



Healthwatch
Hartlepool
Annual Report 2015/16

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Message from our Chair of the Executive



Welcome and I'm pleased to introduce the Third Annual Report from Healthwatch Hartlepool.

During the year April 2015 to April 2016, we have continued to work collaboratively with the Health and Wellbeing Board and the Clinical Commissioning Group, and we have also consulted with the Care Quality Commission regarding the Inspection of the Hospital Trust. We have also been involved with Health Scrutiny regarding the Assisted Reproduction Unit (ARU).

Our work has included 'Working Together for Change' Mental Health Crisis Care Concordat, working with Adult Services around Care Homes and active involvement in moving towards a Dementia friendly Hartlepool.

"We finally became a Stand-alone Organisation on 1st April"

Other discrete pieces of work covered a Refugee and Asylum Seekers project as well as commenting on Quality Accounts from NHS Trusts.

Our volunteers worked collaboratively with the Local Authority and CQC when residents were displaced from failing Care Homes after Inspections which threw up great problems within the Homes. We also continue to maintain our strong member base and welcome new members to our meetings.

"Our work plan for the coming year is even busier than last year's"

Our volunteers' training is ongoing and constantly being updated to keep us all abreast of current legislation on Safeguarding, Deprivation of Liberty (DoLs), Dementia, Enter and View and any other subjects deemed necessary to help us to make informed decisions in our work.

Our work plan for the coming year is even busier than last year's, but I am sure the volunteers will handle things with their usual care, attention and commitment, remembering that everything we do is with the interests and voice of the patient and service user at its heart, and we are confident that Healthwatch continues to

make a difference to the people of the Town.

We finally became a Stand-alone Organisation on 1st April this year with five Board members, who made the decision to move to larger more convenient premises.

I would like to thank the staff of Healthwatch for their continued input and support, and particularly for their seamless handling of our move to new premises. Their commitment and loyalty has been unsurpassed. Many thanks to the volunteers for their continuing hard work and commitment over the last year, and those who have engaged with us, and helped to make us the effective organisation we have become.

Margaret Wrenn - Chair of Healthwatch Executive



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 appointed a board of directors responsible for the strategic work of the organisation who 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, leading the town's Mental Health Forum as well as our collaborative piece of work with the Borough Council to scrutinise Palliative & 'End of Life' care. 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 and public meetings. I believe we have certainly built upon the progress made during 2014/15.

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 third Annual Report.

Christopher Akers-Belcher

Healthwatch Manager

The Year at a Glance

This year we've reached 10,153 people on our website, plus over 500 people each month via social networks



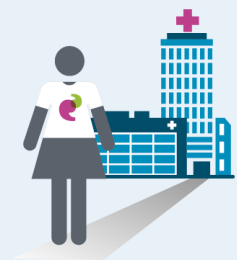
Our volunteers help us with everything from formulating our work plan to writing our 'Enter & View' reports



We've spent over 1000 hours on Patient & Public Engagement, which was one of our top priorities this year



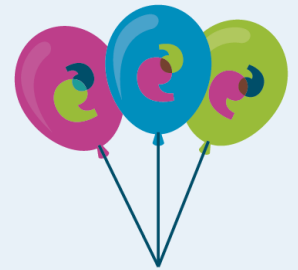
We've visited 34 local services across the town in the Voluntary & Community Sector



Our reports have tackled issues ranging from Mental Health to Refugee & Asylum Seeker Health



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



Who we are

Healthwatch Hartlepool exists to make health & 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. 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 new home - the Orcel Centre on Wynyard Road



Listening to people who use health and care services



Gathering experiences and understanding people's needs

During 2015/16 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 Epilepsy, Child Disability, and Mental health respectively. All were well attended with an average of 50 people at each event. All sessions followed a similar format in that they 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. The events concluded with a question & answer with a panel made up of the speakers and key specialists.
- In addition, Healthwatch Hartlepool, worked collaboratively with the Regional Refugee Forum (RRF) in delivering an engagement event that focused on community health issues experienced by the BME (Black, Minority, and Ethnic) communities in Hartlepool. As a result of this engagement event,

Healthwatch Hartlepool produced a report that specifically highlighted issues around mental health, healthy living, communication and information respectively. This report was subsequently presented to the Health and Wellbeing Board at Hartlepool Borough Council. As well as the monthly Executive Group meetings an open meeting is held each month. These meetings are chaired alternately by our lead members for Primary Health & Social Care, Acute Care and 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. Particular 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 50 organisations and over 2,000 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.
- 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 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.
- 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.
- Healthwatch Hartlepool worked in partnership with the organisation '1 Hart 1 Mind 1 Future', in the delivery of a public awareness session at the Hartlepool College of Further Education. This event served to raise awareness of this Parent Carer Forum (PCF) based in Hartlepool that is made up of parents and carers of children with special educational needs (SEN) and disabled children aged 0 - 25 that work alongside local authority, education, health service and other service providers to make sure they plan, commission, deliver and monitor the needs of children and families.

Enter & View

This year Healthwatch Hartlepool initially concluded our work stream around Dementia and Care/Nursing homes. Please see www.healthwatchhartlepool.co.uk for our published reports. The visits were part of the "Dementia Friendly Communities" initiative, which is a national scheme focusing on improving the quality of life for people with dementia.

Healthwatch Hartlepool also worked collaboratively with the Local Authority & conducted a further 3 visits to Care/Nursing Homes in Hartlepool. The visits focused on what we deemed as a 'Care' crisis in Hartlepool due to the publication of a number CQC reports highlighting serious failings in the care of the frail & elderly.

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.



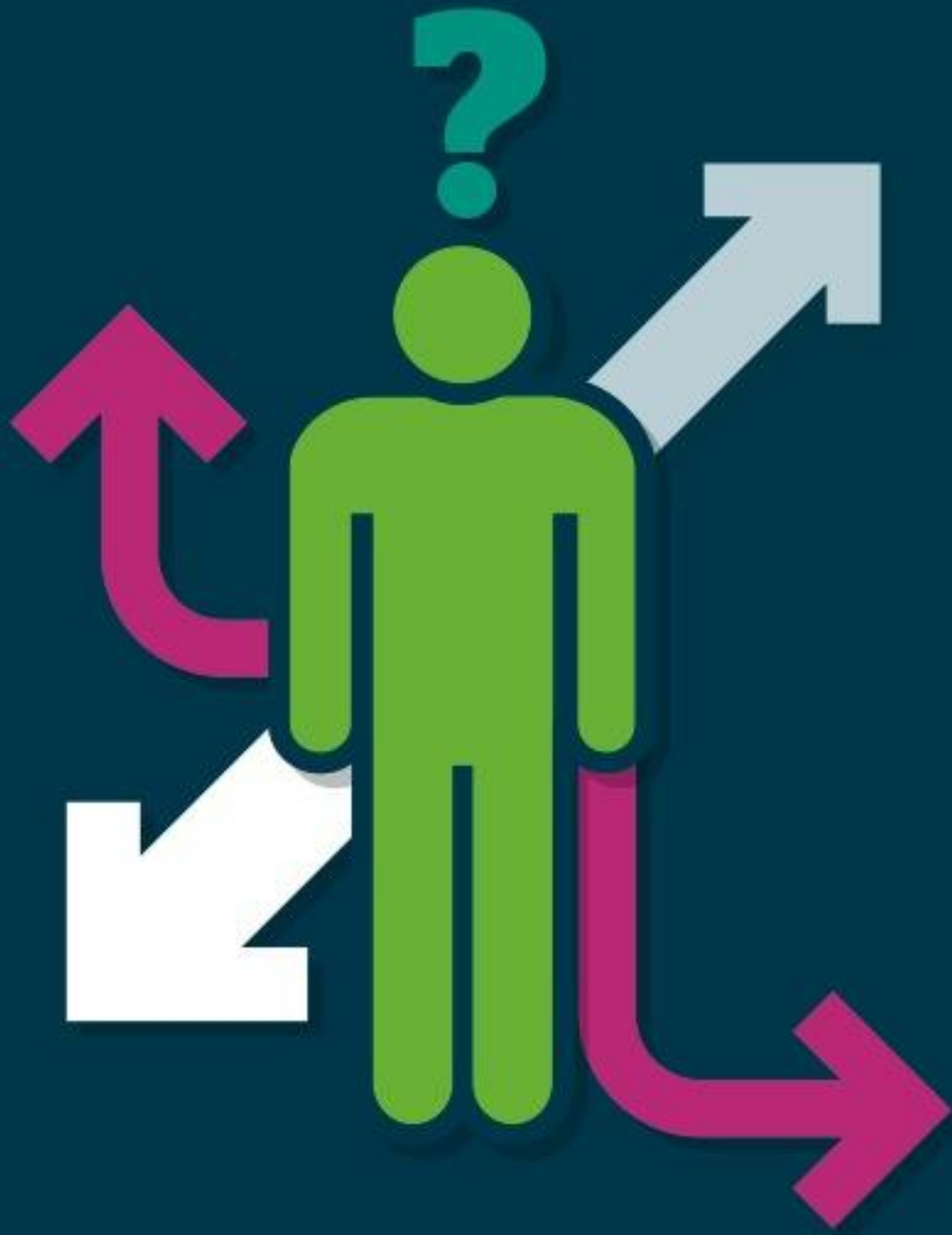
“During the last year Healthwatch have worked closely with the Health and Wellbeing Board and the sharing of their reports and experiences is greatly welcomed. Healthwatch have demonstrated commitment and passion for the improvement of health and social care services throughout Hartlepool and have developed a strong partnership with the Board, by working together with all partners, in particular the Clinical Commissioning Group”

Louise Wallace - Director of Public Health

“ICA has developed an excellent partnership with Healthwatch Hartlepool for the benefit of the local public - the regular monthly drop-ins have been proven to be a great success. Face to face meetings with new and existing clients have been made so much more accessible. The referrals from Healthwatch and 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 their local, experienced, ICA Advocate, Sue Ewington”

Independent Complaints Advocacy

Giving people advice and information



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

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 has 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 place that are appropriate to the participants.

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 has a growing group of professionals and non-professionals including a number Healthwatch members. A sub-group of the forum completed the 'No Health without Mental Health' National Crisis Strategy. It

also progressed the Mental Health Crisis Concordat. Both being endorsed by the forum.

Healthwatch have had concerns about mental health crisis services for some time so were able to use the forum as a platform to launch an event that would look at local service provision and at the same time further the Crisis Concordat Action plan.

The event 'Working Together for Change' 'Mental Health Crisis Concordat' was attended by more than 50 people from all sectors of the professional services and non professional interested people, to plan a way forward through key actions and regular monitoring. The final document was endorsed by Healthwatch and the forum. It will also go to the Tees Concordat group for inclusion in the regional action plan.

Other events took place to inform and promote Mental Health services. An information stall at the Headland Raft Race and an event at the College of Further Education arranged by our Life-Long Conditions group.

Members also met with Professor Colin-Thomé who was leading Hartlepool 'Local Health & Social Care Plan-working group' for an informative discussion about local issues. Healthwatch have representatives on the L.E.G. (Local Engagement Group), which is part of the Teeswide Safeguarding Board.

The Law Society Mental Capacity and Deprivation of Liberty consultation (DOLS) was completed by some members, there was particular interest in the changes to the DOLS legislation and how it will affect people both in care settings and the

community. A consultation took place about the local social, physical and mental health situation of Asylum Seekers and Refugees. The resulting report and recommendations were presented to the Council, which was received. There is an ongoing consultation with local G.P's as Healthwatch asked for information about how doctors manage diagnosis and the referral process for people with memory issues. Due to a poor response this project is on-going.

Healthwatch continues to attend relevant meetings and training to enable it to support people where ever possible.

“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

This year the Acute Care group has concentrated on supporting existing groups and networks to deliver on 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, Palliative Care, Care of the Dying Patient, the role of the Hospice and Care Quality Commission (CQC) inspections. Our members have

also ensured we challenge and scrutinise the delivery of services by attending the Hospital Trust's Quality Standards Steering Group (QSSG).

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

Margaret Metcalf - Acute Care lead

Primary Care

“Investing time and energy as a representative of the Healthwatch Executive committee Primary Care, it is important to me that the collective voices of users of the health services and members of the public are strengthened to influence and challenge how health 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

Older People

Over the last year our 'Elders' group have held bi-monthly meetings with invited guest speakers. The purpose of these

meetings has been to raise awareness and cascade knowledge throughout the membership whilst facilitating robust question & answer sessions. Our group has examined the equality of care across care homes within the borough and worked with the Local Authority to influence the development of services around the delivery of the Better Care Fund plan. We have continued with our engagement with Dementia Agencies and objective of securing a Dementia Friendly town. Our work has been incredibly important following the closure of a number of Care/Nursing homes in the town following Care Quality Commission recommendations.



“Experience has ascertained the importance of effective and stable management within our Care & Nursing homes. We champion good staff training and continuity of good care”

Maureen Lockwood - Older Persons lead

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, Learning Disability Forum and Adult Services Policy Committee. Within our work programme we are extremely mindful that we must undertake a robust review of our ‘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.



How we have made a difference



Testimonials - How Healthwatch Hartlepool has made a Difference

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. Healthwatch work closely with the Committee by sharing information on a regular basis and helping with the identification of topics for the Committee’s 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 Committee)

Learning Disability & Partnership Board

Healthwatch Hartlepool has been a strong supporter and partner in tackling health inequalities for people with a Learning Disability, supporting and enabling vulnerable groups within the town.

Healthwatch has been instrumental in supporting the 'Voice 4 U' self-advocacy group, for example supporting individuals during consultation on changes to local day opportunities and has contributed to the Health Self-Assessment framework.

The board recognise the important role Healthwatch has to confirm and challenge inequality. The Board will continue to work in partnership to help shape local services and ensure people with a Learning Disability are afforded equality of access to services. The board are grateful for the continued support and are working very closely with Healthwatch to identify its priorities for the forthcoming year.

Jill Harrison - Assistant Director for Adult Services

“Healthwatch Hartlepool continues to work across the town making sure that the peoples’ voices are heard in the development and work of health and social services.

The group has completed a number of projects that have been reported to Adult Services Committee and the Health and Wellbeing Board to bring about positive change for people.

These have included:

- Hospital Discharge Investigation that highlighted problems experienced by people leaving hospital.
- Enter and View visits of care homes.
- Active involvement with Dementia Friendly Hartlepool.

- Expert by Experience visits by 'Voice for You' members to GP surgeries.

The work of Healthwatch Hartlepool is recognised in the department:

Healthwatch Hartlepool play an important role in the work of the Adult Services Committee and their

investigations continue to influence service developments and future planning.

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."



Healthwatch Hartlepool

Our work in focus



Our work in focus: Refugee & Asylum Seekers Health

Healthwatch Hartlepool welcomed the opportunity to work with the Regional Refugee Forum North East who work to ensure that the collective voice of local Refugee-led Community Organisations (RCO's) is heard by decision makers.

Our findings clearly showed there is a lack of clear information and guidance for members of the asylum seeker and refugee community in Hartlepool around the availability of and entitlement to health care. Health structures and provision are complex, as are the national regulations which govern this area, but it clear from our consultation that significant improvement is needed. Mental health is clearly a major area of concern. Cultural sensitivities and stigma can be a barrier to both adults and children accessing treatment and pathways in to services can be confusing and unclear. Language difficulties, inconsistency in GP patient experience and lack of awareness of psychological therapies can also be barriers which prevent access to appropriate care. The trauma, upheaval and shock which is part and parcel of the lives of refugees and asylum seekers impacts deeply on family wellbeing and lifestyles. This can in turn have a hugely detrimental effect on physical and mental health and personal and family life. Translation and interpretation services are often key to

individuals and families being able to access information around health care, housing, education and a host of other issues. Sensitive and skilled translation and interpretation services are key but it would appear that on occasions the skills of interpreters are questionable and regional/dialect variations can cause problems.

Our recommendations were there must be a coordinated and concerted effort to ensure that access to culturally sensitive mental health services is improved for those requiring support within the asylum seeker and refugee community in Hartlepool. This must include the development of a more joined-up approach to care and support provision between all provider agencies and more effective communication and sensitivity to the needs of this community. The Clinical Commissioning Group as a matter of urgency should seek to improve information dissemination and communication with asylum seeker and refugee communities in Hartlepool and ensure that individuals and families are aware of health related service and how to access them. Attention must be given to improving methods of engagement with asylum seekers and refugees, including translation and interpreting services, by all agencies involved in the provision of health services to which this community are entitled. Hartlepool

Borough Council and the CCG should engage with representatives of the asylum seeker and refugee communities in Hartlepool to find ways of promoting healthier lifestyles (e.g diet and exercise) within and beyond the community.



“Healthwatch Hartlepool would like to thank the Regional Refugee Forum and Hartlepool Refugee and Asylum Seeker Group for their help and assistance in gathering the information contained in this report.”

Stephen Thomas - Healthwatch Development Officer



Our work in focus: Mental Health Crisis Care

We published a report covering work completed in relation to understanding Mental Health Crisis Care, which is linked to the work already underway in respect of the Crisis Care Concordat.

Using the Working Together for Change (WTfC) methodology we detailed activity undertaken so far against each of the eight steps of WTfC including a summary of key learning and outcomes and recommendations for next steps. The top themes to our work covered:

1. Crisis - better access, awareness and knowledge
2. Access - to be better informed about local services
3. Quality - expect good quality when services are need
4. Recovery - better information to help stay well

The Mental Health Forum is tasked with ensuring actions against the Joint Implementation Plan and Tees Crisis Care Action plan are realised. Progress thus far includes:

Crisis Assessment Suite

Hartlepool and Stockton CCG and South Tees CCG have jointly commissioned a 24/7 open access Crisis Assessment Suite at Roseberry Park Hospital in Middlesbrough. The Mental Health crisis assessment suite aims to provide an

alternative to attendance at Accident and Emergency Departments for individuals with urgent mental health needs by providing open access to mental health assessment.

Ambulance Conveyance for People to the Crisis Assessment Suite

Intelligence from the ground indicates that a discrete transport service would be beneficial in cases of mental health crisis, as traditional ambulances are often diverted to physical health emergency cases. As a result, a sub-group has been set up with the aim of putting a pilot service in place this winter to convey people to the Crisis Assessment Suite. Frequent users of emergency services who need an alternative provision and service response - The Group has analysed the most frequent uses of all emergency services and found that certain Groups emerge, all of whom consume significant emergency services resource, but have a distinct pattern. Usually one in which the person is using emergency services because they aren't able to access more appropriate community based services earlier, or as an alternative.

Crisis Data Gathering & Sharing

This is a major action, as it underpins all the work involved. Good crisis data is

required for intelligent commissioning and for monitoring service provision and access as well as outcomes. The work on frequent users has required sharing of data within information governance protocols and clear agreements for data sharing across organisations.

Patient Experience

User-led experience of crisis and crisis service has been commissioned and is a strong focus for the Group. The outcomes of this work will be incorporated in the pathways work identified above.



Crisis Monitoring

The CQC Thematic Review data collection and report showed that it is possible to collect a range of data (mainly from the MHL D MDS) and distil in to a report specifically focusing on Crisis use and experience. We are in the process of developing such a report for the Tees area.

In conclusion the group is making significant progress against the local issues affecting the delivery of effective crisis response and user experience. The organisational structure and approach to delivery and monitoring of the Group crisis action plan has enabled the action plan to stay current, visible and on track.



Our plans for next year



Future Priorities

The purpose of our future work programme is to set out the activities, priorities and outcomes expected from Healthwatch Hartlepool in 2016/17 and beyond. This will be delivered in conjunction with the Governance Framework, meetings of associated task & finish groups, public meetings and service specification and will build upon progress made during 2015/16.

Acute Care

Conclude and disseminate the findings from review investigation into Hospital Discharge Procedures and associated patient experience. Investigate the quality and timeliness of services provided by the Physiotherapy department at the University Hospital of Hartlepool. Examine Non-Emergency response times by North East Ambulance Service. Monitor feedback from Patients accessing services at the Hartlepool site of the North Tees & Hartlepool NHS Foundation Trust. In particular monitor Mortality rates and also 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.

Primary Health

Consult with GP's regarding implementation of key recommendations published from our 'Voice for You' report in respect of Health Checks for the cohort of population with a Learning Disability. Consult with the wider public in respect of the re-commissioning of the Podiatry Service. Monitor commissioning and implementation of any new contract subsuming Minor Injuries, Walk-In and Out Of Hours (OOH) in particular patient experience and pathways associated with out of hours care and treatment.

Social Care

Look at the experiences of residents in Care/Nursing homes across Hartlepool with a view to mapping Care Quality Commission (CQC) standards and Hartlepool Borough Council Performance Framework. Undertake a range of new Enter & View visits to recommend an update of the Borough Council's Performance Framework to complement the work of the CQC and drive up quality standards.

Life-Long Conditions

Organise and host 4 monthly seminars focusing on member led lifelong condition priorities. Commencing with an event covering 'Skin' conditions and a second on Haematology. Organise key investigations into the Health & Social Care support provided to the Deaf Community, Veterans and Offenders.

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

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 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. 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 the 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 will also promote the work of Healthwatch Hartlepool and welcome new participants.



Our finances



INCOME		£
Brought forward from 2014/15		£8,442
Funding received from local authority to deliver local Healthwatch statutory activities		£129,056
Total income		£137,498
EXPENDITURE		
Staffing costs		£80,077
Office costs		£42,538
Total expenditure		£122,615
Balance brought forward		£14,883

The 2014/15 expenditure was overstated by £1,973. This has been deducted from the actual expenditure for 2015/16

Contact us



Get in touch

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The Orcel Centre

Wynyard Road

Hartlepool

TS25 3LB

Phone number: 01429 288 146

Email: yoursay@healthwatchhartlepool.co.uk

Website: www.healthwatchhartlepool.co.uk

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

Website: www.legendofskippy.co.uk

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees, 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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