

Healthwatch Committee meeting  
19 December 2018  
Outreach update - paper 2  
Presented by: Melanie Bramley

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 5, 6, 7, 9, 10, 11, 12, 13, 17

### 1 October 2018 to 31 December 2018

Over the last eight weeks we have attended seven events/stalls. These events have given an opportunity to speak with the wider local community, both individuals and stakeholders. The benefits for Healthwatch have included:

- Creating links with the community for existing and future projects, for example, the Newcastle College Fresher Fair brought interest from a younger group of people and resulted in a newly recruited volunteer for the organisation.
- Identifying and building new support, skills and experience that our organisation can potentially use for other projects and work in the future. Making connections with Diabetes UK representatives has opened up conversations for future joint consultation work with diabetic patients.
- Linking people and local organisations together. People tell us they feel empowered to take action on issues which are important to them. Our stalls and information sharing at the University's Cancer and Obesity event, for example, has encouraged people to feedback their experiences on our cancer screening project.
- Providing an opportunity for volunteers to use their existing skills and experience and develop new ones. Our volunteers tell us they feel part of their community by getting out and about and meeting people.
- Raising the profile of the organisation to the local community, local and statutory authorities, and other organisations, ensuring that our work is rooted in community needs and has community support.

Much of the work carried out over the last three months has been in collaboration with Healthwatch Project Managers and focused on the key priorities. For example, two focus groups have been held specifically to discuss cancer screening, and consulting on mental health among the African community, using a variety of methods.

The feedback centre still remains below the set target for the quarter. In the last three months 82 responses have been received (there were 50 for the same time last year). As the incentive of a prize draw did not show much improvement on feedback responses, we have decided to speak directly with Practice Managers across the city to promote the advantages to them to receive feedback from patients and help them to publicise good practice and improve services and practice where necessary.

A number of focus groups have taken place over the past 12 weeks. We are encouraging men to look after their health and talk to us about some of the most common health problems that could affect them. Groups have included a men's garden group and a men's social group. Connections have also been made at a Movember event to work in the future with men's groups at Streetwise and MESMAC.

### **Healthwatch England conference 3–5 October**

Kings College London is carrying out an independent 30 month study to explore the impact of Healthwatch in England. It will observe four local Healthwatch and look at their strategies, impacts, partnership relationships, etc. Research initially involves an online survey and, based on results of this, there will be a nine month detailed research project. Healthwatch Newcastle has expressed an interest in supporting this research.

One workshop of particular interest was facilitated by East Riding Healthwatch who ran a project on young people. Sessions were held over lunch times in one secondary school. The school was visited approximately six times in order to raise the Healthwatch profile and encourage volunteering among pupils: a dozen pupils signed up. Young people were offered a one hour buffet training at their school and then learnt their training on the job by shadowing experienced volunteers and Healthwatch staff. Ad hoc one hour training sessions were offered along the way, covering safeguarding, cultural awareness, etc. East Riding Healthwatch also now has a young person on its Board, which works well. Board meetings are held in college/school rooms and students are invited to sit in and have a question and answer session with the Board to understand more about the organisation and how it works. I am hoping to replicate this project in the New Year here in Newcastle.