

# North Tyneside ASCHWB Sub Committee

**Date: 29 January 2020**

**Report from:** Healthwatch North Tyneside

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## **1. Purpose:**

The purpose of this report is to give a progress update on the work of Healthwatch North Tyneside (HWNT). This update was previously presented to the November 2019 North Tyneside Health and wellbeing board meeting.

## **2. Introduction**

Every six months, Healthwatch North Tyneside present an update to the Health and Wellbeing Board about the issues people are raising with Healthwatch and the work Healthwatch is doing. This report is the latest update from Healthwatch.

If helpful to the Committee, Healthwatch can present future updates to the committee promptly after the Health and Wellbeing Board meeting.

## **3. Details**

The report focuses on Healthwatch's work in the first 6 months of 2019/20. Since then:

- We have visited all but one of the GP practices in North Tyneside to talk to service users about their experiences of care. We spoke to 755 people during these visits and a further 876 people told us their views via our public survey. We are currently analysing these results and will be providing feedback to each practice and the CCG to show what is working well and what could be improved in March 2020.
- We have heard from people in the waiting area of the Emergency Department of the RVI over 48 hours in late November. Work was delivered in partnership with Healthwatch Newcastle and funded by Newcastle CCG. The information we gathered will help us to better understand what people in North Tyneside do when they are feeling ill. We will use this information, alongside what we gathered in visits to the Emergency Department at NSECH, the Urgent Treatment Centre at North

Tyneside General and our GP work to identify gaps, trends and what is working well.

- We have heard from 70 people about their experiences of support with Dementia. This includes service users and carers/family members. This information is being used to support the work of the Mental Wellbeing in Later Life Board.
- Our Annual Survey is open for people to share their experiences about the services they use and tell us what they think our future priorities should be. We have extended the closing date to 3 February as we did not push the survey during the general election campaign. Please make sure you complete this if you haven't already.  
<https://healthwatchnorthtyneside.co.uk/whatmatters/>

#### **4. Attachments**

The report is attached.