



Speaking up for better care

Healthwatch Newcastle
Annual Report 2025-26

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**Acting Chief Executive
Healthwatch England**
Chris McCann

“ A message from Healthwatch England

“The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our chair



This year we continued our day-to-day work, building on the strong foundations already in place. We focused on listening to local people, reaching more communities, and helping residents by providing clear information and signposting to support.

Through our annual survey and engagement work, people in Newcastle told us about ongoing concerns with GP and dental access, community pharmacies, and a range of other services. We also heard mixed experiences of mental health support, hospital services and residential care, among other topics. These lived experiences remain central to everything we do.

We continued our engagement and research activity, including Enter and View work and themed projects. We also worked closely with providers, commissioners, voluntary organisations and other local Healthwatch. This partnership working helps make sure people's voices influence decisions locally and beyond.

In July 2025, the government announced plans to close local Healthwatch services and Healthwatch England as part of NHS national reforms. While this has brought uncertainty, it has been business as usual for Healthwatch Newcastle during this year. We carry on providing our services, have set priorities for 2025-26, and continue to support local people while the future arrangements and timelines remain unclear.

I would like to thank our committee members, volunteers, staff and everyone who has shared their experiences with us. We remain committed to making sure people's voices are heard and used to improve health and care services for as long as we are able to do so.

Michael Brown – Chair, Healthwatch Newcastle

About us

Healthwatch Newcastle is your local health and social care champion.

We ensure that leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

We believe that users' views can improve health and social care services.



Our mission

To demonstrate how user views can improve services in health and social care, and provide practical services, support and advice.



Our values are:

Equity: Including everyone. Embracing inclusivity and compassion, establishing profound connections with the communities we serve, and empowering them.

Collaboration: Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate. Nurturing both internal and external relationships, fostering transparent communication, and partnering to amplify our impact.

Independence: Listening to people and making sure their voices are heard. Championing the public's agenda, serving as purposeful and critical allies to decision-makers.

Honesty: We always speak the truth. Operating with unyielding integrity and honesty, fearlessly advocating truth to those in power.

Impact: Acting on feedback and driving change. Pursuing ambitious endeavours to effect meaningful change for individuals and communities while remaining accountable and holding others accountable.

Our year in numbers



Overview:

In 2025/2026 we supported **9,889 people** to have their say and get information about their care.

Our work is supported by **19 volunteers** and we employ **7 staff**.

We're funded by **Newcastle City Council**. In 2025/26 we received **£241,894.92**, which is **5.8% more** than last year.

The **Integrated Care Board** also provided **£16,235.15** for project work and core funds.



Reaching out:

9,131 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

181 people came to us for clear advice and information on topics such as **GP Appointments** and **finding an NHS dentist**.



Championing your voice:

557 people participated in our research projects this year, and we published **4 reports**:

- *What do we mean by a Mental Health Crisis?* – May 2025
- *Patient Experiences of Hospital Discharge Pathways 1-3 in Newcastle Hospitals* – June 2025
- *2025 Annual Survey Results* – June 2025
- *Castle Dene Respite Centre: Enter and View Report* – Nov 2025

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Newcastle. Here are a few highlights.

Spring

We established a regular drop-in at St James's Church welfare sessions, creating new opportunities to support and engage with the local community.



Our team undertook Oliver McGowan training on autism and learning disabilities in health and social care, in order to better champion the needs of all local people.



Summer

We delivered a WorkWell focus group with Healthwatch Gateshead, hearing from people whose conditions or disabilities make it harder to find or remain in work.

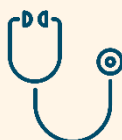


We provided information and signposting at summer events including Newcastle Mela, and Northern Pride, while listening to attendees' experiences of health and social care.



Autumn

We conducted an Enter and View Visit at a local medical care provider, in which we observed how the service was being run, speaking to both staff and patients to identify strengths and areas for improvement.



We worked with 14 Healthwatch across the North East and North Cumbria to gather feedback about GP Access, which was taken to the Integrated Care Board (ICB) in order to shape services in the future.



Winter

We gathered the views of local people about end-of-life care through online surveys and in-person discussion, passing these insights on to the regional Healthwatch network and the ICB.



We attended a public event at Heaton Road Primary School, networking with area services and hearing about issues with local pharmacy access and NHS dentistry.



Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Newcastle this year:



Accessible Information Focus Groups

New mothers and people aged over 65 told us that they were struggling to understand information from local health services.

We developed questions to understand the information barriers they faced, and met with 36 local people across 6 focus group sessions. We asked them what changes they thought could be made to improve health communication in Newcastle.

Their feedback is now informing local health services, helping them to improve health literacy and make health information clearer, more accessible and inclusive.

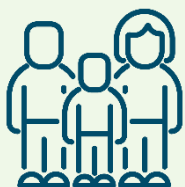


Supporting local students

Students, particularly those new to the area, can experience difficulties in understanding and accessing local services.

To address these information barriers, we attended events including Northumbria University's Mental Health Day and Fresher's Week Festival. We also offered a targeted information session.

At each event, we informed students about available services, including our own signposting service, helping to equip them to navigate the local health and social care system.



Working closely with Family Hubs

Family Hubs in Newcastle are an important part of local support networks, providing diverse community spaces throughout the city.

Healthwatch Newcastle worked closely with Galafield Family Hub and Byker Sands Family Hub, listening to closely to the issues raised by the people using those venues.

It's in places like this that we hear what matters to local people the most, while offering support and guidance to those navigating the health and social care system.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community.

People's experiences of health and social care help us know what's working and what isn't, so we can give feedback on services to providers in order to help them improve.



Strengthening old connections and establishing new ones

In the past year, we have engaged with 9,131 people across Newcastle through 218 drop-in sessions that we held at an average of 20 venues each month.

This year we introduced ourselves at 3 new drop-in locations across the city; Byker Sands Family Hub, Throckley Community Hall and Healthworks Café Lemington.

What did we do?

Each of these drop-in locations represents a point of contact for the local community, advertised in advance via our websites, newsletter, social media, physical flyers/posters and word-of-mouth.

We use our presence in these communities to listen to their experiences and provide them with a useful signposting service, working hard to make sure that we are accessible to people who are digitally excluded from online information about health and social care.

We receive regular positive feedback about our drop-in sessions from both host organisations and individual attendees that we have supported. Healthwatch Newcastle will keep building trust with local communities, in order to both support them and enable our work.

Top themes we heard about this year:



- **GP Appointments**



- **Dentistry**



- **Hospitals and Hospital Transport**

Making Primary Care access fairer and easier for everyone

We engaged with the people of Newcastle as part of a research project into Modern General Practice (GP) Access across the North East and North Cumbria.

Originally called Primary Care Access Recovery Programme, this covered GP access, the NHS App and the new Pharmacy First service. We distributed 1,185 leaflets in 105 locations across Newcastle, and this is what the project heard:

Your feedback:



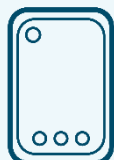
80%

of people who had recently contacted their GP said they were not offered an Extended Access appointment. 41% told us they had never used this option.



32%

of people said they have never used Pharmacy First. 7% were unsure what the service offers.



21%

of people told us they do not use the NHS App or similar digital tools.

Thank you to everyone who spoke to us. Your voice is already influencing change across primary care!

What difference did this make?

This report is being taken forward by the ICB (Integrated Care Board) and has been commended by their Quality & Safety Committee. It outlines the areas in which people feel confident, where they feel confused, and where things may not be working as intended.

Healthwatch Newcastle will continue working to make sure people's voices, especially those often overlooked, remain at the heart of developing and improving access to General Practice.

Hearing from all communities

Healthwatch Newcastle is committed to representing all residents of the city. That's why, over the past year, we have made targeted efforts to engage with communities whose voices are less frequently heard.

This year, we have reached different communities by:

- Establishing a regular presence at new hubs, community groups and activity centres throughout the city.
- Attending events like Northern Pride and Newcastle Mela.
- Reaching out to young people through events and drop-ins at Northumbria and Newcastle University.

Creating opportunities for every individual to share their views remains a central priority of our work.



Supporting people with learning difficulties to share their experiences of reasonable adjustments

Reasonable adjustments are simple changes that providers can make to allow people with additional needs to access care. We visited Journey Enterprises and spoke to groups of people with learning difficulties, to find out what reasonable adjustments mean to them.

While participants reported more positive experiences when reasonable adjustments were in place, awareness of the right to request these adjustments was consistently low.

Barriers included: communication challenges, uncertainty about what adjustments were available and concerns about staff attitudes towards reasonable adjustment requests.

What difference did this make?

The aim of this project was to foster accessibility within local GPs, with reasonable adjustments being routinely offered, clearly explained and consistently applied. In doing so, we hope GPs will be able to reduce barriers to healthcare access, improve patient experiences and outcomes, and build towards a more equitable and inclusive primary care system in Newcastle.

Helping refugee and asylum seekers navigate difficult health and social care systems

We engaged with over 150 refugees and asylum seekers across multiple sessions at Action Foundation, providing valuable signposting and information services.

Attendees told us about a wide range of issues affecting their access to both health and social care services in Newcastle, and how they struggled to navigate an ever-changing system.

Key things we heard:

- Health information should be easier to follow.
- Accessing NHS Dentists is an issue for many.
- Getting the correct help from GPs is also a common issue.
- Many struggle with a lack of interpreter services in Newcastle.

Working together to give young people new opportunities to be heard

In partnership with Healthwatch Gateshead, we spoke to 70 young people across 6 workshops this year.

The topic of each workshop was developed based on the interests of the participants, using a survey circulated before each session. By giving these young people the chance to tell us what topics were most important to them in advance, we were able to engage with them on their own terms.

Common themes included: signposting to relevant organisations, mental health services, support for neurodivergent young people, access to healthcare and the transition from child to adult services.



“The learners found this session very valuable [...] and I am sure they will take the information to help them make decisions moving forward.”

- College Staff Member



Information and signposting

Whether you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 181 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Resolving a mistaken prescription penalty fee

A member of the public, who had previously spoken to us at the Action Foundation in central Newcastle, approached us with a problem.

They had been issued with a penalty fee for claiming a prescription without the right certificate, despite their best efforts to keep them up-to-date. They then sought our support in resolving the situation.

Our Engagement and Involvement Officer was able to review their situation with them, identify next steps and help them in contacting the NHS Business Services Authority. With this support, they were able to make their case clear – the confusion was resolved, and the penalty charge was removed.

This case highlights the value of accessible support. By maintaining a consistent presence in our communities, we help give local people the confidence to approach us with their feedback, issues and concerns.

Navigating a challenging complaints procedure

A patient contacted Healthwatch Newcastle to raise serious concerns about alleged inappropriate and abusive behaviour by clinicians within their GP surgery. They were also unhappy with the way their complaint had been handled.

They provided detailed evidence and expressed concerns regarding transparency, medical record-keeping practices and the impact of perceived power imbalances on the complaints process.

We responded promptly, confirming that the patient was following the appropriate complaints pathway, including the Parliamentary and Health Service Ombudsman process, as well as signposting them to advocacy support. As a result, they were able to carry forward their complaint with confidence.



“Thank you for your sentiments, and positive words of encouragement and empowerment.”

- Patient Feedback to Healthwatch Newcastle

Showcasing volunteer impact

There are a number of different volunteer roles within Healthwatch Newcastle. These include our Committee Members, whose work is showcased below:

Our committee members may join project meetings, give advice to staff, and help connect the project with local organisations. They also help share the findings of the research so Healthwatch Newcastle can influence change.

Our **Project Sponsors** help us by guiding and supporting Healthwatch Newcastle's research projects. They keep the work connected to local people's needs and make sure community voices are heard. Our volunteers also help check that the research is useful, fair and leads to real improvements in health and social care services.

Enter and View is our legal power to visit publicly funded health and social care services and see them in action, to hear how they work for users and how they could be improved. Authorised Representatives are those staff and volunteers who are trained and legally recognised to do this on our behalf.



At the heart of what we do



"I became aware of Enter and View after becoming a member of the Healthwatch Newcastle Committee in 2024. The role of Authorised Representative interested me as both a way to help me better understand Healthwatch Newcastle and the statutory side of their work, but also as an opportunity to look at services in action and be a critical friend to help services improve.

I was involved in the first visit to Castle Dene Respite Centre and thoroughly enjoyed the experience. It was really eye opening (in a positive way) to see the care and support being delivered. Being able to communicate and observe service users and staff provided insight into the daily running of services like Castle Dene. I saw just how valuable and needed services like this really are."

Alex Hoole – Enter and View Authorised Representative

"I'm delighted to sponsor, particularly with a project that's close to my heart and in a field in which I work. Without volunteers, Healthwatch would be greatly diminished, and their insights and dedication are invaluable."

Alisdair Cameron, Project Sponsor – 'What do we mean by a Mental Health Crisis?'

"I believe that doing Enter and View gives service users and staff a chance to have their voices heard in an unbiased way.

This, partnered with on-site observations, helps give better context on the performance data of service providers."

Rogelio Junior Rivera – Enter and View Authorised Representative



Having volunteers in these roles brings a real-life perspective to these projects, and helps make sure the work of Healthwatch Newcastle reflects what people in the community experience.

Our Impact

Castle Dene Respite Centre makes improvements following an Enter and View visit

In June 2025, Healthwatch Newcastle carried out Enter and View visits at Castle Dene Respite Centre, gathering feedback from service users, carers and staff, alongside direct observation of care.

While the service was rated good in most areas by the Care Quality Commission (CQC), it required improvement in effectiveness, and feedback highlighted opportunities to strengthen communication, consistency, and person-centred support.

What did we do?

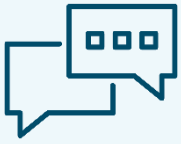
Healthwatch Newcastle carried out an Enter and View visit which is a statutory power that allows Healthwatch Newcastle to visit publicly funded health and care services, observe care, and hear directly from people about their experiences.

During and after this visit, we:

- Collected feedback from service users, carers and staff.
- Identified areas for improvements and made nine recommendations.
- Followed up with the service in February 2026 to assess progress.



What changed?



Improved staff communication

- Introduction of clearer communication systems (emails, meeting notes, communication book).
- Better sharing of updates with all staff, including those not at meetings.



Clearer information for carers:

- Revised assessment processes.
- Policies and procedures are now easier to understand and more accessible.
- Improved communication around hospital admissions.



Enhanced person-centred care:

- Continued focus on tailoring care to individual needs.
- Ongoing development of activities and support.



Stronger consistency in care practice:

- Key messages reinforced through supervision.
- Improved coordination across the staff team.



The impact:

Healthwatch Newcastle's work supported the service to:

- Improve communication across staff teams and with carers
- Enhance clarity and confidence for families using the service
- Strengthen consistency and quality of care delivery
- Embed a more person-centred and responsive approach
- Ensure improvements were implemented and evidenced through follow-up



“The involvement from Healthwatch has been invaluable as the mix of observations and feedback from employees, people who use the service and their family carers has significantly added to our reflectiveness on how we go about things. We certainly used the recommendations as a key driver for making progress in key areas.”

**– Keith Hogan, Head of Service
Care and Support Service**



Why this matters:

This work shows how Healthwatch Newcastle brings together the experiences of service users, carers and staff. This allows us to provide an independent challenge alongside constructive partnership, and identify practical improvements even in services performing well. In this way, we are able to support services to make continuous improvements.

Working together for change

Healthwatch NENC Network

Raising voices across the North East and North Cumbria

This section highlights how the Healthwatch NENC network worked collectively during 2025–2026 to bring people’s experiences into system decision making, from local services to national policy.

During 2025–2026, the Healthwatch North East and North Cumbria (NENC) network brought together insight from local communities to inform decision making across health and care. Working as a coordinated network of 14 local Healthwatch, we supported the system to understand what people experience in real life. What works, what doesn’t, and what needs to change.

Our role is to be an independent, trusted voice. Sometimes that means leading large scale engagement. Sometimes it means supporting early service design, testing communications, or carefully gathering lived experience on sensitive issues.

Across all this work, one thing is clear, people are more willing to share their experiences when they feel listened to, included, and able to take part through people and organisations they trust, in ways that work for them.



Working together for change

Primary Care Access

Primary care access: understanding what works and what doesn't

Many people were unaware of Extended Access or told us they were never offered it. Understanding of Pharmacy First varied, with some people unsure what it could help with or receiving inconsistent information. Digital access worked for some but excluded others, particularly older people, Disabled people and those without confidence, devices or reliable internet access.

The biggest concern raised, continues to be getting a GP appointment. People told us about long waits on phone lines, frustration with online forms, the '8am rush', and difficulties maintaining continuity for ongoing or complex conditions.

Why this mattered

Bringing insight together across the region helped highlight where system intentions were not yet landing in people's real experiences. This strengthened the focus on clearer communication, more consistent offers, accessible information from day one, and non digital routes that work for everyone, not just those who find systems easy to navigate.



Public feedback:

"I didn't know about Extended Access until Healthwatch explained it. No one had ever mentioned it before."

"Online works for some people, but if you're not confident or don't have the right phone, it just shuts you out."

"I still go to the surgery in person because I can't get through on the phone, but then you're told there's nothing available."



Working together for change

Winter Care

Helping people understand winter care and pharmacy options

Working with the North East and North Cumbria Integrated Care Board (ICB), Healthwatch supported work to understand whether information about winter care and pharmacy services was clear and useful for local people.

People told us that while some messages were helpful, others were confusing or easy to miss, particularly for those who don't use digital channels or who rely on clear, simple explanations. Testing information face-to-face helped show where messages needed to be clearer, more consistent and easier to act on.

This insight was shared with the ICB to support improvements to winter communications, helping ensure information about pharmacy options and access routes was easier to understand and more likely to reach people who might otherwise be missed.

What this helped change

Testing information with local people helped the ICB understand which messages were working and where clarity was missing, supporting improvements to how winter and pharmacy information was shared across the region.



Working together for change

WorkWell

Shaping WorkWell: early service design through lived experience

Healthwatch supported the North East and North Cumbria Integrated Care Board (ICB) with early engagement to inform the development of WorkWell, a new service designed to help people with long term health conditions stay in or return to work.

At the ICB's request, Healthwatch helped gather targeted feedback from people with lived experience of managing health, disability and work. Given tight timescales and a limited number of sessions, this was delivered through a small number of focus groups, either directly by Healthwatch or through trusted community partners.

People shared the real barriers they face when trying to balance health and work, including caring responsibilities, mental health challenges, stigma and the difficulty of navigating joined up support. Their feedback highlighted the importance of flexibility, trauma informed approaches, and better awareness and understanding from employers.

This work helped ensure that early service design was grounded in lived experience, demonstrating how Healthwatch adds value at the earliest stages by supporting services to be shaped around people's real lives and needs.

What this influenced

This insight helped ensure that WorkWell was shaped early around people's real circumstances, rather than assumptions, particularly for those balancing health, work and caring responsibilities.



Public feedback:

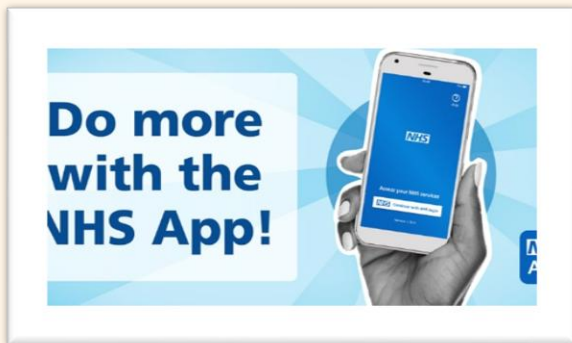
"It's not just about my health, it's juggling work, appointments and caring responsibilities."

"Employers don't always understand what people are managing alongside their job."

Working together for change

NHS Digital

Influencing national policy: Developing NHS Online



During 2025–2026, the Healthwatch NENC network submitted a joint response to a national consultation on Developing NHS Online, bringing together what people across the region have told Healthwatch about digital health services.

Based on what people have told Healthwatch over several years, the response reflected mixed experiences of digital health services. Many people value the convenience of online access, particularly the NHS App.

However, people also raised ongoing concerns about:

- digital exclusion
- communication
- continuity of care
- having real choice about how they access services

Healthwatch highlighted that online services must remain an option, not an expectation. Essential to ensure people are not excluded or disadvantaged as services change are:

- clear communication
- meeting the Accessible Information Standard
- strong non-digital alternatives

This work demonstrates how collective Healthwatch insight helps ensure local people's experiences are heard in national discussions about the future of health and care.

Why this mattered

By bringing together experiences from across the region, Healthwatch helped ensure national discussions about digital health reflected both the benefits people value and the risks of exclusion if choice and accessibility are not protected.

Working together for change

Reflecting on Impact

Reflecting on impact: recognition and moving forward together

Healthwatch's impact is often built over time. Through sustained engagement and trusted relationships, earlier work across the North East and North Cumbria is now influencing system priorities and discussions.

Over the past year, Healthwatch insight has been recognised at system level, including through ICB Board discussions on women's health, dentistry and University Hospitals Tees. This reflects the value of Healthwatch's independent role in bringing people's experiences into decision making beyond one off consultations.

Messages people have consistently shared with Healthwatch, about access, communication, continuity and meaningful engagement, are now visible in current system priorities, including the growing focus on Neighbourhood Health and care closer to home.

This provides a strong foundation for continued collaboration as the system moves forward.



'Over the past year, Healthwatch insight has been recognised at system level, including through ICB Board discussions on women's health, dentistry and University Hospitals Tees.'

Finance and future priorities

We receive funding from Newcastle City Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Newcastle City Council	£241,895	Expenditure on pay	£240,018
Integrated Care Board	£16,235	Non-pay expenditure	£3,162
		Office and management fee	£44,832
Total income	£258,130	Total Expenditure	£288,012

Tell Us North CIC (host organisation for Healthwatch Newcastle) have agreed to spend reserve monies to cover the difference of **£29,882** between income and expenditure on the table above.

This was to support the roles of Research and Data Officer and Enter and View Officer, which were established in 2024-2025.

Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will work together with partners and our local Integrated Care Board (ICB) to help develop a culture where, at every level, staff strive to listen and learn from patients to make care better.

Healthwatch Newcastle will continue to carry out Enter and View visits in 2026-27.

Our emerging priorities for the next year are:

- Hospitals
- GPs
- Dentists with NHS patients

Statutory statements

Healthwatch Newcastle is administered by Tell Us North CIC.

Address: Milburn House, Suite E11, Dean Street, Newcastle Upon Tyne, NE1 1LE
Company Number: 10394966
Email: info@tellusnorth.org.uk

Healthwatch Newcastle uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

On the 31st March 2026, the Tell Us North Board consisted of six Directors. The Board is made up of a diverse group of individuals who work on a voluntary basis to provide direction, oversight, and scrutiny across all of our activities and contracts, including Healthwatch Newcastle. In the year 2025-26, the Tell Us North CIC Board met 4 times as the legal entity.

Healthwatch Newcastle also has its own separate volunteer committee, consisting of 14 members of the public. This committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

The Healthwatch Newcastle Committee met 6 times this year, making decisions on matters such as making responses on the local Quality Accounts, defining research projects and identifying underrepresented communities who we could target to hear more from them about their experiences of the health and social care service.

The diversity of our committee ensures wider public involvement in deciding our work priorities. Our committee bi-monthly meetings and the Annual Joint Meeting (with Healthwatch Gateshead held in September) are open to the public, and the minutes for each meeting are made available on our website.

Statutory statements

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025-26, we have been accessible to the public in a number of ways, including phone, email, via web form on our website, social media and in-person at regular community groups and forum meetings.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will provide copies to partner organisations, make print copies available and publish it on our website: www.healthwatchnewcastle.org.uk

Statutory statements

Responses to recommendations

This year there were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

We undertook 1 Enter and View Visit at Castle Dene Respite Centre.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

We have taken insights and experiences to decision-makers in the North East and North Cumbria including the Care Quality Commission, Newcastle upon Tyne Hospitals NHS Foundation Trust, Newcastle Adult Social Care and Integrated Care Board (ICB). We also share our data with Healthwatch England to help address health and care issues at a national level.


Healthwatch representatives

Healthwatch Newcastle represented by Yvonne Probert, CEO of Tell Us North CIC, or Michael Brown, Chair of the Healthwatch Newcastle Committee on:

- Newcastle Health and Wellbeing Board
- Newcastle Adults Safeguarding Board
- Newcastle City Council, Health and Social Care Scrutiny Committee
- Integrated Care Board (ICB) Newcastle Place Sub-Committee

Healthwatch Newcastle
Suite E11 E Floor
Milburn House
19 Dean Street
Newcastle upon Tyne
NE1 1LE

 www.healthwatchnewcastle.org.uk

 0808 178 9282

 info@healthwatchnewcastle.org.uk

 /HWNewcastle

 @healthwatchnewcastle

 @healthwatchgh.bsky.social

 @healthwatch-newcastle

 @HWNewcastle