

# North Tyneside Health & Wellbeing Board Report Date: 16 September 2021

Title: Healthwatch  
North Tyneside Update

**Report from:** Healthwatch North Tyneside

**Report Author:** Paul Jones (Tel: 0191 2635321)

**Relevant Partnership Board:** North Tyneside Healthy Weight Alliance

## 1. Purpose:

The purpose of this report is to provide a progress update on the work of Healthwatch North Tyneside and highlight the key issues local people have been raising with Healthwatch.

## 2. Recommendation(s):

The Board is recommended to: -

- a) Endorse the work undertaken to date
- b) Note the issues raised with Healthwatch by local residents.

## 3. Policy Framework

This item relates directly to delivery of the vision, objectives and priorities contained within the refreshed Joint Health and Wellbeing Strategy 2013-23.

## 4. Information:

This report:

- a) provides an update on the activities of Healthwatch North Tyneside during the first half of 2021/22;
- b) highlights the key pieces of work being undertaken and the feedback we have received during this period; and
- c) indicates some of our activities for the coming months.

## 5. Decision options:

This report provides information about what local people have said about health and social care services to Healthwatch North Tyneside. Individual recommendations suggested service improvements are made to commissioners and providers directly.

## 6. Appendices:

The full report is attached to this covering note.

## **7. Contact officers:**

Paul Jones, Director, Healthwatch North Tyneside, tel: 0191 2635321

## **9. Background information:**

The following background documents have been used in the compilation of this report and are available from the author:

- Healthwatch North Tyneside uses information gathered from general and specific engagement events, research projects, surveys, enquiries Healthwatch North Tyneside receives from residents and the data from our Feedback Centre as the basis for this report.
- Healthwatch North Tyneside writes reports in relation to specific themes of work which are then shared with providers and commissioners. The Healthwatch Board also receives regular reports including summaries of issues we hear from residents of North Tyneside. Further information is published on our website [www.healthwatchnorthtyneside.co.uk](http://www.healthwatchnorthtyneside.co.uk)

## **COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **10 Finance and other resources**

There are no known financial implications identified in this report.

### **11 Legal**

There are no legal implications directly arising from this report.

Healthwatch North Tyneside operates under the terms of Section 221 of the Local Government and Public Involvement in Health Act 2007 (as amended by the Health and Social Care Act 2012) to, among a range of duties, promote and support the involvement of people in the commissioning, provision and scrutiny of local health and care services.

### **12 Consultation/community engagement**

Community engagement is at the core of Healthwatch North Tyneside. Feedback from North Tyneside residents is received as part of our day to day function and comes to us via e-mail, telephone, post and face to face. Local people can provide feedback about specific services through our Feedback Centre by either reviewing the service online, completing a form or talking to us. We also carry out regular engagement activities where residents can talk to us about their experiences. Healthwatch North Tyneside receive comments which include, concerns, points of view, compliments or complaints. When a resident wishes to formally complain about a service a member of the Healthwatch North Tyneside team directs the resident to the most appropriate support. This report includes a record of findings from community engagement and feedback during the period.

### **13 Human rights**

There are no human rights implications directly arising from this report.

### **14 Equalities and diversity**

There are no equality and diversity implications arising directly from this report.

**15 Risk management**

A risk assessment has not taken place.

**16 Crime and disorder**

There are no crime and disorder implications directly arising from this report.