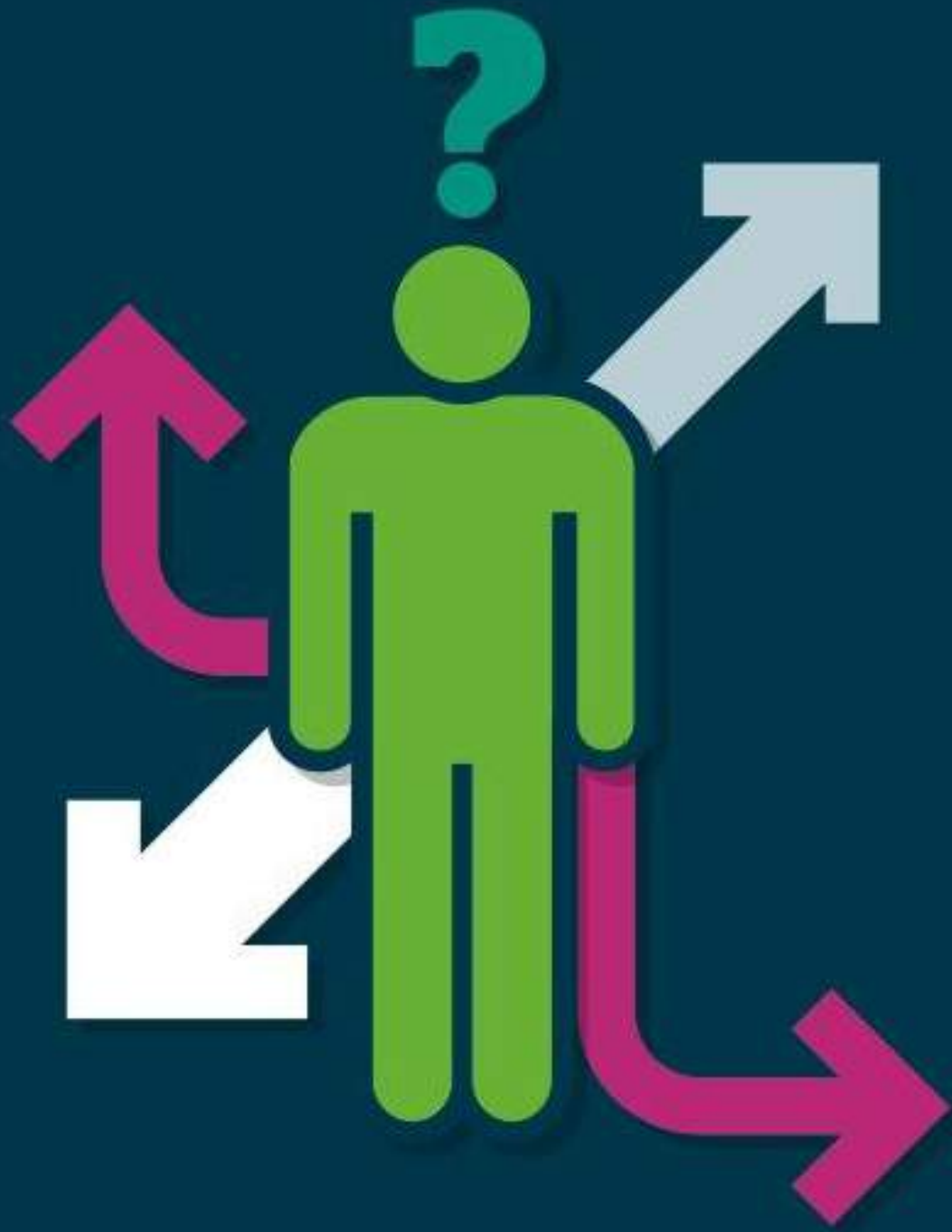
Healthwatch plans an Enter & View visit or further investigations

Healthwatch uses this evidence to produce a report with (or without) robust recommendations

Healthwatch sends this report to providers who have 20 days to respond

Healthwatch gets a response from providers explaining how this report will change the service and the resulting report is made public

Giving people advice and information



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



Healthwatch Middlesbrough has a duty to provide people in the community with information on local health and social care services. In order to fulfil this, Healthwatch Middlesbrough has an Information and Signposting service. This service provides information and signposting about health and social care services to support local people to make the best possible choices about their care and support.

Healthwatch Middlesbrough also supports people who wish to complain about these services by guiding them through the correct process and providing contact information to other services who can support them.

Over 2015/16 the Healthwatch team have also been building stronger relationships with service providers and in particular the Independent Complaints Advocacy (ICA) service. As both Healthwatch and ICA are committed to ensuring that the residents of the borough receive high quality health and social care services, the teams have held regular meetings to work together with the aim of achieving this. Healthwatch and ICA share anonymised data relating to issues

and complaints raised and work in collaboration to identify trends which may need acting upon. Healthwatch Middlesbrough's strong links with this service has also allowed them to support and guide members of the public to make a complaint by arranging meetings and signposting to the ICA team.

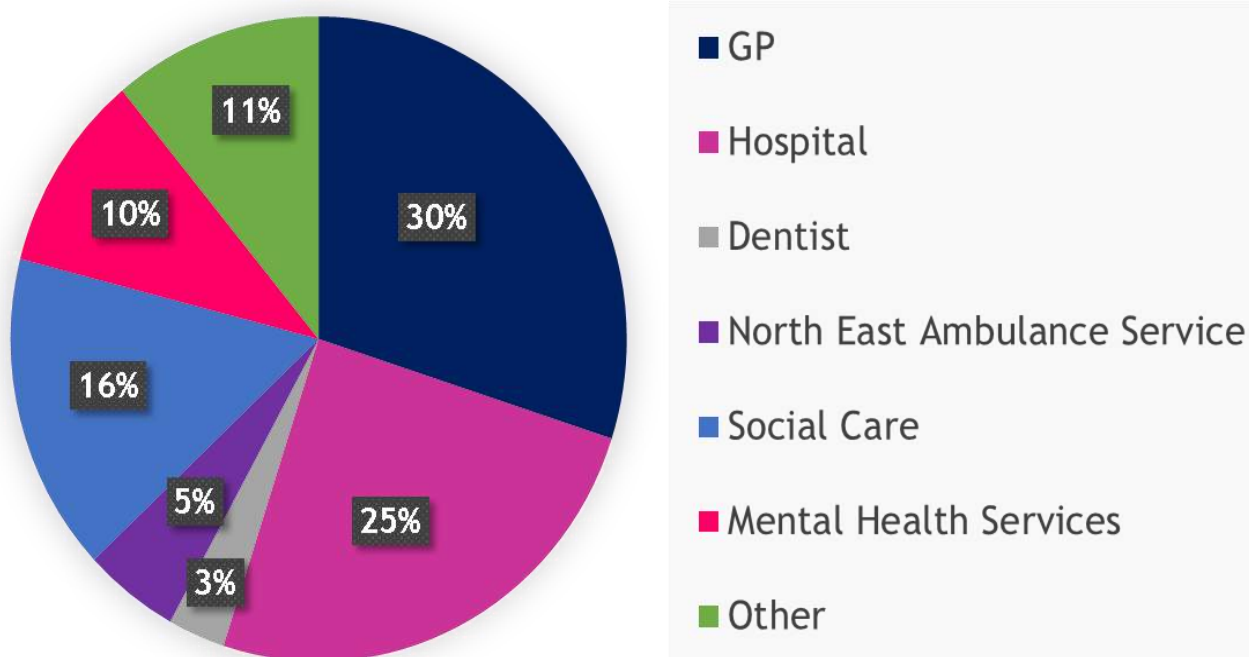
In 2015/16, Healthwatch Middlesbrough supported 87 people through the Information and Signposting service.



Members of the community can find out information and receive advice from Healthwatch Middlesbrough by:

- Calling the Freephone line where a member of staff will always be available Monday - Friday 9:00am - 5:00pm.
- Visiting the website and leaving the team a message through the 'Talk to us' page.
- Reading Healthwatch newsletters which provide information on our work plan and advertises new community groups and health and social care services available in Middlesbrough.
- Reading Healthwatch Middlesbrough's Social Media posts to keep up to date with news and developments in the area.
- Picking up a Healthwatch leaflet which you can find in a health and social care service near you. This provides information about our role and the Information and Signposting service.
- Visiting a Healthwatch stall at events in the area and speaking to a member of the team.
- Emailing the Healthwatch team to let us know about what information and support we can give you.

In 2015/16, the services Healthwatch Middlesbrough heard about most frequently through the Information and Signposting service were:



Examples of how Healthwatch Middlesbrough have listened to people's experiences and provided them advice and information:

I was waiting to get discharged when Healthwatch Middlesbrough were carrying out an investigation in The James Cook University Hospital discharge suite. I shared my story with them and explained how the care I received had been outstanding.

I rang Healthwatch Middlesbrough to enquire about how I would go about making a complaint about my GP. After problems making the complaint through the practice, Healthwatch directed me to NHS England's Complaints Team and the Independent Complaints Advocacy Service who could help support me with the process.

I emailed Healthwatch Middlesbrough to enquire about what help is available for my partner who has Multiple Sclerosis. Healthwatch signposted me to the MS Society, Middlesbrough Matters and The Gateway where we could find some support groups.



How we have made a difference



Our reports and recommendations



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

Examples of how Healthwatch Middlesbrough's reports and recommendations to providers have resulted in improvements to services are:-

Sexual Health Services

During 2015, a full sexual health service review and re-procurement was undertaken, led by the Tees Valley Public Health Shared Service, on behalf of the four local authorities on Teesside with a view to re-procuring an integrated sexual health service for Teesside from 1st April 2016. Tees Valley Public Health Services agreed that Healthwatch would gather views of young people on current sexual health services.

The findings showed that the cultural and religious differences sometimes restrict the use of current sexual health services. It was also highlighted that Public Health need to work more closely with community leaders and to attend individual groups to provide education and highlight available services.

Following the submission of some recommendations the service providers responded and commented that they will ensure that the service providers will deliver services aligned to demographic data and the best available evidence on need and demand for sexual health services. This will enable the service to target those currently not accessing sexual health services and / or those who are at greatest risk whilst making the most efficient use of available resources.

Access to GP Services

Intelligence was received through its engagement activities and Information & Signposting service indicating that some residents of Middlesbrough were having difficulty making GP appointments.

This information was reported to Healthwatch Middlesbrough Executive Board who determined that an initial exploratory piece of work be carried out to establish if this was a wider problem for members of the public, and if any recommendations could be made.

55.33% of people surveyed found it easy to make an appointment however, 44.67% had difficulties resulting in poor experiences.

The main reasons given for the poor experience were:

- Needing to ring the same day to make an appointment is very difficult for working people.
- Phone lines are constantly busy.
- Frequently there are no appointments available when people do get through.

The CCG responded to Healthwatch and explained that some work has begun to explore approaches to managing access with GP practices in Middlesbrough. They were looking at bringing together practices by operating a “Dr First” or related model, which typically offers same day appointments after an initial telephone consultation. The CCG explained that learning and good practice will be shared.

Making Middlesbrough More Dementia Friendly

The residents of Middlesbrough told Healthwatch that they wanted to ‘Make Middlesbrough more Dementia Friendly’. Individuals with dementia are often seldom heard but have a right to have a say about the health and social care services they are using.

Healthwatch Middlesbrough distributed questionnaires and held focus groups with people who live, work or care for someone with dementia.

The recommendations formed from the feedback received included:

- Middlesbrough Borough Council and Public Health Middlesbrough work together to target shops, cafes and

transport staff to ensure they are more dementia aware.

- Middlesbrough Borough Council to extend and promote the Safe Place Scheme.
- Middlesbrough Borough Council lead the way with their own buildings and work with local business to encourage improvements in lighting, seating and signage.

Both Public Health and South Tees CCG responded to these recommendations and made comments explaining that they would take action to improve education, training and support for those who are affected by dementia.

Healthwatch Middlesbrough is registered as a Dementia Friendly Organisation



Cancer Screening

Healthwatch were made aware that early deaths from cancer have fallen less slowly in Middlesbrough than in England as a whole. Tees Valley Public Health Shared Services show Middlesbrough have one of the lowest national uptake of all three national cancer screening schemes (Breast, Bowel and Cervical screening).

Healthwatch Middlesbrough aimed to gather the views of local people who had accessed screening services and those who had not in order to determine what was working well and what could be

improved in the current provision. The inquiry also aimed to ascertain from the public how a future service could better suit their needs and what would encourage more people to take up cancer screening.

Healthwatch Middlesbrough distributed a questionnaire and held focus groups to gather feedback, listen to personal experiences of using screening services and to identify any potential barriers.

The main reasons for not attending appointments were forgetting to make appointments, lack of flexibility in appointments, embarrassment and lack of knowledge of the importance and health benefits of screening.

Healthwatch Middlesbrough fed this back to Public Health and South Tees CCG who informed Healthwatch that they would use the recommendations to inform the plans emerging from the local Tackling Cancer Together group.

Discharge and medication supply at The James Cook University Hospital



Healthwatch Middlesbrough received feedback from members of the public expressing dissatisfaction with delays in getting discharged from hospital due to waiting for medication.

Healthwatch Middlesbrough's Board decided to carry out an investigation to gather views and experiences from patients who had recently been admitted to The James Cook University Hospital to determine if long waiting times for medication supply was resulting in delays in patient's discharge.

Healthwatch Middlesbrough gathered information from 99 patients, family members and carers who have given mixed views and experiences regarding their stay.

Feedback gathered during visits to the discharge suite and via an online /postal questionnaire showed that the majority of people were very happy with the care they had received during their stay although some felt that some improvements regarding medication supply and the discharge process could be made.

This feedback along with observations made during the visits led Healthwatch Middlesbrough to make some recommendations to the Trust regarding better utilisation of the discharge suite, improved transport arrangements and better communication between staff and patients at the point of discharge.

The Trust responded and informed Healthwatch that they are actively working to improve patient experience by introducing dispensing carts on wards to speed up medication supply, agreeing targets for discharge, monitoring the effectiveness of the transport service and raising awareness of the criteria for admission to the discharge suite.

All of Healthwatch Middlesbrough's reports can be found on the website: www.healthwatchmiddlesbrough.co.uk.

Working with other organisations

The Healthwatch team have worked with a number of other organisations in the borough to help strengthen the collective voice of the citizens. Working in collaboration has allowed Healthwatch to further strengthen relationships, develop effective communication and joint working arrangements to ensure everyone's voices can be heard.

Examples of how Healthwatch Middlesbrough have worked together with service providers, commissioners, regulators and other local system partners to bring about change are:-

'Shaping Mental Health Services Together' Event



Healthwatch Middlesbrough decided to work in collaboration with Healthwatch Redcar & Cleveland and Healthwatch Stockton-on-Tees to host an event in March 2016 on the topic of 'Shaping Mental Health Services Together'. The three Healthwatches also partnered up with North East Together and Voices for Choices, two local mental health organisations. The decision was made to work in collaboration to ensure there was

a wide geographical reach to ensure as many people's views and experiences could be heard giving the service users a stronger, united voice.

The main purpose of the event was to gather views and experiences of those who access mental health services in the locality to find out what services they are using, what they felt was working well, what wasn't working well and how they thought the mental health services could be improved to enhance patient experience. The Healthwatch team agreed it was important to find out this information as those who access mental health services are often seldom heard and vulnerable, yet their views and experiences are of significant importance to help shape mental health services now and in the future.

The 'Shaping Mental Health Services Together' event which 120 people attended had a massive impact on those in the community as it enabled them to share their experiences of mental health services with service providers and commissioners who also attended the event. The outcome of the event consisted of 12 top priorities for service providers and commissioners to consider with regards to shaping improvements in mental health services. The views, experiences and feedback from the event was collated into a report and shared with all of whom attended, the Local Authority, Commissioners and NHS England.



Healthwatch Middlesbrough currently work alongside and have representation on:

- Health and Wellbeing Board
- Health and Wellbeing Executive Board
- Board of Governors at James Cook University Hospital
- Teeswide Safeguarding Adults Board
- Quality Surveillance Group
- Middlesbrough Mental Health & Wellbeing Local Implementation Team (LIT)
- 'Mental Health Partnership' Group.
- Substance Misuse Strategic Board
- Information, Advice and Advocacy Strategy Working Group
- South Tees Dementia Collaborative Steering Group
- South Tees CCG Partnership Team
- Local Professional Network - Pharmacy
- South Tees CCG Mental Health Strategy Group
- Tackling Cancer Together Steering Group
- Primary Care Co commissioning Committee
- North East Ambulance Service Forum
- Patient Experience Forum, The James Cook University Hospital.

Care Quality Commission (CQC)

In 2015/16 Healthwatch Middlesbrough has built on and strengthened an effective two way relationship with CQC by providing regular updates and ensuring frequent exchange of data and information.

Healthwatch Middlesbrough regularly sends information gathered from engagement relating to people's views and experiences of health and social care services directly to CQC.

Information fed back to CQC includes:

- Comments from members of the public and from local community groups.
- Surveys and questionnaires which are being used as part of Healthwatch's work plan.
- Enter and View reports.
- Trends in concerns and complaints.
- Other reports from Healthwatch Middlesbrough's engagement activities.

The CQC inspection teams often coordinate their work plan to capture, store and use information provided by Healthwatch Middlesbrough so it is used to inform all CQC inspections in the area.



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

Healthwatch Middlesbrough were notified by CQC of an upcoming inspection planned for the North East Ambulance Service NHS Foundation Trust.

Healthwatch supported this work by ensuring that there was a wide promotion of this planned inspection to allow the residents of Middlesbrough to give their feedback about:

- The emergency ambulance service
- Patient transport
- NHS 111 Service

Healthwatch Middlesbrough provided information about the inspection along with a questionnaire link on our website, social media pages and in a newsletter to Healthwatch members. The information was also distributed via email to our wider networks on behalf of CQC.



In addition to this, Healthwatch Middlesbrough collated recent feedback and evidence gathered through our engagement work and Information and Signposting service which was fed back via a conference call with the CQC and other local Healthwatches.

We would like to take this opportunity to thank all local Healthwatch for your support and contribution to our work over the last year. Your feedback has informed hundreds of inspections and your advice has informed our thematic reviews, our work on Quality in a Place and our new strategy for 2016 - 2021.

We look forward to working more closely with you, the Healthwatch network and Healthwatch England over the next year.

Care Quality Commission

Healthwatch England

All of Healthwatch Middlesbrough's published reports are sent to Healthwatch England to inform them of our work and what matters to our local community. If Healthwatch Middlesbrough are looking at similar priorities to Healthwatch England then we will feed in information gathered from engagement activities and our Information and Signposting service which can contribute to a national report.

Involving local people in our work

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

Healthwatch Middlesbrough have supported the involvement of local people in the commissioning, provision and management of local health and social care services by promoting and advertising local public events and meetings through the website, social media and newsletters.

Just a few of the public consultations and events we have involved the local people of Middlesbrough in this year have been:

- ‘Making Health Simple - Right Place, First Time’ public consultation on changes to urgent care services in South Tees
- Better Health Programme Engagement Events
- The Care Quality Commission Inspection of North East Ambulance Services NHS Foundation Trust
- NHS South Tees Clinical Commissioning Group Commissioning Intentions Events

Health and Wellbeing Board

Established and held by local authorities, the Health and Wellbeing Board bring together the NHS, Public Health, adult social care and children's services, including elected representatives and Local Healthwatch, to plan how best to meet the needs of the local population and tackle local health inequalities.

Healthwatch Middlesbrough's representative who attends the Health and Wellbeing Board on a regular basis is our Chair of the Board. To ensure the Chair is supported fully in his role as our representative, the staff team and Board regularly meet to discuss current issues and share feedback received which he may wish to raise at future meetings.

Following completion of a project from the work plan, the staff team and board members may feel that it should be presented at the Health and Wellbeing Board. If this is decided then the Healthwatch team will ensure that our representative is provided with all the relevant information to ensure that Healthwatch Middlesbrough's work is effective and benefits the local community.



Involving Volunteers

Healthwatch Middlesbrough is governed by an Executive Board that consists entirely of volunteers who live or work in Middlesbrough. Selection and recruitment of our Board members is through an open and transparent recruitment process.

All work carried out by Healthwatch Middlesbrough is initially decided on and agreed by the Board which is then actioned by the staff team and volunteers.

In 2015/16, Healthwatch Middlesbrough recruited 2 new volunteers, both of whom have been trained as Authorised

Enter & View Representatives to allow them to assist the team to carry out our statutory activities.

As the majority of the Board work in a health and social care landscape, each volunteer assists in engagement activities and data collection which is then collated and discussed at each Board meeting.

The volunteers who do not sit on the Board are also out in the community and engaging with individuals who use health and social care services on a regular basis. The volunteers then feedback information gathered to the staff team which is also shared with the Board.



Our work in focus



Our work in focus: Young People

middlesbrough voluntary development agency

Middlesbrough Voluntary Development Agency continued to work in partnership with Healthwatch in 2015/16 to engage with young people. The programme has worked in partnership with other organisations to raise awareness of Healthwatch with young people and to offer opportunities for further involvement. Middlesbrough College and Healthwatch were key to supporting this work.

Almost 100 young people have engaged in awareness raising sessions which have served to effectively develop the approach to take this work forward. This has included an interactive presentation model, with activities and a quiz, which can be adapted to meet the needs of a diverse range of young people and contexts.

This quote is typical of early comments from young people:

“Made me aware of a service as I never heard of it before. Lots of information and advice given.” Quote from Middlesbrough College student

responses from young people during work at Middlesbrough College have raised issues such as GP opening times and the process for making appointments. Whereas responses from targeting young people who have complex and challenging life experiences (including disabilities or impairments, being a carer or not having the support of family leading to homelessness and financial issues at a very early age) were significantly different, including:

- Young people feel their problems are not taken seriously enough, they are not believed or listened to by health professionals who are reluctant to diagnose problems and can be very judgemental.
- They had very negative opinions of GP services overall in regard to alcohol, drugs and suicide and they specifically felt self-harm is an issue.
- They are fobbed off with medication that doesn't work.
- There needs to be more awareness of mental health problems, especially at a younger age.
- Young people without family support are really vulnerable to drugs, prostitution, financial issues and homelessness.

The project has begun to gather local intelligence about the issues most important to this age group. Observing

Our work in focus: Healthwatch Volunteer Peter Mayes



How does your current role link to the work of Healthwatch?

I work in Care and Support and substance misuse which brings me into contact with some of the most vulnerable people in our society. I enjoy helping people have a voice in the community and around the service that they are using. I feel that everyone deserves to be heard and to have a say on the services that they use, such as GP surgeries, walks in centres, hospitals, care establishments etc. I feel ideally placed to spread the ethos of Healthwatch and to gain valuable feedback (both negative and positive feedback).

What interested you in becoming a Healthwatch Volunteer?

The chance to help people have their say on their dissatisfaction (or delight) with services, in order to help build up a picture of how services are treating people and performing.

What type of work you have assisted Healthwatch with and what work are you looking forward to helping the team with in the future?

I enjoy working with clients and the general public completing surveys and discussing their own unique experiences and viewpoints on what needs to change or what can be improved. I have some experience in carrying out audits and assessments to various quality standards and therefore I hope to carry out Enter and View (that Healthwatch recently trained me on), and to get real time feedback which will help identify where services can review how they operate or to be more 'person centred'.

How are you introducing your clients to the Healthwatch service?

I always explain that there is a dedicated organisation that is very interested in how people felt that health services had treat them or is currently treating them. I go on to say that this can be about how they felt accessing or entering a service, the help they received and any aftercare they received. I believe that if people feel valued, then they will provide good high quality feedback that can help feed into the bigger picture of our health services.

Our plans for next year



Future priorities

Healthwatch Middlesbrough's objectives and priorities for the next financial year, 2016/17 are:

1. Healthwatch Promotion

Healthwatch Middlesbrough plan to continue promoting and raising awareness of our role in the community. Our aim is to further strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs. The team will also continue to support people to find the right health and social care services for them by providing appropriate information, advice and signposting.

Healthwatch Middlesbrough plan to carry out a wide range of engagement activities in 2016/17 with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to gather views and experiences of local health and social care services.

2. Partnership working and building new relationships

The team plan to further increase partnership working and networking in Middlesbrough. By working together with other organisations who share our passion and drive to help make a difference to health and social care services, it provides the opportunity to view and understand issues from different perspectives and will help to ensure a move towards more 'joined up thinking'

between all health and social care services in the borough.

3. Public Event

Healthwatch Middlesbrough plans to hold an event in the year focusing on strengthening voices. Our Public Events are just one of the ways we engage with the residents of Middlesbrough. The aim of the event will be to provide opportunities for Middlesbrough residents, patients, carers and community groups to:

- Share their experiences, views and ideas around the health and social care services they use, which then provides direction for the work plan.
- Speak directly to health and social care providers and commissioners, so that they can directly hear from patients and the public.
- Get the most up to date information on service changes and plans in the borough.

The event will be publicised through our newsletter, website and social media pages so look out for this soon!

4. Mental Health

It has been brought to the attention of Healthwatch that the number of referrals made via GP's in the Middlesbrough area are declining, causing concern for patients who are requiring these services. In addition to this, there has been a number of changes to mental health services in the area.

The aim of this work is to investigate patient's experience of accessing mental health services, following referral through their GP. In particular, Healthwatch are

looking at how long individuals have had to wait for a referral and if GPs were proactive in doing this for them or if the patients were given advice/leaflets and encouraged to do this themselves. Healthwatch are keen to hear about patient views and experiences of this process and how they feel it could be improved.

5. Young People

The work with MVDA and intelligence gathered in 2015/16 will help us to further engage and collate more information in the year ahead to begin to explore the extent of the issues raised with Healthwatch, as well as how young people's views influence and shape future service provision.

Other plans for the 2016/17 programme to take this work forward include:

- Increasing membership of young people.
- Increasing the diversity of local Healthwatch networks by supporting young people to have the skills and confidence to become Healthwatch Champions.
- Developing a core group to link with Healthwatch Executive Board.

6. Urgent Care

As South Tees CCG wants to make better use of its urgent care budget by simplifying services, reducing duplication, and ensuring that the NHS 111 service plays a more prominent role in the future of urgent care services, Healthwatch Middlesbrough are keen to

be involved in this work. The Healthwatch team are looking to gather the views and experiences of individuals who have used the NHS 111 service to determine if any improvements or recommendations can be made.

7. STAR Scheme Evaluation

The South Tees Access and Response (STAR) scheme has been set up by GPs to improve access to their services outside the current core hours for patients needing urgent care or advice. In 2016, Healthwatch Middlesbrough will be carrying out an independent evaluation of the STAR scheme to gather patient experience which will be fed back to the service providers.

8. Communication

Healthwatch Middlesbrough have received concerns over problems with communication between The James Cook University Hospital and University Hospital of North Tees. The team are planning to work in collaboration with Healthwatch Stockton-on-Tees to investigate this further.

While these main priorities provide us with a focus for 2016/17, the team are aware that there will no doubt be other issues highlighted requiring our attention. Healthwatch welcomes involvement of any issues that arise in Middlesbrough regarding the local health and social care services.

Opportunities and challenges for Healthwatch Middlesbrough created by local plans for service change and system transformation

A number of opportunities have arisen for Healthwatch Middlesbrough to be involved in local plans for service change, and system transformation in the coming year including:

- Keeping informed of the developments regarding the Better Health Programme and its roll out.
- Carrying out an independent review of extended GP services in South Tees as part of the urgent care consultation.
- Promoting public involvement in the North East Ambulance Service CQC inspection.

A number of challenges have also arisen over the past year which will continue into 2016/17, one of which was ensuring that the expectations from Healthwatch and most importantly the public are realistic. This is important to certify that the improvements suggested can actually be made to help improve patient and service user's experiences in the future.

Other challenges include:

- Increasing pressures on GP practices due to closure of partner practices.
- The increasing demand for NHS services at certain times of the year, in particular the emergency services.

Health and social care services are constantly changing so it is critical that we, as Healthwatch Middlesbrough look to the future to help improve and develop the current services to ensure they meet the needs of the patients and population of Middlesbrough.

With key plans for service change and transformation in Middlesbrough in particular with regards to urgent care in the coming year, this will no doubt create opportunities and challenges for Healthwatch Middlesbrough. The team will endeavour to remain open and transparent to allow for the voice of the local people to be heard.

Healthwatch Middlesbrough are looking forward to taking on opportunities and overcoming challenges which may arise in 2016/17.



Our people



Executive Board

Decision making

Healthwatch Middlesbrough has an Executive Board who work alongside the staff to ensure that decisions about Healthwatch activity are made in an accountable, open and transparent way. The Executive Board members bring a broad background of experience and expertise which aids the direction and efficiency of Healthwatch Middlesbrough.

The role of the Board is to ensure Healthwatch achieves its aims and objectives and is effective, inclusive, and accountable to local people and contributes to improving local NHS and social care services. The main role of the Board is to:

- Provide strategic direction to Healthwatch
- Represent Healthwatch and the interests of its members on key strategic partnerships

- Promote good governance
- Oversee the performance of local Healthwatch and delivery of the annual work programme
- Ensure two-way communication between the Board and the membership
- Escalate issues, where appropriate, to Healthwatch England or CQC.

The Executive Board and staff team meet approximately every 6 weeks to review activities and work plans. The staff team keep in contact with the Board by providing regular updates. The aim of the Board meetings are to discuss key projects and concerns raised by the public through engagement activities. The Board will decide on work plans going ahead ensuring that the local community are at the heart of all decision making.

Healthwatch Middlesbrough 2015/16 Board Members: Paul Crawshaw, Harsh Agarwal, Jamie Clarke, Marc Brodie, Shirley Pew, Jo Cole, Dorothy Parry, Anne Sykes, Helen Neal, Herbert Dirahu



How we involve the public and volunteers

As we have already highlighted, our volunteers have continued throughout 2015/16 to provide commitment, experience and dedication to Healthwatch Middlesbrough.

In January 2016, Healthwatch Middlesbrough held a Board development day which allowed the volunteers on the Board to refresh and further develop the governance of Healthwatch Middlesbrough. A new work plan procedure was agreed and put into place along with a strengthened line of communication to help improve the decision making and effectiveness of Healthwatch Middlesbrough.

In addition to this, Healthwatch Middlesbrough's newly recruited board members and volunteers were provided with an induction and given the relevant training such as Enter and View to allow them to work alongside the team on specific work plans and engagement activities.

All of Healthwatch Middlesbrough's Board meeting agendas and minutes are uploaded onto the website so that members of the public are aware of the work plan and information gathered. Should anyone wish to share the views then they can get in touch with a member of the team to be more involved in Healthwatch Middlesbrough's decision making process.



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		138,828
Additional income		0
Total income		138,828
EXPENDITURE		£
Operational costs		24,554
Staffing costs		80,479
Office costs		4,948
Total expenditure		109,981
Balance brought forward		28,847

Contact us





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We will be making this Annual Report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee, and our Local Authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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