

Healthwatch Committee meeting

7 November 2018

Volunteer and outreach update - paper 3

Presented by: Victoria Clarke

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

- Joint Champions meetings with Healthwatch Newcastle are held every eight weeks.
- Champions have agreed to undertake Gateshead Public Health's Making Every Contact Count (MECC) training. This enables Champions to confidently signpost and encourage people, friends, family, neighbours, community members, etc. to access any early or brief intervention services. This has all been finalised, training is due to commence November and December.
- We sadly lost a Champion in August which was very sudden and a shock to her family too.
- Five out of six Champions are active, and we need more support so we are actively recruiting more Champions. Initially this will mainly be done by word of mouth, social media and an article in the next newsletter. Part of this will include the internal and external recruitment of Research Champions.
- Champions have undergone Professional Boundaries training and Cultural Awareness training recently.

Outreach

- From 1 April to 30 September 2018 we have carried out 24 engagement activities, two large regional events, the Mela and Newcastle Pride, two stalls and four focus groups, two of which were specific to our project work on funding for social care.
- We have made very good progress with Roma communities. Roma community leaders are meeting with four local Practice Managers in November and are now linked to the Health and Race Equality Forum (HAREF).
- We will be attending more family and young people's settings, i.e. Rhymetime, school family support workers.

Feedback centre

- The last date of the incentivised £25 prize draw was 31 August. The Committee will be taking a decision on whether this should be continued at this meeting.

Going forward

- We have made inroads to Gateshead College for us to have a regular slot with health and social care students.
- We have made initial contact with the only youth worker left in Gateshead, with a view to establishing some sustained engagement directly with youth groups and young people.
- We are also trying to meet with school Family Support Workers.
- Work on engagement with black, Asian and minority ethnic communities is still being planned. We are gathering contacts and making approaches via established networks and relationships.
- More work needs to be carried out in the West of Gateshead (see map).

- More work needs to be carried out at other care and health settings, i.e. dentists, opticians. Both these groups are proving difficult to infiltrate so we feel that the best approach would be to concentrate on the views of young people and BAME communities, while trying to develop links with these settings across Gateshead and Newcastle.

Date	Organisation	Event	No attended	Area	Ward	Notes	Comments	Type of service
06/04/2018	Q E Clinic	Engagement	2	Sherrif Hill	South	Alison and I		Hospital
12/04/2018	Q E Wards	Engagement	2	Sherrif Hill	South	Alison and I		Hospital
16/05/2018	FACT Walking Group	Engagement	9	Dunston	Inner West	3 men, 6 women		Community groups
17/05/2018	Dying Matters	Stall	20	Sherrif Hill	South	All professionals from QE		Hospital
17/05/2018	Gateshead Clubhouse	Engagement		Bensham	Central		NO CAPACITY	
23/05/2018	Peace of Mind	Focus group	11	Bensham	Central	BAME women x 8, men x3	Community has no info on health campaigns i.e. blood, marrow and organ donation, screening, etc. Signposted leader to relevant health professionals, speakers and campaigns info.	Community groups
06/06/2018	Diversity Forum	Meeting		Town centre	Central	Strategic BAME communities		Community groups
07/06/2018	Whickham Ladies Club	Engagement	11	Whickham	Inner West	Ladies		Community groups
14/06/2018	Gateshead College	Stall	24	Town centre	Central	Young people		Young people

Date	Organisation	Event	No attended	Area	Ward	Notes	Comments	Type of service
20/07/2018	PRIDE	Stall		Newcastle		LGBT	Regional event	Community groups
01/08/2018	Second Street Surgery	Engagement	5	Bensham	Central	Patients	First reviews of Second Street Surgery submitted Invite to PPG and more work	GP surgeries
02/08/2018	St Albans GP	Engagement	7	Felling	East	Patients		GP surgeries
02/08/2018	Felling Library	Engagement	11	Felling	East	General public		Community groups
03/08/2018	Whitehills Ladies Club	Focus group	19	Wardley	East	Ladies		Community groups
08/08/2018	Chesters Care Home	Engagement	8	Low Fell	South	Older people		Social care settings
09/08/2018	Gateshead Clubhouse	Engagement	7	Town centre	Central	Mental health		Community groups
10/08/2018	Winton Court	Engagement	9	Winlaton	West	Older people		Social care settings
10/08/2018	Whickham Library	Engagement	1	Whickham	Inner West	General public		Community groups
16/08/2018	Roma Community	Networking	0	Bensham	Central	BAME	Partner networking	Community groups
17/08/2018	Priory Court	Engagement	0	Wardley	East	Older people		Social care settings
26/08/2018	Mela	Engagement		Newcastle		BAME	Regional event	Community groups

Date	Organisation	Event	No attended	Area	Ward	Notes	Comments	Type of service
30/08/2018	Oaks Care Home	Engagement	4	Blaydon	West	Learning disabled		Social care settings
30/08/2018	Second Street Surgery Patient Group	Presentation	4	Bensham	Central	Patients and staff patient group		GP surgeries
31/08/2018	Gateshead Central Library	Engagement	13	Town centre	Central	Mixed	Busier after 11am	Community groups
31/08/2018	Priory Court	Engagement	6	Wardley	East	Older people	LAST DAY OF PRIZE DRAW	Social care settings
06/09/2018	Teams Surgery	Engagement	7	Teams	Central	Drug and Alcohol		GP surgeries
07/09/2018	Winlaton Library - Rhymetime	Engagement	8	Winlaton	West	Parents	Need to go again, didn't catch all parents	Community groups
07/09/2018	Winlaton Library - Knit and Natter	Engagement	10	Winlaton	West	Older people		Community groups
12/09/2018	Diversity Forum	Meeting		Town Ccentre	Central	BAME	Partner networking	Community groups
13/09/2018	Blaydon Library	Engagement	9	Blaydon	West	General public		Community groups
13/09/2018	Blaydon Surgery	Engagement	5	Blaydon	West	Patients		GP surgeries
14/09/2018	Grange Road Medical Practice	Engagement	3	Ryton	Central	Patients	Three FBC forms completed but spoke to 5	GP surgeries
19/09/2018	Central Medical Group	Engagement	5	Bensham	Central	Patients	Busy surgery worth going back. Gave out 12 FBC forms	GP surgeries

Date	Organisation	Event	No attended	Area	Ward	Notes	Comments	Type of service
20/09/2018	Roma Community	Engagement	0	Bensham	Central	BAME	Relationship building	Community groups
27/09/2018	Teams Men's Group	Engagement	4	Teams	Central	Men	Sometimes up to 17 in attendance	Community groups
30/09/2018	Last day of monitoring period		274			Excludes Mela, Pride and focus groups		

Colour coding shows the type of group/venue engaged with