

North Tyneside Health & Wellbeing Board Report Date: 13 June 2019

Item 6

Title: Healthwatch North
Tyneside - Updates and
Insights

Report from: Healthwatch North Tyneside

Report Author: Paul Jones, Director

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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), introduce the Health & Wellbeing Board to our new priorities for 2019/20 and provide an overview of the feedback we have received.

2. Recommendation(s):

The Board is recommended to: -

- i) Endorse the work undertaken to date
- ii) Note Healthwatch North Tyneside's priorities and work plan for 2019/20.
- iii) Support Healthwatch North Tyneside by promoting their new information and publicity campaigns.
- iv) Share the report with partners.

3. Policy Framework

This item relates to Objective 4 of the Joint Health and Wellbeing Strategy 2013-2023:

"To engage with and listen to local communities on a regular basis to ensure that their needs are considered and wherever possible addressed".

4. The report:

This report:

- 1. Provides an update on the activities of Healthwatch North Tyneside during 2018/19
- 2. Highlights of the feedback we have received during 2018/19
- 3. Introduces our priorities for this financial year
- 4. Previews our key activities for the next 6 months

We have revised the content and layout of this report based on feedback by service providers and commissioners. Our aim is to make the content more accessible and useful to that audience by providing more of an overview of the key activities and planned work. Alongside this, we are working with commissioners and service providers to give more 'real time' and specific feedback directly to them rather than waiting for a 6 months trends report. Any feedback on our new style and content of this new format would be appreciated.

5. Decision options:

This report is for information only and therefore there are no decision options.

6. Appendices:

The full report is attached to this covering note.

7. Contact officers:

Iain Kitt, Chair, Healthwatch North Tyneside
Paul Jones, Director, Healthwatch North Tyneside

8. 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, annual survey and the data from our Feedback Centre as the basis for this Trends Report.
- Healthwatch North Tyneside writes reports in relation to specific themes of work which are then shared with providers and commissioners for comment. The Healthwatch Board also receives regular reports including summaries of issues we hear from residents of North Tyneside. All finalised reports are made public on our website 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 Heathwatch 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. HWNT 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 HWNT team directs the resident to the most appropriate support. This report includes a record of findings from of our 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 equalities and diversity implications directly arising 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.

Updates and Insights June 2019



Our year in numbers 2018/19

2513 people told us their experiences of health and social care



1537 people talked to us at events across North Tyneside



We received **3357** pieces of feedback about local services



531 people completed our first annual survey



We signposted people to **49** organisations for advice and support



We helped distribute **4000** mental health support leaflets across North Tyneside



1 new service has been commissioned as a result of our work



Introduction

This report:

1. Provides an update on the activities of Healthwatch North Tyneside during 2018/19
2. Highlights of the feedback we have received during 2018/19
3. Introduces our priorities for this financial year
4. Previews our key activities for the next 6 months

1. Activities during 2018/19

Strategic plan

We produced our new strategic plan for 2018-2021 which was formally launched at our Annual General Meeting on 19 November 2018. The plan lays out what we aim to achieve and how we will do this in an accessible way. It focusses on our core activities:

- Listening to lived experience;
- Providing information;
- Researching key issues;
- Influencing service providers and commissioners and
- Being a robust organisation

The plan reflects the new approaches to delivering Healthwatch activities we are implementing following the retendering of the Healthwatch contract confirmed in March 2018 and significant changes within the Healthwatch Team.

Alongside this, we published 'Our priorities for 2018/19', this set out our work plan and were based on our core activities and the key thematic issues the people of North Tyneside raised with us during the previous year.

Listening to lived experience

Hearing people's lived experiences of the services that they use is the bedrock of everything we do. We talk to local people who use health and social care services so we can understand their experiences and what matters to them. We use this to help service providers and decision makers to improve local services.

During 2018/19, **2,513 people told us about their experiences of health and social care services** by:

- Completing one of our surveys
- Talking to us at outreach and community events
- Talking to us whilst they are using services - for example in hospital waiting rooms.
- Using our feedback centre - using online or freepost forms
- Calling our information line on 0191 263 5321 or emailing us

People gave us **3,357 individual pieces of feedback** about the different services they use - that is an increase of 125% when compared to our 2017/18 figures. We are particularly pleased with this given the changes within Healthwatch North Tyneside.

We are committed to hearing from people from across North Tyneside and from all sections of our community. We make special effort to hear from groups that often don't have their voices heard.

We held 56 events at community venues and services across North Tyneside and engaged with 1,537 different people. Over the coming year we will do more to hear from people who live in the North West of the borough, people receiving care at home and young people.

Our first Annual survey

From September to December 2018 we asked for people's views through our first annual survey - 'What Matters To You?'. We promoted this through our website, social media and engagement events as well as talking to people at their place of work.

We had 531 responses telling us about all of the different services people used, what works well and what could be done better. This really helped us to hear from people we don't usually manage to reach. We are using the information we gathered to feedback to local services and influence our future priorities.

Providing information

We help people find the information and services they need. We talk to them about how to access services, their rights and eligibility criteria, how to give feedback and how to make a complaint or raise a concern.

In 2018/19 we signposted 222 people to services from 49 organisations.

The most common issues people raised with us were:

- getting access to services, particularly support with adult social care
- resolving an issue with their healthcare
- making a complaint about their healthcare
- needing help or support

The organisations we most often signposted people to were:

- North Tyneside Council Adult Social Care Gateway team and MyCare
- Patient Advice and Liaison Service (PALS)
- Independent Complaints Advocacy Service (ICA)
- North Tyneside Carers' Centre
- North Tyneside Citizens Advice

The number of people approaching us for information is lower than in previous years. This is partly due to our staff team's reduced capacity.

We are rebranding and relaunching our information and signposting service in July 2019 with new publicity across the borough to promote our services.

Mental health support leaflet

Working with Launchpad North Tyneside and North Tyneside Community Health and Care Forum, we produced a list of support groups and services that people can refer themselves to for support with their mental health needs. We distributed 4,000 leaflets across the borough and have had some amazing feedback about how useful people have found them.

Other areas in the North East are now looking to replicate this approach.

Researching Key issues

We set out the following thematic priorities in 2018/19:

- Changes to urgent care
- Access to GP services
- Mental health
- Patient transitions

We began investigating ‘what do people in North Tyneside do when they feel poorly?’ because people told us they were worried about the changes to urgent care introduced in November 2018. Our aim, over 18 months, is to get a better understanding of how the entire system works for people who feel they need medical support.

Our plan is to look at each of the key services in turn, identifying, from a user’s perspective, what’s working well and what could be done better, as well as identifying system wide issues.

During 2018/19 we focused on Emergency care and urgent care and began some work on access to GPs. During 2019/20 we will conclude our GP work and work with Newcastle HFT to look at the services they provide. By early in 2020, we hope to have identified system wide lessons and opportunities.

Changes to urgent care

Emergency Department NSECH - Working in partnership with Healthwatch Northumberland and Northumbria HFT, we heard from 309 people over 14 three-hour sessions in the waiting area in the Emergency Department and Paediatrics Emergency Department in November 2018. People told us why they were attending the Emergency Department, what other services they had/tried to access and what they thought could make their experiences of accessing care better.

Based on what we heard from people who were attending the Emergency Department independently, we produced a number of recommendations that are now being considered by Northumbria HFT, North Tyneside & Northumberland CCGs and NEAS. These actions include:

- System wide opportunities to better support people to get the care they need
- Access to NSECH, particularly public transport
- Changes to the waiting room environment to improve experience and accessibility

A detailed report will be published shortly and shared with the Health and Wellbeing Boards and Overview and Scrutiny committees in North Tyneside and Northumberland.

Urgent Treatment Centre, North Tyneside General Hospital - Working in partnership with Northumbria HFT, we repeated the questions we asked in the Emergency Department in the Urgent Treatment Centre. We heard from 226 people over one week sessions in the waiting area in the Urgent Treatment Centre in February 2019. People told us why they were attending the service, what other services they had/tried to access and what they thought could make their experiences of getting care better. We will be discussing our findings and recommendations with Northumbria FT and other stakeholders in the coming months.

Access to GP services

We launched our survey of people’s experiences of getting access to GP services in January 2019. We have a programme of activity planned for the next 12 months.

Mental health services

Crisis support - We published our report into mental health crisis services in November 2019 and presented this to the Health and Wellbeing Board (November meeting) and Overview and Scrutiny committee. As a result of this work and other patient voice work we funded, North Tyneside CCG has commissioned a new service to support people who are experiencing mental

health needs but do not meet the crisis support threshold - this service started in February 2019. The other actions are being considered by the working age adults mental health board.

Kosmos - We also funded Launchpad North Tyneside and Helen Smith, a local community artist, to bring Mental health service users and decision makers together to talk to each other. The kosmos project focused on sharing experiences and understanding of 'GPs' and 'accessing support whilst waiting for support'. A report of this project will be published in August.

Patient transitions

Our aim with this piece of work was to get a better understanding of how individual patients experience transitions between different services and consider what actions could be taken earlier that would have made their care better. We are keen to work with North Tyneside Council and others, using the CQC's Local System Review model to gather the user's perspective alongside providers perspective of an individual's journey through the health and care system.

Influencing providers and decision makers

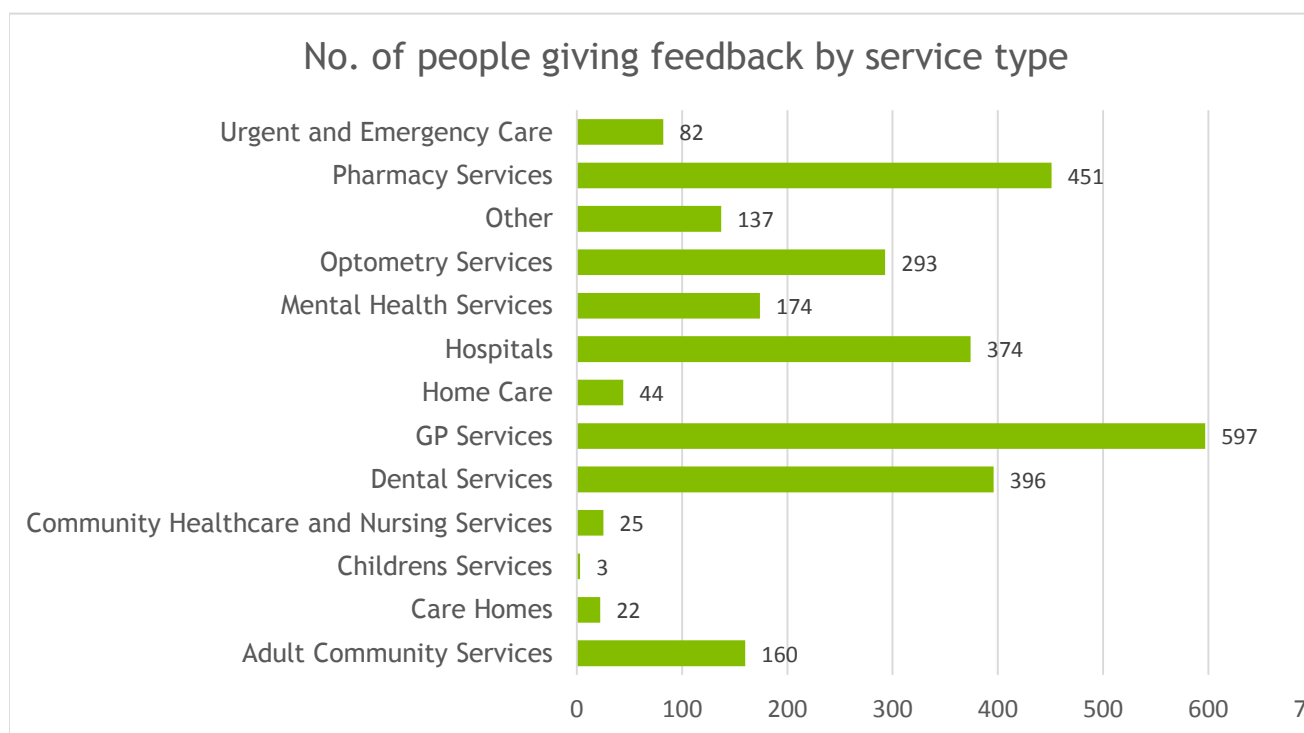
We have begun providing service specific feedback directly to providers on a more regular basis so that actions can be taken quickly. We are discussing with partners how best to share information in a meaningful way.

2. What people have told us

2018/19 was a bumper year for us despite having a difficult transition period during the first 6 months of the year due to staff changes. We heard from more people about their experiences of health and social care than in any previous year. Our annual survey enabled us to hear about a number of different experiences at the same time - making it easier for people to share information with us.

During 2018/19, the number of people telling us about their experiences of different services is shown in the table below. This is based on our general engagement activities and does not include when we have complete service specific research (so, it doesn't include the feedback we gathered in the Urgent Treatment Centre, Emergency Department or through our GP survey as these would skew the figures).

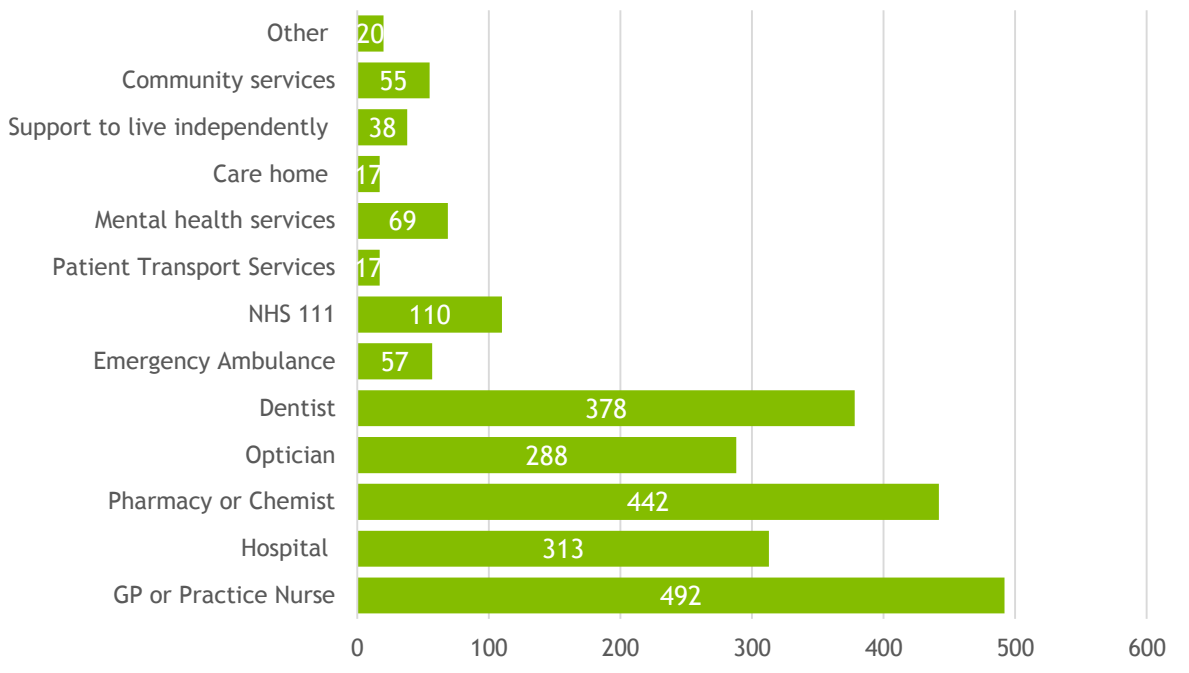
Some of this information was presented as part of the Commissioning Intentions workshop in March.



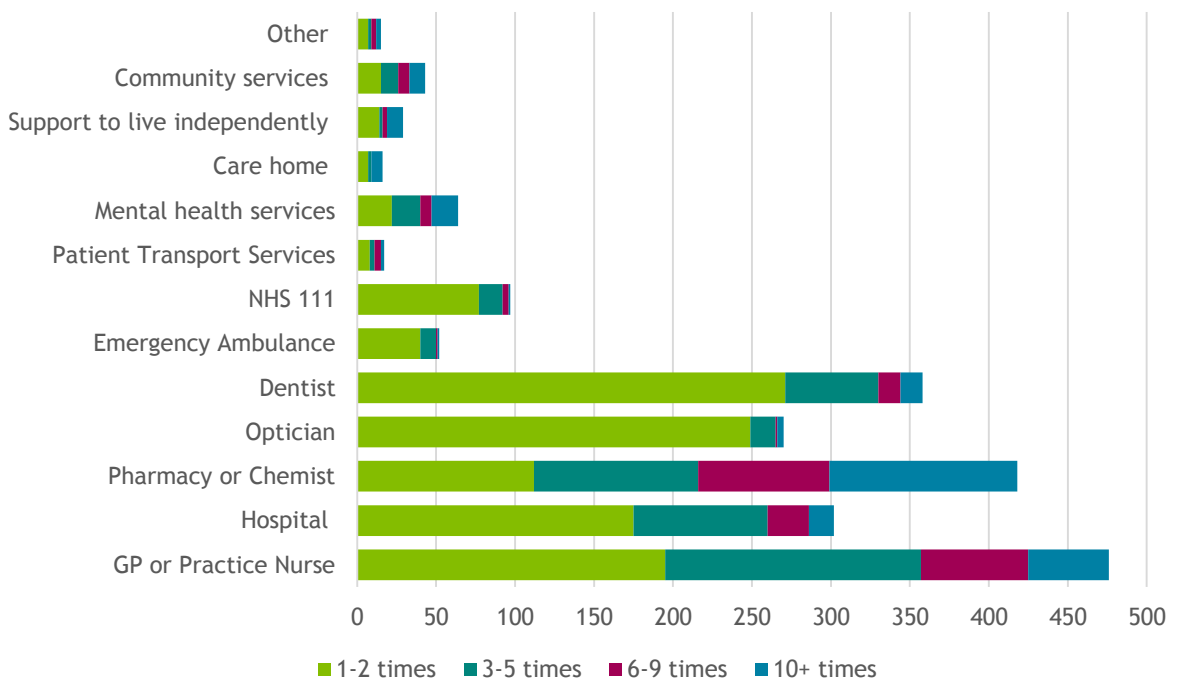
Our different data collection methods give us different types of information and enable us to adapt to the needs of different sections of the North Tyneside population.

Our **annual survey** data gave us a general picture of the services people in North Tyneside are using and asked people to tell us about how regularly they use the service, rate how easy they found it to access the service and asked them rate how good the service was. We also asked people what they thought our future research priorities should be.

HWNT survey What services have you used in last 12 months?



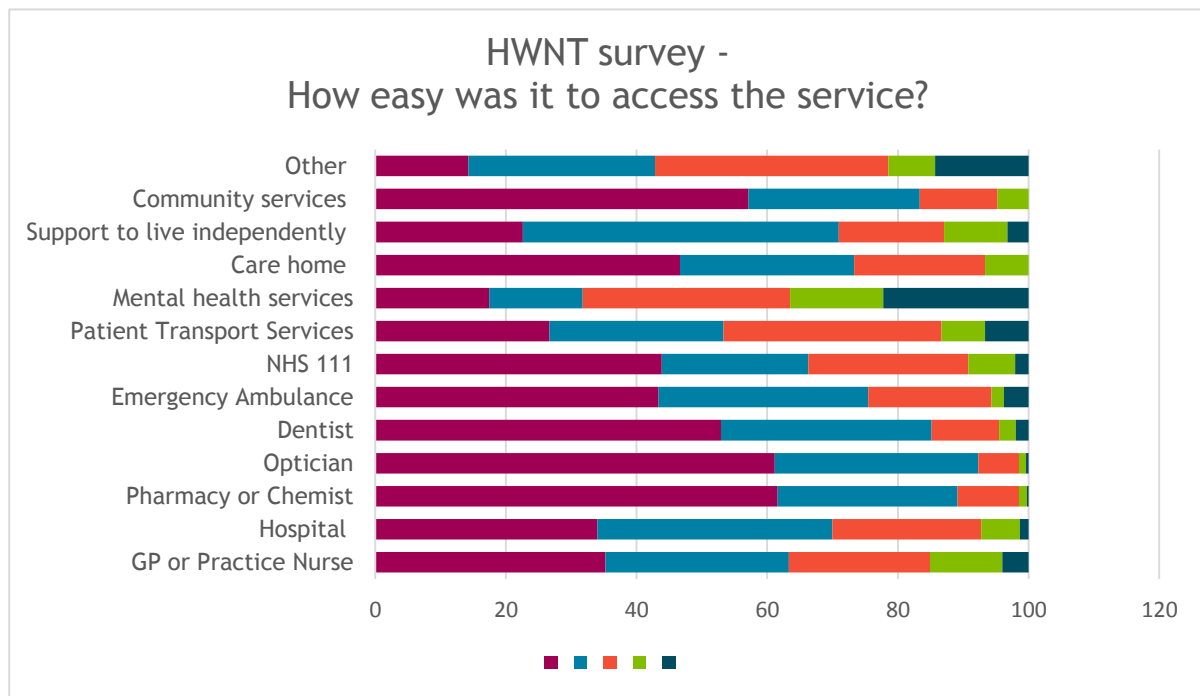
HWNT survey - How often have you used this service?



As we expected, we heard that GP services and also pharmacy services are most often used and used by a greater number of people who participated in the survey.

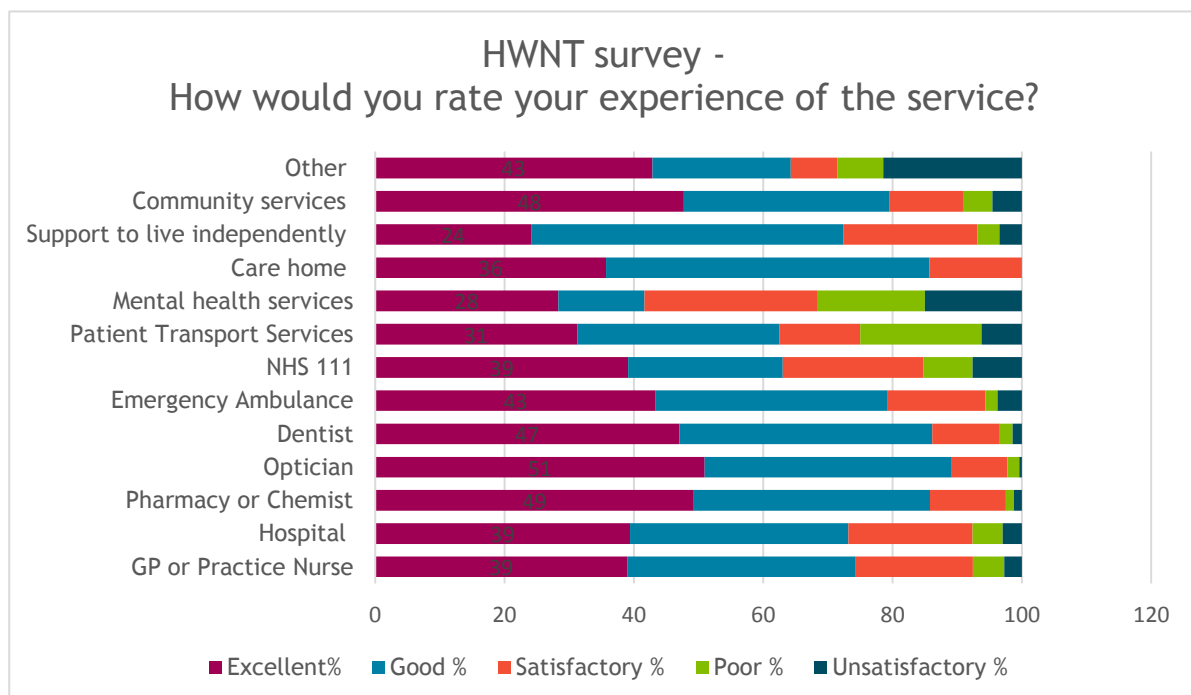
Access

Generally people in North Tyneside find services very easy, easy or satisfactory in terms of access to the services. There are a number of services, used by smaller numbers of people, that appear to have poorer performance in terms of access.



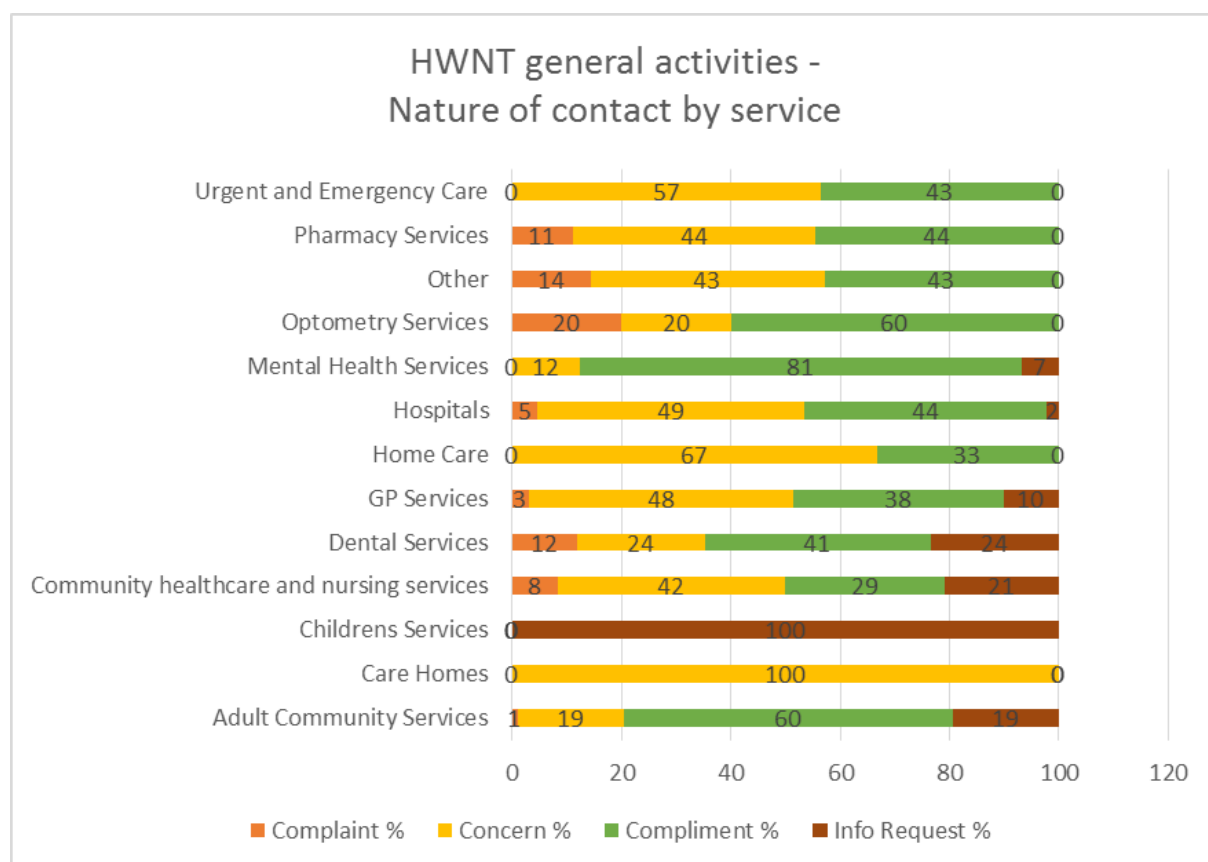
Satisfaction with experience

The picture for services in North Tyneside is positive. The chart below shows what people told us about their experiences. Whilst people were generally very positive, they highlighted potential improvements and issues in the free text boxes provided.



General feedback

When people contact us through our general activities - at an engagement event, using our feedback centre to give feedback, calling our free phone number etc. - we see a difference in what people are saying. In general, when we talk to someone, more concerns are raised.



This difference in sentiment is partly explained by people contacting us to raise concern or when they need help accessing services or making complaints.

Key issues people have raised

Adult social care

We are sharing feedback we hear directly with North Tyneside Council's Adult Social Care Senior Management Team. In June we are presenting them with our findings from the information we gathered in 2018/19. The issues we heard about included a perception of potential cuts and service availability, access to services and quality of care.

Transport

We are hearing more about transport issues both for planned and unplanned events. Getting to the hospitals that service our population have been highlighted as a concern, particularly around public transport, the cost of taxis and costs of parking. We are talking to Northumbria HFT about people's concerns. We will also be meeting with NEAS to discuss what we are hearing and people's experiences of the Patient Transport Service.

GPs and Primary Care

In our Annual survey, 92% rated their experiences of using their GP as satisfactory, good and excellent. However people also told us:

- About difficulties in accessing services - people told us that they often have to wait between 3-4 weeks to get a routine appointment, waiting times are increased if they

request a specific GP or nurse.

- Emergency appointments are usually offered on a first come, first served basis by telephoning at 8:30am - if people are able to call at this time phone lines are often engaged, and it can take multiple attempts to get through - when people get through sometimes all appointments have been fully booked.
- People continue to feel that receptionists act as a barrier to getting appointments.

We have identified that there is a lack of awareness about extended hours GP appointments and the normal appointment times offered are sometimes unsuitable for people who have work or childcare commitments.

These issues will be investigated further in planned GP activity.

Cancer services

Our annual survey highlighted cancer services as being an issue that mattered to the people of North Tyneside. A small number of services users have talked to us about their experiences of cancer services which have been very positive *'so lucky to have the NHS, particularly lucky to have excellent hospitals and university working together on improving treatment, it's a terrific place to be ill'*. We have heard about areas where improvements could be made, and we are looking into these further over the coming months - including screening and post-treatment support.

Older people's mental health services

We have heard concerns about availability of mental health services for older people (65+) - especially crisis support during weekends and out-of-hours. The Mental Wellbeing in Later Life Partnership Board are prioritising this issue and we are supporting their work with service user research.

More generally, we have heard concerns about memory/dementia services - in terms of *"I work within the social care field and there appears to be so many more people who are living with dementia"* and some concerns about support for people with dementia, their carers and loneliness in the community.

Dentistry

We don't usually hear a lot about dentists, but the annual survey helped us understand this better. We have heard some difficulties about accessing appointments and registering at a new dentist. Some people told us *"Have been on denplan with dentist who is retiring - difficult to find good NHS in the area and denplan increasingly expensive"* and *"My dentist has closed, and I've found it hard to find another"*.

Other people have told us about their very positive experiences- *"Dentist at Verne road practice is excellent"* and *"At dentist easy to get appointment"*.

Care at home - podiatry

During this year, we have been engaging more with people living in sheltered accommodation or who have limited mobility, about the difficulties they have in accessing services. Podiatry has been highlighted as an issue for this group with comments about a shortage of podiatrists and delays in being able to access appointments.

Prevention and screening

A small number of people in our annual survey talked about a greater focus on healthy living, prevention and screening. This was particularly focused on healthy eating, obesity and diabetes and the opportunity to improve 'prevention rather than cure'.

3. Our priorities and work plan for 2019/20

We set our thematic priorities based on what local people have told us matters to them and through discussions with key stakeholders. We share these priorities with North Tyneside's Health and Wellbeing Board and Adult Social Care Health and wellbeing Overview and Scrutiny Committee as well as publishing them.

In February 2019, our Board, volunteers and staff team met to review all of the information we had heard from North Tyneside residents and stakeholders. We also had a presentation from Craig Anderson, North Tyneside Council's Senior Manager - Policy, Performance and Research about local data and demographics. We workshoped our future priorities based on what we heard. In March 2019, The Healthwatch North Tyneside Board agreed the workplan and priorities below.

The aim of all of our work, is to identify what is working well as well as what changes could be made to improve user's experiences of services.

As mentioned in Section 1, we aim to publish an overarching report into 'what do people in North Tyneside do when they feel poorly?' in March 2020. This will pull together the system wide lessons and issues we have identified through our research into urgent and emergency care services, GP services and NHS111.



In addition to the above, Healthwatch North Tyneside has been separately commissioned by North Tyneside council to:

- Provide a lay person's view of meaningful life in each of the care homes in North Tyneside
- Support the council to better understand the user experience of Adult Social care, particularly around customer service experiences.

4. Activities over the next 6 months

We are committed to doing the following between April and September 2019:

Community wide engagement

We are reviewing our approach to engagement with all demographic and geographical areas of North Tyneside to ensure all sections of the community can have their voices heard.

We launched our Young Voices Fund to provide small grants to local voluntary sector organisations to gather and/or respond to the health and wellbeing needs of young people in North Tyneside. In May 2019 we awarded a total of £5,420 to the following local organisations::

- Phoenix Detached Youth Project to: 1) work with others to create a young people's mental health resource similar to Support Groups leaflet. 2) Work with young people to produce a film for GPs and other healthcare professionals about talking to young people about their mental health.
- North Tyneside Carer's Centre to complete an action research project with young carers about their experiences of health and social care.
- DePaul to deliver a mental health event with young homeless people to understand their health issues and support services.
- Barnardo's The Base to work with LGBTQ+ young people to create resources and a campaign about mental health and self-acceptance.

These projects will be delivered over the next 12 months.

Volunteering

Our volunteers are an essential part of our team and we will continue to promote volunteering opportunities in North Tyneside. We have recruited 14 new volunteers since October 2018 and hope to build on our recent successes in recruiting new volunteers and support our current volunteers to continue to develop their skills.

New Healthwatch North Tyneside information

We will be launching our new publicity information/materials, posters and feedback forms across services and community facilities in the Borough. We encourage all members of the Health and Wellbeing Board to support our work by displaying these and encouraging their services to do so.

Older People's mental health

Working with the Mental Wellbeing in Later Life Partnership Board, we will be talking to older people and their carers about their experiences of support from the memory services and their other mental health needs.

Cancer services

We will scope out a future research project by talking to more people about their experiences of cancer services and continuing to develop relationships with stakeholders about opportunities to work together.

Access to GPs and NHS 111

Our volunteers will begin visiting each of the GP practices in North Tyneside to understand user's experiences of getting access to these services. This will be supported by our Borough wide survey which will continue during this period. We will be gathering information about people experiences of NHS 111 at the same time.

Residential care

Our volunteers will be visiting care homes to provide a lay person's view of having a meaningful daily life within each care home. This is part of a separately contracted piece of work for North Tyneside Council.

Mental health support leaflet

Our very successful mental health support leaflet is being revised in partnership with Launchpad North Tyneside. We expect to be ready to distribute the updated versions of this, with a cover designed by a mental health service users, in July 2019.

Annual report

Our annual report will be published on 30 June and will be circulated to all Health and Wellbeing Board members.

NHS Long Term Plan engagement

NHS England commissioned Healthwatch England and the Healthwatch network to carry out specific community engagement activity around the NHS long Term Plan. At Healthwatch North Tyneside we worked with our other Healthwatch organisations across the ICS footprint area to gather feedback from our local communities. The data is currently being collated and will be shared in the coming months.

NHS governance reforms

Engagement of local Healthwatch in the North Cumbria and the North East ICS workstreams is being coordinated by Healthwatch Newcastle. We are beginning to receive information about the different workstreams and will contribute views from North Tyneside when appropriate.