

Healthwatch Committee meeting
5 June 2019
Outreach update – paper 3
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

Volunteer and outreach
3 April 2019 to 30 May 2019

In the last eight weeks we have attended nine events and stalls.

A large part of April involved carrying out surveys on awareness-raising of Healthwatch Newcastle. This work involved asking people if they were aware of Healthwatch and the work we carried out. In total we completed 171 surveys. The findings were as follows:

- 91 had heard of Healthwatch
- 80 had not heard of us at all
- 97 were aware of and what we did (to a large or smaller degree)
- 74 not heard of us at all

With the help of our volunteers we attended a variety of venues to gather the required information. This included talking to people at local libraries, churches, community centres and the RVI and Freeman hospitals.

In late April/early May two small focus groups were set up to consult on the NHS Long Term Plan. The first consultation event was advertised via Eventbrite. Ten people registered for the event, with six in actual attendance. The emphasis on discussion related to primary care and the Long Term Plan. Our aim was to gather people's opinions on what the NHS could do better, including:

- Making it easier for people to access support closer to home and via technology.
- Doing more to help people stay well.
- Providing better support for people with cancer; mental health conditions; heart and lung diseases; long-term conditions, such as diabetes and arthritis; learning disabilities and autism; and for people as they get older and experience conditions such as dementia.

In the second consultation we spoke specifically to younger people (18–25 years) about improvements they would like to see with regards to mental health services. This was arranged by liaising with Streetwise, which kindly helped us in inviting attendees.

The remaining two events involved visiting a sheltered home for the elderly and a men's walking group.

As well as the outreach work, I recently attended two Health Scrutiny Committee task and finish group meetings. The first meeting was to consider what challenges BAME

communities may face in accessing general health care services. The second meeting concentrated specifically on BAME communities and mental health services; we discussed the findings of our recently published Healthwatch mental health report.

The findings of the review will be presented to the Wellbeing for Life Board in July 2019. From general discussions it would appear that many services and organisations remain disjointed in the work that they are doing. It seems clear that improved partnership work between NHS services, voluntary organisations and local community groups would help in identifying barriers to health services for BAME communities. Healthwatch Newcastle would be in an ideal position to act as a conduit between voluntary and statutory services to help with opening up the lines of communication.

Future work

Following on from my meeting with Practice Managers in March, 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. This work has currently been put on hold due to time constraints but we hope to progress this in the next couple of months.

Champions

In the last two months we have successfully recruited two new volunteers. Both volunteers come from an academic background. One volunteer is currently studying for a PhD in neuroscience and the other has an MSc in forensic psychology. Both volunteers are keen to get involved in research work and are happy to help out with our work in the community.

Date	Organisation	Event	Attendees	Volunteers	Hours of volunteers	Notes	Comments
3/4/2019	NHS	Awareness raising survey	12	1	2.5	General public	What would you do?
8/4/2019	HWE	Awareness raising survey	14	1	2	General public	What would you do?
11/4/2019	HWE	Awareness raising survey	11	1	1	General public	What would you do?
15/4/2019	HWE	Awareness raising survey	12	1	1.5	General public	What would you do?
17/4/2019	Job Centre	Stall	29			Volunteer recruitment	General feedback on services
30/4/2019	NHS	Brunswick Centre -	6			Focus group - primary care adults	General feedback on services
1/5/2019	NHS	Streetwise - Long term plan survey	6			Focus group - mental health young people 16-25 years	Long term plan survey
14/5/2019	Anchor Housing	Bishops Court	8			Sheltered housing - older people 55+ years	General feedback on services
30/5/2019	Men's Walking Group	Newburn Library	7			Men aged 25+ years	General feedback