

**Healthwatch Committee meeting**  
**13 March 2018**  
**Outreach update - paper 2**  
**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

Since April 2017 we have carried out approximately 40 focus group and attended 11 stalls, as well as promoted our work at over six conferences.

Over the past two months in particular we have carried out a number of focus groups with homeless people and those in temporary accommodation or threatened with homelessness as well as speaking with prisoners at HMP Durham.

**Where have we been?**

We have been to a wide range of venues including:

- Riverside Community Centre, HMP Durham, Crisis Skylight, Changing Lives
- Community information stalls – Lemington Centre, libraries across the city, Newcastle universities and Newcastle College
- Care homes and sheltered accommodation – St Cuthbert's Care, Riverside care home

**Where are we going?**

We currently have events booked for March at the Tyneside Foyer (homeless 16 to 25 year olds), Crisis Skylight, as well as some joint working with HAREF in celebration of International Women's Day.

We continue to carry out outreach work to raise awareness about HWN, to provide advice and information and to find out what local people think about their health and social care services. We promote our feedback centre where people can give views on their experiences of care online or via our leaflets 'Your care, your feedback'.

We have heard from a wide range of voices:

- a) The various black and minority ethnic (BAME) organisations, including refugee and asylum seeker groups
- b) Information stalls have given us the opportunity to speak to a good cross-section of the community and have highlighted many different issues
- c) Student information fairs have allowed us to hear the views of younger people who are predominantly 18 to 25 years
- d) Our engagement events in care homes and sheltered accommodation have allowed us to hear from people that find it difficult to come to us
- e) We have worked with various organisations allowing us to hear the views of seldom heard groups, such as people with learning disabilities, homeless adults and prisoners

- f) The Newcastle Mela and Pride festivals and Chinese New Year celebrations continue to be a fantastic opportunity to speak to people from many different backgrounds, but also enable us to network with other organisations and share information and views

### **Our future approach to outreach**

We will continue to:

- a) Work with local voluntary and community sector groups to hold listening events with the people they serve/represent
- b) Plan our outreach calendar to ensure there is space for us to attend events that we are invited to; invitations to existing events are useful as promotion is done externally, they are often well attended by specific populations and have, so far, provided a good number of people to speak to within the events' target demographics
- c) Attend recruitment fairs such as those held by Newcastle and Northumbria universities and Newcastle College
- d) Ensure a continued presence at some of the bigger events around Newcastle, such as the Mela

In addition we will:

- a) Network and research in order to broaden the range of events, groups, fairs, meetings etc. that we can attend
- b) Set up regular listening events/engagement stalls in different venues, such as hospital foyers, sexual health clinics and GP surgeries, where we may catch patients and visitors as they arrive and leave
- c) Offer to be a speaker to groups such as those run by the Elders Council, as well as voluntary organisations where we can also spend time talking on an individual basis to health and social care service users, promote our work and hear their experiences
- d) Organise our own outreach events to target different groups in the community, for example, we have done work with the Roma community
- e) Develop new mechanisms to engage young people, for example, go into schools and colleges to talk directly to health and social care students about Healthwatch Newcastle

In order to ensure our outreach programme delivers our core objectives we will:

- a) Ensure our targets for 'Your care, your feedback' are achieved
- b) Have surveys/questionnaires available on our Healthwatch Newcastle tablet
- c) Attract more volunteers to help with outreach, as having two or more people on stalls will ensure we don't miss people who want to talk

## Outreach plan April 2017 - March 2018

Date	Organisation	Event	No attended	Volunteers	Notes	Comments
11/04/2017	Changing Lives	Focus group	7	0	Homeless men, substance misuse, vulnerability	Helpful feedback from all male group. Specific issues highlighted on lack of dental treatment
26/04/2017	Elders Council housing & care event	Conference	30	1	Your Home, your choice	General information sharing and feedback from public
23/05/2017	St Cuthbert's Care provision	Focus group	15	0	Adults with learning difficulties	General information sharing and feedback from public
05/06/2017	Northumbria University	Funders Fair	23	0	Funding bodies offering local voluntary orgs and charities	General information sharing and feedback from public
13/06/2017	Grandparent Plus	Stall	25		Kinship carers.	Feedback centre and general health issues
14/06/2017	Party in the Park (Saltwell)	Stall	12	0	Community Event	General information sharing and feedback from public
19/06/2017	Men in Action	Focus group	8	0	Men's group (learning difficulties)	Men 50+ - highlighted issues included reluctance to go to GP and need to repeat health issues each time
20/06/2017	Riverside Care and Home	Focus group			Retirement home	Cancelled as no attendees
21/06/2017	NSBP	Focus group	42	0	Visual impairment group	Feedback on RVI Eye Clinic report
26/06/2017	Riverside care home	Focus group	9	0	Elderly and vulnerable	55+ men and women. Issues raised around patient transport and podiatry

27/06/2017	Riverside care home	Focus group	6	0	Sheltered scheme for over 65s	Waiting times for GP
28/06/2017	Riverside sheltered scheme	Focus group	7		Elderly	Podiatry issues. High praise for local pharmacies.
28/06/2017	Champions Meeting	Volunteers	3 staff	8	Regular 6 weekly meeting with Champions	Updates
05/07/2017	Riverside sheltered scheme	Focus group	9	0	Older people	Concerns generally about not being listened to and lack of time to talk things through at GP visits
22/07/2017	Newcastle Pride	Stall	100+	1	LGBT	Issues around mental health
31/07/2017	Pottery Bank Community centre	Focus group/ consultation	6	0	Walker Women's group	Waiting times for GP
18/08/2017	Grainger/Scotswood GP Practice	Event	5	0	Grainger/Scotswood GP Practice consultation on amalgamation/reduced hours at Scotswood	
21/08/2017	Ponteland GP practice waiting room session	Focus group/ consultation	25	1	Encouraging people to complete consultation survey based on potential closure of GP practice	General opinion from public is to keep surgery open
23/08/2017	Ponteland GP practice waiting room session	Focus group/ consultation	19	1	Encouraging people to complete consultation survey	As above
23/08/2017	Peoples Kitchen	Focus group	10	0	Homeless men, substance misuse, vulnerability	Main issues around mental health, support with smoking cessation,
26/08/2017	Mela	Stall	60+	1	BAME	Feedback centre and general health issues

27/08/2017	Mela	Stall	40+	0	BAME	Feedback centre and general health issues
29/08/2017	Blakelaw Centre - Coffee and Conversation	Focus group	4	0	Women aged 60+	Gathering views as part of the Ponteland Road GP Practice consultation
29/08/2017	Blakelaw Centre - Bingo group	Focus group	4	0	Women age 60+	Gathering views as part of the Ponteland Road GP Practice consultation
30/08/2017	Ponteland GP practice	Event	18	0	Cross section of community	Gathering views as part of the Ponteland Road GP Practice consultation
04/09/2017	Grainger/Scotswood GP Practice waiting room session	Focus group/consultation	2	0	Cross section of community	Encouraging people to complete consultation survey
05/09/2017	Grainger/Scotswood GP Practice waiting room session	Focus group/consultation	1	0	Cross section of community	Encouraging people to complete consultation survey
06/09/2017	Grainger/Scotswood GP Practice waiting room session	Focus group/consultation	7	1	Cross section of community	Encouraging people to complete consultation survey
06/09/2017	Sight Service North East	Stall	40			Gathering views of Newcastle residents on support services
07/09/2017	Blakelaw Centre - Young Parents' group	Focus group	8	0		Gathering views as part of the Ponteland Road GP Practice consultation
12/09/2017	Riverside CHP - Messy Play	Focus group		0		Gathering views as part of the Grainger/Scotswood GP Practice consultation
13/09/2017	West End Women and Girls - One stop shop	Focus group	14	0		Gathering views as part of the Grainger/Scotswood GP Practice consultation
13/09/2017	Cornerstones - lunch club	Focus group	7	0		Gathering views as part of the Grainger/Scotswood GP

						Practice consultation
20/09/2017	Newcastle College Careers and Volunteers Fair	Stall	32	1		Volunteer recruitment
04/10/2017	Riverside Migrant Project	Event/stall	12	1		Info gathering and H/W promotion of feedback centre
10/10/2017	Lemington Centre	Event/stall	8	0		Info gathering and HW promotion of feedback centre
11/10/2017	Newcastle University Volunteer Fair	Stall	52	1		Promote and recruit Young HW Champions
19/10/2017	WAGGs	Event/focus group	15			Screening and vaccinations
25/10/2017	Wah Hong group	Event/focus group	25			Screening and vaccinations
02/11/2017	GNCR	Event	5			Consultation
09/11/2017	Search	focus group	8	1		Info gathering and HW promotion of feedback centre
13/11/2017	Walker Women	focus group	11	0		Screening and vaccinations
17/11/2017	Manisty house	Feedback centre	8			Promotion of HW
21/11/2017	Meeting in the middle	Event/focus group	9			Screening and vaccinations
23/11/2017	GNCR	Event/focus group	15	1		Screening and vaccinations
29/11/2017	Peoples Kitchen	focus group	14			General info
<del>05/12/2017</del>	<del>Newburn Library</del>	<del>focus group</del>	-	-	<del>Women's knitting group</del>	<del>focus group - Cancelled</del>
10/01/2018	Walker Women	consultation	11	0		Urgent care
23/01/2018	Crisis	focus group	8	0		General info
30/01/2018	Knitting Group Newburn	feedback centre	7	0	Women aged 50 plus living in Outer West	Gathering feedback on services
06/02/2018	Ways to Wellness team	Information	11	0	Possible opportunity	

	meeting	sharing			to do some joint working	
07/02/2018	Scotswood community centre	focus group	6		Young women and toddler group	Gathering general feedback on services
12/02/2018	<del>Pilgrims Court (MHA)</del>	<del>focus group</del>	-	-	<del>Older people (sheltered home)</del>	Cancelled
12/02/2018	<del>Teenage Kicks</del>	<del>focus group</del>	-	-	<del>16-25 homeless people</del>	Postponed until 19 March
13/02/2018	HMP Durham	focus group			Schedule one offenders	Feedback on prison health services
18/02/2018	Chinese New Year	Stall	100	3		Priority setting and raising awareness of Healthwatch
21/02/2018	HMP Durham	Focus group	7	0	Prisoners from substance abuse wing	Feedback on prison health services
22/02/2018	Sherringham House	Focus group	11	0	Adults with learning difficulties	General feedback