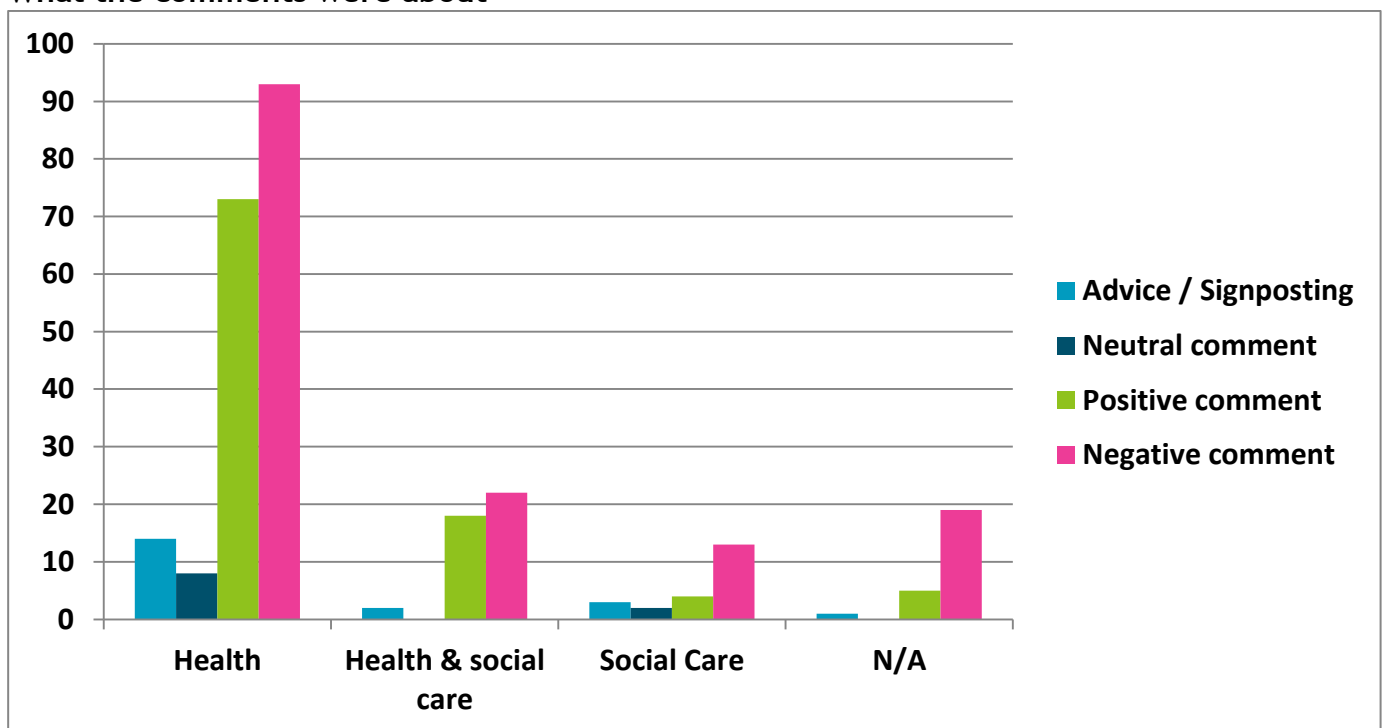


Members of the Board are asked to:

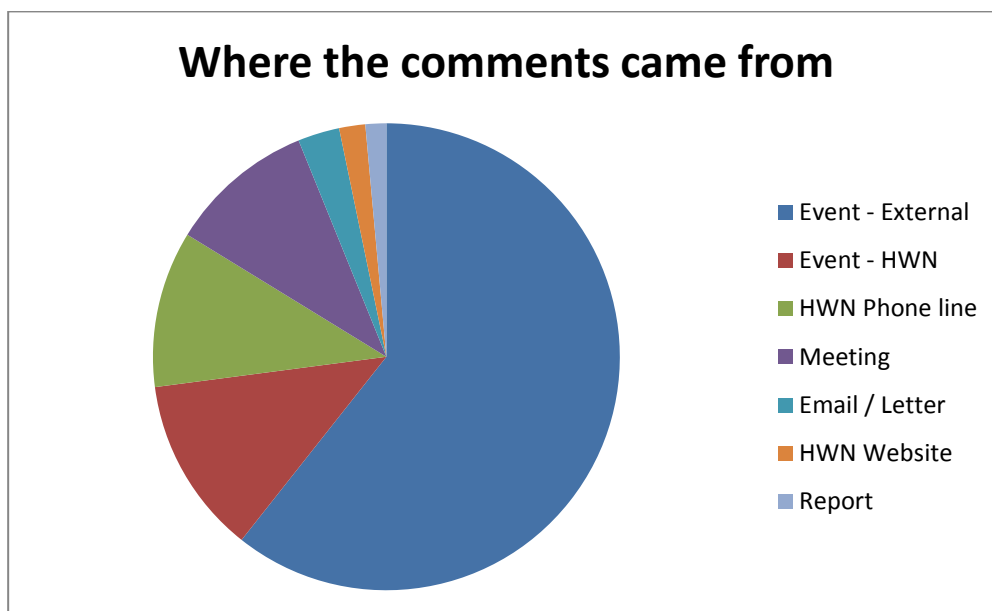
1. Note the contents of the analysis

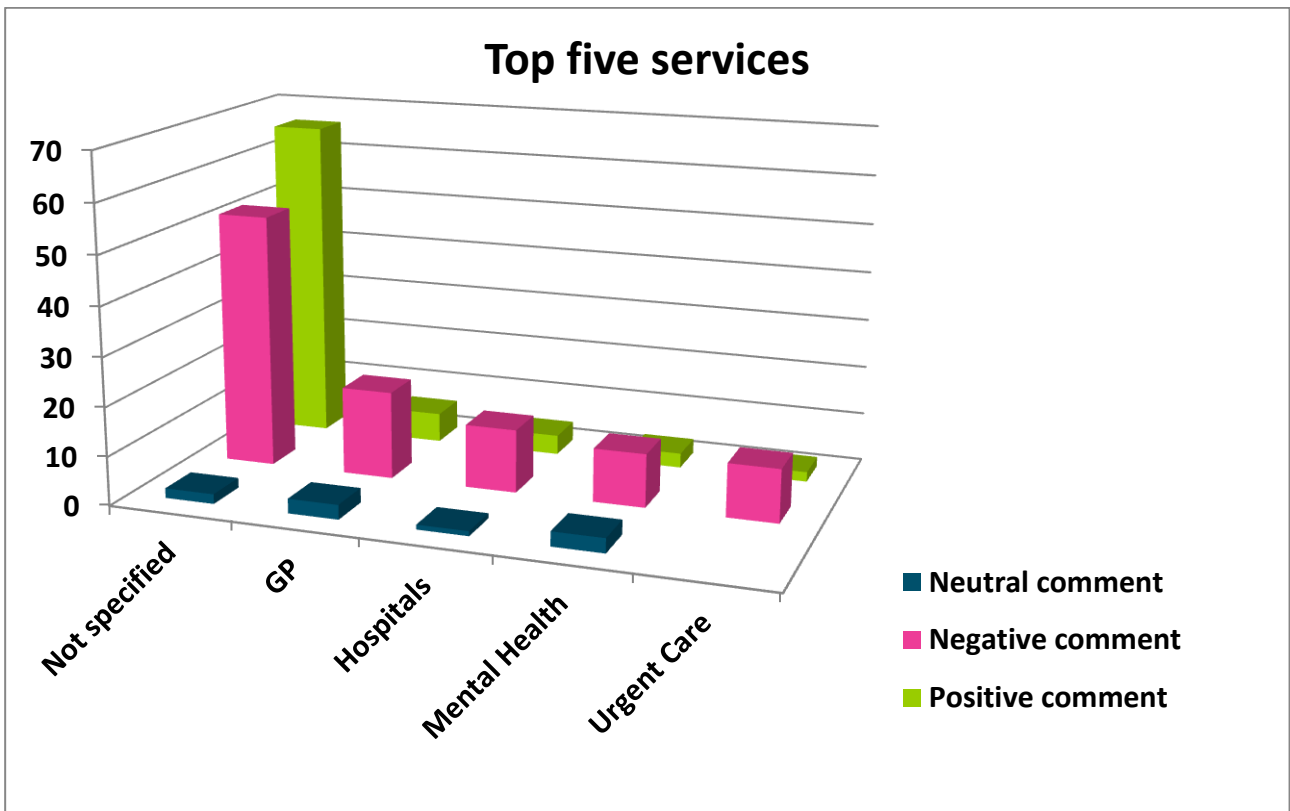
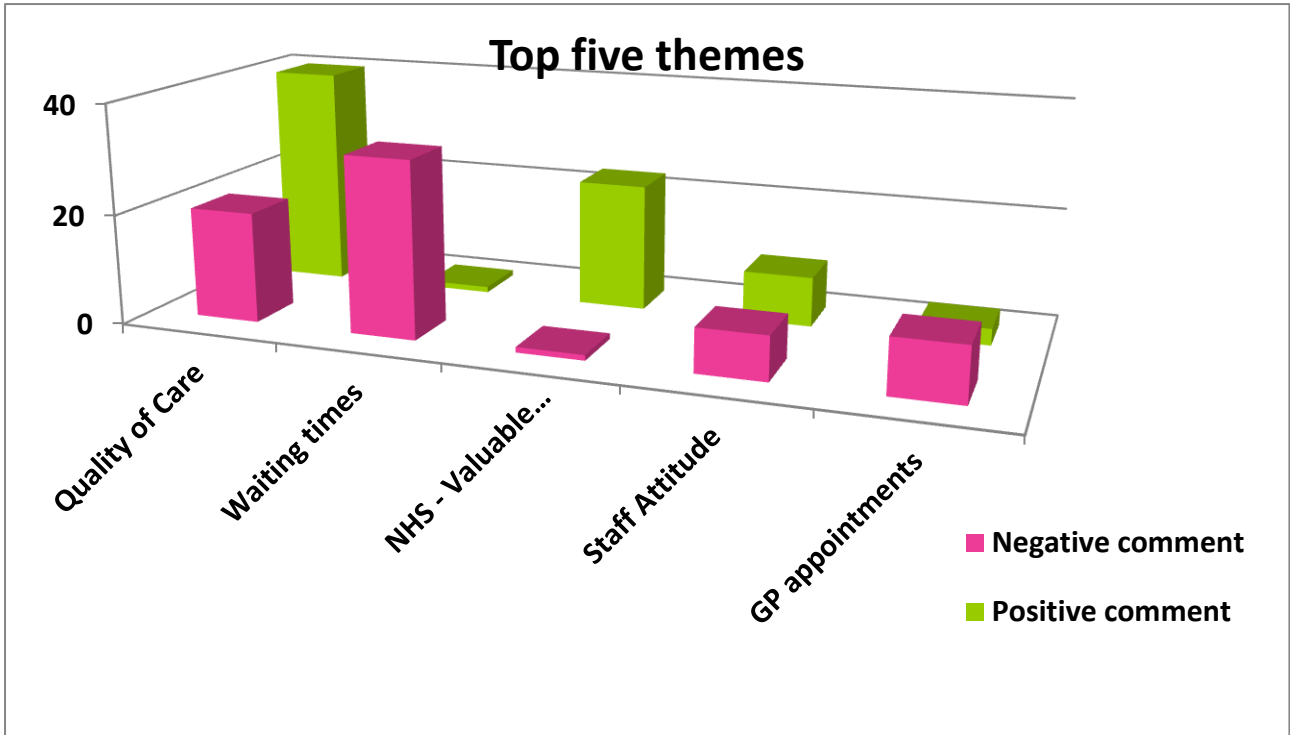
Between June 2014 and May 2015, we collected 277 individual comments about health and social care services in Newcastle. All comments are logged and coded to allow data trends to be identified. This analysis does not include comments collected by our young people's group hosted by Children North East.

What the comments were about



Where the comments came from





*Hospitals includes both inpatient and outpatient care but not A&E

*Urgent care includes GP out of hours, walk in centres and A&E

*The comments for which a health or social care services was 'not specified' are comments about health and social care services in general. The main themes of these comments are: quality of care; the NHS as a valuable resource, waiting times; staff attitude; and information and communication

The themes and services have not greatly changed over the last quarter, although the trend shows that the volume of comments - and in particular negative comments - about urgent care is increasing over time.

Next steps

Targeted outreach with groups and communities is underway to gather more information and comments about social care and health services in Newcastle:

- In March 2015 we visited North East Special Needs Network to speak to parents of children and young people with a disability
- On 3 June 2015 we are co-hosting an event with Healthwatch Gateshead and the Regional Refugee Forum to hear from Asylum Seekers and Refugees; we are planning a similar co-hosted event in July with Disability North

Work is also being undertaken to raise awareness of Healthwatch Newcastle, our purpose and role more generally, and of the 'Just ask' telephone line and 'Just tell' website issue reporting service in particular.

- From June we will be holding a monthly drop-in with Independent Complaints Advocacy (ICA) at the City Library
- We will also be having a regular stall at the Lemington Centre

Other venues being developed are:

- Newcastle West Food bank
- Newcastle East Food bank
- Children North East Parenting sessions
- Supermarkets across the city

The information sharing protocol with community and voluntary sector (VCS) organisations is now being implemented. This will allow organisations to easily and effectively share insights they have gained about local social care and health services. This information will be logged to ensure that it informs our trend analysis, discussions with providers and commissioners of services and our priority setting. The protocol was formally launched at an event on 20 May with representatives from the VCS. This allowed us to engage in very positive discussions with some organisations we had not had a great deal of contact with before.

The overall aim of this work is to increase the volume and breadth of comments, ensuring that we hear from a wide cross-section of the population and that our identification of priorities is as robust as possible.