

Healthwatch Committee meeting
21 January 2020
Volunteer and outreach update – paper 2
Presented by: Beth Nichol

Members of the Committee are asked to:

- Note the contents of the report
- Consider the question of generic/focused outreach

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

Volunteer and outreach: July 2019 – Jan 2020

In the past five months we have held 30 events and stalls. Outreach events are now displayed on an interactive map on the Healthwatch Gateshead website (healthwatchgateshead.co.uk/about-us/our-work).

With the help of our volunteers, general outreach activities have included stalls at leisure centres and community venues, feedback collection at library groups, coffee mornings and social drop-ins, and focus groups at care homes and community groups. More focused work includes:

Children and young people

As we are lacking engagement with young people, Beth attended a children's activity day at Rutherford AFC during the summer. This was the first time working with children aged 5–8 so a colouring activity sheet was piloted which included a doctor, dentist or optician picture to colour in and included basic questions such as 'What did you like, what didn't you like?' and asked for a rating out of five. This worked well and will be used for future events.

Asylum seeker and refugee child clinic

Beth met with Dr Christian Harkensnee to discuss ways of gathering feedback from his asylum seeker and refugee child clinic at the QE hospital. The clinic is especially for Syrian asylum seeker and refugee children when they first arrive in the UK. In order to build a CCG business case, we held a focus group with patients to discuss their experiences of the clinic and also any barriers faced with follow-up at GP practices.

With the support of Gateshead Housing we spoke to 11 families. Feedback from the focus group showed that the clinic is a very useful resource, however, the main barrier in accessing health services is due to interpreters. For example, interpreters speaking the wrong language, not knowing medical terminology and cancelling last minute. This has been reported back to the clinic and to Gateshead Housing.

More focus groups are being arranged with Gateshead Housing to discuss interpreter issues further. This information will be reported to the interpreting organisation used by the NHS services.

Commissioned work

Integrated Care System

We were asked by the Integrated Care System (ICS) to talk with people about health and wellbeing in the form of three focus groups. Focus groups took place with Peace of Mind (refugees and asylum seekers), Inspired Support (LD/autism) and Gateshead College (young people). Despite the short timeframe and two of the groups having an extra ten people attending, there were good discussions. We identified issues of staying healthy due to cost, time and education.

Emergency Departments

Newcastle Gateshead CCG wants to improve choices available to people when they need health care urgently (within 24 hours) but it's not serious enough to be life threatening. Data suggests that people often go to Emergency Departments (ED) for this care. Healthwatch in Gateshead, Newcastle and North Tyneside carried out patient surveys at the QE and RVI ED departments over a 48-hour period at a weekend to understand how people make decisions about the right place to access help. Volunteers have said that they really enjoyed this piece of work.

Future work

For 2020, Beth is focusing on wards in geographical locations that she has had little engagement with. These include Chopwell and Rowlands Gill, Dunston Hill and Whickham East, Felling and High Fell. If anyone has any suggestions, please let her know.

After working with Healthwatch Newcastle around diabetes with a Chinese group, Beth would like to replicate this with other minority ethnic groups as feedback has been very interesting. Beth would also like to conduct more focus groups that are specific to a condition such as multiple sclerosis, arthritis, dementia, Parkinson's, etc.

Beth would like to know if Committee members would like more targeted outreach. Perhaps carry out general outreach work over the busy summer months, and spend two months of the year on more focused outreach?

Champions

Beth has worked with Anni Lennox MBE from Gateshead Job Centre to implement a Community Champion role. This involves working with DWP clients who have overseas medical experience or looking to build up their English conversation skills after/while completing ESOL.

DWP staff have identified clients who have credibility within their community to gather health and social care feedback in their first language. They then translate this into English for us, while having support when English presentation isn't quite right. This will support clients to develop their English and reach Healthwatch organisational objective of reaching seldom heard communities.

Four Community Champions have been interviewed and recruited, from a variety of backgrounds including psychology, microbiology, care worker and immunology. They will complete their training in February and shadow current volunteers before starting their role. We have also received applications and recruited two new Champions.

Beth is currently conducting annual reviews with current Champions. They all are happy and enjoy the variety of work. Beth is looking into training and development, as they have stated they would like awareness of long-term conditions to support them while speaking

to the public. There have been discussions about feeling disconnected with Healthwatch Committee and staff, and they have suggested it would be nice to have attendance at their Champion meetings every so often.

Work is ongoing to complete the volunteer handbook for current Champions. This will be finished by the end of the financial year.

Question for the Committee

Does the Committee want the volunteer and outreach work to continue as generic work or to be focused/targeted on particular issues or in particular communities?

Date	Organisation	Type of event	Community	Attendees	No feedback/surveys	Ward	Volunteers	Comments
20/07/2019	Pride 2019	Stall	LGBT	200+	N/A	Newcastle	2	
20/07/2019	Community Day at Salvation army	Stall	Various	25	N/A	Bridges Ward	2	
01/08/2019	Gateshead Civic Centre	Stall	Various	50+	14	Bridges Ward	3	Atrium
03/08/2019	Crawcrook Fair 2019	Stall	Various	100+	-	Crawcrook and Greenside Ward	2	Cancelled due to lack of staff cover
06/08/2019	Rutherford AFC	focus group	Children and young people	30	N/A	Lobley Hill and Bensham Ward	1	
15/08/2019	Knit and natter group - Bill Quay community church	Focus group	Older people	6	N/A	Pelaw and Heworth Ward	1	
20/08/2019	Northbourne care home	Focus group	Older people	12	N/A	Low Fell Ward	1	Anchor Housing
21/08/2019	Parkinson's drop in - Whickham	Focus group	Long term condition and carers	8	N/A	Lobley Hill and Bensham Ward	1	
25/08/2019	MELA	Stall	BAME	100+	N/A	Newcastle	2	
04/09/2019	DWP	Focus group	Refugee/Asylum seeker	12	N/A	Bridges Ward	1	HWE observed
11/09/2019	Gateshead College freshers fair	Stall	Children and young people	150	N/A	Bridges Ward	2	
23/09/2019	Soup Kitchen at Blaydon Church	Feedback leaflets	Homeless	30	15	Blaydon Ward	2	Volunteer led stall
24/09/2019	Denmark Street home	Focus group	Complex learning difficulties and disabilities	6	N/A	Bridges Ward	1	

09/10/2019	Peace of Mind drop-in	Focus group	Refugee/asylum seeker	35	N/A	Newcastle	0	ICS focus group
10/10/2019	The Ark	Feedback leaflets	Various	30	10	Ryton, Crookhill and Stella Ward	1	
10/10/2019	World Mental Health day	Stall	Mental health	300	N/A	Saltwell Ward	3	“Have you heard of Kooth” activity for YP MH project
12/10/2019	Flu day at Teams practice	Stall	Various	150	57	Dunston and Teams Ward	3	
16/10/2019	DWP mental health event	Speed dating	Mental health	150	N/A	Bridges Ward	0	Awareness session
22/10/2019	Health and wellbeing in Gateshead	Stall	Various	450	-	-	2	Volunteer sickness
04/11/2019	Inspired Support	Focus group	Complex learning difficulties and disabilities	16	N/A	Birtley Ward	0	ICS focus group
05/11/2019	Engaging with Primary care networks	Event	Various	30	N/A	Bridges Ward	0	
06/11/2019	Gateshead college	Focus group	Children and young people	30	N/A	Bridges Ward	0	ICS focus group
17/11/2019	Queen Elizabeth Hospital	Surveys	Various	100		Windy Nook and Whitehills Ward		ED work
18/11/2019	Queen Elizabeth Hospital	Surveys	Various	100		Windy Nook and Whitehills Ward	1	ED work
20/11/2019	Safeguarding Adults Speed Safeguarding event	Stall	Various	100	N/A	Bridges Ward	2	
21/11/2019	South Mountain Chinese Group	Focus group	BAME	100	N/A	Newcastle		Diabetes focused
26/11/2019	Gateshead college	Stall	Children and young people	50	30	Bridges Ward		Mental health survey
29/11/2019	RVI	Surveys	Various	100		Newcastle	Ken, Alan	
30/11/2019	RVI	Surveys	Various	100		Newcastle	0	

09/12/2019	Child Refugee and Migrant clinic	Focus group	Refugee/asylum seeker	11	N/A	Saltwell Ward	2	
11/12/2019	Gateshead Leisure centre	Stall	Various	40	10	Saltwell Ward	0	
07/01/2020	Low Fell library	Stall	Various	20	tbc	Chowdene Ward		