

Healthwatch Committee meeting

11 June 2017

Outreach update - paper 3

Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 5, 6, 7, 9, 10, 11, 12, 13

1 April 2018 to 31 May 2018

Over the past eight weeks we have carried out four focus groups and spoken to over 50 people. This included adults with learning disabilities, Chinese community, older people living in sheltered accommodation and a BAME women's group.

We are currently very busy planning and delivering public engagement on behalf of NHS England. The consultation relates to different ways of consulting a GP or practice nurse, rather than attend a face to face appointment. Specifically, we are gathering people's opinions on online consultations, using a smartphone, tablet or computer.

The surveys and information gathering are being collected via focus groups, face to face surveys as well as online surveys. The timeline for the work is from 8 May–15 June. We have promoted the surveys as widely as possible via newsletters, websites and Facebook, and through GP surgeries and libraries in the form of posters. We have been given access to various departments at Newcastle hospitals (RVI and Freeman) to conduct surveys and are attending a number of GP surgeries to talk with patients. Our target is to gather the opinions of approximately 250 people within Newcastle, as well as speaking to residents of Gateshead and North Tyneside. Healthwatch Newcastle will gather the information and produce a report at the end of June 2018.

Our volunteers continue to support the work we are doing and are helping considerably in this consultation exercise by taking surveys along to other groups they work with, and helping staff when attending hospitals and GP surgeries. Volunteers have attended training over the last few months on a number of subjects including deaf awareness and mental health awareness. We are looking at providing training in a few other areas for our volunteers, including communication skills and social media.

Looking to the future, the summer will involve us attending a number of big public events including Newcastle Pride and the Mela. By gathering opinions on our stalls we will be able to reach out to the general population who use health and social care services in Newcastle and surrounding areas. We are also looking at the benefits of gathering feedback from general Newcastle residents via a street consultation.

The feedback centre still remains a resource where we have a low level of response (223 feedback responses from June 2017 to May 2018). We are talking to other Healthwatch organisations across the country to hear how they successfully promote and collect feedback via this medium.

From September until December this year we will be welcoming a Newcastle University student to come and work with us on a mini project. The university advertised on our behalf to ask second and third year psychology undergraduates to express an interest in working alongside us as part of a placement on their degree course.

Four students expressed an interest and, after interviewing them, we have offered a placement to a third year undergraduate. She will be working with the team on a themed piece of work around mental health.

Outreach plan April 2018 – March 2019

Date	Organisation	Event	Attendees	Volunteers	Notes	Comments
17/04/2018	Methodist Housing Trust	Focus group	20	1	Older people's sheltered housing	Pilgrims Court. 65 years plus. General feedback on health and social care
23/04/2018	Teenage Kicks	Questionnaires	8	0	16–25 years old homeless	Feedback on services for health services for younger people
10/05/2018	Ageing Matters conference	Stall	40	1	Older people 50 years plus	Event on living well with multiple conditions
22/05/2018	First Steps	Focus group	10	0	BAME women	GP consultation for BAME women learning English in classroom setting
25/05/2018	Better Days	Focus group	11	1	Adults with learning disabilities	GP consultation
24/05/2018	Newcastle Medical Centre	Questionnaires	14	0	GP surgery	GP consultation
30/05/2018	Wah Hong	Focus group	15	0	Chinese women's group	GP consultation
31/05/2018	RVI Eye Clinic	Questionnaires	21	1	General patients	GP consultation
31/05/2018	Freeman Hospital	Questionnaires		1	General patients	GP consultation
01/06/2018	RVI outpatients	Questionnaires		1	General patients	GP consultation
05/06/2018	Freeman Hospital	Questionnaires		1	Musculoskeletal	GP consultation
06/06/2018	RVI	Questionnaires		1	X Ray department	GP consultation
06/06/2018	Newcastle Vision Support	Focus group			Visual impairment	GP consultation
07/06/2018	Freeman Hospital	Questionnaires			Main outpatients	GP consultation
11/06/2018	St Anthony's Medical Centre	Questionnaires			Patients	GP consultation
13/06/2018	Chinese Healthy Living Group	Stall			Chinese community	GP consultations
20/06/2018	Search	Questionnaires	50		Older people (West End)	GP consultations