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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
IOS	Independent Observer Scheme
ADHD	Attention Deficit Hyperactivity Disorder



Message from our Chair, Peter Kenrick

This year has been about change - both for Healthwatch North Tyneside and for the local health economy. For us, it has been our first year as an independent Charitable Incorporated Organisation (CIO) which means our Board of Trustees are wholly responsible, and accountable, for everything we do as an organisation. Leadership of Healthwatch has also changed as we welcomed our new Director, Jenny McAteer, who joined us in July last year.

Health services are beginning to change as a result of the financial pressures facing the NHS, nationally and locally, and the increased demands being made on its services. New ways are being explored in North Tyneside to keep people, particularly those with multiple health problems, out of hospital and in their communities.

At the same time, urgent care services have been reviewed and a new Accountable Care Organisation is being planned, made up of the main health providers, which will have control of the health budget in North Tyneside.

All these changes - and perhaps more to come - are likely to have huge implications for the way local people receive their healthcare and I am pleased to say that Healthwatch North Tyneside has 'a seat at the tables' where these issues are being discussed.

Our role is to ensure that people's views are heard in these discussions and new services reflect the needs people have told us about. An example of where this happened during the year was the new Northumbria Specialist Emergency Care Hospital. Before the hospital opened local people told us their concerns and after it opened we gathered the views of users of the hospital and held a public meeting where the Chief Executive of the NHS Trust answered people's questions face-to-face. We will continue to challenge the ongoing discussions about new services in this way to try and ensure they reflect the needs of those who will use them.

When you read this Annual Report, I am sure you will be impressed with the range of activities that Healthwatch North Tyneside is engaged in.

I am proud of the work we have done so far but know that there is a lot more we need to do, particularly in listening to those people in the population who are least often heard.

I am immensely grateful to our hard-working staff team and our volunteers who all do an magnificent job - and to our trustees for the support they have given the organisation throughout the year.

I would also like to thank our commissioners in North Tyneside Council for their continued support and we look forward to working with all our partners over the coming year for the benefit of the people of North Tyneside.



Message from the Director

Healthwatch North Tyneside has had a busy year. We capitalised on work from the previous year in setting up of systems and structures.

The Healthwatch England database has meant that we have recorded, analysed and reported on the trends in local people's experience of services.

We further strengthened our relationships with stakeholders this year to ensure that local people's views are at the heart of decision making processes.

For example we made sure that people with children under 4 had an active voice in decisions being taken about urgent care services.

This report shows how we carried out special projects to gain a deeper understanding of where service improvements can be made during this year. We made sure local views are reflected in a strategy for improving mental health services. Our enter and view volunteers' findings have been taken on board in the contracting of residential care homes. We amplified carers' views which were input to the development of the North Tyneside carers' commitment.

In the challenging environment for health and social care, we are positioned well to understand what local people think about services and to use this information to help services and commissioners understand where improvements are needed.

In 2016/17 we are confident that with the support of a strong board, active volunteers and great staff team, we can continue to strengthen the impact we make.

Jenny McAteer

Director of Healthwatch North Tyneside





Our year at a glance



We met over 2060 people at 117 community outreach events and activities



We reported on mental health, meaningful activity in care homes and the opening of a new emergency hospital



28% of feedback was gathered on enter and view visits
22% from outreach
18% from surveys



Of 1680 pieces of feedback, 54% were concerns or complaints and 22% were compliments



We visited 33 local services in our enter and view role



We signposted people to over 30 organisations when handling almost 100 information requests

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.

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people.

Our focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their agenda.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

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.

Healthwatch North Tyneside is an independent charity led by a board of trustees supported by a staff team and a group of volunteers.

Our staff team are pictured below:

Meg Woollam, Geraldine Convery, Lyndsey Yarde, Christine O'Brien, Jenny McAteer and Helen Bedford



Tiegan Scott (below) joined our team in February 2016 as our Admin Apprentice



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.

Thematic priorities

During 2015 to 2016 we gave priority to the following themes when gathering views in order to improve services:

- ▶ Mental health
- ▶ Hospital food
- ▶ Northumbria Specialist Emergency Care Hospital
- ▶ Urgent care
- ▶ Meaningful activity in residential care homes
- ▶ Carers
- ▶ Day services for older people

Listening to people who use health and social care services



Gathering experiences and understanding people's needs

This year we gathered 1680 comments on local health and social care.

Over half of these comments were complaints or concerns expressed about services (49% concerns and 5% complaints) followed by compliments (22%).

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

- ▶ Outreach activities with the public (22% of comments received)
- ▶ Targeted outreach through voluntary and community groups with people who can be hard to reach
- ▶ Events, meetings, phone, email, letters, online forms and social media
- ▶ Surveys (18% of comments received)
- ▶ External sources such as NHS Choices feedback
- ▶ Enter and view visits (22% of comments received)

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

- ▶ Right care, right time, right place - service redesign of urgent care services in North Tyneside
- ▶ Development of a GP strategy for North Tyneside
- ▶ Care Quality Commission inspections of North East Ambulance Service and Northumbria Healthcare NHS Foundation Trust

We participated in local and regional events including:

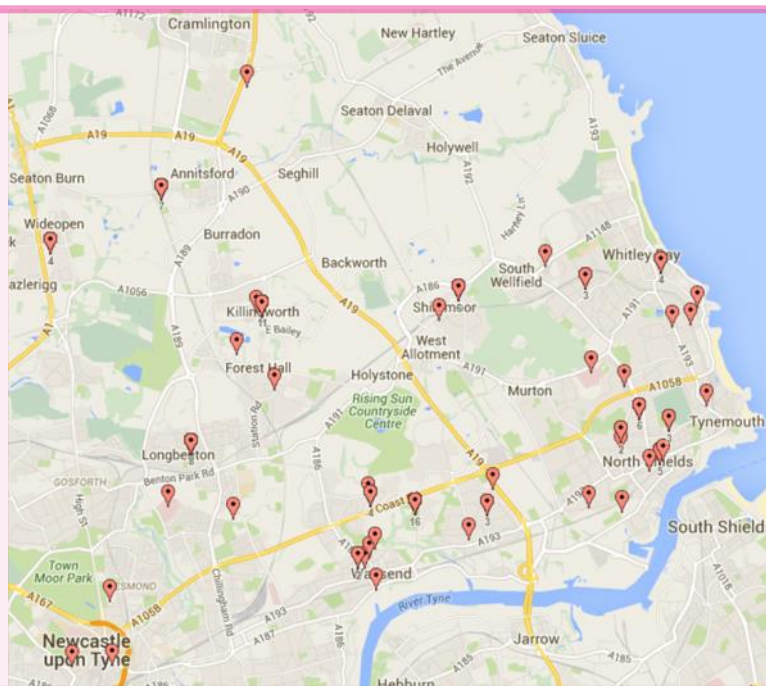
- ▶ Northern Pride
- ▶ World Mental Health Day
- ▶ North East Respiratory Conference
- ▶ Carers' Wellbeing Forum
- ▶ North East Regional Dementia Friendly Conference
- ▶ Care Quality Commission listening events

Board member, David Robinson, also chairs the Learning Disability Care Forum.

117 engagement activities
across the borough

Contact with more than
2200 people

Our team spent the equivalent
of **26** working days contact
time engaging with people in
this way



57% of our engagement and outreach activities are not targeted to specific demographic groups, other than to ensure geographical spread.

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

We carried out targeted engagement work to gather the views of those who are ‘harder to reach’.

43% of our engagement activity reached the following people:

- 14% mental health service users
- 9% people with sensory disability
- 8% older people over 65
- 5% carers
- 2% people with physical disability
- 2% parents of children under 4

We also reached out to the following communities of interest but on a single activity in the year: learning disability, men, LGBTQI.

We still have much to do to expand this work and have plans in the coming year to target our engagement more with children and young people (under 21) and people from black and minority ethnic groups within our borough.

What we learnt from visiting services

We used our powers to enter and view services to gather feedback and information for two of our priority areas: care homes and hospital food.

14 Healthwatch volunteers made 34 enter and view visits to 33 service providers.

Care home visits

Aim To consider the standard and provision of meaningful activity in care homes for older people and how this may be improved.

Which services did we visit?

All care homes for older people in North Tyneside

Why did we use our powers?

Our previous enter and view visits to these care homes along with views from commissioners, CQC and local people indicated that meaningful activities was an area in need of improvement.

Outcome - We produced a report of performance in this area for each home and shared these with the CQC and North Tyneside Council. Our reports contribute towards the council's quality monitoring assessments of residential and nursing homes in the borough.

We produced an overarching report illustrating trends across homes and making recommendations for practice.

Care homes

North Tyneside Council Adult Social Care have enhanced the requirements for meaningful activities in the service specification for care homes.

We worked with the Tyne and Wear Care Alliance to introduce an Activity Coordinator Forum and a toolkit for coordinators to share ideas and promote good practice. Enter and view volunteer, Helen Johns, has ongoing involvement in these developments.

Volunteers authorised to make enter and view visits in 2015/16

Jill Arkell-Wilson	Tina Fry	Nicola Garrity
Joyce Greeley	Dianne Greenwood	Joan Hancock
Molly Herridge	Helen Johns	Mary Laver
Denys Organ	Hannah Prescott	Judy Scott
Neil Tapster	Colin Thomson	

Supporting quality monitoring of care homes

“It has been a pleasure working with Healthwatch over the last year and watching them develop into a credible organisation which challenges health and social care professionals, to ensure we are addressing the concerns of local people.

The work Healthwatch has been involved in alongside Tyne and Wear Care Alliance to develop the support network for Activity Coordinators working in residential care, is proof of Healthwatch listening to the views of people who work within the sector, reacting to their comments and taking action to implement something which will benefit both staff and residents in care homes within the borough.

Once again Healthwatch has played a major part in the quality monitoring of older people’s residential care homes in North Tyneside, through the work of the Independent Observer Scheme. The volunteers are now a key part in supporting commissioning to raise the quality of care provided in residential care by sharing good practice identified and addressing areas of concern.”

Susan Meins, North Tyneside Adult Social Care Services

Hospital food

Aim To find out about hospital patients’ experiences of food and how patients with additional needs are assisted at mealtimes.

Which services did we visit?

Two wards at North Tyneside General Hospital

Why did we use our powers?

Information provided to our Healthwatch Board indicated that local people had concerns about the standard of hospital food at North Tyneside General Hospital.

Outcome - We shared information with the CQC before their inspection of the hospital in November 2015. We will publish a report outlining our findings and make recommendations for improvement to Northumbria Healthcare NHS Foundation Trust.

We found people were mainly happy with food provided at North Tyneside General Hospital. This was particularly the case where there were nutritional assistants on the ward.

We found there was less consistency at weekends and some people found the time between evening meal and breakfast too long.

Giving people information and signposting to services



Helping people get what they need

We spent 19 working days listening to people's views, providing them with information and signposting them to organisations that can support them to get their needs met.

13% of our contacts with local people during this year were requests for information. We signposted to over 30 organisations ranging from national organisations to local community groups.

The top five organisations that we signposted people to this year were:

PALS 21%

North Tyneside Carers 17%

Adult Social Care 11%

Independent Complaints Advocacy 6%

North Tyneside Clinical Commissioning Group 5%

“Thank you for your support and advice. I feel much better having been listened to..... it's nice to know you are there” Local resident

SIGN North Tyneside

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

The main activity this year has been the development of a mobile 'app' to signpost people to services.

Find out more at www.sign-nt.co.uk



[Healthwatch support groups directory](#)

We checked and updated our directory of local support groups.

The information is now ready to be transferred to an online directory which can be easily searched by local people.

We provide information about our own activities, local and national events, surveys, local service plans and improvements to people and organisations by:

- ▶ Enewsletter - 429 subscribers, 38% of whom open the newsletter and 9% click through to more information
- ▶ Seasonal print newsletter - 96 subscribers
- ▶ Seasonal audio newsletter - 10 subscribers
- ▶ Healthwatch North Tyneside website - average of 490 unique visitors per month
- ▶ 'Talk to us' engagement activities at local libraries, Customer First Centres, local activity groups and events run by other organisations

We have significantly grown our social media presence during 2015/16. This is an important way for us to raise awareness of Healthwatch and our work and to provide information about local services and people's rights. It is also a useful engagement tool to encourage a more diverse audience to take part in our work.



Facebook followers increased by over 100.

Through use of Facebook advertising, we reached an average of 89 people per day promoting engagement opportunities such as North Tyneside CCG GP survey and CQC inspections.



Healthwatch twitter account enjoyed growth of more than 400 followers during the year.

**Talk
to us...**

Healthwatch North Tyneside
joined
Healthwatch Newcastle
for Mental Health Day in
Newcastle city centre



How we have made a difference



Reports and recommendations

During 2015/16 we published five [reports](#) about local people's views and our Healthwatch activity:

- ▶ Carers' Strategy and Carers' Charter - A report on the survey by Healthwatch North Tyneside, April 2015
- ▶ Briefing on local people's experience of using the Northumbria Specialist Emergency Care Hospital, October 2015
- ▶ Reports on enquiries and feedback from Healthwatch North Tyneside, August 2015, January and March 2016

Reports pending publication based on engagement work this year include:

- ▶ Living life to the full? How meaningful activity in care homes of North Tyneside impact on wellbeing
- ▶ Mental health service user experience
- ▶ Hospital food at North Tyneside General Hospital

Using our statutory powers

We asked providers and commissioners to respond to:

- ▶ Our report on local people's experience of using Northumbria Specialist Emergency Care Hospital - Northumbria Healthcare NHS Foundation Trust
- ▶ Local people's concerns about ambulance waiting times - North East Ambulance Service
- ▶ Concerns about changes in criteria for access to patient transport services - North Tyneside Clinical Commissioning Group
- ▶ Concerns about the council budget consultation - North Tyneside Council
- ▶ Our report on local people's views of urgent care services - North Tyneside Clinical Commissioning Group

We received responses to all our letters which are published on our website.

Mental health

What have we done?

We set up a project steering group of service users, carers, public health workers, volunteers and board members.

We gathered experiences of mental health services from more than 270 service users, carers and professionals through a survey, focus groups and targeted engagement.

We presented our initial findings to the Health and Wellbeing Board.

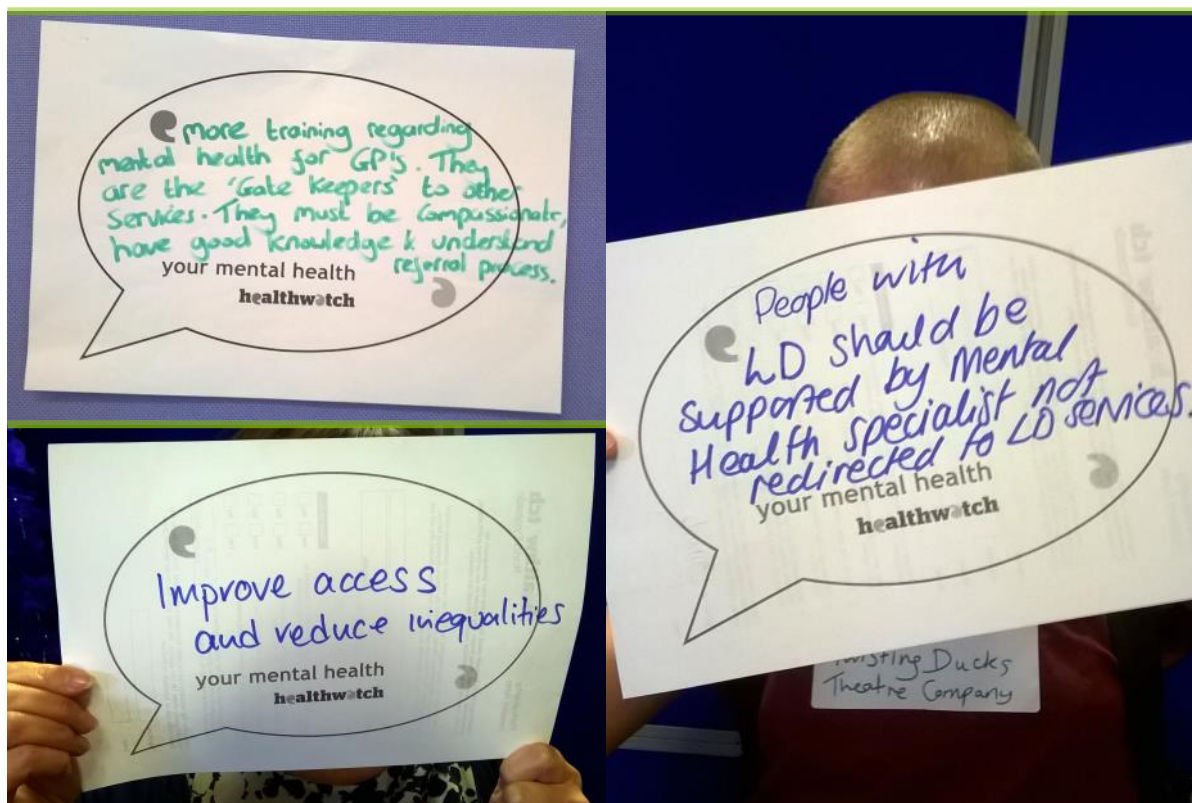
We engaged with commissioners and providers to get their views on our findings and the report will be published in the coming year.

We have established a partnership with Tyne and Wear Archives and Museums to develop a video documenting people's stories.

How has this made a difference?

Our findings have been incorporated into the North Tyneside Mental Health Strategy which is currently under consultation. It is intended that recommendations will be addressed through work to be carried out in the implementation of the strategy.

In future we will focus on access to mental health services in crisis.





What have we done?

During 2014/15 we supported a local group for parents of children with ADHD to raise concerns about the services for people with ADHD with the Children's Education and Skills Overview and Scrutiny Committee.

They set up a sub-committee to give scrutiny to the issues raised.

We continued to support the parents' group by commenting on a survey and accompanying them to a panel discussion with the sub-committee members. The sub-committee is due to report on their findings this year.

How has it made a difference?

We enabled a group of parents to communicate their concerns to the Overview and Scrutiny Committee and supported them to submit evidence.

We hope that service improvements have come about as a result of this.



“Without the support of Healthwatch we, parents of children with neuro-disabilities, would not have been able to get our local politicians to scrutinise what kind of outcomes our children are actually achieving.

Parents do believe there needs to be much more collaborative work between Health and the local authority to ensure children and young people are given integrated support which will allow them to make the successful transition into adulthood.

The politicians' scrutiny report will be published shortly and hopefully this will be the start of a process whereby Health and the local authority actively engage with parents to ensure services, urgently, improve.

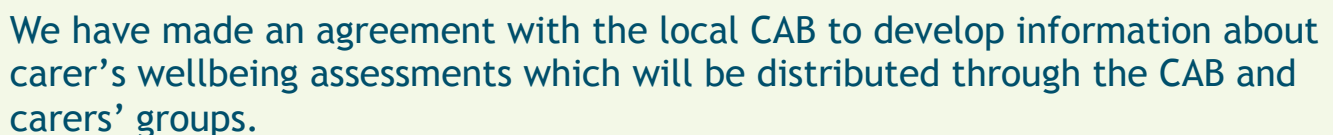
Children and young people with neuro-disabilities are very vulnerable to having poor mental health and agencies need to acknowledge this can only be improved by joining with parents.

As parents, we hope Healthwatch will continue to offer us support as we embark on the next stage of this important work.”

Alison Murray, parents' group member

We presented our report of the survey to North Tyneside Council.

The council told us they were making changes to improve their implementation of this part of the Care Act. We agreed to wait for these changes to be put in place before talking to carers again.



All our reports and the responses from providers and commissioners are available on our website or on request from the Healthwatch staff team.

Our work in focus



Engaging local people in system change

In June 2015, Northumbria Healthcare NHS Foundation Trust opened a new specialist emergency care hospital, 'The Northumbria'. This is England's first purpose-built specialist emergency care hospital, with emergency consultants on site 24 hours a day, seven days a week, as well as consultants in a range of specialties working seven days a week.

Before the hospital opened

Local people told us their concerns and we helped answer their questions about the planned changes. They shared their concerns with trust managers at our board meeting in May 2015.

Since the hospital opened

We have gathered 81 views and experiences from local people. We shared this feedback with the trust and the Care Quality Commission who inspected the hospital in November 2015.

Public meeting

The Chief Executive of the NHS Trust answered local people's questions face-to-face at our public meeting attended by more than 40 people in February 2016.



Northumbria Healthcare NHS Foundation Trust in their response stated:

"In our constant drive to improve the quality of the services and care we provide, we always welcome feedback which helps us to know where we need to focus our efforts".

What local people said about the meeting:

"Ambitious agenda, but well managed, informative and worth repeating!"

"I found the meeting very informative and this will help me to answer comments made by friends and acquaintances".



Urgent care needs of parents and children under 4

In March 2015, we reported on urgent care needs of parents and their children under 4. This work was fed into the initial work of North Tyneside Clinical Commissioning Group (CCG) as part of their 'Right care, right time, right place' initiative which will result in the redesign and commissioning of a new urgent care service for North Tyneside.

The CCG have included the findings of our Healthwatch report in their summary report which will be the basis upon which the new model for urgent care will be agreed.

Urgent care in North Tyneside

"Healthwatch has contributed to the work of NHS North Tyneside Clinical Commissioning Group throughout the year. This has included supporting the GP primary care strategy, the urgent care consultation and they are a partner in the work for Integrating Care in North Tyneside.

Taking the urgent care consultation as an example, Healthwatch suggested a two page summary for the consultation document which was implemented. They were involved in the development of the Case for Change and involved in the workshops that informed the proposed scenarios for urgent care, as well as the report that they produced in March 2015 used as further evidence of services. Also they provided support for the consultation by facilitating focus groups aimed at targeting parents and carers of children under the age of four years.

We look forward to continuing to work with them in the future."

North Tyneside CCG

When the consultation on the options for the delivery of urgent care services was launched in October 2015, we felt it was important to revisit the parents of children under 4 to ensure that their voices were heard in the consultation.

In January 2016 we held focus groups in four community venues alongside groups aimed at toddlers and their parents. We presented the four options being considered by the CCG and asked parents to express a preference and explain why.

Most people said their preference was for an urgent care centre at North Tyneside General Hospital, perhaps with satellite clinics in other areas. We reported this back to the CCG who incorporated this into their overall report on local peoples views.

We will monitor progress to make sure that concerns about the changes are addressed and the CCG continue to involve local people in the design process.

Working with others



Working with the CQC

This year we supported and encouraged local people to give feedback and share experiences of services being inspected by the Care Quality Commission (CQC). We share information and have regular contact with the CQC on the best approach to engagement for our local area.

CQC Adult Social Care Inspectorate

- ▶ We have regular information sharing meetings with the CQC, North Tyneside CCG and North Tyneside Council.
- ▶ We cross-refer, update on progress and share local intelligence such as concerns raised about planned new service provision.
- ▶ We consult with the CQC on areas of focus in preparation for enter and view projects such as our report on meaningful activity in care homes.

Care home development

Local people had concerns that the development of a care home was contrary to best practice and asked us to raise this with the CQC. The CQC met with the developer to discuss how the model could mean registration may be difficult for them.

General Practice inspections

We publicise upcoming inspections, submit evidence in advance of inspections and share reports with the local community

Inspection of North East Ambulance Service

We created a survey to gather people's experiences on behalf of local Healthwatch across the north east. 120 people shared their experiences through this survey.

We presented this regional data to the CQC and discussed the findings with the lead inspector.

We are taking the same approach to a CQC inspection planned for May 2016 with a different local Healthwatch taking the survey lead.

CQC Hospital Inspections

- ▶ We promoted inspections locally and gave local people an opportunity to share their experiences in an accessible way.
- ▶ We shared evidence including patient and carer feedback, reports and responses from providers and held telephone briefings with inspectors.
- ▶ We held joint listening events with the CQC before inspections.

CQC inspection of Northumbria Healthcare NHS Foundation Trust

We were concerned that CQC plans for one listening event in the borough would limit opportunities for local people to have their voices heard.

- ▶ We took a short survey, based on the CQC online survey, to engagement events across the borough.
- ▶ Our volunteers and staff gathered feedback and gave out flyers in the shopping centre near to the CQC listening event

We gave feedback to the CQC inspectors and they referred people to us where follow up was needed. We included the data collected in our broader trends reporting and feedback to providers and commissioners.

We also shared our report on people's experiences of the new Northumbria Emergency Care Hospital and the provider's response with the CQC for consideration in the inspection.

Working with Healthwatch England

We share intelligence with Healthwatch England through the national Healthwatch database and regular returns.

We worked with Healthwatch England to discuss 'placed based engagement' models with NHS England New Models of Care Team and submitted evidence in relation to mental health and NHS Vanguard.

During 2015/16 we made the following escalations to Healthwatch England:

- ▶ Lack of regulation of fees for residential care self-funders following reports of disproportionate rises in fees locally.
- ▶ The need for guidance on whistleblowing by provider staff.
- ▶ The need for the development of a 'position paper' on place based commissioning models.

Working with the voluntary and community sector

- ▶ Working with VODA (local infrastructure organisation) on a voluntary and community sector information sharing meeting and participating in the Chief Officers Forum.
- ▶ Supporting World Mental Health Day celebrations.
- ▶ Working with LD:North East to deliver the Learning Disability Care Forum.

Working with other local Healthwatch

- ▶ Joint letter to CCGs about patient transport services.
- ▶ Gathering local views for CQC inspections of two local NHS Trusts.
- ▶ Engaging people at regional events such as Northern Pride.
- ▶ Sharing intelligence on NHS trusts which cross local boundaries.
- ▶ Chairs working together to ensure that Healthwatch is able to input to the North East Combined Authority (NECA) Health and Social Care Commission on devolution.

Working with providers of services

- ▶ Collaborating with Northumbria Healthcare NHS Trust on engagement roadshows.
- ▶ Working with activity coordinators from care homes through Tyne and Wear Care Alliance to support sharing of skills.
- ▶ Gathering provider views on the engagement approach for our mental health project.

Working with commissioners

- ▶ Involving local commissioners and council monitoring officers in the design and analysis of views gathered during enter and view in care homes.
- ▶ Gathering views of local people in support of a review of day services.
- ▶ Reporting on our work to overview and scrutiny committees.
- ▶ Promoting CCG consultation activities and giving evidence in support of the development of primary care strategy and urgent care redesign.
- ▶ Providing evidence of local people's experience of mental health services to support the development of a local Mental Health Strategy.
- ▶ Participating in the planning and delivery of action days of the Health and Wellbeing Board on alcohol, mental health and engagement.

Our plans for next year



Representation

We will continue our representation on boards and sub-committees:

- ▶ North Tyneside Health and Wellbeing Board
- ▶ North Tyneside System Resilience Board
- ▶ Accountable Care Organisation development
- ▶ North Tyneside Integration Programme Board (vice-chair)

We will also continue to attend Overview and Scrutiny Committee to report on our work and submit evidence as appropriate.

Engagement

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

- ▶ Young people's experience of health and social care services
- ▶ Carers and carers' wellbeing assessments
- ▶ Residential care - food and nutrition (Independent Observer Scheme)
- ▶ Mental health - access to services during times of crisis

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

Organisational development

We will continue to develop the organisational infrastructure to support our work to grow and improve. We will give priority to:

- ▶ Evaluating our performance against Healthwatch England Quality Standards.
- ▶ Developing a business plan which will enable us to diversify our income.
- ▶ Continued development of our support offer to volunteers.
- ▶ Developing our website to include a 'feedback centre' which will help us to gather more feedback from local people.
- ▶ Putting our directory of support groups online.



Decision making

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

- ▶ Trends in the views gathered through engagement and outreach
- ▶ Ongoing work from 2014/15 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

We also gave priority to implementation of our Healthwatch database. This allows us to identify trends, produce reports on feedback received and action taken and makes our decision making increasingly transparent and accountable.

Representing local people's views

Our Healthwatch representatives promote the engagement of local people and share intelligence on local boards including:

- ▶ Health and Wellbeing Board, Integration Programme Board and Engagement and Communications Integration Board.
- ▶ Accountable Care Organisation (ACO) Programme Board and workstream
- ▶ Integration boards for self-care and prevention, older people, new models of care and mental health
- ▶ Primary Care Co-commissioning Group
- ▶ Whole Life Disability Partnership Board
- ▶ Learning Disability Partnership Board
- ▶ System Resilience Group (urgent care working group)



How we involve the public and volunteers

We are committed to the involvement of local people at all levels within the organisation, from governance to project implementation.

We strive to ensure that we live by the principles that we expect from local commissioners and service providers.

Governance

Our board meetings are open to the public.

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

Board members include local residents, our board members in 2015/16 were:

Peter Kenrick (chair)	Bea Groves (vice-chair)
Julia Charlton	Iain Kitt
David Robinson	Linda van Zwanenberg
Dianne Graham (joined May 2015)	
Claire Easton (resigned November 2015)	
Lindsay Perks (resigned April 2015)	

How have we involved local people in decision making?

- ▶ Public survey on priorities for 2016/17.
- ▶ Joining our project teams, for example our Mental Healthwatch Steering Group set questions for the survey, analysed results and worked with us on recommendations.
- ▶ Using feedback and enquiry data from local people when making decisions on use of our statutory powers.

How are local people involved in our Healthwatch activity?

We depend on the feedback provided by local people and the time they commit:

- ▶ Enter and view volunteers visited care homes and North Tyneside General Hospital.
- ▶ Volunteers supported our community outreach by gathering feedback.
- ▶ Volunteers and members of the community joined our project teams and gave advice and input on the design of projects and supporting activities.

Our finances



Financial summary	2014/15	2015/16
Income	£	£
Core contract	148,953	148,953
Carried forward budget from previous year	33,182	*46,094
Total income	182,135	195,047
Expenditure		
Management and staff salaries***	93,046	90,641
Training, recruitment and other expenses - staff, board and volunteers	4,129	4,677
Operational costs - office accommodation, ICT, telephones, printing, stationery, insurance etc	28,166	34,418
Marketing and publicity	3,050	4,033
Legal and professional costs	1,366	**15,429
Activities - signposting and information, engagement and events	5,528	5,158
Total expenditure	135,285	154,356
Balance carried forward to 2015/16	46,850	40,691

*The financial summary for 2014/15 was revised following receipt of the final accounts after publication of the 2015 annual report.

**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.

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

Contact us



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HealthwatchNT



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This annual report is available from 30 June 2016 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.

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