

Healthwatch North Tyneside Annual report 2016/17



Contents	Page
Message from our Chair, Peter Kenrick	3
Message from our Director, Jenny McAteer	4
Highlights from our year	5
About us	6
Our priorities	7
It starts with you - your views on health and social care	8
The short story - what has been our impact?	11
Hospital food	12
Supporting wellbeing through day-time activity	13
Carers' wellbeing assessments	14
Young Healthwatch	15
Making mealtimes matter	16
Experiences of mental health services	17
Local voices - Extended hours in primary care	18
Local voices - ADHD service review	18
Representing local voices	19
Our plans for the next year	20
Our finances	21
Our Healthwatch team	22
Contact us	23

Abbreviations used in this annual report

HWNT	Healthwatch North Tyneside
CCG	North Tyneside Clinical Commissioning Group
CQC	Care Quality Commission
NECA	North East Combined Authority
ACO	Accountable Care Organisation
STP	Sustainability and Transformation Plans
IOS	Independent Observer Scheme
ADHD	Attention Deficit Hyperactivity Disorder
VODA	North Tyneside Voluntary Organisations Development Agency



Message from our Chair, Peter Kenrick



I am particularly struck this year by how long it takes for changes to take place in health and social care. Last year's annual report mentioned a review of urgent care services in North Tyneside was taking place and yet, 12 months on, there has still been no announcement as to who will be providing these services and how people will access them.

A new Accountable Care Organisation was promised in 2015 but this has now been "put on hold" until spring 2018 at the earliest.

Long delays by the authorities in making decisions such as these lead to huge uncertainty for people about how they will receive their healthcare in the future. At the same time there is constant mention in the media about the state of the NHS and social care in this country. This can be very unsettling.

Another long drawn-out initiative started in early 2016 is the Sustainability and Transformation Plan, led by the NHS but involving all statutory health and social care bodies in the region. The aim of this is to achieve substantial savings by working more effectively together to bring about improvement in the health and wellbeing of everyone. Consultation with communities was promised from the outset to shape the plan but there has been little evidence of this happening.

Major changes to services in our area underline the importance of Healthwatch North Tyneside's role to listen carefully to the needs and experiences of local people and feed their views through to those who commission and provide services. To this end, we have introduced new ways to seek people's views through both the establishment of new job roles and the creation of a feedback centre which enables people to give us immediate feedback of their experiences of using services in the borough via their mobile phone or pc. In this way we hope to be able to reach more of the population in North Tyneside, particularly those whose voices are rarely heard.

I am proud of the work that our staff team and volunteers have carried out this year, despite the upheaval caused by staff changes. Our Director, Jenny McAteer, went on maternity leave and was replaced by Wendy Hodgson, as Interim Director. I am grateful to Wendy for the work she did and to all the staff who have delivered a wide range of impressive work as you will see from this Annual Report.

I would like to thank our volunteers for the work they do. We always need new volunteers and, if you share our commitment to listen to people and act on what they tell us, why not come and volunteer your time with Healthwatch.

Our trustees have given considerable support to Healthwatch in the past year and we are grateful to North Tyneside Council, our commissioners, for their continued support. Many new challenges face us in 2017/18 and we look forward to working with all our partners to meet these for the benefit of people in North Tyneside.



Message from Jenny McAteer, Director

Healthwatch around the country face the challenge of breadth of the health and social care remit and balancing the need to retain a watching brief across the board, with the need to use the resources available to make the maximum amount of positive impact on services delivered. Often, this impact can take time to bring about. Once recommendations are made, we cannot just move on. We must continue to monitor the implementation of recommendations and drive improvement.

This year it is great to see that the work over the past few years is continuing to make a difference. Work began in 2014 to support parents of children with ADHD to call for change. This year, North Tyneside Council Children, Education and Skills Sub-committee reported back on the review of services they carried out in response to a request by HWNT. The Cabinet accepted their recommendations and further work to improve services has started.

The Care Home Activity Coordinators Forum we facilitate continues to work towards improving the delivery of activity in care homes and the contract and monitoring changes we called for last year have been implemented.

Northumbria Healthcare NHS Trust have made changes to nutrition support at weekends and increased access to food outside of mealtimes on wards following our report on hospital food.

The recommendations of our report on mental health service user experience have been integrated into the Joint Adult Mental Health and Wellbeing Strategy in North Tyneside.

These are just a few examples of how our impact is a long term investment in health and social care services.

I am confident that the reports on food in care homes, carers' experience of wellbeing assessments, support, advice and information and our work to bring the youth voice to the fore will be as influential in the coming year.

We continue to cast our net wider to gather local people's experience of using services. We continue to report the trends in people's experiences to providers and commissioners of services on a regular basis. Sometimes this alone is enough to make a change.

Of course none of this would be possible without the support of our experienced volunteers, board and staff who enable us to deliver such high quality work. This year Helen Bedford and Tiegan Scott have moved on and we thank them for their contribution. Thanks also to Wendy Hodgson who supported the organisation during my maternity leave.

Finally, our work is not possible without people like you, who use services in North Tyneside. I urge you to talk to us about your services. It is your NHS and your social care and by sharing your experiences, good and bad, with independent Healthwatch, you can make sure these services continue to strive for better care.



Highlights from our year



**We met 1252 people at
62 community outreach and
engagement events**



We reported on:

**Mental health services
Food in care homes
Hospital food**



**49% of feedback was gathered
on enter and view visits
21% from outreach
15% from surveys, phone or post
13% online**



**We received 1286 pieces of
feedback including:**

**170 compliments and
275 complaints and concerns**



**We visited 31 local services in
our enter and view role**



**We supported more than 180
people to access services from
over 25 organisations**



Healthwatch North Tyneside is here to champion the experiences, views and needs of local people in order to positively affect health and social care services in North Tyneside.

Our vision

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

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voices to encourage those who run services to act on what matters to you.

We are part of a national network, with a local Healthwatch in every local authority area of England.

Governance

Healthwatch North Tyneside is an independent charity led by a board of trustees supported by a staff team and a group of volunteers (charity no 1160753).

Our board meetings are open to the public.

Board members participate in the development of project plans and take on the role of 'project sponsor' to support decision making on specific projects.

How we make decisions

When deciding on the year's priorities our Healthwatch Board looked at:

- ▶ Trends in the views gathered through engagement and outreach
- ▶ Ongoing work from the previous year where we needed to monitor implementation of recommendations
- ▶ Priorities and commissioning intentions identified through the Health and Wellbeing Board, Overview and Scrutiny Committee and the Joint Strategic Needs Assessment
- ▶ Views of the board, staff, volunteers and the general public

Our Healthwatch database allows us to identify trends, produce reports on feedback received and action taken and makes our decision making increasingly transparent and accountable.

Strategic priorities

Gathering information

Gathering views, experiences and needs of local people about their health and social care, focusing on those who are underrepresented in decision making or face barriers to influencing the system.

Gathering and monitoring other key information that tells us how the local health and social care system is working for people.

Influencing

Influencing services and their commissioners to consider and act upon the views, experiences and needs we present.

Championing the involvement of North Tyneside residents in the development and evaluation of services.

Providing information

Enabling people to get the most of the current system by providing information about service provision, the rights people have in relation to their care, and opportunities they have to influence what care looks like.

During 2016/17 we gave priority to the following themes when gathering views in order to improve services:

- ▶ Making mealtimes matter in care homes for older people
- ▶ Carers and carers' wellbeing assessments
- ▶ Involving young people in their health and social care
- ▶ Mental health

We continued our work on:

- ▶ Hospital food
- ▶ Urgent and emergency care
- ▶ Activities in care homes

It starts with you



Your views on health and social care



This year we have gathered 1286 pieces of feedback about health and social care services.

We gather the views and experiences of people in a variety of ways:

- ▶ Outreach activities with the public (15% of comments received)
- ▶ Enter and view visits carried out by volunteers (49% of comments received)
- ▶ Surveys (10% of comments received)
- ▶ Online feedback centre (8% of comments received)
- ▶ Email, website and social media (5% of comments received)
- ▶ Post and telephone (5% of comments received)
- ▶ Meetings and events (6% of comments received)

We participated in local and regional events including:

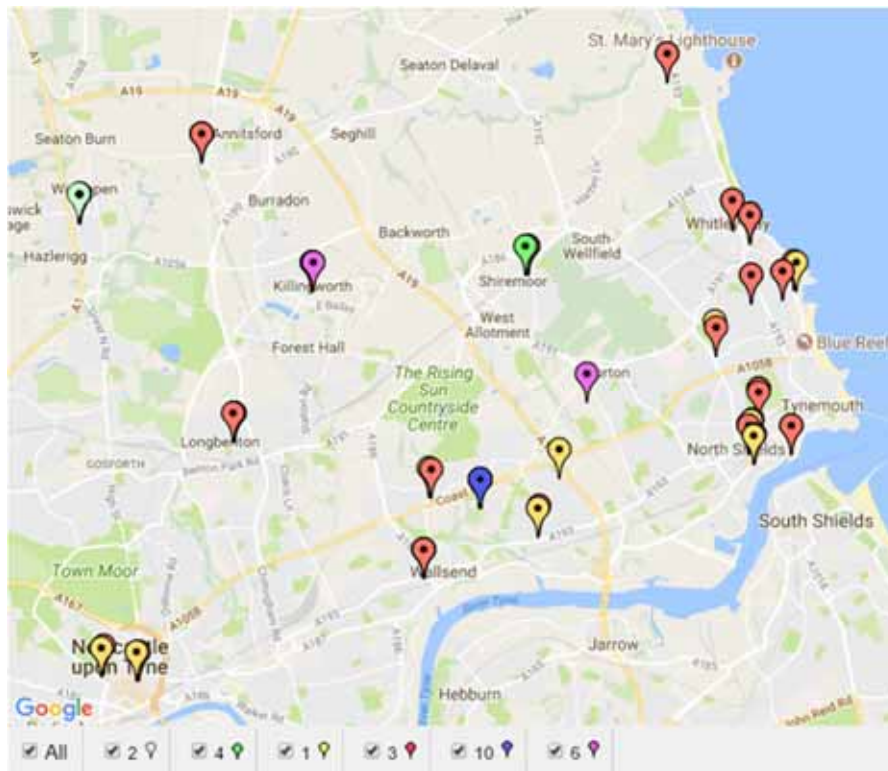
- ▶ Learning Disability Care Forum
- ▶ Northern Pride
- ▶ North Tyneside Disability Forum AGM
- ▶ Northumbria Healthcare NHS roadshows
- ▶ Sight North East exhibition
- ▶ World Mental Health Day
- ▶ Wallsend Festival

We supported local people to give their views and share experiences for local, regional and national consultations including:

- ▶ Development of GP extended hours
- ▶ Care Quality Commission inspection of Northumberland Tyne and Wear NHS Trust (NTW)

Our engagement and outreach

We carried out 62 engagement activities across the borough



Through this, we have had contact with more than 1252 people .

Our team spent the equivalent of 21 working days contact time engaging people in this way. We spent an additional 21 working days handling the recording and follow up arising from the feedback we received.

47% of our engagement and outreach activities are not targeted to a specific demographic group other than to ensure geographical spread.

We have an important role in reaching people and communities whose views are not often heard or find it difficult to get involved.

53% of our engagement activities reached the following people:

- ▶ Mental health service users (6%)
- ▶ People with sensory disabilities (2%)
- ▶ People with a physical disability (2%)
- ▶ People with a learning disability (2%)
- ▶ Refugee and asylum seekers (5%)
- ▶ People over 65 (6%)
- ▶ Carers (22%)
- ▶ Young people under 25 (5%)
- ▶ LGBTQI (2%)

We supported more than 180 people to access services from over 25 organisations.

We most regularly signpost people to the Patient Advice and Liaison Service (PALS), Independent Complaints Advocacy Service (ICA) and adult social care teams at North Tyneside Council.

We gather people's views, hear their compliments and concerns and provide information about our own activities, local and national events, surveys, local service plans and improvements to people and organisations through our:

- ▶ 'Talk to us' engagement activities at local libraries, Customer First Centres, local activity groups and events run by other organisations
- ▶ Online feedback centre and website - average of 473 unique visitors a month
- ▶ Enewsletter - 432 subscribers, 36.3% of whom open the newsletter and 10.5% click through to more information
- ▶ Seasonal print newsletter - 104 subscribers
- ▶ Seasonal audio newsletter - 10 subscribers
- ▶ Twitter - 6096 profile views and 206 mentions, 170 new followers
- ▶ Facebook - reaching an average of 96 people a day, 39 new followers



Online Healthwatch feedback centre

We launched our new Healthwatch website and online feedback centre in July 2016.

This offers a new way to give feedback about local services and share experiences with others.

We are asking services to display our 'your care, your feedback' freepost forms.

www.healthwatchnorthtyneside.co.uk/services

SIGN North Tyneside

Healthwatch North Tyneside is a member of the SIGN North Tyneside network which brings together voluntary, community and public organisations to help people find the right organisation to meet their health and social care needs.

SIGN North Tyneside is developing a new service directory. We will be transferring information from our support group directory to this new SIGN directory rather than developing our own separate online directory.

www.sign-nt.co.uk





It starts with you

The Short Story - What has been our impact this year?

- ▶ **We made sure that local people's experiences were at the core of the development of North Tyneside's Mental Wellbeing Strategy.**
- ▶ **Care Home Service Specifications (contracts) were changed to reflect the improvements to activity in care homes that we highlighted were needed.**
- ▶ **Information for carers was made more widely available through distribution of our carers' wellbeing leaflet and poster.**
- ▶ **Activity Coordinators are sharing experience, good practice and learning about how to improve the activity in care homes through the Activity Coordinator Forum.**
- ▶ **Provision of snacks and support at weekends has improved in North Tyneside General Hospital following our report on hospital food.**
- ▶ **ADHD parent carers continue to drive improvements in provision for children with ADHD in North Tyneside by being at the centre of the review carried out by the Overview and Scrutiny Committee. An action plan to improve services has been agreed.**

It starts with you



Hospital food

What is local people's experience of hospital food at North Tyneside General Hospital?

"People with diabetes have problems with the very long gap between tea-time and breakfast" (member of the public)

Our enter and view volunteers visited two wards at North Tyneside General Hospital where we talked to 29 patients and 19 staff. We published our report on hospital food at North Tyneside General Hospital in September 2016.

Our recommendations to Northumbria Healthcare NHS Foundation Trust were aimed at improving the consistency of positive patient experience.

We recommended making snacks more readily available outside of mealtimes, better support for patients at mealtimes, particularly at weekends, and improved use of nutritional risk assessment.

Stephen Bannister, Head of Estates and Facilities said:

"Having read your report, which I believe is a well balanced and fair reflection of the current service, I have created a small group from within my facilities team along with a senior nursing component to review thoroughly and prepare an action plan to see how best we can resolve some of the issues you highlight."

The group has reported that they have updated picture menus, looked at provision of toasters on wards and have ensured that MUST (Malnutrition Universal Screening Tool) nutritional assessments are being applied in line with their obligations.

www.healthwatchnorthtyneside.co.uk/your-issues/hospitalfood



Supporting wellbeing through day-time activity



How do care homes for older people support wellbeing through meaningful day-time activity?

“Mum attends most activities when offered and gets frustrated if the activities leader has to cancel to accompany someone to hospital.” (relative)

In ‘Living Life to the Full’ we reported on enter and view volunteers visits to 33 care homes for older people. They looked at how meaningful day-time activity is arranged by care homes.

North Tyneside Council responded to our recommendations saying they would do the following things to improve standards for activity in homes:

“Ensure that the new service specification reflects the need for care homes to take a ‘whole home approach’ to providing activities and that on an individual level activities are person centred and are built into, and monitored as part of the care planning process taking into account potential barriers to participation and how these can be overcome.”

“I am also proposing that the Commissioning Team review and strengthen the ‘pointers’ that are incorporated within the quality monitoring process to ensure that we are able to monitor and keep track of progress in this area.”

To support care homes to put the recommendations into practice we worked in partnership with Tyne and Wear Care Alliance (TWCA) and independent consultant, Helen Johns, to establish the North Tyneside Activity Coordinators’ Forum (ACF) in April 2016. We wanted the ACF to give Activity Coordinators across North Tyneside the chance to work together, to develop their skills and continue to improve activity in their care home.

What the activity coordinators said about the forum:

“Nice to meet other activities people and have new ideas”

“Enjoyed the balloon activity, lucky dip, sharing ideas and contact - confidence boost!”

“Really good having forums - great to share ideas as I felt isolated”

“Had a great day, will definitely be back”

www.healthwatchnorthtyneside.co.uk/your-issues/care-homes



Carers' wellbeing assessments



What are people's experiences of carers wellbeing assessments?

“Offered a carer assessment twice by Social Services but it never materialised. I should go to the Carer's Centre but can't face it alone. I try not to be overwhelmed and take each day as it comes but it's very difficult.” (carer)

Carers told us they found it difficult to get the information and support they need.

We asked the council about the uptake of Carers' Wellbeing Assessments and heard that they were developing a new pilot system with North Tyneside Carers' Centre. This would assist carers to have greater access to wellbeing assessments and support.

We worked in partnership with North Tyneside Citizen's Advice Bureau to produce a leaflet and poster highlighting carers' entitlement to information, advice, support and Carers' Wellbeing Assessments. We involved North Tyneside Council, North Tyneside Carers' Centre, North Tyneside PROPS and VODA in agreeing the leaflet content and distribution. We distributed the leaflet and poster widely across the borough to reach as many carers as possible.

From January to April 2017 we went to carers' support groups to talk to carers and hear their experiences and knowledge of accessing information, advice, support and Carers' Wellbeing Assessments.

We asked carers to share their experiences using an online or paper survey which we publicised through our enews, outreach activity and local networks.

We gathered carers' comments and we are writing a report from the survey including recommendations for commissioners to help further support carers.

www.healthwatchnorthtyneside.co.uk/your-issues/carers/

“The partnership work Healthwatch North Tyneside has done with the Citizens Advice Bureau (CAB) has helped raise awareness for unpaid carers about their right to a carer's assessment. Additional work has also provided carers with an opportunity to provide feedback on their experience of the assessment process, the outcome of this work will help us to strengthen our support for carers.

Thank you once again for all your efforts to improve services for people who require social care services, and their carers.”

Susan Meins, Commissioning Manager, People Based Commissioning Team,
North Tyneside Council



It starts with you



Young Healthwatch

What are children and young people's experiences of health and social care?

"We are often expected to share very personal things with somebody we have no relationship with."

"Most young people don't know how to book a GP and want to speak to somebody privately."

"GPs just throw forms at me to complete I have no idea what to put, it would be more helpful if they asked and sat with me."

"I don't care if its colourful I just want to have proper care."

"At The Base we don't get intimidated we just talk because we are comfortable and lots of stuff just comes out naturally."

Young people attending our October event

Together with North Tyneside Council Youth Participation Team, members of the local youth parliament and Norham High School, we began to collect young people's ideas about the development of young Healthwatch.

At our event in October we asked young people their views and experiences of using health and care services in North Tyneside. This year we heard from year 7 pupils at Norham High School.

We will use views of these young people to draw up an action plan for developing Young Healthwatch in North Tyneside over the coming year.

www.healthwatchnorthtyneside.co.uk/your-issues/young-healthwatch

It starts with you



Making mealtimes matter



How do care homes for older people support wellbeing through food and drink?

**“Some relatives felt that not enough support was offered to people eating in their own rooms (of whom there were many) and that although these issues were raised no long term resolution occurred.”
(Enter and view report)**

This year our volunteers made enter and view visits to 31 care homes to look at residents’ experience of food and drink. They talked to residents, staff and relatives during the visits as well as gathering feedback through our online survey.

“In one home the mealtime experience appeared to be led by the residents and how they wanted to have their meal – there appeared to be no pressure for organisation routines and processes to dominate.

The overwhelming impression of the home is that they are focussed on the residents’ needs and feelings. We saw this in operation throughout the visit in the way staff responded to residents and the way the mealtime experience was managed.” (Enter and view report)

We shared the enter and view report for each care home with the provider and wrote a report looking at issues that were common across homes.

We made recommendations for improving residents’ experience and sent the report to commissioners and providers for their response. The report and responses will be published in summer 2017.

www.healthwatchnorthtyneside.co.uk/your-issues/care-homes

“Healthwatch continues to support the Council through their Independent Observers Scheme, by playing a key role in raising the quality of care for people living in residential homes.

This year Healthwatch volunteers have conducted a significant piece of work to review the mealtime experience of older people living in care. The findings of this work will contribute to our Quality Monitoring process; be used to share best practice; and also be used to enhance our commissioning arrangements with the providers of these services.”

Susan Meins, Commissioning Manager, People Based Commissioning Team,
North Tyneside Council



Experiences of mental health services



What are local people’s experiences of using mental health services?

“It feels as if Mental Health is reducing as a priority, I understand there are huge cuts to local government funding, but I do feel that mental health may be suffering disproportionately in North Tyneside.” (service user)

Our report ‘People’s experiences of mental health services in North Tyneside’ considered the views of 272 service users. We made recommendations to commissioners and providers and received responses which will be published soon.

We worked with North Tyneside Council and Clinical Commissioning Group to ensure that the recommendations of the report were integrated into the North Tyneside Adult Mental Wellbeing Strategy.

To support the reports findings we worked in partnership with Tyne and Wear Museums to produce a film documenting local peoples experiences of using mental health services in their own words. Filming is complete and we plan to launch the film in the summer of 2017.

www.healthwatchnorthtyneside.co.uk/your-issues/mental-health

Local voices

Extended hours in primary care

Involvement in the development of extended hours in primary care in 2017

Increased access to GP services will be available to patients from October 2017. The Clinical Commissioning Group has been developing a model for how this would be provided in North Tyneside.

Healthwatch has contributed significantly to the development of the model through:

- ▶ Sharing Healthwatch information about access to primary care in North Tyneside – common issues, complaints and compliments.
- ▶ Advising the working group about access to GP services from the patients' perspective particularly specific groups such as families and older people.
- ▶ Being a critical friend in the development of market research to capture residents' views about suitable opening hours, ability to travel to other practices and views about when patients prefer treatment from their own GP versus another GP.

North Tyneside Clinical Commissioning Group

Review of ADHD services

We continued to support a Parent Carer Group with their response to North Tyneside Council Overview and Scrutiny Report 'Support for Attention Deficit Hyperactivity Disorder in North Tyneside'.

An action plan was approved by Cabinet in response to the scrutiny report setting out how they would review ADHD services following our request for a review in 2014.

Representing local voices

Healthwatch North Tyneside attend the following boards and committees to ensure that the views of local people are central to decision making:

- ▶ North Tyneside Health and Wellbeing Board
- ▶ Adult Social Care Health and Wellbeing Sub-committee
- ▶ System Resilience Group
- ▶ North East Ambulance Service Healthwatch Engagement Group
- ▶ Accountable Care Organisation Programme Board
- ▶ Integration Programme Board (Deputy Chair)
- ▶ Integration boards of the Health and Wellbeing Board including SEND and Whole of Life Disability, Mental Health, Older People, New Models of Care, Self Care and Prevention and Learning Disabilities Boards
- ▶ North Tyneside Clinical Commissioning Group GP Extended Hours Task and Finish Group
- ▶ North Tyneside Clinical Commissioning Group Primary Care Committee
- ▶ VODA Chief Officers Group

We use our attendance at these meeting to:

- ▶ report back on the relevant trends in feedback that are gathered by Healthwatch North Tyneside;
- ▶ hold commissioners and providers to account for implementing the recommendations made by Healthwatch;
- ▶ understand issues with the performance of NHS trusts and keep up to date with planned service or system changes; and
- ▶ ensure that local people are informed, consulted and involved in decision making about services.

We have regular meetings with the leadership of the Clinical Commissioning Group, North Tyneside Council, Northumbria Healthcare NHS Foundation Trust and other providers as required.

We also participated in discussions about consultation on the local Sustainability and Transformation Plans (STP). We anticipate that we will represent Healthwatch regionally on the committees within the STP governance structures.

We submitted our response to all NHS provider trusts quality accounts which can be found on our website:

www.healthwatchnorthtyneside.co.uk/get-involved/quality-accounts

Our plans for next year



Our priorities for 2017/18

In addition to general outreach, engagement and communication activities, we will focus on the following themes:

- ▶ Older people's experiences of admission and discharge from hospital
- ▶ Young people's experience of health and social care services
- ▶ Mental health - access to services in times of crisis and completion of the mental health video
- ▶ Carers and carers' wellbeing assessments
- ▶ The Sustainability and Transformation Plan (STP) and the impact on North Tyneside residents.

We will check that work already carried out to voice local people's views on hospital food, activities and mealtimes in care homes and urgent care is used to improve services.

We will continue to develop the organisation to grow and improve our impact by:

- ▶ Evaluating our performance against Healthwatch England's quality standards
- ▶ Developing our business plan which will help us diversify our income
- ▶ Continuing to increase the feedback we receive by raising awareness of our feedback centre
- ▶ Improving how we support our volunteers by recruiting a volunteer coordinator.

Financial summary	2015/16	2016/17
Income	£	£
Core contract	148,953	148,953
Carried forward budget from previous year	46,094	40,754
Other income	0	1,512
Total income	195,047	191,219
Expenditure		
Management and staff salaries*	90,641	101,732
Training, recruitment and other expenses – staff, board and volunteers	4,677	4,128
Operational costs – office accommodation, ICT, telephones, printing, stationery, insurance etc	34,418	18,028
Marketing and publicity	4,033	5,579
Legal and professional costs	**15,429	883
Activities – signposting and information, engagement and events	5,158	5,027
Total expenditure	154,356	135,377
Balance carried forward	40,691	55,842

*The main cost of our engagement, signposting and information activities is covered by staff salaries.

**Legal and professional costs include set-up costs for Healthwatch North Tyneside as a Charitable Incorporated Organisation and for the development of systems for volunteer coordination.



Meet our Healthwatch team



Board of trustees

Peter Kenrick (Chair)

Julia Charlton

Linda van Zwanenberg

Judy Scott

Bea Groves (Vice-chair)

Iain Kitt

David Robinson

Oliver Williams

Staff team

Jenny McAteer, Director

Wendy Hodgson, Interim Director (July 2016 to March 2017)

Geraldine Convery, Engagement Officer

Helen Bedford, Engagement Officer (to December 2016)

Meg Woollam, Communications Officer

Christine O'Brien, Finance and Admin Officer

Tiegan Scott, Admin Apprentice (to January 2017)

Volunteers

Jill Arkell-Wilson

Susan Dawson

Tina Fry*

Joyce Greely*

Dianne Greenwood*

Joan Hancock*

Molly Herridge

Helen Johns*

Denys Organ*

Hannah Prescott*

Judy Scott*

Neil Tapster*

Colin Thomson*

*Authorised enter and view volunteer in 2016/17

Pictured below are board members: Oliver Williams, Peter Kenrick, Iain Kitt, Julia Charlton and David Robinson.



Contact us



0191 263 5321



info@healthwatchnorthtyneside.co.uk



www.healthwatchnorthtyneside.co.uk



HealthwatchNT



HWNTyneside



**Parkside House
Elton Street East
Wallsend
NE28 8QU**

This annual report is available from 30 June 2017 on our website:

www.healthwatchnorthtyneside.co.uk

We have sent the report to Healthwatch England, CQC, NHS England, North Tyneside Clinical Commissioning Group, North Tyneside Council and North Tyneside Health and Wellbeing Board and Overview and Scrutiny Committees.

If you would like this report in a different format please contact us at the address above.

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.

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It starts with **you** **Your care, your feedback**

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



Or pick up a freepost feedback leaflet



Healthwatch North Tyneside
Annual Report 2016/17