

## Healthwatch Committee meeting

10 April 2019

### Volunteer and outreach update - paper 2

Presented by: Victoria Clark

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 5, 6, 7, 9, 10, 11, 12, 13, 17

#### Volunteers/Champions

- Champions have undertaken Talk Cancer training, increasing their confidence in how to talk and listen to people affected by cancer.
- We currently have eight active Champions having successfully recruited three more. All inductions and training are complete.
- We have four Research Champions, two of which are also Healthwatch Champions. All necessary training is complete.
- Champions' quarterly supervision sessions and annual satisfaction survey have been carried out.
- One Champion has been involved in Gateshead's strategic volunteering overview named 'Helping Out'.

#### Outreach

- From 11 January to date we have carried out three events have taken place since January: Chinese New Year (outdoors), Time to Talk Day (Gateshead Job Centre) and International Women's Day (Gateshead Interchange). Two focus groups have taken place since mid-January, falling short of our two per month target due to Champion recruitment and training, annual leave, sickness and capacity.
- Participated in the Sir Robert Francis visit by hosting a focus group at the Angelou Centre in Newcastle.
- Assisted in arrangements for Healthwatch annual conference to be held on 24 April.
- Relationship with International Women's Day organiser has progressed to the possibility of Gateshead Council hosting a men's health event during November, known as Movember. There has not been a Movember event held in Gateshead previously.

#### Feedback centre

- We are not on track to achieve the Committee KPIs for feedback centre reviews, despite valiant efforts in order to do so.
- We envisage this will increase when the Ambassador role is rolled out, as the emphasis of the role is to raise the profile of Healthwatch.

#### Going forward

- We are looking to create a new Ambassador role across both areas, with the Committees' agreement once the Research Champion role is embedded, possibly around the Summer time of 2019.
- Our geographical monitoring shows us we still need to undertake more work in the east and far west of the borough. We are currently mapping outreach activities in these areas.
- One of the areas we would like to prioritise in the coming months is gathering the views of people who use drug and alcohol services.

## Gateshead outreach and communications plan 1 January 2019 – 31 March 2019

Date	Organisation	Event	No attended	FBC forms completed	Ward	Postcode	Type of service	Section of community	Comments
10/01/2019	Kinship Carers	Focus group	9	0	Bensham	NE8	Community Group	Carers, Grandparents,	Held in Bensham but individuals and families from all over borough
16/01/2019	Changing Lives	Focus group	2	0	Bensham	NE8	Community Group	Substance, Homeless, MH	Held in Bensham but individuals from all over borough
07/02/2019	Job Centre	Outreach	0	0	Town Centre	NE8		Unemployed	VC - lost confidence
07/02/2019	Angelou Centre	Focus group	15	0	Newcastle			BAME	Sir Robert Francis
10/02/2019	Chinese New Year	Stall	50	10	Newcastle			BAME	Regional event
15/02/2019	Your Voice Counts	Focus group	9	0	Town centre	NE8	Community Group	Learning Disabled Adults	
08/03/2019	International Women's Day	Stall	20	10	Town centre	NE8	Local Authority	Women	Only Int Women's Day event in Gateshead