



## Healthwatch Hartlepool Annual Report 2016/17







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# Message from our Chairman



***I am very proud to have the opportunity to write this introduction to the first Annual Report of an independent Healthwatch.***

We have achieved so much in only one year, and on a shoe-string budget.

First I would like to introduce the Board. We are here to provide strategic direction and financial control. Margaret Wrenn and Ruby Marshall with their respective expertise in Nursing and Social work give an invaluable insight into these areas and, crucially, provide a constant link between the Executive, the powerhouse of Healthwatch, and the Board. Jan Weedall who has recently retired from the Social Housing sector and Tony Raine, a former Bank Manager, widen the Board's skill set with their very valuable experience. I am a Solicitor having worked in private practice and also for the NHS in reviewing complaints.

The Board is composed of people with the necessary skills to ensure that Healthwatch is able to grow into an even better organisation. But all and any skills the Board members may possess are useless on their own and we are so lucky to have a group of highly motivated and incredibly able volunteers who carry out prodigious

amounts of work. I stand in awe of all they accomplish.

Much recognition is due also to the Management Team. Christopher, Stephen, Tony and Carol are so efficient and helpful. They have the sincere gratitude of the Board for facilitating the smooth transition of Healthwatch from an arm of HVDA into a stand-alone organisation which is managing all aspects of its business and, in my opinion, managing very well.

Although we are delighted to be a stand-alone organisation and thank Healthwatch England for the opportunity, that doesn't mean Healthwatch Hartlepool has an insular attitude. We are very outward looking and are all constantly seeking to reinforce existing links and to forge new ones to assist in the future growth of Healthwatch Hartlepool.

We have had a very interesting first year and look to build on this solid foundation in the future.

**Jane Tilly**

**Healthwatch Chairman**

# Message from our 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 directors & 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 a robust board of directors responsible for the strategic work of the organisation who have the support of an experienced operational 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 in providing good quality care for the frail & elderly, leading the town's Mental Health Forum as well as our collaborative work with the Borough Council to scrutinise the commissioning of primary care services and the acute care Assisted Reproduction Unit. Further information relating to our vast range of work in Healthwatch can be viewed via our website [www.healthwatchhartlepool.co.uk](http://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 and public meetings. I believe we have certainly built upon the progress made during 2015/16 and now operate effectively as a stand-alone Charitable Incorporated Organisation.

Healthwatch Hartlepool is for adults, children and young people who 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 complemented by the use of our website, Facebook page and through our monthly 'Update' newsletter as well as this our fourth Annual Report.

***"On behalf of Healthwatch Hartlepool I must pay tribute to the contribution of one of our members who sadly died this year - Maureen Lockwood. Maureen is a huge loss to us all and was an active and incredibly dedicated Executive Member, championing the needs of older people."***

**Christopher Akers-Belcher**  
**Healthwatch Manager**



# Highlights from our year

*This year we've reached 5,958 people through our website, plus over 650 people a month via our Facebook Page*



*Our volunteers help us with everything from Life-long Conditions to Palliative Care*



*We've visited 32 number of local services*



*Our reports have tackled issues ranging from Physiotherapy to Dementia*



*We've spoken to 90 people on Assisted Reproduction*



*We've met hundreds of local people at our community events*



# Who we are

Healthwatch Hartlepool exists to make health & social care better for everyone. We believe the best way to achieve this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

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

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

## Our vision

*“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).

Healthwatch Hartlepool's home - The Orcel Centre on Wynyard Road





We can  
help you...

Are you struggling  
with social care?

*Your views on  
health and care*

## Listening to local people's views

During 2016/17 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 a Dual Sensory Loss event under the banner of Life- Long Conditions. The event followed on from a previous event around 'Sight & Sound' but brought together a different audience to provide further information in respect of this long-term condition. The event was very well attended with over 45 delegates. The event followed our proven, effective format and included a mix of presentations from specialists in their respective fields and opportunities for questions and discussion. Key service providers around sensory loss attended with information stalls prior to and following the event. The event was very well received and attendees included people who had previously not attended a Healthwatch Hartlepool event. The event concluded with a question & answer with a panel made up of the speakers and key specialists. Over the year we tried on a number of occasions to secure specialist speakers to host an event on skin conditions. Unfortunately, neither the Clinical Commissioning Group or

the Hospital Trust were able to secure speakers due to resource issues. This event was very much in response to public request so shall remain on our future work programme.

- In addition, Healthwatch Hartlepool, held an open event at our new premises and invited a wide range of groups from the voluntary & community sector, key partners across Health & Social Care services and the general public. The event was extremely well attended and gave us a platform to promote Healthwatch Hartlepool as a stand-alone Charitable Incorporated Organisation.
- As well as the monthly Executive meetings, an open meeting is also held each month. These meetings are chaired alternately by our lead members for Primary Health & Social Care, Acute Care & Older People. The meetings are regularly attended by up to 35 people and includes input by guest speakers as well as updates on the associated work programme. We believe this approach gives us the ideal forum for debate. Particularly positive member involvement comes from older people and those with a keen interest in hospital services.
- Healthwatch staff and volunteers have actively engaged with more than 36 organisations, and over 900 copies of the Healthwatch Hartlepool Participation leaflet have been distributed. We aim to reach out to residents and people volunteering and/or working in Hartlepool. Our database covers members who live both in and out of the borough.



- 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. Following the demographic profiling of our membership we have focused this type of engagement in the North & Central part of the town.
- Healthwatch Hartlepool have 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 a site of good practice regionally by I.C.A. with our successful clinics for the public.
- A monthly newsletter, Healthwatch News, is produced and distributed to over 800 individuals and organisations across the town. This is complemented by producing a monthly, topical media article, which is published in the local media on behalf of the Executive Chair.
- Our office phone line is staffed Monday to Thursday. 9.00am to 5.00pm. During the 2015/16 period the office received over 1200 calls and a wide range of information has been provided regarding health and social care issues.
- Healthwatch staff continually update information on the Healthwatch Hartlepool web site and monitor a highly active Healthwatch Hartlepool Facebook page.

### Enter & View

This year Healthwatch Hartlepool undertook a programme of visits covering the University Hospital of Hartlepool's Physiotherapy Department, Patient

Experience of Dementia Diagnosis and the Borough Council's Direct Care & Support Service. Please see:

[www.healthwatchhartlepool.co.uk](http://www.healthwatchhartlepool.co.uk)

for our published reports.

Healthwatch Hartlepool has incorporated the views of the service user and provider in all reports regarding key items within our work programme including the Council's Direct Care & Support Service, Dementia Diagnosis and the Hospital Trust's Physiotherapy Department.

The Physiotherapy Department visit highlighted the use of agency staff albeit this was funded by the CCG to address increased demand, concern over the location of the department within the hospital site causing some patients concern due to the distance they are required to walk and signage all of which have been addressed effectively by the hospital Trust. Our investigation into the Borough Council's Direct Care & Support Service included between 10 and 15 structured visits with recent or current service users. It soon became clear that from the perspective of a care service, care pathways had not always been clear, particularly when care had transferred from one provider to another. Another item of concern noted was the late discharge of patients still occurring from hospital, which on occasion resulted in no care being available that night. Overall feedback from users of the domiciliary service was extremely positive and those interviewed appreciated the quality of the care and were complimentary about the performance of the staff who provide the service.

Healthwatch Hartlepool also decided to look at the issue of Dementia diagnosis as a follow up to its work and ongoing interest around dementia care & treatment services. Generally, we received a positive

impression of the dementia diagnostic services provided by the eight practices who responded to our enquiries, however GP practices were slow to respond and despite several reminders only 50% returned our questionnaires. In conclusion of the work there was evidence that the diagnosis and associated procedures had improved across the sampled practices. Concerns highlighted related to delays in diagnosis, effective communication with patients and families together with ongoing support.



*“During the last year Healthwatch have continued to work closely with the Health and Wellbeing Board and the sharing of their reports and experiences is always welcomed and very much appreciated. Healthwatch have demonstrated great commitment and passion for the improvement of health and social care services throughout Hartlepool and have developed a strong partnership with all the Members of the Board, in particular with the Clinical Commissioning Group”*

Paul Edmundson-Jones

Interim Director of Public Health






“North East NHS ICA and Healthwatch Hartlepool continue to work in partnership for the benefit of the local public - the regular monthly drop-ins are now well established and well used by new and existing ICA clients. Having a regular presence in Hartlepool allows our Advocate, Sue Ewington, to meet with clients either at the drop-in sessions, at home or at a venue of their choice, ensuring a person-centred approach at all times. Face to face meetings with new and existing clients are now so much more accessible. The referrals from Healthwatch and the local population continue to increase, which reinforces the message that awareness of ICA service has certainly been raised in Hartlepool. The provision of a local contact point where any member of the public is able to discuss their NHS complaints face to face with their local, experienced ICA Advocate, is paramount to this much valued relationship between ICA and Healthwatch Hartlepool”

Independent Complaints  
Advocacy





*Helping  
you find  
the  
answers*

How we have helped the community access the care they need

**Healthwatch Hartlepool is an efficient organisation. We work with stake holders to co-ordinate and link our community engagement activities where appropriate to help avoid duplication of effort, time and resources.**

A key priority is to ensure we are accessible. We have achieved this by:

- a. Using plain English in any documents we publish
- b. Using the right methods of engagement for the right audiences
- c. Actively promoting materials in a range of formats, for example on tape, in Braille or in large print
- d. Using venues that are easy to get to and held at times and places that are appropriate to the participants.

### **Learning Disability**

Our Learning Disability lead member has focused her work on championing the voice of the seldom heard. This has been achieved by working with some of our key partners such as the Mental Health Forum, Audit & Governance, the Learning Disability Partnership Board and the Council's Adult Services Policy Committee. Attendance has also been made to the North Tees & Hartlepool Learning Disability Group, which also covers safeguarding. Within our work programme we are extremely mindful that we must undertake a review of the 'Voice for You' work and ensure progress has been made, by GP Practices in the town, against our recommendations to provide quality health checks to the cohort of our residents that have a learning disability.

### **Mental Health**

This year has been a very busy & successful year in respect of Mental Health. Our work has covered a variety of projects, events and reports ensuring Healthwatch continues to be actively involved with local Mental Health Services.

Our Mental Health lead member is also the Chair of Hartlepool Mental Health Forum and a Public Governor of Tees Esk & Wear Valley Mental Health Trust (TEWV). The forum meets quarterly and is a growing group of professionals and non-professionals including our Healthwatch members.

Our main event of the year was the celebration of World Mental Health Day titled 'Strictly Mental Health' in October 2016. A large social gathering took place within the town's Borough Hall with music, dancing, free refreshments courtesy of local businesses and the lottery funded 'Waverley' allotment scheme, which provided produce for soup. More than 15 organisations attended and provided trade stands promoting their support & services within the Mental Health arena. The event was attended by over 200 individuals and it was an amazing day. We plan to build on the success of this event for future year's Mental Health Day. Other events organised throughout the year informed the community of Mental Health Services, which included an information stall at the launch of the National Museum of the Royal Navy (Hartlepool) and attendance at Lynfield Community Group's event held at Grange Road Methodist Church.

Healthwatch have continued to support Asylum Seekers and Refugees, in particular those arriving from countries experiencing extreme crisis. Healthwatch members continue to attend relevant meetings and



training to enable us to support people whenever possible. Members have been instrumental in designing a new Healthwatch information leaflet specific to promoting mental health services.

“Once again our thanks go to Hartlepool Borough Council for their continued support. Special thanks to their Head of Service Neil Harrison who has attended and spoken at Healthwatch events and we are indebted to him for his support and hard work”

**Zoe Sherry - Mental Health Lead**

### Acute Care & Older People

This last year the Acute Care group has supported existing groups and networks to deliver the Healthwatch work programme. We have held bi-monthly meetings and hosted guest speakers to cover such topics as the North Tees & Hartlepool NHS Foundation Trust quality accounts & specialist services, patient safety, Age UK, befriending, the Better Care Fund, respiratory care, lung health and hospital at home. Our members have also ensured we challenge and scrutinise the delivery of services by attending the Hospital Trust’s Quality Standards Steering Group (QSSG). Within this arena members have liaised with the wider membership to respond on the hospital trust’s consultation in respect of the National Institute of Clinical Excellence guidelines for ‘Care of the Dying’. All meetings are subsequently reported back to the Healthwatch

Executive for information purposes and utilised in shaping our future work programmes. Overall the breadth of work in this area demonstrates the members’ commitment to improve their own knowledge but also to improve services locally.

“Our meetings have been very well attended and proved to be informative and interactive. They have provoked some very lively discussions”

**Margaret Metcalf - Acute Care lead**

### Primary Care

The primary care group has devoted a great deal of time in articulating the ambition of patients with the Clinical Commissioning Group. One particular example is the commissioning of an integrated service covering minor injuries, walk-in and the ‘Out of Hours’ service. This challenge, probity and scrutiny resulted in the relocation of such services, within an integrated model, at the University Hospital of Hartlepool site, which was a desire of patients. Other areas of influence relate to championing extended hours at GP practices, consultation in respect of the merger of practices and seeking improvements in the podiatry service.







**“Investing time and energy as a representative of the Healthwatch Executive committee for Primary Care, it is important the collective voices of users of health services and members of the public are strengthened to influence and challenge how services are provided locally. Working alongside GP’s, nurses and other service providers we hope that we have actively represented these views to make the care provided better.”**

**Lynn Allison - Primary Care lead**

This has been achieved alongside their collaborative work with the Council’s Health & Wellbeing Board and Health Scrutiny work programme.

One area of concern relates to the Clinical Commissioning Groups introduction of Community Ambassadors and their failure to consult directly with Healthwatch Hartlepool but instead chose a neighbouring borough. This has caused a great deal of anxiety amongst members as, they feel, it is in direct conflict with their role as the sole statutory body for consultation in respect of Health & Social Care. On a number of occasions, we requested consultation and to be kept informed of the initiative but this never occurred. Whilst it is accepted all organisation have budget pressures we must report our abject disappointment in respect of the Clinical Commissioning Group failing to subscribe to a meaningful ‘Working Together’ protocol for the year. This was further exacerbated when our locality CCG meetings were stopped for a considerable period during the year on which we are reporting.



*Making a  
difference  
together*

Have you  
visited  
Care Home  
Rel  
What was it like?

## Audit & Governance Committee

“On behalf of the Audit and Governance Committee, I would like to thank Hartlepool Healthwatch and their Members for their attendance and contribution to our Committee meetings over the past year. Input from Healthwatch has aided the Committee in fulfilling its statutory responsibility to scrutinise, and challenge, proposals for variations / changes to health services accessed by residents of Hartlepool. Two key pieces of work in the last 12 months being proposed changes to the provision of assisted reproduction services from the University Hospital of Hartlepool and the review of alternative provider medical services (APMS) through GP surgeries at Hartfields, Wynyard and Fens. In addition to this, Healthwatch continues to share information on a regular basis and contributes to the identification of topics for the Committee’s annual work programme. The views and opinions of Healthwatch are valued by the Committee and we look forward to continuing to work together over the coming year.”

**Councillor Ray Martin- Wells**

**Chair of the Audit and Governance**

## Learning Disability Partnership Board

“Healthwatch Hartlepool continue to help shape local health and social care services through its representation and involvement in a number of consultative groups.

Healthwatch Hartlepool have delivered several key reports and events during 2016/17, relating to adults with a Disability, which have effected change and led to improved outcomes.

Healthwatch members have been key to raising the profile of services for people in need of Mental Health support whilst ensuring statutory services deliver against their respective requirements

Healthwatch members have continued to support empower and ensure local voices are heard, particularly in respect to ensuring equality of access to transport, the importance of ‘care closer to home’ and promoting ‘parity of esteem’ for people in need of health services. Both the Learning Disability Partnership Board and the Mental Health Forum continue to flourish because of this intervention and look forward to another busy Year.”

**Neil Harrison**

**Head of Adult Services**

## Adult Services

*“Healthwatch Hartlepool continues to make a valuable contribution to the work of the Adult Services Committee, and to undertake pieces of work that support and influence the development of services for vulnerable adults. In recent years this has been focused primarily on domiciliary care services, care homes and support for people with dementia.*

*The approach taken by Healthwatch aims to enable the voice of people who use services to be heard, and we will continue to work together to ensure that this happens in an ongoing and meaningful way.”*

**Jill Harrison**

**Assistant Director of Adult Services**



Additionally, Healthwatch Hartlepool continues to provide information to the Care Quality Commission in respect of their work when requested, should we hold relevant information to inform their inspections. We also make referrals direct to the Care Quality Commission should we be deeply concerned regarding the quality of care and this has occurred over the last year. This resulted in an unplanned visit to corroborate our referral, with subsequent inadequate rating applied to a specific care home.

Generally, Healthwatch Hartlepool has a very good working relationship with the Clinical Commissioning Group albeit we have been notified on occasion there are resource issues, which resulted in a failure to produce a written 'Working Together' protocol and consultation in respect of implementation of their own 'Community Ambassador' programme. The Healthwatch volunteers feel completely compromised by this initiative and subsequently feel it downgrades their statutory role in favour of an in-house consultation model, which is perceived publicly as less meaningful and robust.





*It starts  
with you*

healthwatch  
healthwatch.co.uk

## ***It Starts With You***

Over the coming year we are planning to complete a discrete piece of work to engage with children and young people. We want to communicate with a younger audience and demonstrate how our role in Hartlepool operates in shaping the future delivery of Health & Social Care Services. It is imperative that young people also understand what impact Healthwatch can have in making their experience of accessing services better.

We have a proven track record of success and the following case study is a clear example of how people's experiences of health and care services have improved in the past year due to the activity of Healthwatch Hartlepool.

## ***Case study - Patient Experience of Dementia Diagnosis***

### ***Background***

In 2016 Healthwatch Hartlepool undertook an investigation of patient experience of dementia diagnosis. The investigation included discussions with local G.P Practices and the Tees, Esk and Wear Valley Mental Health Trust which explored how services are currently provided. However, the most significant part of the investigation involved face to face discussions with more than 30 patients and carers which focused on their personal experiences of the dementia diagnostic process.

### ***Findings***

Our investigation showed that although broadly similar diagnostic pathways are followed, the emotional, psychological and personal impacts on individuals varied greatly -

“I know the signs, and knew I had it even before I went to see my Doctor”.

“It came as a complete shock .....I am still coming to terms with it”

The diagnostic process is an extremely stressful time for patients, their families and carers and some patients felt it could have been handled more sensitively -

“I felt that the way I was given my diagnosis was insensitive.... I felt like there was no hope at all”.

“I still don't know what type of dementia I have and what can be done”.

Patients with early onset dementia frequently reported that their diagnosis had taken a long time and some felt unsupported -

“It took an age to get my diagnosis ....and I am still not sure what it means”

Communication processes during and after diagnosis were often described as being “problematic” and ongoing support once diagnosed lacking.

“There is just so much to take in....you feel lost”



## *Outcomes*

Our final report was presented at the Hartlepool Health and Wellbeing Board and shared widely with stakeholders. Subsequently, the following actions have been taken by partner organisations including Hartlepool Borough Council and Tees, Esk & Wear Valley Mental Health Trust -

- A Hartlepool leadership course to empower people living with dementia and their carers to shape services has been developed and the first programme was delivered in the Autumn of 2016.
- Hartlepool Borough Council has contracted a Dementia Advisor service, provided by Hospital of God at the Bridge which now provides ongoing support and advice to people living with dementia and their families.





# *Our plans for next year*





## What next?

**The purpose of our future work programme is to set out the activities, priorities and outcomes expected from Healthwatch Hartlepool in 2017/18 and beyond. This will be delivered in accordance with our Governance Framework, meetings of associated task & finish groups, public meetings and service specification and will build upon progress made during 2016/17.**

### Acute Care

Conclude and disseminate the findings from our Enter & View visits to North Tees Hospital ward 27 and 28. We shall also conclude our report in respect of 'The Deaf Experience' when accessing services. Reports shall be presented to the Health & Wellbeing Board and reported to the Governing Body of the Clinical Commissioning Group. Following several referrals into Healthwatch Hartlepool, we shall again review the Hospital Discharge Procedures and associated patient experience. In collaboration with the Council's Audit & Governance committee we shall also investigate the provision and accessibility of maternity services at the University Hospital of Hartlepool & also the North Tees site. Healthwatch Hartlepool shall also examine the success of the integrated walk-in, minor injuries and out of hours service, which commenced April 2017 at the University of Hospital site. We shall continue to monitor the feedback we receive from patients accessing services at the Hartlepool site of the North Tees & Hartlepool NHS Foundation Trust. We shall monitor mortality rates, care for the dying, patient care at the Holdforth Unit and if there has been any improvement into access to transport in line with the Equality Act.

### Mental Health

Continue to drive the work of the Hartlepool Mental Health Forum in closely monitoring the work & continued outcomes of the Crisis Care Concordat to ensure patient care and experience is maintained and improved. Host promotional events across the borough to seek evidence of patient experience & promote Healthwatch. 2017 shall see the Tees, Esk & Wear Valley Mental Health Trust supporting the forum for World Mental Health Day 10<sup>th</sup> October 2017 due to the success of our event in 2016.

### Primary Health

Review the implementation of our key recommendations to GP's regarding our previously published 'Voice for You' report in respect of Health Checks for the cohort of population with a Learning Disability. Undertake Enter & View activity at GP practices in respect of extended hours provision and access to appointments. Consult with the wider public in respect of the re-commissioning of the Podiatry Service as well as monitor commissioning and implementation of any new contracts by the Clinical Commissioning Group.

### Social Care

Look at the experiences of residents in Care/Nursing homes across Hartlepool in line with the Care Quality Commission (CQC) standards and Hartlepool Borough Council's revised Performance Framework. Undertake a range of new Enter & View visits in line with the opening of two new care homes within the Borough of Hartlepool providing nursing care.

### Life-Long Conditions

Organise and host 3 seminars focusing on member led lifelong condition priorities.

Commencing with an event covering 'Skin' conditions, Dementia and Older People. Organise key investigations into the Health & Social Care support provided to Veterans and Offenders.

### **Patient and Public Engagement**

Continue to develop and deliver a comprehensive schedule of activity, which will focus on engaging with the seldom heard and hard to reach groups.

We shall undertake some additional demographic profiling to engage with local communities previously not targeted. We shall monitor the distribution of our leaflets and associated response to recruitment of volunteers. We shall continue to offer a service where we collate patient stories, which articulate patient experience as evidence for future work plans.





*Our people*



## ***Decision making***

Healthwatch Hartlepool is the independent consumer champion for patients and users of health & social care services in Hartlepool. To oversee the Charitable Incorporated Organisation of Healthwatch Hartlepool we have a board of directors and to support our work we have an Executive committee, which enables us to feed information collated through our communication & engagement plan to form the strategic vision. This ultimately should lead to adherence of our aims and objectives underpinned by our key drivers relating to ‘Community Voice & Influence’, ‘Making a Difference Locally’, ‘Relationships’ and ‘Informing People’. This covers the full spectrum of Health & Social Care services within the borough. Further information relating to the work of Healthwatch can be viewed via:

[www.healthwatchhartlepool.co.uk](http://www.healthwatchhartlepool.co.uk)

## ***How we involve the public and volunteers***

**“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.”**

There is no formal ‘membership’ of 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. We aim to make 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 we establish new consultation groups, networks and organisations in Hartlepool to enable them to have a voice in improving health and social care services.

The function of the Healthwatch Executive is to manage the work programme and steer the work of the organisation. The Executive must represent the wider community whilst supporting and enabling groups and individuals to carry out the work of Healthwatch through:

- Organising consultation to develop Healthwatch Hartlepool Plan their work through existing and ‘Task & Finish’ groups
- Ensuring key local stakeholders are represented and their views considered
- Allocating resources for the work of Healthwatch
- Communicating with the wider community
- Planning & agreeing work and allocating appropriate 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. Membership of Healthwatch Executive is by appointment & members must play an active role in the work of the organisation.

Representation at the Annual General Meeting is open to all residents of Hartlepool, who wish to be involved and representatives from any Voluntary & Community Sector, stakeholder and business groups. The AGM shall also promote the work of Healthwatch Hartlepool and welcome new participants.





*Our finances*



Income	£
Carried forward from 15/16	14,883
Funding received from local authority to deliver local Healthwatch statutory activities	129,056
<b>Total income</b>	<b>143,939</b>
Expenditure	£
Operational costs	19,823
Staffing costs	82,862
Office costs	12,571
<b>Total expenditure</b>	<b>115,256</b>
<b>Balance brought forward</b>	<b>28,683</b>

The 2016/17 balance includes Healthwatch liabilities in respect of redundancy costs, outstanding creditor payment @ £809.80 and outstanding contract payment @ £9,145.



# Contact us

**Address:**

Healthwatch Hartlepool

The Orcel Centre

Wynyard Road

Hartlepool

TS25 3LB

**Phone number:** 01429 288 146

**Email:** [yoursay@healthwatchhartlepool.co.uk](mailto:yoursay@healthwatchhartlepool.co.uk)

**Website:** [www.healthwatchhartlepool.co.uk](http://www.healthwatchhartlepool.co.uk)

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## ***Address of contractors:***

**Address of contractors:**

The Legend of Skippy - providing IT, website, social network and print design support

74 Windermere Road

Hartlepool

TS25 1QT

**Phone Number:** 07955 658 399

**Email:** [skippy@legendofskippy.co.uk](mailto:skippy@legendofskippy.co.uk)

**Website:** [www.legendofskippy.co.uk](http://www.legendofskippy.co.uk)

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with 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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