



Healthwatch Hartlepool

Annual Report 2014/15



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Note from the Chair



Welcome, and I am pleased to introduce the second Annual report of Healthwatch Hartlepool.

During the year from April 2014 to April 2015 we continue as an effective local champion of the

rights of users of Health and Care services in Hartlepool. The key relationships established in the first year of Healthwatch with many key service providers continue to flourish, with the interests and voice of the patient and service-user always at the heart of everything we do.

Our second year has also seen the delivery of some excellent project work, which again has focused around issues identified by people in Hartlepool. Our largest project to date is the Discharge project, which has taken many months to complete as we were well aware that it would. This highlighted problems encountered by patients on being discharged from hospital, the number of organisations involved in the process. The report was well received and our recommendations have been noted and acted upon.

Further work has been carried out around the availability and care provided by the Nursing & Care Homes in the town. Enter

and View visits have also been high on our list of priorities.

Our most recent project is the Dementia initiative. The work, and resulting report is testament to the Healthwatch members' commitment to raising awareness of the condition, particularly as it has been noted that the Town has a high incidence of this disease.

We now have five Board members in readiness for becoming a stand-alone organisation, and the members are familiarising themselves with the structure and function of Healthwatch Hartlepool. We have maintained our strong member base this year and welcomed new members at our meetings.

Finally I would like to thank the staff of Healthwatch, for their invaluable input and support, I particularly thank fellow members and volunteers, for their hard work and commitment over the past year, and the individuals and groups who have engaged with us and helped to make us an effective organisation. Whilst we have achieved much this year, there is still a great deal to do in the coming months.



Note from the Healthwatch Hartlepool Manager



HealthWatch Hartlepool has been incredibly successful in delivering our statutory activities and key priorities because of the rich mix of talent, expertise and contribution provided by our volunteers. Our volunteers are very much the cornerstone to our success.

As the independent consumer champion for patients and users of health & social care services in Hartlepool we have the support of an experienced Executive committee, which enables us to feed information collated through our communication & engagement plan to form our strategic vision. This has ultimately allowed Healthwatch to influence the delivery of services within the borough. This has ranged from our work in assisting Hartlepool becoming a Dementia friendly town, a full review of Hospital discharge procedures as well as our collaborative piece of work with the Borough Council to review their Care Home Quality Assessment Framework. Further information relating to our vast range of work in Healthwatch can be viewed via our website www.healthwatchhartlepool.co.uk

The purpose of this year's work programme was to set out the activities, priorities and outcomes articulated from engaging with the community. Our activities were delivered in compliance with our service specification, governance framework and by holding meetings of associated task & finish groups, public meetings. I believe we have certainly built upon the progress made during 2013/14.

HealthWatch Hartlepool is for adults, children and young people whom live in or access health and/or social care services in the Borough of Hartlepool. HealthWatch Hartlepool aims to be accessible to all sections of the community. Our work has been complimented by the review of our website, facebook page and through our monthly 'Update' newsletter as well as this our second Annual Report.

Christopher Akers-Belcher
Healthwatch Manager



About Healthwatch Hartlepool

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our vision/mission

“HealthWatch Hartlepool has been established in a way that is inclusive and enables involvement from all areas of the local community. We wish to involve those who are seldom heard.”

HealthWatch Hartlepool is the umbrella organisation which brings together existing and new consultation groups, networks, organisations and individuals in Hartlepool to enable them to have a voice in improving health and social care services.

HealthWatch Hartlepool does this by working in a collaborative and inclusive way across Hartlepool taking account of

the rich diversity of the people of Hartlepool and their needs.

Our strategic priorities

Established under the Health and Social Care Act 2012, the requirements set out in the legislation mean HealthWatch Hartlepool will be expected to:

- Obtain the views of the wider community about their needs for and experience of local health and social care services and make those views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- Promote and support the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and social care services through membership of local residents and service users.
- Make reports and recommendations about how those services could or should be improved.
- Provide information to the public about accessing health and social care services together with choice in relation to aspects of those services.
- Represent the views of the whole community, patients and service users on the Health & Wellbeing Board and the Hartlepool Clinical Commissioning Group (locality) Board.

- Make the views and experiences of the broad range of people and communities known to Healthwatch England helping it to carry out its role as national champion.
- Make recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to carry out special reviews or investigations into areas of concern (or, if the circumstances justify it, go direct to the CQC with recommendations, if for example urgent action were required by the CQC).



Engaging with people who use health and social care services

Understanding people's experiences

During 2014/15 engagement has been at the heart of our activity as this is crucial if we are to demonstrate how local people's needs and experiences of health and social care services have been obtained. Patient and Public engagement will always be fundamental in ensuring our ongoing development and effectiveness as the patient and care service user voice in Hartlepool. Key elements of our engagement work have included:

- The successful planning and delivery of three events under the banner of Life- Long Conditions. The events focused on Heart, Neurological, and Thyroid Conditions respectively. All were well attended with an average of 45 per event. All sessions followed a similar format, and included a mix of presentations from specialists in their respective fields and opportunities for questions and discussion. The sessions were very well received and all audiences contained people who had previously not attended a Healthwatch Hartlepool event.
- In addition, Healthwatch Hartlepool, worked collaboratively with the local authority & facilitated an open public meeting on the `Better care Fund` and its potential impact for service users and providers. A highly productive
- Q&A session allowed members of the public to convey their concerns around the Better care Fund plan and associated guidance.
- As well as the monthly Executive Group meeting an open meeting is held each month. These meetings are chaired alternately by our rep for Older People & our rep for Acute Care. The meetings are regularly attended by up to 35 people and includes an input by a guest speaker and updates on work stream and other activities. We believe this approach gives an opportunity for debate for older people and those with a keen interest in hospital services.
- Healthwatch staff and volunteers have actively engaged with more than 50 organisations and over 2,000 copies of the Healthwatch Hartlepool Participation leaflet have been handed out. We aim to reach out to residents and people volunteering or working in Hartlepool. Our database covers members who live both in and out of the borough.



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- Healthwatch Hartlepool have set up an effective monthly drop in service for members of the public who require a confidential, face to face meeting with a member of the Independent Complaints Advocacy service (I.C.A). Hartlepool has been deemed as a site of good practice regionally by I.C.A. with our successful clinics for the public.

“We have developed an excellent partnership with Healthwatch Hartlepool for the benefit of the local public - sharing what we do and how we are able to complement each others work. We have been able to provide a dedicated qualified advocate to support the Healthwatch Team. There are regular monthly drop in sessions within the Healthwatch Office and this has opened up avenues to jointly explore NHS complaints advocacy and how it can be delivered effectively within the Borough. By working closely together we have been able to achieve positive outcomes for Clients which has been fed back into the reporting mechanisms used by Healthwatch Hartlepool to inform their future work. The referrals from the local population have increased following provision of a local contact point where any

member of the public is able to discuss their NHS complaints face to face with trained, experienced staff. This has been further complemented by the Healthwatch Team being able to facilitate the delivery by using their extensive knowledge of local networks. We believe the key to the success of this initiative was in the planning and open dialogue we have in place and the flexibility to understand each others requirements. This has been supported by excellent team work by all the staff involved.”

Philip Kerr, North East NHS
Independent Complaints Advocacy
(ICA)

- Healthwatch Hartlepool hold weekly outreach sessions at libraries and community centres across Hartlepool, providing an opportunity for residents to have their say on Health & Social care matters.
- A monthly newsletter called ‘Update’ is produced jointly with the Hartlepool 50+ Forum which it is now distributed to over 800 individuals and organisations across the town. Again this is a key piece of work as we aim to reach the older population. We also have a monthly Healthwatch article published in the local press.
- Our office phone line is staffed Monday to Thursday. 9.00am to 5.00pm. During the 2014/15 period the office received over 1200 calls and a wide range of information

has been provided regarding health and social service issues.

- Healthwatch staff continually update information on the Healthwatch Hartlepool web site and monitor a highly active Healthwatch Hartlepool Facebook page.
- Healthwatch Hartlepool worked in partnership with Hartlepool Borough Council, local community groups and the British Heart Foundation in the organisation and delivery of the annual Town Wide Schools Council Conference. The event is aimed at 8 to 11 year olds and this year was specifically focused on health issues including dental health, exercise and healthy diet. Over 100 pupils & teachers attended representing every primary school in Hartlepool. Local children were given the opportunity to complete a simple questionnaire to express their thoughts and feelings on the topics of the day.
- Healthwatch Hartlepool has incorporated the views of the wider community in all of its reports regarding major health issues, including Hospital Discharge, Eye Health, Provision of care for patients with Dementia in Care homes and the GP Out of Hours 111 service.



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Enter & View

This year Healthwatch Hartlepool gave a focus upon Enter & View activity within our work stream around Dementia and Care/Nursing homes. Please see Case Study outlining background, purpose, activity and key recommendations.

Healthwatch Hartlepool also worked collaboratively with the Local Authority & conducted a further 20 Enter and View visits to Care/Nursing Homes in Hartlepool. The visits focused on resident and family member perceptions of the quality of care in the respective homes and contributed to the Care Home Quality Assessment Framework which is produced by Hartlepool Borough Council each year.



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Providing information and signposting for people who use health and social care services:

It is paramount to ensure people get what they need from local health and social care services. Our monthly meetings focusing on Acute Care and Elders have been adapted so that there is meaningful debate both in and with the community.

Various guest speakers have attended our meetings from the North Tees & Hartlepool NHS Foundation Trust outlining their 'Vision of Services for the Future'. Other key speakers have covered palliative care and the hospital Trust's Quality Account.

Signposting and engagement are discussed at all our Acute Care & Elders meetings. Training & Development have also been covered at the request of our volunteers. Key training sessions have covered Enter & View, Data Protection and the Care Act 2014.

All meetings are driven by our volunteers and for that reason we have had far reaching topics discussed such as Obesity, particularly that of children and the National Institute of Clinical Excellence (NICE) guidelines. Our own community meetings are further complimented as our

volunteers also attend the hospital Trust's Quality Standards Steering Group (QSSG).

Our meetings together with our comprehensive Patient & Public Engagement Plan provides many opportunities to assist the general public in navigating the health and social care system. Our work in the community has been assisted with a 'Guide to Health and Social Services' published by Healthwatch Hartlepool. This useful tool published electronically on our website guides residents and service users to key organisations within the community, which provide support services depending on their condition or enquiry.

“Healthwatch continues to be the voice of the public in Hartlepool. We are fully involved in helping shape the services that are delivered to Hartlepool residents. We are committed to keeping up to date with any changes in the health service and new legislation.”

Margaret Metcalf, Acute Care Lead



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch Hartlepool has published reports and made recommendations in respect of Hospital Discharge, Dementia as well as supported Hartlepool Borough Council in a joint priority targeting Nursing/Care homes. Further recommendations have been made through our third party narrative for the hospital trusts. A concern in particular was raised in respect of mortality rates within the hospital Trust and additional work is ongoing covering the coding of deaths, palliative care and admissions from Nursing/Care homes. The hospital Trust is acting on End of Life Care Plans and the need for Nursing/Care homes to have robust care plans. The Quality Standards Group has been focusing on mortality and the hospital trust is a member of the Regional Mortality Group as well as working collaboratively with the Clinical Commissioning Group to review mortality with G.P.'s.

Putting local people at the heart of improving services

In addition to our regular public meetings designed to promote and support the involvement of local people in the commissioning, provision and management of local health and social care services our volunteers take an active role in representing the patient voice at the Clinical Commissioning Group

locality meeting, Learning Disability Partnership, North East Ambulance Service liaison group. Our Healthwatch Development Officer also supports our volunteers at the Health & Wellbeing Board.

Our Mental Health Lead is also the Chair of Hartlepool's Mental Health Forum and a public governor for Tees, Esk & Wear Valley Mental Health Trust (TEWV). The forum meets on a quarterly basis and is attended by a range of health professionals, volunteers, carers, service users and anyone with a keen interest in Mental Health services. A Task & Finish group was formed to look at the development of the Hartlepool Mental Health Plan. The forum allowed there to be local input into the Crisis Care Concordat - Tees-wide Declaration Statement. This work was combined with that of others across the Tees Valley area and locally our Hartlepool Action Plan enabled the delivery of shared goals within the Crisis Care Concordat. One key action specifically enabled the development of the Joint Strategic Needs Assessment (JSNA) in respect of local health and commissioning plans. Healthwatch has been instrumental in influencing both the Council and the Trust through active involvement in the Peer Assessment & Review of mental health services delivered by Hartlepool Borough Council.

Healthwatch are also actively engaged with a second group 'No Health without Mental Health'. This group set up with



Healthwatch looks at advocacy, updates of the Crisis Care Action Plan, activities for World Mental Health Day, and supports the learning disability group 'Voice for You'.

Our involvement in Mental Health has allowed Healthwatch to question the Mental Health Trust about the use of Section 136 and the loss of local crisis beds. The use of beds out of town, at Roseberry Park are working well and the utilising of the street triage team, police and mental health workers has now reduced the number of Section 136. Whilst we reported that the transportation of people to the out of town hospital was a problem the Mental Health Trust responded by addressing this with the North East Ambulance Service (NEAS).

"I am grateful for the support and guidance received from the Local Authority, especially Neil Harrison Head of Service and his team. I must also thank them for the provision of meetings rooms and associated refreshments"

Zoe Sherry, Mental Health Lead

Working with others to improve local services

When Healthwatch Hartlepool has published reports they are sent to the Care Quality Commission (CQC) and Healthwatch England. One clear example was our 'Discharge' report which shall form part of the evidence gathering for the future special review by the CQC upon North Tees & Hartlepool NHS Foundation Trust and was also promoted by Healthwatch England as a story of the month.

Over the year all but one G.P. Practice in Hartlepool assisted Healthwatch Hartlepool with our work stream for Learning Disability. This work item had to be escalated initially to the Clinical Commissioning Group but eventually required a discussion with NHS England when there was a failure to respond to our information requests. The failure to provide information was also reported to Healthwatch England. To date there remains one G.P. Practice that has have failed to respond to information requests.

Working with our key partners

The following are a range of testimonials that capture the breadth of work undertaken by our committed volunteers through collaboration. Our key partnerships afford us the opportunity to further influence decision makers.





“Healthwatch Hartlepool play an important role in the work of the Adult Services Policy Committee and have undertaken investigations in key strategic areas which have influenced service developments and future planning. The investigation undertaken in relation to domiciliary care provision provided the Committee with valuable information regarding the views and experiences of people receiving services and the action plan developed in response to the investigation recommendations is monitored on an ongoing basis. The more recent investigation regarding hospital discharge has been equally valuable in informing the Committee about the views of people who have experienced the service, and has supported the direction of travel set out in the Better Care Fund plan. The input provided by Healthwatch Hartlepool is always welcomed and valued by the Adult Services Committee and the Committee will continue to work closely with Healthwatch Hartlepool in the future.”

Jill Harrison Assistant Director -
Adult Services Hartlepool Borough
Council

“Healthwatch representatives continue to play an integral role in the activities of the Health and Wellbeing Board, providing an effective conduit for the views and experiences of patients, users and the public in the process for the strategic development and commissioning for a health services for Hartlepool. In 2014/15, the co-ordination of work programmes, and sharing of information, have been key factors in the success of the relationship between the Health and Wellbeing Board and Healthwatch Hartlepool. A key example of this being the information/evidence obtained through the Healthwatch investigation in to hospital discharges which has been instrumental in the development and delivery of future services and is to be revisited by the Board during 2015/16.

The Health and Wellbeing Board values greatly the contribution made by Healthwatch Hartlepool in informing the development and commissioning of health services for the residents of Hartlepool and looks forward to continuing this relationship in 2015/16.”

Louise Wallace Director of Public
Health Hartlepool Borough Council.





“Over the course of 2014/15, Hartlepool Healthwatch has worked effectively with the Council’s Audit and Governance Committee to fulfil the requirements of the Health and Social Care Act 2012. In doing so, the already established working relationship has been enhanced, providing a co-ordinated approach to each bodies work programmes / activities and the sharing of information in relation to local health issues and concerns.



Healthwatch Hartlepool representatives have also played key role in the work of the Audit and Governance Committee, contributing their considerable knowledge and expertise to the conduct of investigations in relation to Cardio Vascular Disease (CVD) and Dementia in Hartlepool.

As Chair of the Audit and Governance Committee, I look forward to working with Healthwatch Hartlepool in the future, influencing the development and delivery of health services in Hartlepool.”

Councillor Ray Martin-Wells - Chair of Audit & Governance Hartlepool Borough Council





Impact Stories

Case Study One

“Voice for You” - Listening to the seldom heard

Our Disability Lead Judy Gray has been instrumental in supporting the “Voice for You” learning disability self-advocacy group with the “expert by experience” visits they have been undertaken to G.P surgeries in Hartlepool. The visits provide a valuable insight into how effectively surgeries are providing health services in a manner which are both accessible to and inclusive of patients with learning disabilities.

Healthwatch Hartlepool assisted in training and partnering some members of the group to become Health Checkers. The role of the Health Checker is to become their own advocate, making their own medical appointments and to ask questions to complete a questionnaire regarding their own annual health checks and to make sure reasonable adjustments are made for them.

Introduction letters were sent to all GP surgeries in the Hartlepool area asking for 30 minutes of their time to discuss the above issues. About half of the surgeries were quite keen and we were welcomed. Information was exchanged from both parties with very positive comments. The remaining GP surgeries ignored or refused us entry which put our work at a standstill. We again sent further but I am afraid to say these letters still fell on deaf ears.

At a NHS Stockton & Hartlepool Clinical Commissioning Group (CCG) - Commissioning Intention Event the question was raised as to why a surgery had ignored our letters requesting an initial interview to discuss reasonable adjustments for people with a Learning Disability. All in all the response was negative and cynical. After a debate, the

G.P. stated “If the Learning Disability people don’t like what we offer they may change to another GP practice.” Healthwatch felt this was highly inappropriate and our concerns were raised both at our CCG locality meeting and then escalated to NHS England. The matter was further reported to Healthwatch England and after many months of championing the voice of our cohort of people with a Learning Disability we now only have one G.P. Practice in Hartlepool who is non-compliant in our requests for information.





“I have worked for over 2 years on the Healthwatch Executive Committee representing Adults with Learning Disabilities. It remains an uphill struggle to receive full support & get the cooperation G.P.’s and other service providers in allowing their voices to be heard. We champion their voice to make reasonable adjustments to benefit the health and wellbeing of these lovely people with learning disabilities. Healthwatch shall continue to fight for the rights of their voice to be heard regardless of how long it takes. These services must sit up and listen to us.”

Judy Gray, Disability Lead

Regardless of the difficulties we experienced the outcomes we achieved must be celebrated. It was refreshing that some G.P.’s took part in the Health Quality check. Time has been afforded in some practices for specific LD training and some G.P.’s do allocate additional appointment time. Case notes are flagged appropriately and reasonable adjustments are made. G.P.’s can utilise their computerised system with questions/prompts around specific conditions. Some practices are looking at now registering LD patients with the emergency services and whilst specific health action plans were not created LD reviews were undertaken, which included the offer of routine screening.





Case Study Two

Hospital Discharge

Healthwatch Hartlepool called on health and social services chiefs to make improvements over concerns about the release of patients from hospital.

Healthwatch Hartlepool found some patients were waiting up to six hours longer than necessary to be discharged following an in-depth study. Healthwatch responded with an investigation in response to concerns from patients and organisations. The major findings were:

- Care systems for patients after they are released are “complex, fragmented and confusing” and call for an urgent review;
- Concerns there are not enough nursing beds in Hartlepool to meet demand;
- Sheltered accommodation residents discharged without care managers being told;
- Some patients were given medication which was not fully explained to them;
- Problems around dispensing medication on the day patients are discharged caused delays and a review is recommended.

Healthwatch asked patients of Hartlepool and North Tees hospitals, as well as in the wider community, about their discharge experiences. It was as a result of concerns raised with them by patients and partner organisations, especially for patients who needed a complex package of care and after-discharge support. The group found the vast majority of releases and care packages run smoothly. Healthwatch said they were also impressed by the commitment and dedication of all staff involved.



An important aspect of our work is the dissemination of the findings from the Healthwatch Hartlepool Hospital Discharge Investigation. The report was formally presented at the January Health and Wellbeing Board and subsequently a joint working group was formed with partner organization’s including the North Tees and Hartlepool NHS Foundation Trust and Hartlepool Borough Council. This has resulted in the majority of our recommendations being fully endorsed by all partner organisations who are in the process of working toward the development of a joint implementation strategy which will link closely into ongoing activity through the Better Care Partnership. A copy of the final report can be accessed via the Healthwatch Hartlepool website.



But a significant proportion of patients who took part in the study said that they felt they had not been fully consulted and told what was happening when they were released. The Healthwatch report, which was presented to Hartlepool's Health and Wellbeing Body, stated: "Around 80 per cent of patient discharges are simple or routine and of the remaining 20 per cent only a very small number are problematic and of concern.

It also stated:

"Hospital discharge can be an incredibly difficult and complex process and in order to function properly requires multi-disciplinary inputs from a wide range of services from hospital, community and local authority. Effective communication is vital between and within these organisations and inevitably problems do occur. A minor communication problem can have enormous consequences for individual patients and the subsequent provision of timely and appropriate treatment and care."

Healthwatch is recommending a discharge card scheme utilising housing providers' contact details, which was previously piloted, should be looked at again. Additionally Healthwatch is also calling on local health commissioners to carry out a full review of nursing care beds in the community to meet demand.





Case Study Three

Dementia friendly Hartlepool

Over recent years at both national and regional levels, there are very few issues and conditions that have attracted as much interest and coverage as dementia. It is estimated that around 850,000 people in the UK are living with dementia and that a further 700,000 are providing care and support to people with the condition.

Healthwatch Hartlepool members believed that the care provided in care homes across the town, must focus primarily on the person rather than the condition. The environment, communication, appropriate activities, family involvement and suitably trained and managed staff, are all of paramount importance if this is to be achieved.

In September 2014 a small group of Healthwatch members and Healthwatch staff formed a core group. It was decided that in order to formulate a comprehensive picture of dementia care across the town, there would be a need to undertake Enter and View visits to all 20 care homes. Whilst some care homes provide care specifically for those with dementia, it was recognised that all care homes within Hartlepool, would have some residents with some level of dementia and it was important that the needs of such residents were being acknowledged and met.

The group developed a series of questions which were used during visits. All visits were conducted in line the Healthwatch Hartlepool code of practice regarding Enter and View visits. All homes were given advanced notice of the visit, providing details of the members of the visiting team and information regarding the reason for the visits. Our work was complimented by our collaboration with the 50+ Development worker who held 'Dementia Friends' awareness sessions

across the town and with our Healthwatch members.

A total of 718 residents within the 20 Care Homes were visited. The number of residents with loss of capacity was 345 (48%). It was noted that much good practice and awareness was already in place.

The “person centred” approach is shared both by the project “Working to Build a Dementia Friendly Hartlepool” and by our wish to identify and share, examples of good practice in residential care homes.

Our initial findings covered a range of topics covering, the individual, involving family, personal information & confidentiality, recreational activities, staff attitude & training, leadership & management, environment, G.P. visits and hospital. Overall members felt that the care and support of residents with dementia varied from home to home. There was a willingness and desire amongst managers and staff to provide the best possible standard of care albeit finance was a big factor in the speed of change. It was evident that purpose built establishments are better able to provide the specific needs of those with dementia.



Our findings during these visits, confirm the importance of effective management. Strong leadership is necessary to ensure consistently high standards of care. It was recommended that opportunities are actively sort to share and promote areas of good practice between care homes within the town.

It was further recommended that Hartlepool Borough Council, through its commissioning and monitoring processes, seeks to facilitate the sharing and further development of good practice in this area and that periodic progress reports are presented to its Adult Services Policy Committee.

Healthwatch Hartlepool suggested that further visits are initiated over a period of 6-12 months in order to check the training levels of staff, progress in adapting homes to meet the needs of residents with dementia and promote good practice. Our detailed report is available on the Healthwatch Hartlepool website.



“Hartlepool Borough Council’s Public Health Department are delighted to be part of a partnership that has received formal recognition from the Alzheimer’s Society which acknowledges that partners are working towards creating a Dementia Friendly Hartlepool. A steering group has been established comprising a wide range of partners and organisations, who have put together a programme of activities to increase awareness of dementia, and to gain further commitment to becoming a Dementia Friendly town. Being a Dementia Friendly town is about recognising that people with dementia want to carry on living their lives well. It requires businesses, community organisations and statutory agencies to think of the person first, as a citizen in their own right, but with particular needs because of their dementia. It is not easy to become a Dementia Friendly town - it requires a huge commitment from a wide range of people and organisations.”

Public Health, Hartlepool Borough Council



Our plans for 2015/16

Opportunities and challenges for

HealthWatch Hartlepool is determined it shall move to be a stand-alone corporate body and register as a Charitable Incorporated Organisation (CIO). The decision was made by the shadow board meeting chaired by Jane Tilly. The decision to register as a CIO was backed unanimously by board members Ruby Marshall, Tony Raine, Jan Weedall and Margaret Wrenn. Registration is now complete and will allow the board to run fully in shadow form until the current contract expires 31st March 2016. During the transition period the HealthWatch Executive committee, chaired by Margaret Wrenn, shall oversee the operational delivery of the work programme and the HealthWatch board shall endeavour to be in state of readiness to be that stand-alone champion of the consumer voice in respect of Health & Social Care in Hartlepool.

Healthwatch Hartlepool shall also seek to recruit additional new members with the aim to broaden our member profile further amongst young people and working age adults. This must be underpinned by a meaningful and appropriate training programme that has due regard for the needs of existing and long standing volunteers. Demographic profiling also needs to be undertaken in order that we can evidence representation from the whole borough of Hartlepool.

Resource needs to be invested in further developing our relationship with the Care Quality Commission, NHS England, and Healthwatch England. We must also maintain our collaboration with the NHS Stockton & Hartlepool Clinical Commissioning Group with the additional responsibility of co-commissioning. In order to make best use of limited resources we shall work with our key partners to share work programmes across the Health & Wellbeing Board and the Audit & Governance committee (Health Scrutiny) of the Local Authority.

Key work streams already identified for consideration via engagement include the Out of Hours (OOH) services, palliative/cancer care, life-long conditions, offender health, veterans' health and sensory loss.





Our governance and decision-making

Our Executive

In 2014/15 the Executive Group consisted of the following members:

Margaret Wrenn

Chair of Healthwatch Hartlepool

Ruby Marshall

Deputy Chair of Healthwatch Hartlepool

Maureen Lockwood

Social Care Lead

Margaret Metcalf

Acute Care Lead

Judy Gray

Disability Lead

Zoe Sherry

Mental Health Lead

Jean Hatch

Elders Lead

Lynn Allison

Primary Care Lead

Evelyn Leck

Life Long Conditions Lead

Karen Gibson

Children and Young People Lead

Our Staff

The Healthwatch Hartlepool team comprises of:

Christopher Akers-Belcher

Healthwatch Manager

Stephen Thomas

Healthwatch Development Officer

Tony Leighton

Patient and Public Engagement Officer

Carol Slattery

Administrative Officer

Kris Middleton

IT Support and Web Admin

How we involve lay people and volunteers

Local Healthwatch organisations up and down the country were set up by means of competitive tendering process conducted by the Local Authority in the area in which they operate. In the case of Healthwatch Hartlepool this process was undertaken by Hartlepool Borough Council and the contract was awarded to Hartlepool Voluntary Development Agency (HVDA).

HVDA works closely with community and voluntary organisations in Hartlepool and their knowledge and experience of the third sector and of engaging and working with volunteers in the town has been very useful.



A separate complaints advocacy service has been commissioned by local authorities in the North East and this function is delivered by Independent Complaints Advocacy (ICA).

Healthwatch Hartlepool has benefited greatly from a strong base of experienced, committed and active volunteers. This has enabled us to “forge ahead” in 2014/15 to build on our previous year’s work and deliver a comprehensive programme of work.

Our constitution, sets out our purpose and objectives and the governance arrangements under which we currently operate. Our AGM in 2014 was a public meeting, arranged to celebrate our first year as Healthwatch Hartlepool and we elected a new 10 person Executive with responsibility for the management of the day to day work programme and oversight of longer term objectives.

There is no formal ‘membership’ of the HealthWatch Hartlepool as it exists as an open network that can be accessed by:

a) Individuals - anyone living in, or receiving health and social care services in the Borough of Hartlepool

b) Groups - any voluntary/community group or business organisation which operates in the Borough of Hartlepool

Healthwatch Hartlepool maintains a database of people who have expressed an interest in being involved in developing and supporting HealthWatch Hartlepool. HealthWatch Hartlepool makes use of existing consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services. When necessary HealthWatch Hartlepool establishes new consultation groups, networks and organisations in Hartlepool to enable them

to have a voice in improving health and social care services.

HealthWatch Hartlepool maintain a written work programme, published on our website, that will track the progress made on the issues that HealthWatch is pursuing to help improve health and social care services.

The function of the HealthWatch Executive is to oversee the implementation of the work programme. The Executive will support and enable the groups and individuals to carry out the work of HealthWatch through:

- Organising consultation to develop the HealthWatch Hartlepool work programme through existing and themed groups
- Ensuring key local stakeholders are represented and their views considered
- Allocating resources for the work of HealthWatch
- Communicating with the wider community
- Planning work and allocating resources to support that work
- Supporting groups to undertake work and take up issues as necessary
- Supporting groups to produce credible reports, which commissioners and providers can use to improve services
- Approving reports produced by groups on behalf of HealthWatch





Executive members work as volunteers to carry out work, attend Executive meetings and other meetings as and when required.

Our Enter & View team comprising of 14 members have also undertaken a comprehensive training programme:

In-House training provision in 2014/15

Enter and View Refresher Modules

Data Protection Modules

Report Writing Module

Disability Awareness

Equality and Diversity

In addition our members have also attended the following external training programmes -

Adult Safeguarding

Deprivation of Liberty Safeguarding Standards

The Care Act 2014





Financial information

INCOME		£
Brought Forward from 2013/14		£4,742
Funding received from local authority to deliver local Healthwatch statutory activities		£129,056
Additional income		£1,000
Total income		134,798

EXPENDITURE		
Office costs		£45,511
Staffing costs		£80,845
Direct delivery costs		-
Total expenditure		£126,356
Balance brought forward		£8,442



Contact us

Get in touch

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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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