

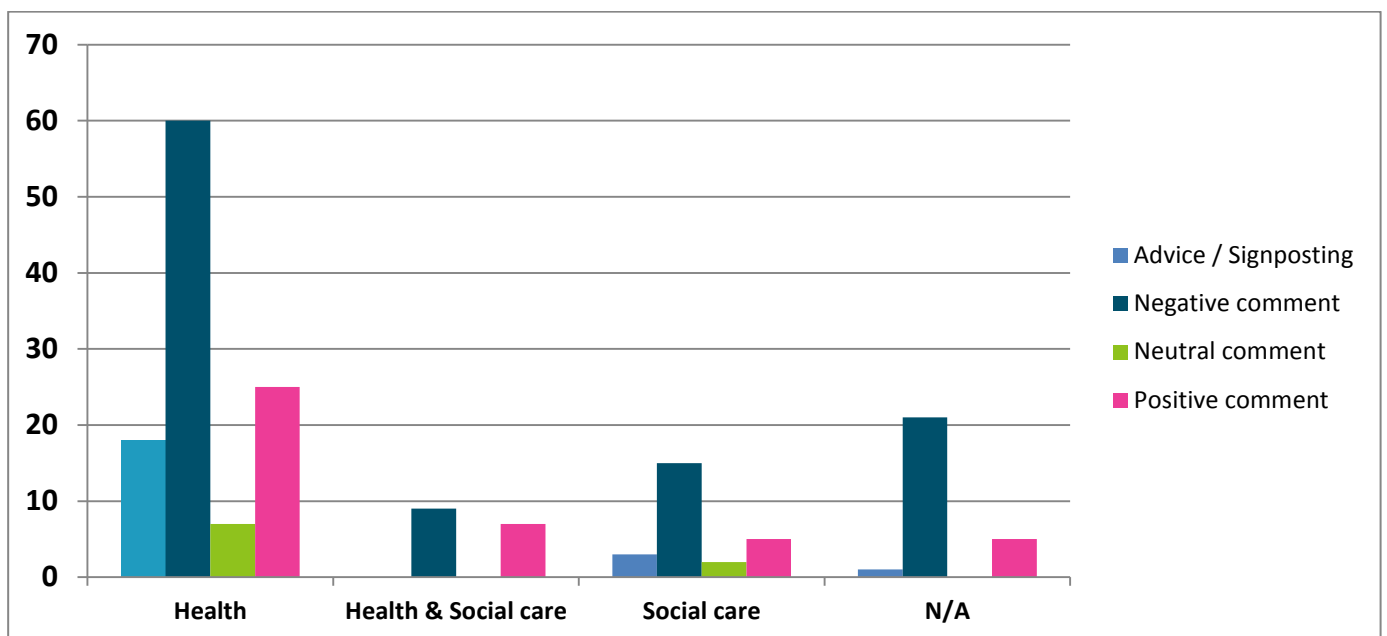
Members of the Board are asked to:

1. Note the contents of the analysis

Between September 2014 and August 2015, we collected 237 individual comments about health and social care services in Newcastle. This compares to 277 in the June report, which covered June 2014 to May 2015.

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.

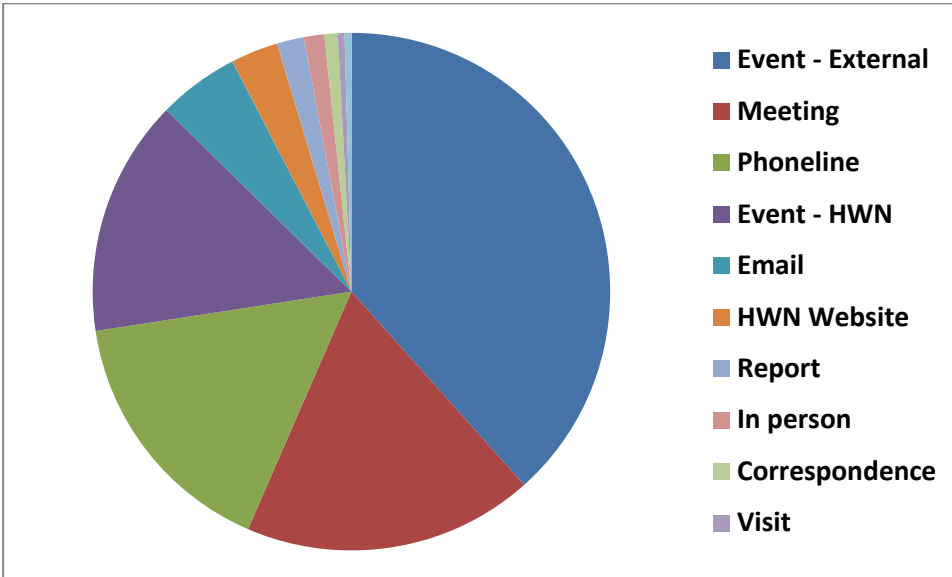
### What the comments were about



This report shows a marked increase on the June report in the volume of negative comments received about health (eight increasing to 60) and a reduction in the number of positive comments (92 to 25). It should be noted that the number of health-related comments has reduced overall.

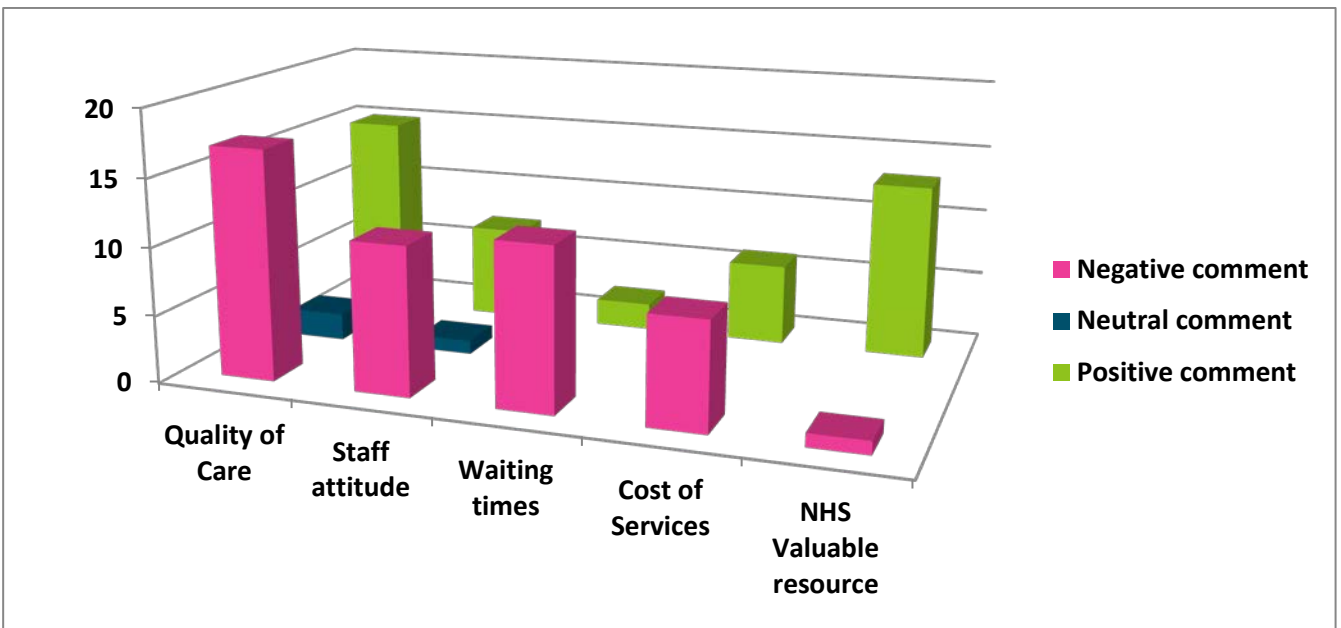
While the number of health and social care comments has reduced overall, the amount relating to social care has increased reflecting our recent focus on home care.

### Where the comments came from



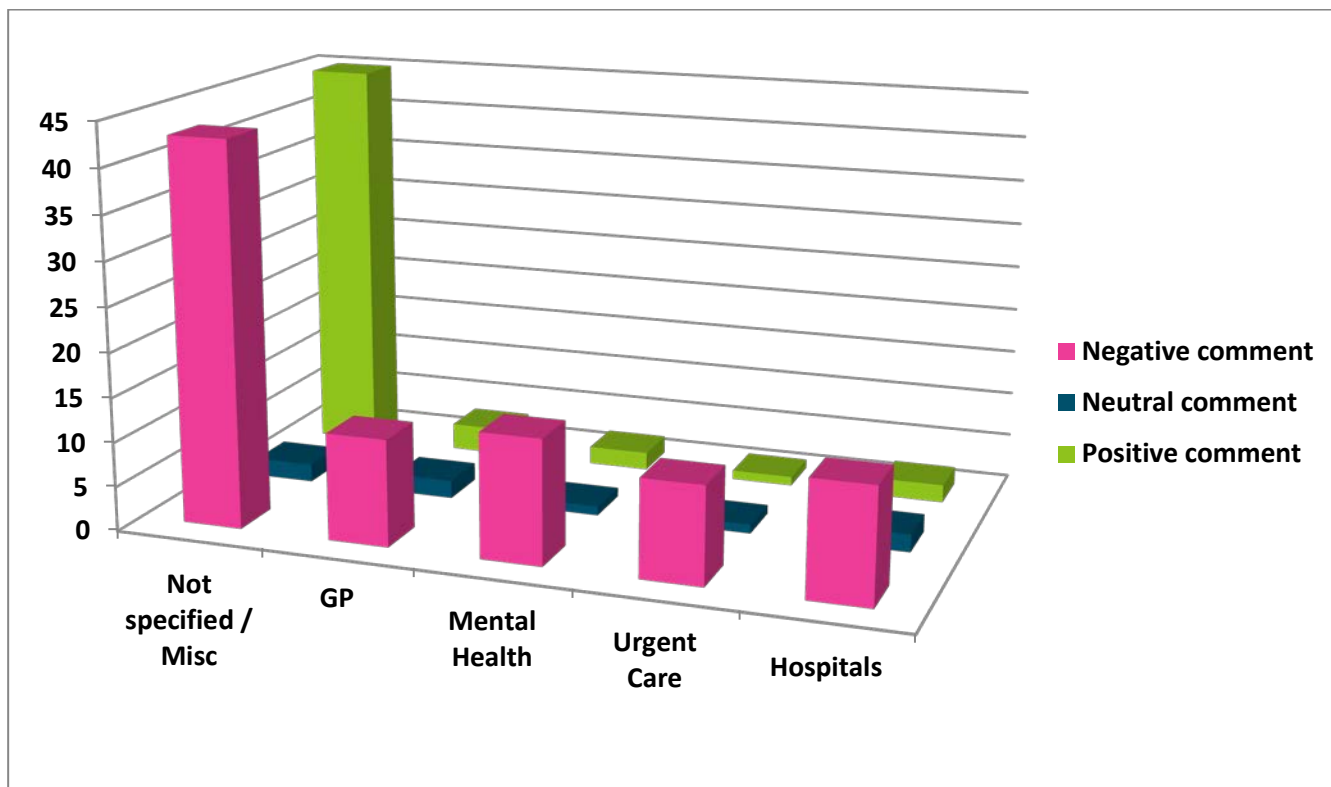
The source of the comments has changed from the last report to show an increase in the proportion coming directly to us either through meetings, events or Just ask/tell. This runs in parallel with the increase in outreach work undertaken over the last five months and could indicate that the profile of Healthwatch Newcastle is increasing.

### Top five themes



Comments about the cost of services has now become one of the top five themes and GP appointments have dropped off the top five list. However, we have been conducting GP appointments research at most outreach events and any comments about difficulty/ease of securing appointments have not been separately recorded or included in this analysis.

## Top five services



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 mental health and urgent care is increasing over time.

\*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' or 'Misc' are comments about health and social care services in general. The main themes of these comments are: quality of care; staff attitude, waiting times, cost of services, NHS as a valuable resource.

### What we've done so far

- In June 2015 we co-hosted a listening event with Healthwatch Gateshead and the Regional Refugee Forum to hear from asylum seekers and refugees; we are holding a follow-up event in October to present the findings and begin to identify solutions
- In July 2015 we co-hosted a listening event with Disability North to hear from people living with disabilities about their experiences of social care and health
- Since June 2015 we have been holding a monthly drop-in stall at Newcastle City Library with Independent Complaints Advocacy (ICA)
- Since June 2015 we have held a stall at the Lemington Centre every two months
- Over the summer we have been out and about at various community events, including Newcastle Pride, Greening Wingrove Festival and Newcastle Mela
- We have ran two stalls in supermarkets to run the GP questionnaire, and more of these are planned

### What's next?

- We are currently planning more listening events with Hadrian School, Action on Hearing Loss and Search Project

Work is also underway 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. The feedback centre will launch at the end of October and promoted as one of the ways that people can report issues.

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.