

Healthwatch Committee meeting
7 March 2019
Outreach update
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 January 2019 to 26 February 2019

This time of the year always has a slow start, but we have managed to attend seven events and stalls over the eight week period. These events have given an opportunity to speak with the wider local community, as well as smaller groups, individuals and stakeholders.

- In early January a focus group was held at the Jesmond United Reformed Church for 21 members of the congregation. The opportunity allowed us to publicise the work that we do, raise our profile and talk to general members of the public about their health and social care needs.
- In late January there was a small focus group of seven men who attend the Byker Men's Pie Club. The men get together on a weekly basis to talk, build friendships and learn some cooking skills. A number of attendees are forces veterans and they raised some interesting discussions around mental health support. We hope to build on this particular area of work and reach out to more veterans living in Newcastle. This will also link to Lyndsay's recent project work on mental health.
- In early February we attended Heaton Manor Careers Fair. We spoke with over 100 pupils (aged 14–17 years) about the work we do and gathered some younger people's opinions on their health experiences. Part of the aim was to recruit some younger people to volunteering. Fifteen pupils expressed an interest and, via the school, I am hoping to invite these potential volunteers along to talk in more details about how they can work with us.
- Chinese New Year took place in early February and as usual staff and volunteers ran a stall. One of our long-established volunteers, Susan Chan, celebrated her 80th birthday that day; we presented her with a birthday card and rose bush. We spoke to over 150 members of the public on the day.
- Sir Robert Francis visited Newcastle at our request on 7 February. In the afternoon Sir Robert attended the Angelou Centre as an observer at a pre-arranged focus group. He recently sent a letter thanking us and the Angelou Centre for giving him the opportunity to hear the views of the women attending the group. Sir Robert also said that he had used some of the messages he heard on the day on the importance of involving people in service design in a meeting with the Secretary of State.
- In late February we attended a focus group at an extra care scheme for elderly people living in Walker. Seven people attended the group along with some family members. One of the issues raised again was the lack of podiatry services.

As well as the outreach work, I recently attended a Practice Managers' meeting in the East End. I talked to approximately 20 Practice Managers to promote and encourage GP surgeries to ask patients to complete our feedback forms. This information would be useful for both Healthwatch and the individual surgeries to share in order to promote good practice and consider improvements on concern.

One new proposal we are looking in to is to promote Healthwatch and our feedback centre on television screens in each GP surgery, which are being installed over the next few months.

Outreach plan October 2018 - February 2019

Date	Organisation	Event	Attendees	Volunteers	Notes	Comments
01/10/2018	International Day of Older Persons	Public event	40	1	Run by Search	General feedback on services
09/10/2018	Roma group	Focus group	6	0	Women's group	Cancer screening
15/10/2018	Men's group - Scotswood Credit union	Focus group	8	0	Men aged 40+	General feedback
16/10/2018	Diversity in Involvement Conference	Event/stall	50	0	Run by Newcastle Uni - public event	General info and feedback centre
17/10/2018	First Steps Wed Morning conversation group	Focus group	11	0	Women's group	Cancer screening
19/10/2018	Men's garden group	Focus group	8	0	Men aged 40+	General feedback on services
23/10/2018	Men's Pie club	Focus group	??	0	Men aged 40+	General feedback on services
25/10/2018	Bells Yard fun event	Event	30		Children 8–12 yrs	General feedback
30/10/2018	Exploring Patient Experience in Newcastle	Public event	50	1	Run by RVI hospital	General feedback on services
06/11/2018	ACANE focus group	Focus group	10	0	African/Caribbean community	Mental health services
19/11/2018	Scotswood Community Garden Group	Focus group		0	Men 25–65 years	General health feedback
22/11/2018	Movember	Stall	10	1	Adult males	Information sharing
29/11/2018	ACANE	1-2-1 discussion	2	0	Individual discussions	Mental health
5/12/2018	Westgate Baptist Church	1-2-1 discussion	1	0	Individual discussions	Mental health
6/12/2018	Westgate Baptist Church	1-2-1 discussion	1	0	Individual discussions	Mental health

12/12/2018	Champions meeting	Volunteers		6	6 weekly catch up	General Healthwatch outreach and update
9/1/2019	Jesmond United Reform Church	Presentation and feedback	21	0	Older people aged 50+	Awareness raising of Healthwatch
29/01/2019	Byker Men's Pie club	Focus group	7	0	Men aged 40+	Focus group
01/02/2019	Heaton Manor School	Stall	120	0	Young people	Young volunteer recruitment
07/02/2019	Angelou Centre	Focus group	12	0	BAME women	Focus group
25/02/2019	St Anthony House	Focus group	7	0	Older people aged 50+	Focus group