

Chief Executive update

Steph Edusei

14 December 2015

Home care research

Exit this survey



Healthwatch Newcastle home care survey - service users

About this survey

- Do you receive a home care service that is paid for fully or partially by Newcastle City Council?
Or,
- Do you pay directly for your service using your Direct Payment from Newcastle City Council?

If the answer is 'yes' to either of these questions, please tell us about your experiences of using home care services. The survey takes around 15 minutes to complete, and to thank you for your time there is an opportunity for you to enter a £25 gift voucher. This is explained at the end of the survey.

The survey closes on **15 January 2016**.

All information will be treated confidentially and remains anonymous. What you say will not be passed on in a way linked to you, to Newcastle City Council or to your home care provider and will not affect your care today or in the future.

We will use what you say to help make sure that future services are designed to meet the needs of Newcastle residents.

If you have any questions or would like help completing the survey please ring the Healthwatch team on 0808 178 9282 (free from landlines), 0191 338 5720 or email info@healthwatchnewcastle.org.uk

Thank you for taking the time to complete this survey.

Next



GP appointments research

What matters when booking a GP appointment?



We are asking people who are registered with a Newcastle GP (or living in the city) to prioritise what is most important to them when booking a GP appointment.

If you are registered with a GP in Newcastle upon Tyne, or live in the city, please take part too.

The research results will be shared with the people who provide and plan GP services to help them make decisions about what services will be like in the future.

To complete the questionnaire visit www.surveymonkey.com/r/HWN-GP-appointments



Outreach



Young people's Healthwatch

“ We identified issues affecting young people using health and social care services in the city by meeting as a group to discuss our experiences and decide on the best questions to include on a questionnaire. ”



From late 2014 to early 2015 Healthwatch Newcastle young people's group researched the attitudes of 13-25 year olds to dental care in Newcastle.

“ We identified issues affecting young people using health and social care services in the city by meeting as a group to discuss our experiences and decide on the best questions to include on a questionnaire. ”

“ It was interesting to discover how little the young people we spoke with knew about visiting a dentist – most weren't sure what services are available to them or how to go about accessing these services. ”

“ To gather information and views we took the questionnaire to venues and events around the city and found that when talking face to face with young people they really engaged and wanted to tell you their stories. ”



Top tips to involve young people

Approach! Don't be shy – it's remarkable how many young people want to get involved in health and social care in their local area, many just don't know where to look. Approaching young people and letting them know you're there is a great first step.

Communicate! Communication is key and comes in many shapes and sizes. Promotional flyers, handouts, posters, videos, or just good old fashioned talking – each has their value.

Relate! The project should be something chosen by the young people. To benefit them the most it should be chosen by them! If you can relate to an issue you can help change it for the better.

Engage! Young people want to make change happen so they must be engaged. Engaging means getting involved. Youth clubs, steering groups, meetings, fundraisers, activities can all be organised and run along the theme of the project. It should be done by the young people for the young people.

Have fun! Working on a project can be serious and suggested changes could really alter the way health and social care is delivered in your local area. This doesn't mean people can't enjoy themselves. On a project people can make great friends as well as great memories.



You can read the full report at:

www.healthwatchnewcastle.org.uk/about-us/documents

healthwatch
Newcastle 



Listening event



Feedback centre

healthwatch
Newcastle

Your spotlight on local services
0191 338 5720

Home About us Just tell Just ask Find a service News and events Get involved Nominate a Star

We can make a difference, but we can't do it without your feedback

Find your local service and leave your feedback...

Search by name or location...

Spotlight on home care

just tell
Your views on services and health services

Feedback Centre

Leave feedback

	Carewatch (Tyne & Wear) Good carers "My carers come most of the time and listen to me when I advise them on appropriate times to come..." [Anonymous] ★★★★☆		Royal Victoria Infirmiry Very Busy RVI eye department needs more resources as they are very very busy. [Anonymous] ★★★★☆
	North East Ambulance Service NHS Foundation Trust Not enough ambulances Use a lot of taxis for urgent transport. [Anonymous] ★★★★☆		Prospect Medical Group Unclear communication "I wanted to book a GP appointment in advance for my wife in one week. I was told I can't..." [Anonymous] ★★★★☆
	Gosforth Memorial Medical Centre Fabulous Fab doctors and easy to get an appointment. [Anonymous] ★★★★★		Westerhope Medical Group Hard to see specific GP Long waiting times to see a specific GP - I have waited a month! [Anonymous] ★★★★☆

Search, rate and review services



Statutory partners

The screenshot shows the Chronicle Live website interface. At the top, there are navigation links for 'FAMILY NOTICES' (with a flower image), 'CHRONICLE APP' (with a smartphone image), and 'See family notices for the North East >'. The main navigation bar includes 'Most read', 'What's on', 'News', 'Business', 'Newcastle United', 'Sunderland AFC', 'Property', and 'In Your Area'. A 'TRENDING' section lists 'NORTH EAST WEATHER', 'VICKY PATTISON', 'KARD BAR FIRE', 'CHRISTMAS', and 'STEVE MCCLAREN'. Below this is an advertisement for Beecham Peacock LLP, a law firm, with the text 'In association with Beecham Peacock LLP Full service on all aspects of Wills & Probate CLICK HERE'. The main article is titled 'Newcastle City Council announces £30m budget cuts with 240 job losses' and is dated 18:54, 1 DEC 2015. The article text begins with 'A consultation on Newcastle Council's budget which could see 240 job losses, a dementia care centre close, and library opening hours cut is under way'. Below the article are social media sharing icons for Facebook, Twitter, Google+, and LinkedIn, along with 'SHARES' and '5 COMMENTS'. At the bottom left, there is a banner for 'Transforming lives together >' featuring an illustration of two people hugging and a photo of an elderly woman. The NHS testhead logo is visible on the right side of the page.



Marketing

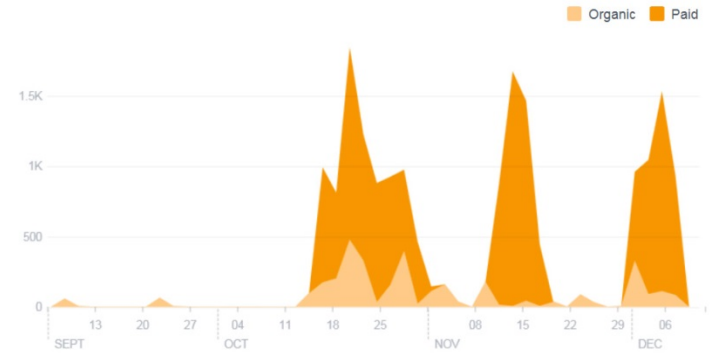
Likes, comments and shares

These actions will help you reach more people.



Post Reach

The number of people your post was served to.



Published	Post	Type	Targeting	Reach	Engagement
29/10/2015 23:07	Healthwatch Newcastle			96	4/4
28/10/2015 13:28	Something on your mind? Our Healthwatch Newcastle young people's group is currently investigating the ment			791	24/13
27/10/2015 18:51	Great that two of our MPs Catherine McKinnell and Chi Onuurah came along. Very busy women so it's much a			69	13/3
26/10/2015 11:57	Health and social care services needn't be puzzling Mo			3.6K	37/33
22/10/2015 19:04	Newsletter out now. Our young people's group is lookin			273	7/3
19/10/2015 12:57	Registered with a GP or live in Newcastle upon Tyne? What REALLY matters to you when making an appoint			5.8K	87/36
14/10/2015 19:59	Health and social care services needn't be puzzling Mo			4.9K	70/42
02/12/2015 20:57	Healthwatch Newcastle shared Northumberland, Tyne a			17	0/0
02/12/2015 13:49	If you use a home care service in Newcastle upon Tyne			5.2K	78/42
02/12/2015 11:33	Men needed! If you are registered with a GP in Newcast			72	2/1
02/12/2015 11:33	Are you a home care worker in Newcastle upon Tyne? Please help our research into home care by completing			2.7K	66/39
30/11/2015 12:27	Being a Chairperson is a high-profile and demanding, y			19	1/2
24/11/2015 14:24	Our role is to make sure that the voice of patients, carer			201	6/2
19/11/2015 10:57	Men needed! Today is International Men's Day UK and we know that, compared to women, men are less likely t			66	1/2
16/11/2015 18:12	Guidance on registering with a GP - NHS England has been working with patient groups and advocacy organi			76	6/2
12/11/2015 16:45	Have your say http://www.newcastle.gov.uk/healthwatch/mental-health/deciding-together-2198-p			42	1/0
11/11/2015 18:40	Are you male and registered with a GP or live in Newca			2	0/5
11/11/2015 11:52	Are you a young person living in Newcastle? Help us un			5.5K	248/3
10/11/2015 10:16	We're hiring! We have two exciting part-time opportuni			298	7/8

Tweet	Start	Spend	Impressions
Campaign totals	-	£15.00	28,020
HealthwatchNewcastle @HWNewcastle 21 Oct 2015 Discuss GP services in #Newcastle with @NHSngccg at 11 November @HWNewcastle event. Book free listening-event-nov.eventbrite.co.uk #PeopleDrivenCare	21 Oct	£10.05	11,479
HealthwatchNewcastle @HWNewcastle 21 Oct 2015 Something to say? #Newcastle #socialcare #healthcare planners & providers will be listening on 11 Nov - book listening-event-nov.eventbrite.co.uk	21 Oct	£0.37	5,237
HealthwatchNewcastle @HWNewcastle 21 Oct 2015 OUR event is YOUR place to speak with #Newcastle hospitals about any aspect of services. Book free listening-event-nov.eventbrite.co.uk #PeopleCentredCare	21 Oct	£0.77	4,962
HealthwatchNewcastle @HWNewcastle 21 Oct 2015 Speak with the people planning GP out-of-hours care for #Newcastle on Wed 11 Nov. Book free at listening-event-nov.eventbrite.co.uk #PeopleDrivenCare	21 Oct	£2.86	4,168
HealthwatchNewcastle @HWNewcastle 21 Oct 2015 Northern Doctors Urgent Care & @NEAmbulance will be at our Nov event to chat about urgent emergency care in #Newcastle listening-event-nov.eventbrite.co.uk	21 Oct	£0.00	1,313
HealthwatchNewcastle @HWNewcastle 21 Oct 2015 Something to say? #Newcastle #socialcare #NHS planners & providers will listen on 11 Nov listening-event-	21 Oct	£0.95	861



New staff

