



North Tyneside Council

Health and Wellbeing Board

10 December 2020

With reference to the agenda previously circulated for the Health and Wellbeing Board to be held on 10 December 2020, I now attach the presentation slides relating to the following item:-

Agenda Item	Page(s)
7. Healthwatch North Tyneside: Update and Insights To receive a presentation from Healthwatch North Tyneside to provide an update on its work and to highlight the key issues local people have been raising with Healthwatch.	3 - 14



December 2020 Update



Services information hub - detailed information about how services have changed during the pandemic

The Service Changes Hub is brilliant! It's the only place I could find out about what's happening about hospital outpatient appointments... Gold star HWNT! - Facebook comment

Providing information – ‘useful contacts’ and ‘Navigating Life in North Tyneside During Covid-19’, detailing with queries to our information line 0191 2635321

Supporting others to respond to Covid

- North Tyneside Carers Centre check in calls
- Good Neighbours food deliveries
- Good Neighbours prescriptions

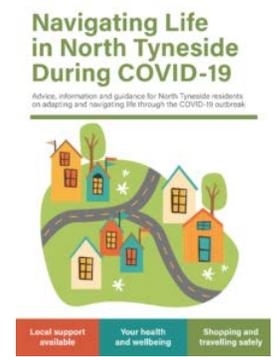
Gathering experiences and sharing feedback with providers and commissioners

- Online, phone & remote working
- New website & door drops
- It's a real challenge to reach people

<https://vimeo.com/482774514>



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Key issues



Issues

- Massive shift to remote accessing of services and 'Digital First' approaches
- We have heard that some people are feeling left behind VCS organisations face a real challenge to reach people since COVID
- Access to up-to-date trusted information is a real issue

Challenges

- Poverty
- Infrastructure
- Choice
- Many people don't have the kit
- Many people don't know about what's available or feel confident to use online services
- Access to data - good broadband, credit for data etc
- Do the digital services we have really work for people?

What's happening

- Cross sector working group looking at developing a digital strategy for the borough
- VCS organisations have put projects in place to help people access services online - digital champions, how to guides, kit loan schemes etc
- CCG and NTC have invested in various pieces of digital work
- Commitment through NorthTyneside Transformation Plan
- Planned research into the issue with CCG - gather evidence and identify actions
- Living Well in North Tyneside site



Living Well North Tyneside

Background

- Easy access to information that can be trusted
- One place that works for residents and professionals
- SIGN North Tyneside has ‘had its day’

Living Well North Tyneside

A community platform and service directory for North Tyneside that will provide residents with easy to use information including:

- Information about local support and services;
- promotion of key health and social care campaigns;
- information about healthy lifestyles and wellbeing;
- support in management of health and social care conditions;
- opportunities to get involved with their local community;
- feedback on services and issues;
- volunteering opportunities.

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Timescales

Launch by June 2021 with site developments throughout 2021

Living Well North Tyneside Partnership:





Report published in October

- based on 61 people's experiences of older people's dementia and memory services pre-covid.
- includes service users, family members and carers.
- We have worked in partnership with North Tyneside's Mental Wellbeing in Later Life Board who are reviewing mental health pathways.
- Report includes people's experiences, reflections on NICE guidelines and National Government's Dementia commitments.

Key findings

- Access to information about the issue and where to go to get support
- The importance of support services including peer support and Admiral Nurses
- Involving families/carers in understanding person's changing condition
- Need to improve care coordination and point of contact for people with dementia
- Support needs when people are accessing non- dementia services are not always met
- Need to improve crisis planning
- Need to support carers and provide information about what support is available

What's happened since

- Some actions were already underway before report published
- Action plan developed by Mental Wellbeing in Later Life Board
- Considering options for improving care coordination
- Influencing the Ageing Well Strategy and Community Mental Health Transformation plans.





Evidence gathered to date

We have gathered people's experiences before covid and during the spring lockdown.

We published people's views about Triage and remote access in July:

- Most people told us they would be happy to be triaged by a trained healthcare professional
- Most people told us they would be happy to receive care from a trained professional other than a GP, but would still want to be able to see a GP if they felt it important.
- Getting care and support by phone or video would be appropriate depending on the issue, but face-to-face care is often still seen as the best.
- Timeliness of care is very important
- Using technology is much more convenient for many people as well as being seen to save money for the NHS. BUT not everyone has the ability to use technology.
- It would be good to use similar approaches across all practices in North Tyneside rather than a 'postcode lottery'.
- Need for clear communication about how you can access different services

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<https://healthwatchnorthtyneside.co.uk/report/access-to-primary-care-the-future-2020/>

Further research into experiences and views

- Working with CCG, PCNs and Community Healthcare Forum to gather information about recent experiences and views over coming months
- Focusing on different ways to access healthcare including phone, online forms and video calls
- Reporting will reflect any changes over time



Information campaign launched in November

People had told us they were confused about what local services are available.

ICS' 'Do the right thing' campaign asking people to contact GPs/pharmacies or 111 before attending urgent/emergency care services

Page 10 <https://healthwatchnorthtyneside.co.uk/infoandadvice/what-to-do-when-you-feel-ill-in-north-tyneside/>

What to do if you feel ill in North Tyneside healthwatch
North Tyneside

There are several ways to get medical help when you feel ill and it can be confusing to know which service to use when. Here is a round up of your options in North Tyneside.

- NHS 111**
Phone 111 or visit 111.nhs.uk for medical advice and information. They will help you get the care you need and can make you an appointment with your GP or Urgent Care Centre.
- Local pharmacy**
Your local pharmacy can give you advice, help you look after yourself and treat minor conditions.
- Your GP practice**
Most practices are using a triage system either by phone or online. You will need to explain the problems you have and the support you need so that the practice staff can arrange the necessary care or treatment. By phone, video or in person.
- Livi**
A video consultation with a trained GP who has access to your medical records. You will need to download the app and register to join the service.
- Urgent Care**
At North Tyneside General Hospital (Rake Lane), urgent care provides medical care for minor injuries and illnesses which are not life-threatening. Ring 111 first.
- Accident and Emergency**
Treatment for the most serious, life threatening conditions at the Northumbria Special Emergency Care Hospital (SECH) in Eldon Road or the Royal Victoria Hospital (RVH) in Alnwick. Ring 111 or 999 first.

For more details about each of these services or for more information about healthwatch North Tyneside visit hwt.nhs.uk | Telephone 0191 263 5321 | Email info@hwt.nhs.uk



Joint research with North Tyneside Carers Centre

Used to inform service providers, commissioners and the Carers' Partnership Board action plan

Carers told us their issues included:

- 1) Access to information about support
- 2) Access to support
 - i. Check in calls from Carers' Centre/Support Hub/befriending if in lockdown are really important
 - ii. Check in calls from Social care team
 - iii. Review support packages when services are closed – including respite
 - iv. Behavioural support for parent carers and carers of people with dementia
- 3) Being kept informed if loved one is in a care setting
- 4) Sustainability of the caring role – carers have been under pressure for prolonged periods
- 5) Crisis and contingency planning
- 6) Practical support was often a challenge – priority shopping, prescriptions being delivered etc
- 7) Access to required PPE and paid carers having correct PPE
- 8) Confidence and trust in care providers



North Tyneside
Carers' Centre

Pharmacy and deliveries

- Working with VODA, we identified that services that deliver prescriptions are more important than ever but that people didn't know about their options.
- We have produced a useful guide, list of services available and Frequently Asked Questions
- We are gathering people's experiences of getting prescriptions as we are hear performance has dropped for some.

healthwatch North Tyneside
Prescription Deliveries in North Tyneside
 A guide to pharmacies and their delivery options

Did you know that you can get your prescriptions delivered? During the coronavirus pandemic, people told us how helpful it would be to have clear information about how you can get a prescription delivered. The NHS in North Tyneside does not fund pharmacies to provide a delivery service to some may charge. This guide details the services that local pharmacies provide - many this involve a driver picking up your prescription from a local pharmacy. In addition to these local services, there are several online pharmacies that will deliver your medication through the post.

We produced this guide because people told us it would be helpful. As well as an overview of prescription delivery services, we have also answered some frequently asked questions that provide more information - see www.hwit.co.uk or ring 0191 263 5321 for details.

Please tell us about your experiences of getting prescriptions, and your other health and care experiences here: www.healthwatchnorthtyneside.co.uk/haveyoursay
 We use this information to help improve services for local people - your feedback matters.

Name and contact details	Delivery available	Cost	How to arrange	Details
Backworth Backworth Newline Pharmacy 0711 248 582 Unit 2 Old Coop Buildings, Church Road, Backworth, NE23 5UE	✓	Free	Contact the pharmacy or register on their Facebook page.	One off prescriptions and repeat prescriptions can be delivered. Contact pharmacy for areas covered.
Battle Hill Lloyds Pharmacy Battle Hill 0191 263 1407 Battle Hill Medical Centre, Belmont Close, Welland, NE28 9JX	✓	140 per year £30 for 6 months £5 one-off repeat	Contact the pharmacy or person to register.	One off prescriptions and repeat prescriptions can be delivered. Contact pharmacy for areas covered.

©1 produced December 2020. All information in this leaflet correct at the time of publishing. Please contact pharmacy directly for most up-to-date advice.

Maternity and early years health

- Evidence gathering about experiences of health and care during pregnancy and child health
- During lockdown, people have told us about their experiences and challenges

#SpeakUp 2020 **healthwatch North Tyneside**

Share your story of maternity services, birth and early baby care in North Tyneside

healthwatchnorthtyneside.co.uk/haveyoursay | 0191 263 5321

Waiting for treatment

- We are beginning focused evidence gathering to understand people experiences, including: Dentistry, audiology, ophthalmology some planned procedures, follow up services
- We have heard that people are getting increasingly frustrated about delays to accessing services – information and support whilst waiting seem to be the key issues.
- Some people seem not to be asking for help
- Healthwatch England report into dentistry

Coordinated care and hospital discharge

- Feeding back directly to services
- Importance of nurses – district/practice nurses as the trusted coordinator of care for many people
- Family involvement during covid seems to be an issue at key stages, particularly in care of older people .

Mental health

- Updating our ‘Mental Health Support in North Tyneside’ leaflet for publication in January
- Feeding evidence into the Community Mental Health and Crisis Transformation Steering group
- ‘The Good Practice’ - young people’s views on talking to GPs about mental health

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Care homes

- Gathering people’s experiences of having a relative in care
- Key issues are visits and flow of information
- Working with North Tyneside Council to develop future engagement activities



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