

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:

Accessing health service work with ChildrenNE

During the priority setting pre-covid, it was agreed children and young people friendly services would be completed as an outreach project. In Spring 2020, Beth identified Children NE also had a priority of barriers to health services, so we worked in partnership with Children North East, using the 'Your Welcome' criteria and feedback as guidance, to develop a questionnaire. This focused on accessibility, patient choice, communication, confidentiality, and feedback. From this, recommendations were made and [the report](#) was circulated to commissioners and service providers and provided Children NE with evidence to support their wider poverty-proofing health setting consultation.

We are building on from this report to see if, and how, things may have changed. For example, how easy or difficult is it for young people to access local health services and if there are any financial barriers. This will also help inform future planning for the North East and Cumbria Child Health and Wellbeing Network. As we are still unable to do face to face engagement, Beth has asked people to share their experiences through online focus groups, 1 to 1 phone calls, via email or text and WhatsApp. She has also created a video to promote this on social media to young people under 25, parents or carers and those who run young people and children groups. This has been promoted through contacts in our network and a new approach of posting in resident and community groups on Facebook. So far, Beth has met with a learning disability support group for young people, Gateshead student support group and have spoken to young people and parents/carers on a 1.1 basis about their child's experience. Beth feels like promoting outreach in this way has allowed her to speak to those who are usually at work/university/school who we previously may not have heard from.

This work is continuing for 2 weeks and then a report will be written and circulated.

General outreach

Continuing to contact organisations in Gateshead to check in, publicise BWAC survey and encouraging participation. Beth is also attempting to arrange meetings with interested organisations to discuss issues they have and ways we could work together.

Volunteers

Beth is continuing to stay in touch with Champions through telephone calls, emails, and regular champion network meetings. Beth was wondering if anyone would like to come along to the next meeting on the 28 October 2pm to ensure the volunteers feel connected to the committee. Beth is also completing 6 monthly champion review sessions via telephone. Our champions are still completing regular befriending calls for Age Uk and Mental Health Concern, assisting with database updates, commenting on new documents where required.

Beth has been working with Jacqui to create a role description for 'Healthwatch Young Assessor' roles. This would be a 'mystery shopper' type role engaging young people to feedback on a range of services. This will go live via the Volunteer Centre next month.

Healthwatch Gateshead Outreach Plan

Date	Organisation	Community	Comments
01-09-20	ChildrenNE	Young people	working in partnership to collect experiences of accessing services for young people and parents.
08-09-20	Gateshead Diabetes group	Long term condition	Brian (secretary) emailed to all members BWAC survey and to get in touch if need help
10-09-2020	Gateshead OPA	Older people	Asked to attend outdoor classes to collect feedback
10-09-2020	Leam Lane Community Centre	Various	Receiving weekly updates of members experiences and recording in trends
15-09-2020	Young women outreach project	Young people	Not up and running but sharing with staff team and sharing on Facebook.
15-09-2020	Special needs parent support group	Young people	Looking for focus group date/ offering individual calls
22-09-2020	CNE FAB group	Young people	Focus group with 5 people with learning disabilities - CNE work
22-09-2020	Gateshead student support group	Young people	Focus group with 10 students who attend Gateshead college
28-09-2020	Birtley community fb group	Various	Children and YP health access work - posted.
28-09-2020	Lobley Hill/ Dunston/ Swalwell/ Sunnyside and Whickham Community group	Various	Children and YP health access work - posted.
28-09-2020	The Friendly Whickham Residents	Various	Children and YP health access work - posted.
28-09-2020	Wrekenton Residents	Various	Children and YP health access work - posted.
28-09-2020	Dunston Residents	Various	Children and YP health access work - posted.
28-09-2020	The Felling Group	Various	Children and YP health access work - posted.
28-09-2020	Gateshead	Various	Children and YP health access work - posted.
28-09-2020	Freeman Heart Parents And Patients	Various	Children and YP health access work - posted.
28-09-2020	Highfield Residents Page NE39 Postcode	Various	Children and YP health access work - posted.
28-09-2020	Crawcrook - Supporting Local Businesses	Various	Children and YP health access work - posted.
28-09-2020	Rowlands Gill Residents Page	Various	Children and YP health access work - posted.
28-09-2020	Sunnyside Residents Community Group	Various	Children and YP health access work - posted.
28-09-2020	Swalwell Residents	Various	Children and YP health access work - posted.
28-09-2020	Blaydon, Winlaton, Ryton, Stella, Crawcrook Residents	Various	Children and YP health access work - posted.
28-09-2020	Blaydon And Winlaton Local Page	Various	Children and YP health access work - posted.
28-09-2020	Blaydon And Winlaton Local Group	Various	Children and YP health access work - posted.
28-09-2020	Greenside Ryton	Various	Children and YP health access work - posted.
28-09-2020	Crawcrook Residents	Various	Children and YP health access work - posted.

28-09-2020	Ryton Residents	Various	Children and YP health access work - posted.
28-09-2020	Low Fell, Bensham/Shipcote Matters	Various	Children and YP health access work - posted.
28-09-2020	Open Arms (Gateshead) For Parents/Carers of Children with Disabilities	Parents/families	Children and YP health access work - posted.
28-09-2020	LOW FELL LIFE	Various	Children and YP health access work - posted.
28-09-2020	High Spen Community Chat	Various	Children and YP health access work - posted.
10-09-2020	CCG Gateshead longterm conditions group	Long term condition	Cynthia sharing BWAC survey at their online engagement event and future work with LTC group once restarted
30-09-20	Youth Focus North East	Young people	Meeting 16 Oct to discuss collab working