

Healthwatch Committee meeting

11 January 2019

Volunteer and Outreach update - paper 3

Presented by: Victoria Clark

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

- Champions have undertaken their three chosen Gateshead Public Health's Making Every Contact Count (MECC) training modules (which were alcohol, healthy weight and physical activity). The training enables Champions to confidently signpost and encourage friends, family, neighbours, community members, etc. to access services using motivational interviewing techniques. Some Champions have decided to undertake more modules (food and mood, five Ways to Wellness, etc.)
- We currently have five active Champions.
- We have been recruiting Research Champions, with an induction day due to take place on 31 January.
- Champions have recently undertaken communications training.

Outreach

- From 1 October 2018 to date we have carried out 17 engagement activities, seven focus groups, two stalls and eight outreach sessions.
- We are concentrating on gathering the views of young people and BAME communities.
- Issues cropping up at over recent months tend to be around prescription charge penalties (mostly due to confusion about which box to tick as the back of the script doesn't mirror current benefits) and the social care system/process for both adults and children not working effectively.
- Some Champions also helped carry out a mystery shopping exercise for the Healthwatch Newcastle project on access to primary care services for housebound people.

Feedback centre

- We are continuing to try to increase the number of reviews on our feedback centre but are not yet on track to achieve the target of 350 reviews per year.

Going forward

- Champions will be undertaking some 'Talk Cancer' training, increasing confidence in how to talk and listen to people who have been affected by cancer.
- We have been discussing the creation of a new Ambassador role across both areas and this will happen, with the Committees' agreement, once we have the Research Champion role in place and embedded in Gateshead.
- Our geographical monitoring shows we need to undertake more work in the east and far west of the borough which we will prioritise in the coming months.
- One of the areas we would like to prioritise next year is getting views from people that use drug and alcohol services.

Gateshead Outreach and Communications Plan 1 October 2018 - 16 January 2019

Date	Organisation	Event	No Attended	Feedback centre forms completed	Type of Service	Section of Community	Comments
Column1	Column2	Column3	Column4	Column5	Column72	Column8	Column9
10/10/2018	World Mental Health Day	Stall	50+	20	Community Group	Public	
11/10/2018	Fell Cottage Surgery	Outreach	10	10	G P Surgery	Patients	
12/10/2018	Winlaton Library	Focus Group	17	4	Community Group	Families.	Rhyme time
12/10/2018	Blaydon Shed	Outreach	1	2	Community Group	Mental Health	
18/10/2018	Rowlands Gill Flu Clinic	Outreach	20	10	Community Group	Patients eligible for flu vaccinations.	very busy. Worth attending again
19/10/2018	Birtley Hub	Outreach	13	6	Community Group	Members of public	worth going again
25/10/2018	Low Fell Library	Outreach	15	6	Community Group	Families	Halloween Craft Club
07/11/2018	Q E Open Day	Stall	3		Hospital	Members of public	
01/11/2018	Carers Café	Outreach	3		Community Group	Carers	
08/11/2018	Alexander House	Focus Group	2		Social Care Setting	Eldery and carers	
08/11/2018	Shadon House	Focus Group	5		Social Care Setting	Elderly	
22/11/2018	Mens Health Event	Stall	15	0	Community Group	Stakeholders	
23/11/2018	Southernwood	Outreach	4	0	Social Care Setting	Elderly	
06/12/2018	Blaydon Lodge	Focus Group	4		Social Care Setting	LD Carers	
06/12/2018	Individual Supported Living Scheme's	Focus Group	8		Social Care Setting	LD	Held in Bensham but individuals from Springwell, Sunnside, Dunston, Bensham,
21/12/2018	Eastwood	Outreach		2	Social Care Setting	Short term disabled/respice	Not enough time, worth going again
10/01/2019	Kinship Carers	Focus Group	9		Community Group	Carers, Grandparents,	Held in Bensham but individuals and families from all over Borough
16/01/2019	Changing Lives	Focus Group			Community Group	Substance, Homeless, MH	Held in Bensham but individuals from all over Borough
			129				