

Annual Event Report
11th November 2014
Gateshead Civic Centre Gateshead



have
your
say

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Introduction

Healthwatch Gateshead held its first Annual Event on Tuesday 11 November 2014 at 10 am - 12:30 noon at, Gateshead Civic Centre. It was decided to open the event up to members of the public and stakeholders with the view of engaging with as many people as possible.

Remit

We would like to find out about people's experience of using Health and Social Care over the past 6 to 12 months. This would help us to identify emerging themes to focus the direction of the our work.

Event Circulation invite

The invitation was circulated using the following methods

E news circulation list which includes those on Healthwatch Gateshead database 790

Website

Postal invites were sent to those identified on the Healthwatch data base not using email. 143

Social Media ; Twitter and Facebook

Word of Mouth

Drop ins

Partner Organisations

Actual Attendance

Total attendance	59
Evaluation forms completed	34
Individuals	33
Organisations	26

Method

Workshops using facilitators and scribes.

Workshop 1

Each of the 6 round tables where given a topic. These were based around our 8 Vital Signs engagement tool. and would help us to prompt the audience into discussion. For this exercise we combined some of topics. The 6 table topics were as follows:



As a Patient /Service User/ Carer I want

What worries me

My ideal Social Care would be

My ideal Health Care would be

It would be a good idea if

If I could change anything

After 30 minutes people were asked to move to another table of their choice. Facilitators stayed at the table to facilitate a second session.

At the end of both sessions Facilitators were asked to feedback 2 key points total from the workshops.

Workshop 2

The tables were asked to think about Health and Social Care services that they have used in the past 6 months to 12 months and tell us which ones you would recommend to friends and family. Who should we know about as sign posting organisation?

Emerging themes from Workshop 1

The information was gathered and reviewed under two headings which are Health and Social Care. The categories were then divided into sub sections. For this purpose we have tried to summarise points from the subcategories to thematic responses. These are listed in alphabetical order and capture the most common responses.

Health

Ambulance and Patient Transport

Concerns

- Accessibility i.e blind/deaf booking service
- Ambulance response times
- Patient Transport, Criteria

Community Health

Concerns

- Complex healthcare pathways
- Domiciliary Care and District Nurses need to work together
- District nursing in the community over weekends (more needed)
- Funding Health Budgets
- Information regarding access to community services i.e Community Dental.
- Preventative info needed, education

Compliments

- Healthchecks available in the community
- Urgent Care really good

GP's Primary Care

Concerns

- Appointments particularly to see preferred GP. Phone systems to book appointments – automated systems are difficult to get through.
- Charges for review certificates, especially mental health.
- Continuity seeing same GP leading to medication change/ complications
- Variation between surgeries appointments.
- Parking at surgeries (lack of spaces)
- Privacy at reception desks could be improved
- Repeat prescriptions – poor service/ Limited prescription line opening times/ hours
- Social Prescribing should be part of GP consultation

Compliments

- Referral to hospital timely from GP
- Quality of care

Hospital services

Concerns

- Administration at QE. Appointments letters not received in time/ resulting in lengthy diagnosis pathway
- Appointment at QE on time (waiting time)
- Medicine not ready and this delays discharge

Compliments

- Good Alzheimer's care at Bensham hospital
- Triage system at QE good

Mental Health

Concerns

- Consultation time about recent changes to mental health (not enough time)
- Mental health to be given equal priority as physical health(equality)
- Stigma (Stamp out)

Pharmacy

Concerns

- Confidentiality, lack of privacy receiving prescriptions.

Social Care

Local Authority Care

Concerns

- Adaptations; Criteria needs to standardised
- Care Call
- Continuity of Care Need one point of contact – named social care worker. Share information and have a holistic approach. If a review is needed you need to repeat details over and over again it should be person centred. Capacity issues - phone reviews only are not acceptable
- Confidence and trust in social care workers especially older people.
- Continuity of Care: Need one point of contact – named social care worker. Share information and have a holistic approach. If a review is needed you need to repeat details over and over again it should be person centred. Capacity issues - phone reviews only are not acceptable
- Funding of Services (not enough)
- Lack of social care information (criteria) (barriers)
- Pathways; Social Care Direct enquiries complicated
-

Carers

Concerns

- Funding for Carer Organisations
- Pressure on Carers to provide more care due to cutbacks
- Support for Carers

Disability

Concerns

- Better education of Healthcare workers needed regarding disability.
- Equality
- Training

Young People

Concerns

- Early Intervention – including ill health prevention in both mental and physical health
- Education on how to access services needed for young people
- Equality
- Information on both Mental Health and physical health needed (in school)
- Mental health and physical health

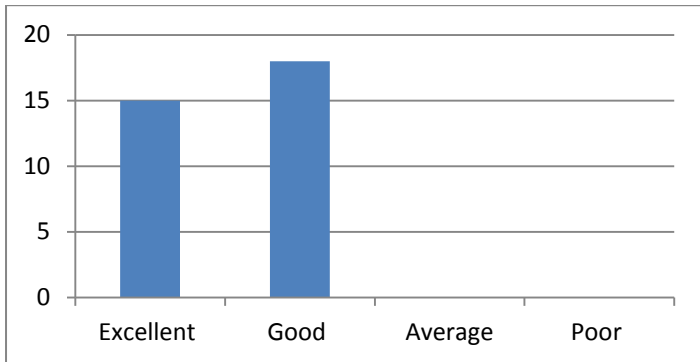
General

Concerns

- Not using, or knowing about Social Prescribing
- Preventative Services (not enough)
- Volunteers replacing paid workers

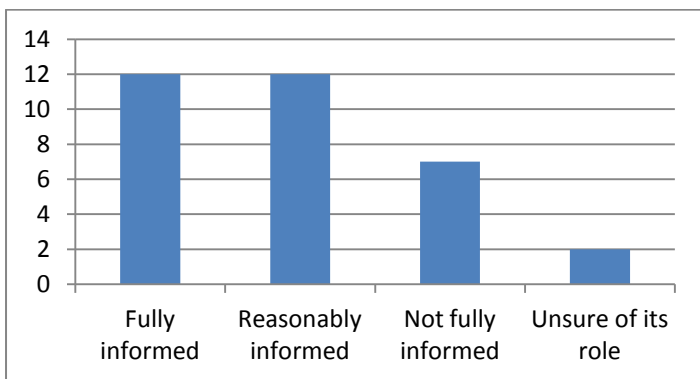
Event Evaluation

1. How would you rate today's Annual Meeting?



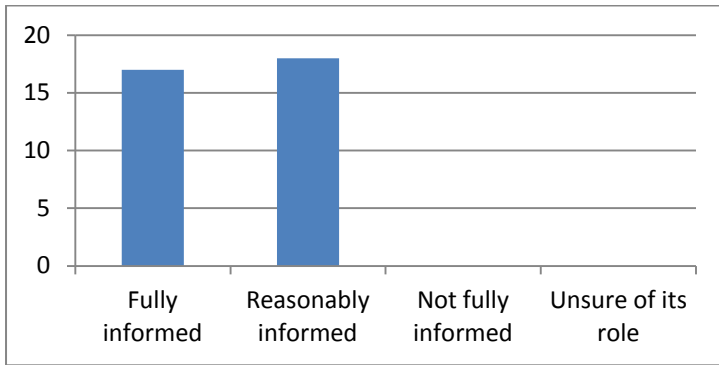
Excellent 15 Good 18 Average 0 Poor 0

2. How informed were you about Healthwatch Gateshead prior to the event?



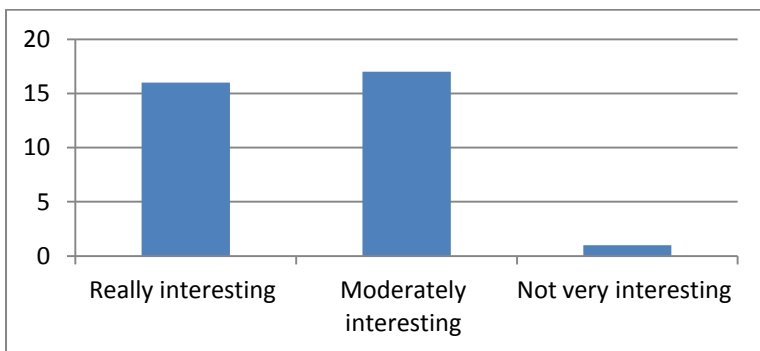
Fully informed 12 Reasonably informed 12 Not fully informed 7 Unsure of its role 2

3.How well informed do you now feel about Healthwatch Gateshead after the event?



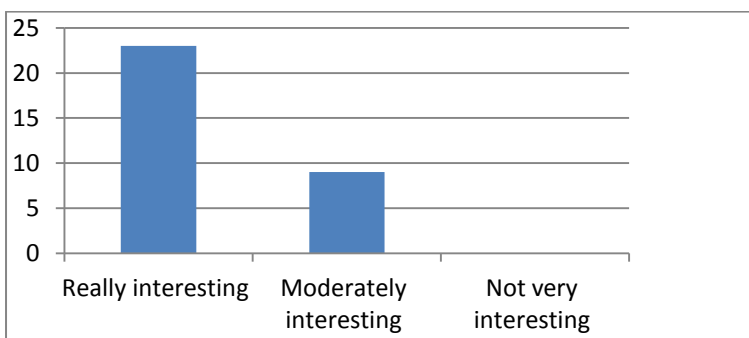
Fully informed 17 **Reasonably informed** 18 **Not fully informed** 0 **Unsure of its role** 0

4.What did you think of the presentation from the speakers?



Really interesting 16 **Moderately interesting** 17 **Not very interesting** 1

5. What did you think of the speakers?



Really interesting 23 **Moderately interesting** 9 **Not very interesting** 0

How could we improve future Events?

Microphones (2)
Advertise more
Longer event
Timings at start tricky
Workshops with same people too much
Provide stickers for delegates from organisation
Room suitability negative (6)
External key speakers
Make more engagement

If you have a message for the Healthwatch Board, what would it be?

Keep up the good work (2)
Engage in other ways for people who cant come to events
More Advertising
How can Stakeholders evaluate Healthwatch
Link in with Partners
Don't forget people with hearing loss
Spread the word
This event was engaging and informative
You have an important role and can make a difference
Access more vulnerable people
Keep a high profile in the community
Excellent
You need to be talking more about Enter and View
Advertise yourself more
Let us know what you do

Any other comments?

Use microphones (3)
Worthwhile meeting
Volunteers should be more effectively used by Healthwatch
Interesting and Informative
Great event



Where does all the information go?

Thank you to everyone who was able to come along to the event. We hope you had the opportunity to have your say. We will be adding the emerging issues from the Annual event to other information we have gathered from our engagement work out in the community.

All the information will be fed into Commissioners, those people / organisations that provide Health & Social Care services. This is done with a view to improving Health & Social Care provision for Gateshead residents. The information you've provided us with can trigger and Enter and View visit by our authorised representatives.

Your views and comments are important and help us to identify key themes and issues and help us focus on specific pieces of work. This information will form part of Healthwatch Gateshead's work plan for the next year. For details of specific areas of our work keep a check on our website over the next few months. Also have a look at our Facebook page & twitter feed for these details. In the event you don't have access to technology & would like details of our specific areas of work please contact the office using the details below for further information.

Recommendations by the project are presented to the Board of Directors for approval. The Board of Directors can present at the decision making level. The Chair of Healthwatch Gateshead has a seat on statutory Boards such as the Health and Wellbeing Board Wellbeing Board along with the Health & Care OSC (Overview & Scrutiny Committee).

Signposting

The useful information you gave us around signposting organisations is now live on our website page under Find Services. People can now link to useful websites at the click of a mouse.

Contact Us

If you are interested in becoming a volunteer to help us gather opinions please contact one of the team using the details below.

T: 0191 491 1668 / 0300 123 4008

Freephone: 0808 801 0382

E: info@healthwatchgateshead.co.uk

W: www.healthwatchgateshead.co.uk



HWG



Healthwatch Gateshead

9 Anderson Green
Saltwell Business Park
Gateshead
NE9 5BQ -

