

Healthwatch Committee meeting

10 July 2019

Volunteer and outreach update - paper 2

Presented by: Beth Nichol

Members of the Committee are asked to:

- Note the contents of the report

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

Volunteer and outreach – April to July 2019

In the past eight weeks we have held 15 events and stalls.

The main part of our current outreach work is raising awareness of Healthwatch Gateshead and having introduction meetings with local community groups and venues. All are very keen to be involved and work with us.

With the help of our volunteers we have carried out varied outreach activities including stalls at leisure centres and community venues, feedback collecting at library groups, coffee mornings and social drop-ins and two focus groups at a care home and men's group. The volunteers ran a stall at Trinity Square; they fed back that it would have been better in better weather and if there was clear signage to show we weren't selling anything.

A large part of June's outreach involved carrying out "Have you heard about us?" surveys which asked people if they are aware of Healthwatch and the work we carry out. We currently have 70 responses through outreach events and social media. This needs a bigger push.

Future work

Beth is planning future work with the Comfrey Project, which works with asylum seekers and refugees.

We are looking into joint working with Healthwatch Newcastle to focus on long-term conditions and have met with MS Society, Arthritis UK and Diabetes UK to discuss this.

Beth will be meeting with Sue Jennings, Practice Manager, GP Federation, to discuss the opportunities of going into GP practices and collecting feedback.

As there is a lack of young people's experiences, Beth is looking at getting into schools to complete interactive activities when schools return in September. Beth is also looking at the possibility of working with Sure Starts to talk to young parents.

Champions

Beth has met with all volunteers to review what type of work they would like to be involved in and their personal interests. She also reviewed their current support sessions where they expressed that they would prefer six-monthly reviews.

We have received one new Champion application from a student who is very computer literate and has previous work experience as an advice and community development worker.

Date	Organisation	Type of event	Community	Attendees	No feedback/surveys	Ward	Volunteers	Comments
21/05/2019	Social group - Bensham grove community centre	Feedback leaflets	Various	13	16	Lobley Hill and Bensham Ward	3	
21/05/2019	Young men's group - Blaydon shed	Focus group	Men	10		Blaydon Ward		Unexpected focus group. Happy to be involved with other surveys/project work
23/05/2019	Coffee afternoon - Foundation House	Focus group	Older People	6		Lobley Hill and Bensham Ward		
28/05/2019	Bereavement group drop in - Age UK	Feedback leaflets	Older People	8	8	Bridges Ward		
03/06/2019	Coffee morning - Kibblesworth Village Millennium Centre	Feedback leaflets	Various	20	16	Lamsley Ward	1	All keen for focus group in future.
06/06/2019	Birtley Leisure Centre	Stall	Various	20	14	Birtley Ward	2	Given wrong address so missed 10am class rush!
11/06/2019	Trinity Square	Stall	Various	50	14 surveys, 7 FBC	Bridges Ward	4	Run by volunteers 10-1pm, busiest from 11.30am. Bad weather and not allowed out of gazebo!
14/06/2019	Rhyme time - Winlaton Library	Feedback leaflets	Women	25	18	Winlaton and High Spennard Ward	1	Best to attend 10.30am.
20/06/2019	Coffee morning - Wesley Memorial Church	Feedback leaflets	Various	10	5	Low Fell Ward	1	Ran by Rachel and Ken
24/06/2019	Syrian group @ The Comfrey project	Focus group	Refugee/Asylum-seeker	(12-25)	-	Bridges Ward		Cancelled due to bereavement of group member.

Date	Organisation	Type of event	Community	Attendees	No feedback/surveys	Ward	Volunteers	Comments
25/06/2019	Grainger Market Stall	Stall	Various	3	1	Newcastle		Misinformation and bad communication
27/06/2019	Heworth Leisure Centre	Feedback leaflets	Various	50	10	Pelaw and Heworth	1	
01/07/2019	Whickham Library	Focus group	Various	30	10 surveys 7 FBC	Whickham North	1	40 parents
03/07/2019	Sunniside Methodist Church	Focus group	Complex needs and disabilities	15		Whickham South and Sunniside ward	1	Chatter and craft group alongside charity coffee morning
09/07/2019	Credit Union - Birtley Hub	Feedback leaflets	Various	40		Birtley Ward	2	