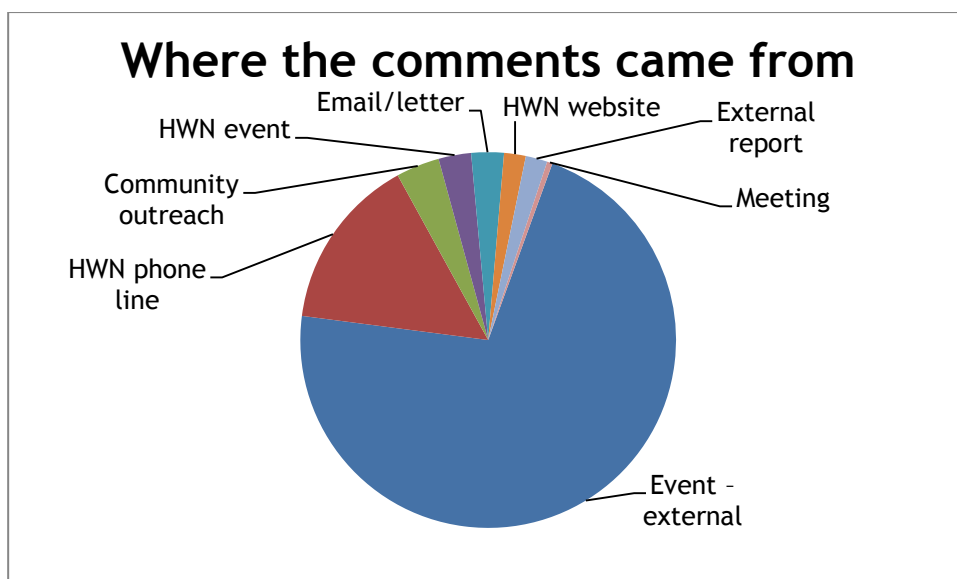
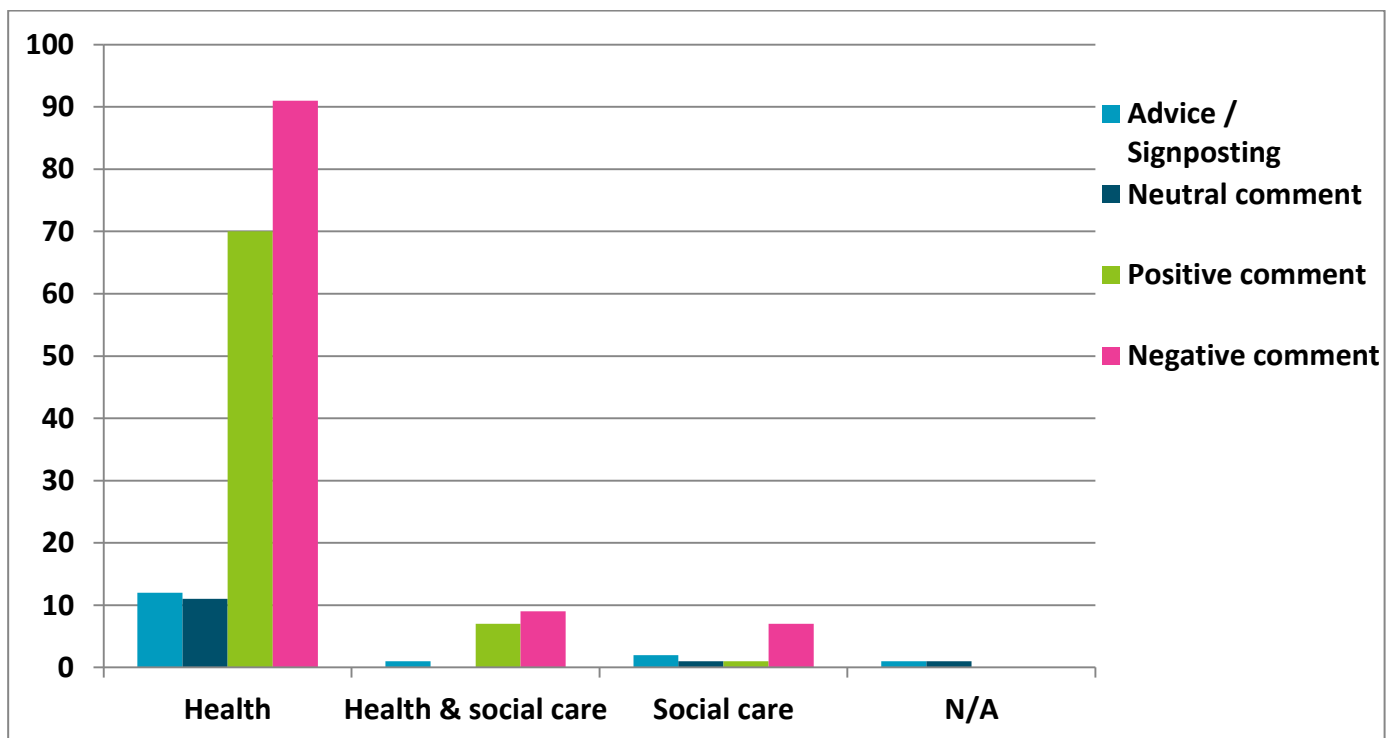


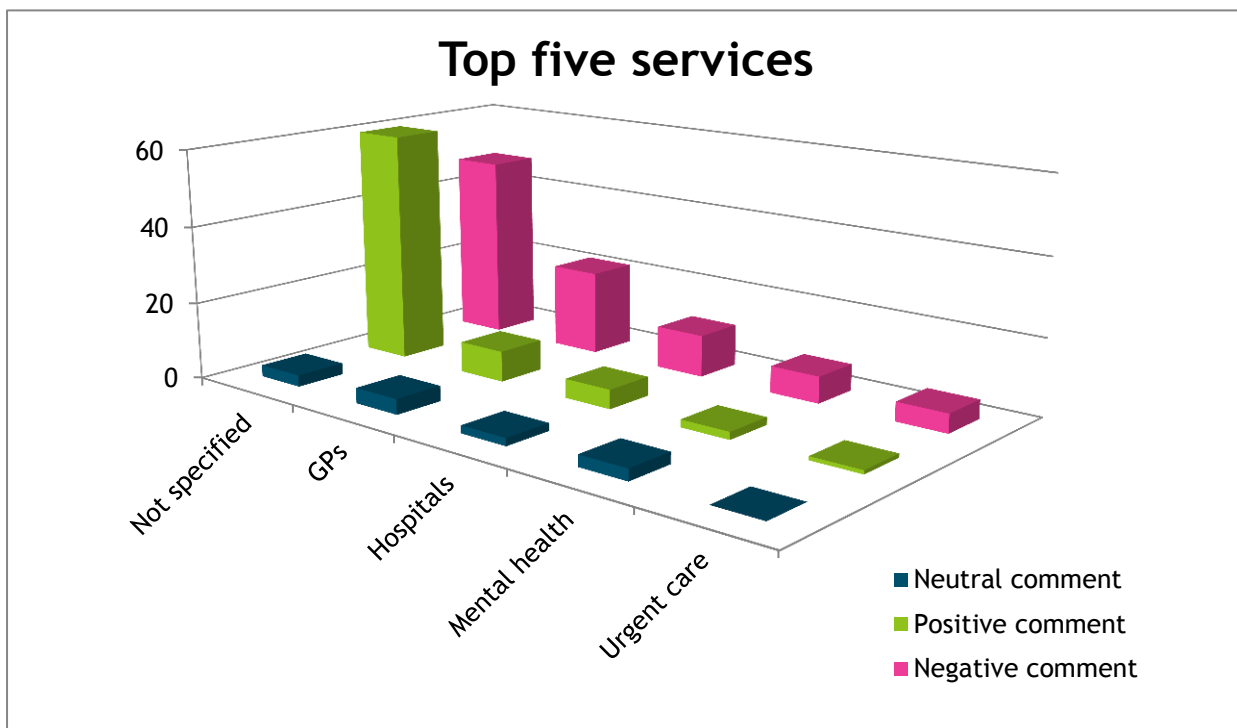
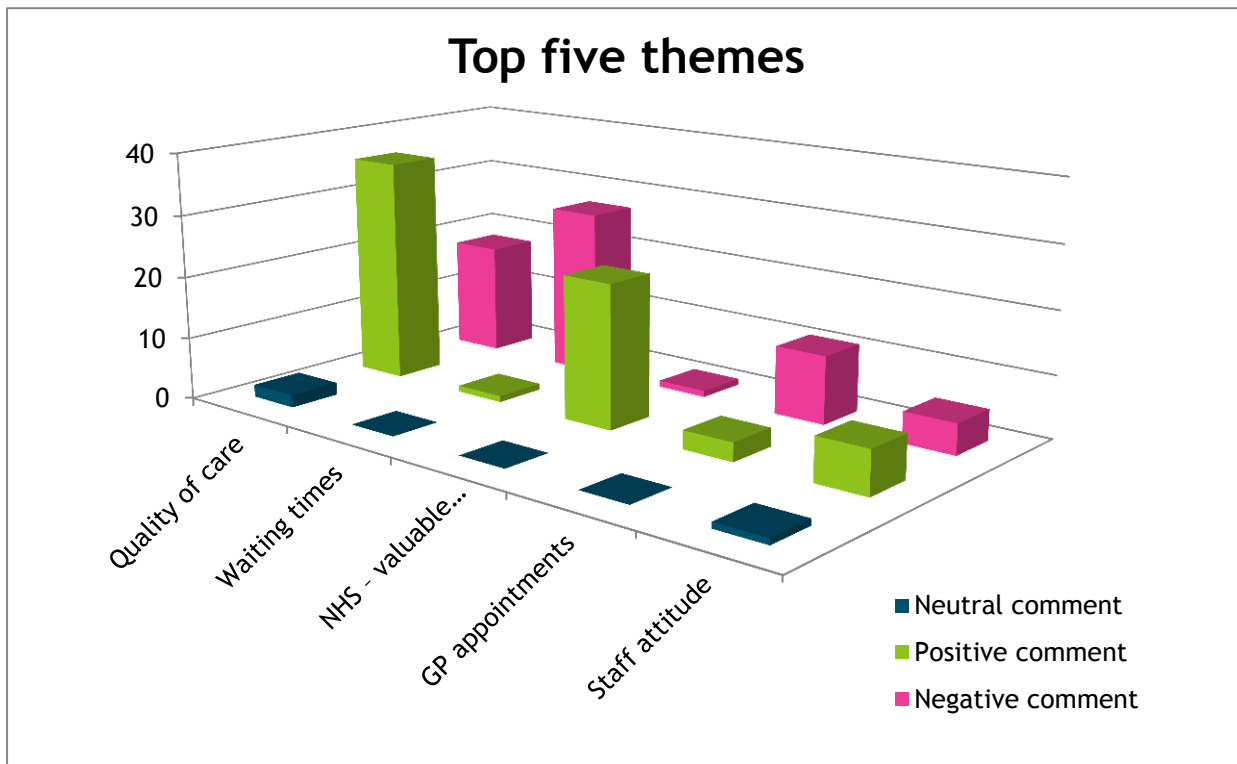
Members of the Board are asked to:

1. Note the contents of the analysis

Between March 2014 and February 2015, Healthwatch Newcastle (HWN) collected 214 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 the HWN young people’s group hosted by Children North East.

### What the comments were about





\*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

## **Next steps**

Targeted outreach with groups and communities will be started shortly to gather more information and comments about social care services in Newcastle.

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

We have developed an information sharing protocol with community and voluntary sector organisations and this 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 information, discussions with providers and commissioners of services and our priority setting.

The aim is to increase the volume and breadth of comments and to ensure that we are hearing from a wide cross-section of the population.