

Healthwatch Committee meeting  
5 October 2018  
Outreach update - paper 3  
Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

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

### July 2018 to September 2018

Over the past eight weeks we have attended two large public events, Newcastle MELA and Pride. These events allow an opportunity to talk and engage with a wide audience, not only from the Asian and LGBT communities, but also the local community at large who attend these events.

We were asked at short notice by Connected Health Cities to run a focus group for the next stage of the Great North Record feedback. The initial focus groups we ran explored in detail how members of the public felt about sharing their information with a GP or practice nurse. This next stage asked the public to give feedback on draft versions of an information leaflet created by NECS to promote the project. Healthwatch Newcastle was one of four national Healthwatch to participate in this work, raising a small amount of income for the organisation.

Further information on the work and feedback to date can be found at [www.greatnorthcarerecord.org.uk/information-for-patients/findings-workshop-sessions](http://www.greatnorthcarerecord.org.uk/information-for-patients/findings-workshop-sessions)

Efforts have been made to encourage members of the public to complete service feedback forms either online or face to face. Volunteers have been instrumental in helping by attending GP surgeries and asking patients for their comments while they are in the waiting room.

As a pilot and possible incentive, we have promoted a prize draw of £25 in order to increase our number of responses. Feedback to date shows this does not necessarily encourage more people to tell us about their experiences.

From the end of September to December we will be welcoming a Newcastle University student to work with us on a mini project. The university advertised on our behalf to ask second and third year psychology undergraduates to express an interest in working alongside us as part of a placement on their degree course. Leigh Jones will be meeting with me next week to help map out a project plan, working with the team on a themed piece of work around students and mental health.

Other pieces of engagement work coming up between now and December include supporting the Project Manager by liaising with voluntary organisations and helping set up focus groups relating to housebound people and access to primary care.

I also continue to support the Project Manager on her work around bowel, breast and cervical screening relating to hard to reach groups. Some future work around organising focus groups and one to one interviews, etc. for the mental health priority will also begin soon.

Between 3 and 5 October I will be Newcastle's representative at the Healthwatch England conference in Stratford upon Avon. I will feedback to the team and Committee on key themes and findings.



## Outreach plan July – September 2018

Date	Organisation	Event	Attendees	Volunteers	Notes	Comments
21/07/2018	Newcastle Pride	Questionnaires and feedback centre	60	2	General public	Questionnaire on mental health involvement re. future project and general experience feedback
07/08/2018	Riverside Lodge	Focus group	9	0	Older people	General feedback on services
26/08/2018	Mela	Questionnaires	50+	1	General public	Feedback centre and general health issues
04/09/2018	Cancer and Obesity (Newcastle Uni event)	Stall	22	1	General public	Feedback centre and general health issues
05/09/2018	Chinese Women's Group	Focus group	17	0	Women only	Focus group on GNCR updates
10/09/2018	Newcastle College Fresher's Fair	Stall	22	0	Younger people/students	Feedback centre and general health issues
11/09/2108	St Anthony's Medical Centre, Walker	Questionnaires	9	0	Practice patients in Walker	General feedback on services
13/09/2018	Newcastle Medical Centre	Questionnaires	15	1	Practice patients in Newcastle	General feedback on services
26/09/2018	Keyring Family event	Feedback centre	6	0	General public	General feedback on services