

Healthwatch Committee meeting

12 June 2018

Volunteer and outreach update - paper 3

Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

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

Volunteers/Champions

- Joint Champions meetings with HWN are held every eight weeks – not six weeks as in previous report.
- Champions 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.
- All but one Champion have undertaken the Authorities safeguarding alert training.
- Healthwatch Newcastle staff will be training some Champions on social media in June.
- Two new Champions have been recruited but are unable to volunteer at this time due to personal circumstances. One other Champion is about to go through the recruitment process as a Research Champion.
- Lifetime Achievement Award from Gateshead Council to Kay was awarded in April.
- One Gateshead Champion has been nominated to attend a special #NHS70, invitation only, celebration in July. We are awaiting the outcome of the nomination.

Outreach

- Since 1 April 2018 we have carried out four engagement activities and one focus group. We have spoken to 42 people. This included 11 members of the BAME community.

Feedback centre

- 1 June will see the implementation of the incentivised £25 prize draw.

Going forward

- Attending Gateshead College mid-June to gather the views of young people
- Have made in-roads to Gateshead College for us to have a regular slot with Health and Social Care students.
- Have made initial contact with the only youth worker left in Gateshead with a view to us establishing some sustained engagement directly with youth groups and young people.
- Plans are underway for attendance at MELA and PRIDE.
- Still planning BAME engagement work.
- More work to be carried out at Blaydon Primary Care Centre and in the West of Gateshead.
- More work to be carried out at other care and health settings i.e. dentist, opticians
- Outreach work with Black, Asian and Minority Ethnic communities - planning to be finalised and implemented.

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| Gateshead outreach plan 1 April – 30 September 2018 | | | | | | |
|---|--------------------------|-------------|-----------|------------|-----------------------------|--------------------|
| Date | Organisation | Event | Attendees | Volunteers | Notes | Comments |
| 03/04/2018 | St Joseph's Church | Engagement | 0 | 0 | Age UK Group - Line Dancing | CANCELLED |
| 06/04/2018 | Q E Clinic | Engagement | 2 | 1 | Patients | |
| 16/04/2018 | Blaydon Friendship Group | Engagement | 0 | 0 | CANCELLED | CANCELLED |
| 18/04/2018 | FACT Men's Group | Engagement | 0 | 0 | CANCELLED | CANCELLED |
| 20/04/2018 | Q E Clinic | Engagement | 0 | 0 | CANCELLED | CANCELLED |
| 23/04/2018 | St Joseph's Church | Engagement | 0 | 0 | CANCELLED | CANCELLED |
| 16/05/2018 | FACT Walking Group | Engagement | 9 | 0 | People affected by Cancer | |
| 17/05/2018 | Dying Matters | Stall | 20 | 0 | All professionals from QE | |
| 17/05/2018 | Gateshead Clubhouse | Engagement | | 0 | CANCELLED | NO CAPACITY |
| 23/05/2018 | Peace of Mind | Focus Group | 11 | 0 | BAME | Women x 8 + Men x3 |