

Healthwatch Committee

6 April 2018

Volunteer and outreach update

Presented by: Victoria Clark

Members of the Committee are asked to:

- Note the contents of the report
- Give a view on incentivising feedback centre contributions

Volunteers/Champions

- Joint Champions meetings with HWN are held every six weeks at alternate meeting venues. Speakers of interest are invited to Champions meetings, i.e. Independent Complaints Advocacy, Energy Champions
- Regular communication with Champions via telephone or through individual face to face meetings every few weeks for support and supervision
- Activities/tasks have been assigned to each Champion to include their individual area of interest, i.e. one just likes QE work, another likes ambulance service work, etc.
- All but one Champion are all trained to deliver sessions without a member of staff present ensuring health and safety and quality, etc.
- Three Champions have 'Healthwatch Toolboxes', giving them confidence to signpost and refer people to services if appropriate. They are also confident inputting to the feedback centre
- Champions are involved in the planning, delivery and execution of activities/tasks/projects i.e. arranging outreach, planning sessions, attending training, data input, writing scripts for telephone and face to face work
- Comprehensive training responding to Champions requests, i.e. deaf awareness, gurdwara and mosque tours, mental health awareness and mental health first aid, cultural awareness, safeguarding, social media, Jewish cultural awareness, Dementia Friends, complaints process/signposting, etc.
- A Lifetime Achievement Award from Gateshead Council to Kay was awarded in April

Outreach

- Excellent relationship with the Queen Elizabeth Hospital continues – fortnightly walks around visiting clinics/wards are now being undertaken by Victoria and a volunteer(s)
- General engagement in social care settings and men's work
- Attended Chinese New Year
- Plans underway for MELA and PRIDE
- Presentations to various voluntary and community sector organisations have taken place to increase our profile and broker relationships
- Blaydon GP consultation work - two events and three focus groups undertaken. One Champion was very involved in the Blaydon work from beginning to end, really enjoyed it and did an excellent job

Feedback centre

- We need to consider incentives such as a quarterly prize draw to achieve the feedback centre targets

Going forward

- More work to be carried out at Blaydon Primary Care Centre and in the West of Gateshead
- More work to be carried out at other care and health settings i.e. dentist, opticians
- Outreach work with black, Asian and minority ethnic communities - planning to be finalised and implemented
- Develop and implement the plan for Champions to undertake outreach unaccompanied.
- To recruit more Champions to fill specific roles