

Annual Report 2015/16



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Healthwatch Gateshead board meetings are held monthly at our offices in the Davidson Building, Swan Street, Gateshead. Two public meetings are held in May and October each year to provide the opportunity for residents to talk with board members and ask questions. For more information and enquiries, email info@healthwatchgateshead.co.uk

Message from our Chair

Welcome to Healthwatch Gateshead. Our role is to represent the views of the residents of Gateshead to the commissioners and providers of health and social care. To carry out this function on your behalf we need to know your experiences good as well as bad, your cares, your issues and what improvements or changes you would like to see from the providers of the services you receive.

The board members of Healthwatch Gateshead are volunteers who give their time and expertise to their particular role which is to help Gateshead residents shape their health and social care delivery, influence the services they personally receive and hold services to account.

We work with health and social care service providers to improve the quality of their services and to help develop both local and national services. We encourage decision makers to capitalise on the desire of consumers to engage and work with people as partners for change.

The current board including myself, with one exception, all joined in the second half of last year. Our grateful thanks to the previous board members Sharon Stuart, Esther Ward, Marjorie Hunter, Hollie Pinder and the Development Officer Andrew Moore for their contribution to the management of the organisation. We are always interested in hearing from individuals who would like to help contribute to their local community.

This year, as last year, has seen significant changes in the manner in which health and social care will be both commissioned and delivered. The challenge for everyone is how to meet the increasing demand with limited resources, balancing the attributes of economies of scale which favours concentrating expertise in limited centres while at same time providing a locally based service.

There is both a need for openness from commissioners and service providers regarding the practical options available due to past decisions (good and bad) and a need for each of us to accept some self-responsibility to conserve the limited health and social care resources for those less able to look after themselves.

Healthwatch Gateshead costs about 86 pence per Gateshead resident to operate in 2015-2016, which funds five part time staff involved in the various activities identified in this annual report.

It is obviously easier to demonstrate our influence when for an individual we can show an outcome. It is always harder to demonstrate our influence when we are trying to influence policy.

Examples of where we have been successful include working with, but not for, the Queen Elizabeth Hospital and GP practices. We have been able to help them improve the quality of their services and their feedback shows the impact of our independent reviews.

Longer term is the importance of our feedback on your views on Gateshead Council's social care budget proposals, Deciding Together, Vanguard care home programme, the Sustainable Transformation Programme and the Commission for Health and Social Integration.

We will continue to develop ways to enable your views to be heard by us and review our approach to ensure that we represent your concerns in the most influential manner possible. Thank you to all those who have helped us shape the future of health and social care in Gateshead.

Douglas Ball

Chair, Healthwatch Gateshead



Who we are



Healthwatch Gateshead is the borough's consumer champion for health and social care, representing the voices of current and future users to decision makers.

It is one of 148 local Healthwatches across England which form a national network, and is a registered Community Interest Company.

As set out in the Health and Social Care Act of 2012, Healthwatch Gateshead has the following statutory activities:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly making these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These are directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services

could and ought to be improved; and sharing these views with Healthwatch England.

- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and making recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Healthwatch Gateshead's overarching aim is to improve local health and social care provision across the borough. As a statutory watchdog, our role is to ensure that local health and social care services and the local decision makers put the experiences of people at the heart of their care.

This will be achieved by:

- Reaching out to the residents and communities in Gateshead.
- Gathering evidence from what local people are telling us and working to improve local services.
- Providing comprehensive, accurate information and advice to the public to enable them to make effective choices and decisions when accessing local health and social care services.
- Representing Gateshead residents' views, concerns and needs to commissioners and providers of health and social care services.
- Seeking to influence the improvement, development, delivery and implementation of local health and social care services.
- Signposting appropriate services for individuals and representing them.

Your Healthwatch team



Philip Kerr

Manager

Philip is responsible for the operations and contract monitoring for Healthwatch Gateshead. He is committed to influencing and changing the health and social care services in Gateshead for everyone.



Kim Newton

Community Participation and Engagement Worker

Kim works with local voluntary groups and residents who want to engage with health and social care services. She was previously Gateshead LINK's engagement and involvement worker, so has a wealth of information and contacts. Kim lives in Gateshead with her husband and autistic son Daniel.



Carole Gourdie

Community Participation and Engagement Worker

Carole's role involves working with local voluntary groups and residents who want to engage on health and social care services. She has 24 years' experience of work in various roles in the voluntary community sector and most recently worked with Age UK Gateshead managing the Age UK North East regional 'Fit as a Fiddle' Big Lottery funded national health and wellbeing programme.



Victoria Clark

Signposting and Information Officer

Victoria is Healthwatch's Signposting and Information Officer and is responsible for communications and information. Victoria has worked in Gateshead all her working life and has many contacts in the voluntary and public sectors.



Nicola Winship

Administrator

Nicola is our Administrator and is responsible for providing essential administrative support to the team and our Board.



Karen Bunston

Volunteer Programme Manager

Karen is our newest team member, joining us as Volunteer Programme Manager. She is responsible for our volunteer programme, particularly Enter and View.

Our vision

Where every resident of Gateshead has the health and social care they need and expect.

Our priorities

We identified the following strategic priorities for 2014-16:

Strategic development

- Work proactively with Clinical Commissioning Groups, the local authority and all health and social care providers, other organisations and the general public to develop and maintain strong working relationships.
- Widen public access and involvement.
- Create an organisation which is representative of and influenced by the local population.

Operational development

- Develop our volunteer programme to establish volunteers who will engage with a range of communities across Gateshead.
- Implement reporting mechanisms which enable us to gather the views of a wide range of diverse communities.
- Build an effective evidence base so that we can influence local service delivery and development on behalf of local people.

Delivery

- Develop engagement with hard to reach groups.
- Develop a programme of innovative and creative engagement activities.
- Develop our local 'drop in' sessions so that we have an effective presence across the borough.
- Widen public access.



Giving people advice and information

Helping people get what they need from local health and social care services

During the year we have provided a wide range of advice and information to patients and carers, who have contacted us via email, telephone or our website - or met us at events and roadshows across the borough.

Signposting enquiries have ranged from alcohol dependency and eating disorder support services to patient group information to complaints and escalations.

Examples of signposting queries during the year include:

- A lady in her late 80s who, along with her husband, was seeking help with heavier household chores. We referred her to Gateshead Council's Adult Social Care Reablement Team service, Age UK and Happy to Help.
- A lady wanting help for her husband who is a hearing aid wearer and can't hear on the phone. We referred the couple to Action on Hearing Loss and Hearing Loss Support and to Adult Social Care for an assessment.
- A carer whose elderly father had been diagnosed with Alzheimer's and whose mother had failing health seeking support, whom we referred to the Alzheimer's Society, the Carers' Association and the dementia lead at their local GP practice.
- A wheelchair user seeking advice on where to get their chair fixed was advised to check it was under guarantee from the supplier first, but to then contact local Trading Standards if there was a dispute, or if purchased second hand to try Gateshead Shopmobility Scheme or supplier Peacocks.



Giving advice at the Party in the Park at Saltwell Park during Carers' Week.

- A caller concerned their neighbour may have undiagnosed dementia wondering what to do, who was recommended to call 999 if they feared immediate danger, to contact the neighbour's family if they were comfortable to do so, or to raise a safeguarding alert with Adult Social Care.
- A query from a member of the public seeking power of attorney for their mother who was referred to Age UK Gateshead and either a family solicitor or a local legal firm.

The Healthwatch Gateshead website has also been updated during the year and now has an A to Z list of services for all kinds of health and social care information, advice, complaints, care pathways, patient and support groups. There is also a section on frequently asked questions which is reviewed on a regular basis.

"You are the first person I've spoken to that I actually feel I have been listened to. I feel better thank you."

Mrs Marston, October 2015

Listening to people who use health and care services

Gathering experiences and understanding people's needs

During the year we have undertaken research projects and engagement activities to gather local people's experiences and expectations of health and social care services, recommended service improvements and identified best practice which could be adopted locally or nationally.

These include:

- A survey of patients' experiences of GP access and out of hours provision.
- A review of the discharge process at Queen Elizabeth Hospital.
- Informing residents of Gateshead Council's social care budget proposals and presenting residents' views to the council.
- Representing Gateshead residents' views on the 'Deciding Together' consultation regarding the future of specialist mental health services in Gateshead.
- Establishing asylum seekers and refugees' issues in accessing health and social care services.

Healthwatch Gateshead uses a variety of techniques to gather residents and patients' views.

We established patients' experience of GP access and out of hours provision, through surveys promoted via the Healthwatch website, e-newsletter, social media and at community engagement events. The report was submitted to all the practices that took part to help identify both good practice and any improvements that need to be put in place. The report was also used by a local MP as part of a parliamentary review of GP services.

We established patients' views of the Queen Elizabeth (QE) Hospital discharge process through a questionnaire specially developed in conjunction with QE. The QE has adopted the recommended improvements identified by Healthwatch Gateshead

and we will revisit the QE to establish the impact of implementing these recommendations on patients' satisfaction.

We offer Gateshead residents a range of methods to raise any issue or concern directly with Healthwatch Gateshead via our website, telephone, letter or our Freepost 'Have your say' cards issued at community events such as the Party in the Park and other activities including 'Cuppa with a Copper'.

For more complicated consultations, we have held special events to inform Gateshead residents. In December 2015 to raise awareness of Gateshead Council's social care budget proposals, we held a special event and Gateshead Council provided a speaker to explain the proposals. The report was presented to Gateshead Council identifying residents' and carers' concerns and the disenfranchising nature of making their website the main mechanism to disseminate consultation documents.

We used our partnership and our resident contact database to publicise the 'Deciding Together' consultation on the provision of mental health services to Gateshead and to gather the views and issues from Gateshead residents. Healthwatch Gateshead sent a formal report identifying all the concerns and issues raised by Gateshead residents in response to the consultation. Our report was also presented to Gateshead Care, Health and Wellbeing Overview and Scrutiny Committee and sent to Newcastle Gateshead Clinical Commissioning Group to influence their decision on the provision of mental health services for Gateshead residents.



Health issues of asylum seekers and refugees in Newcastle and Gateshead

Efforts to engage with diverse groups and communities have included two events held in conjunction with Healthwatch Newcastle and the Regional Refugee Forum to discuss the health issues of asylum seekers and refugees.

This was a joint piece of work with Healthwatch Newcastle and the Regional Refugee Forum (RRF). The events were held with the RRF in June and October 2015 at Brunswick Methodist Church in central Newcastle.

The first event gave RRF members the opportunity to describe the unique and distinctive health and wellbeing issues affecting them. The second event brought together members of the refugee and asylum seeker communities with those responsible for planning and commissioning health and care services in Newcastle and Gateshead.

The joint report sent to commissioners and providers made several recommendations around the cultural stigma some communities have with mental illness, the need for staff training, language barriers, and the lack of information on healthy eating and free leisure activities.

What we've learned from visiting services

One of our key roles is to carry our Enter & View visits to providers of health and social care services to identify both good practice that can be shared with others and any issues service users feel concerned about.

Developing Enter & View is a key priority for Healthwatch Gateshead, and we carried out our first visit in March 2016.

The Teams Medical Practice was selected as it had been rated 'outstanding' in its latest CQC inspection and we wanted to share good practice examples of meaningful patient engagement. In addition, the practice wanted to use the findings of the visit to improve its services.

A team of authorised representatives comprising volunteers Christina Massey, Ann Atkinson and Kay Parker and staff members Victoria Clark and Karen Bunston carried out the visit, talking to patients and carers, health champions, clinical and non-clinical staff.

They found a number of ways in which patients could engage, including a patient forum, volunteer health champions, a walking group, involvement in staff recruitment and social media.

Suggestions, comments and complaints are included as agenda items at practice meetings, and staff reported being encouraged by partners to feedback both positive and negative information from patients to improve services.

Further improvements recommended to the practice in the Enter & View report included reporting the outcomes of patient engagement in a 'you said, we did' style of reporting, greater use of social media and involving patients in the production of the practice newsletter.

"In the past year the Regional Refugee Forum North East has forged a stronger relationship with Healthwatch Gateshead which has enabled the voice of the refugee and asylum seeker community to be heard about their concerns on health issues, especially challenges about accessing the right services. The relationship has also demonstrated how true partnership can actually lead to better outcomes."

Herbert Dirahu,
Regional Refugee Forum

How we have made a difference

Our reports and recommendations

We have published a number of reports following surveys, reviews and consultations involving patients and made a series of recommendations to providers for improvements to services.

These have included surveys on GP access and out of hours services, arrangements for the discharge of patients from hospital, and raising awareness of planned changes to the local social care budget and specialist mental health services.



Queen Elizabeth Hospital discharge review

Healthwatch Gateshead's Board commissioned a review into discharge arrangements at the Queen Elizabeth Hospital.

A paper questionnaire was completed by patients in 15 wards between August and October 2015 as part of the discharge process. The overall satisfaction rate was good, with 95% happy with their discharge.

The report to the hospital trust had no high areas of concern but contained several recommendations which the trust has agreed to action.

They include a review of the discharge process relating to the issue of medication, which had led to delayed discharge for more than a third of patients we surveyed, and promotion of the underused discharge lounge. Problems with transport for patients being discharged, including delays and the lack of suitable equipment to transfer patients with mobility issues into their homes, were also highlighted.

“Healthwatch Gateshead is a valued partner to the Quality and Safecare Team at the Queen Elizabeth Hospital, recently working with us to achieve valuable insights into our patients’ view of our discharge process, and regularly giving important contributions to our committee meetings and patient experience project workshops. We highly regard the well-established external agency link afforded to us by Healthwatch, and look forward to continuing our joint working to improve patient experience.”

Dr Nichola Stefanou
Head of Safecare, QE Gateshead

GP access and out of hours provision

Anecdotal reports from patients on problems with access to GPs and out of hours provision led to a four month survey of users of the borough's 31 GP practices and four branch surgeries by Healthwatch Gateshead.

The survey was promoted via our website, e-newsletter, social media and at community engagement events between April and August 2015.

It asked questions about experiences of booking appointments, out of hours provision, dignity and respect, continuity of care, patient information and prescription services.

Respondents reported a variety of positive and negative experiences in using GP services. Recommendations in our report to Gateshead Council's Care, Health and Wellbeing Overview and Scrutiny Committee included improved information on: ways to make appointments and out of hours services; the ability to make longer appointments; advance appointments with the same GP; patient forums.

Our report was also used by Blaydon MP Dave Anderson for his submission to the House of Commons Public Accounts Committee. It was specifically referred to by the committee chair Meg Hillier MP in the oral session on Access to GPs in England in January 2016.

Consultation on Gateshead Council's social care budget proposals

In October 2015 Gateshead Council put forward proposals for changes to the social care budget which would result in a reduction in care packages and an increased role for unpaid carers, including reassessing people with learning disabilities, reviewing support for people to live independently and a reduction in domiciliary care packages.

The authority said the service changes were a result of funding cuts which had led to a planned reduction in the workforce.

We expressed concern to the council during the eight week consultation period that the predominantly website-based consultation, with limited paper copies of proposals available, prevented individuals with sensory impairments or learning disabilities and older people without internet access from accessing the consultation documents and therefore being able to respond to the consultation.

We also highlighted the lack of impact statements - which made it very difficult for any reader to understand what the proposals would actually mean for them or for those that they provided care for. Subsequently Gateshead Council added additional information to their proposals.

We contacted key stakeholders in the Voluntary and Community Sector and individuals on our members' database to ensure that they were aware of the consultation.

Healthwatch Gateshead organised a consultation event at Gateshead Masonic Hall in December 2015 to make residents aware of the proposed reductions in services by Gateshead Council in their social care budget. The Council's Director for Social Care and Independent Living addressed the event.

Attendees had the opportunity to ask questions or gain clarity on any aspect of the proposals, and workshops enabled discussions with feedback fed into the council consultation as part of the Healthwatch Gateshead report which summarised the concerns raised by residents, carers and stakeholders.



The consultation event at Gateshead Masonic Hall

“Healthwatch Gateshead have been instrumental in supporting service users and family carers of Gateshead services to have a voice that truly matters. The ideas, issues and concerns that Healthwatch have raised on behalf of service users and carers has enabled Gateshead Council to be both respectful of and responsive to these when determining the future direction of services.”

Keith Hogan, Service Manager
Social Care and Independent Living,
Gateshead Council



Deciding Together consultation on the future of specialist mental health services

Deciding Together was launched by NHS Newcastle Gateshead Clinical Commissioning Group (CCG) in November 2015 to gather feedback from residents, carers, mental health professionals and service providers about the business options determined by the CCG for the provision of mental health services in Gateshead.

The consultation raised significant concerns from Gateshead residents regarding the lack of any local option for Gateshead residents, the planned closure of mental health beds before the proposed community support programme was in place, and great difficulty for Gateshead residents being able to visit their relatives by public transport for two of the options.

Healthwatch Gateshead has represented the residents' concerns in a number of forums as well as producing a formal response which was submitted to the CCG.

Gateshead Council has raised similar concerns and used the independent published report of Healthwatch to support its concerns.

Involving local people in our work

Healthwatch Gateshead recognises the key role volunteers play in enabling us to reach and involve residents across the borough.

All of our board members are volunteers. During 2015/16 we have invested in a Volunteer Programme Manager and a framework for volunteer involvement has been developed in line with national guidance, along with a 'volunteering toolkit' covering every aspect of volunteer involvement.

A series of outreach events held to promote volunteering and also the wider work of Healthwatch has led to the recruitment of four new volunteers.

"I became involved as a volunteer for Healthwatch as I feel it is important to contribute towards improving health services and care provision in Gateshead which affect everyone. My first Enter & View was a little daunting but I was well briefed and well supported by the Healthwatch team and I look forward to continuing to make a worthwhile contribution to a very important project."

Ann Atkinson - Volunteer

Working with other organisations

Healthwatch Gateshead works in partnership with both voluntary organisations and statutory bodies to bring about improvements to health and social care services - an approach which reduces duplication of effort and provides greater value for money in an era of austerity.

Patient organisations contact us for help with issues raised by their members, including consultations on changes to services. An example of this was Action On Hearing Loss informing us that there were issues within GP practices being able to interact with individuals with hearing loss, or who are deaf with BSL as their first language. We presented the information to the Primary Care Joint Committee of the Clinical Commissioning Group for their consideration.

We share information with the Care Quality Commission (CQC) to assist with its inspections. For example Healthwatch Gateshead promoted a listening and engagement event held by CQC in September 2015 as part of their inspection of Gateshead Health NHS Foundation Trust and provided anonymous patient experiences regarding services received from the Queen Elizabeth Hospital to feed into their inspection process. We also provided input to, and publicised the CQC inspection of, the North East Ambulance Service NHS Foundation Trust in April 2016.

All of our reports and recommendations are shared with Healthwatch England.

Part of our role is to review the Quality Accounts for trusts who provide services to residents. We attend Gateshead's Care, Health and Wellbeing Overview and Scrutiny Committee reviews of the Quality Accounts for the following trusts: Northumberland & Tyne and Wear NHS Foundation Trust; Gateshead Health Foundation Trust and South Tyneside NHS Foundation Trust. We are invited to hear the trust's presentations and share Gateshead Healthwatch's views on the respective Quality Accounts at the meetings.

Teams Medical Practice is an example of a provider keen to work with us to improve services to patients. Our recommendations for improvements to their already impressive patient engagement activity after the Enter & View visit in March 2016 were positively received.

Strategic partnerships that we regular input to, ensuring that the voice and opinions of local people are taken into account when decisions are being made about health and social care services, include:

- Primary Care Joint Commissioning
- Gateshead Safeguarding Adults Board
- Local Engagement Board
- Health and Wellbeing Board
- Health and Wellbeing Overview & Scrutiny Committee
- Gateshead Patient User Carer Public Involvement Group
- Gateshead Smokefree Tobacco Alliance
- Gateshead Care Home Vanguard
- North East Commission for Health & Social Care Integration
- Joint Integrated Care Programme Board
- Achieving More Together
- Gateshead Voluntary Sector Advisory Group
- Gateshead and Newcastle Joint Overview and Scrutiny Committee
- Northumberland Tyne and Wear NHS Foundation Trust

“Healthwatch Gateshead carried out an Enter & View of our practice (Teams Medical Practice) at the end of March 2016. The practice, staff and patients all found it to be a very positive experience and have already implemented some of the feedback received by the Enter & View team. The practice has worked with Healthwatch Gateshead very positively over the last couple of years and hopes to continue to do so in the future.”

Sue Jennings, Practice Manager



Our plans for next year

Future priorities

One of our key strategic priorities for 2016/17 is to convert Healthwatch Gateshead into an independent self-governing body able to deliver the Healthwatch contract for Gateshead Council independently of Carers Federation.

The board in June 2016 consisted of three new members and one founder member, and was actively recruiting new members. A senior strategic manager had been recruited to manage the contract, develop the services and support the board to deliver its strategic priorities.

We will continue to:

- Participate whenever possible in consultation events run by health and social care commissioners and providers.
- Work closely with the Care Quality Commission to assist in their inspections and provide detailed information received from Gateshead residents.
- Work with the Commission for Health and Social Care Integration in the North East to try and ensure that any future service design is resident orientated, rather than institution based.
- Work with the Integrated Care Programme Board to develop a sustainable transformation plan which is more patient based than institution based.
- Promote and support Gateshead Council's 10 year tobacco reduction programme.

The Board will also be considering how we can support:

- The focus on housing and its impact on the health and wellbeing of residents.
- Issues around delayed discharges, specific challenges and examples of good practice.
- Ensuring that end of life policies in hospitals and care homes respect a patient's dignity.



Our people

Decision making

Our Board is made up of local people who live or work in Gateshead who want to help further our work. Each member has a keen interest, understanding or specialist skills in the health and social care sector.

The Board is responsible for making sure Healthwatch meets its statutory obligations and it sets our strategic objectives.

Our Board meetings are held at our offices in the Davidson Building, Swan Street, Gateshead. The dates of meetings for the remainder of 2016 are: July 25th; August 24th; September 27th; October 25th; November 28th and December 20th. There are two public meetings held in May and October each year to provide the opportunity for the residents to talk with board members and ask questions.

Policies and procedures are published on our website as they are developed and agreed.

How we involve the public and volunteers

We have introduced two public meetings each year to enable residents to ask questions and talk to the board about their concerns and issues.

We invite members of the public through a range of media to contact us with their problems and issues. We are planning to create a partnership with the Youth Council to capture their views on health and social care and involve young people in the volunteering activities of Healthwatch.

We have links with a number of representative organisations such as Age UK, Gateshead Carers' Association and the Regional Refugee Forum as a mechanism for disseminating information and collecting views on the various consultations or issues affecting their members.



Board members



Douglas Ball - Chair

Douglas is a local resident and brings to the Board of Healthwatch a breadth of skills and experience in both the statutory, voluntary and community sectors. He has been an active volunteer in Gateshead, successfully supporting the development of local charities on their Boards as a member and also as Chair. Douglas has a good knowledge and understanding of local health and social care issues that affect both local residents and service providers.



Kay Parker

Kay has significant previous work experience as a social worker and specialised in mental health services. Since retiring Kay has set up and facilitated various mental health support groups and been active in many related steering and working groups including personalisation and independent living. Kay has been a Board member since the beginning and her specialist area of skills are older people, volunteering, mental health and equality. Kay lives and volunteers in Gateshead.



Michael Glickman

Michael has been a resident of Gateshead for 28 years, is a teacher and an educational consultant and has taught in both private and local authority schools. He has also worked for a local authority developing services for children, particularly within the minority communities. Michael has considerable experience in the health sector in a voluntary capacity. He has been a Trustee and Co-ordinator of a local community first response service for 25 years and has developed close links with voluntary and statutory services. He was elected Governor of the North East Ambulance Service, when it became a foundation trust, and is currently Lead Governor.



Janet Gauld

Janet has lived in Gateshead for over 20 years. She was an Executive Board member and Director of Operations in a national safeguarding organisation and a senior management consultant undertaking work across public services including the NHS. With extensive knowledge of corporate governance and a strong commitment to protecting vulnerable people, she brings with her commitment to and enthusiasm for improving health services for the people of Gateshead.

Our finances

Income

Funding from Gateshead Council	£150,000
Adjusted carried forward 2014/15 (inc pre-planned for year)	£57,545

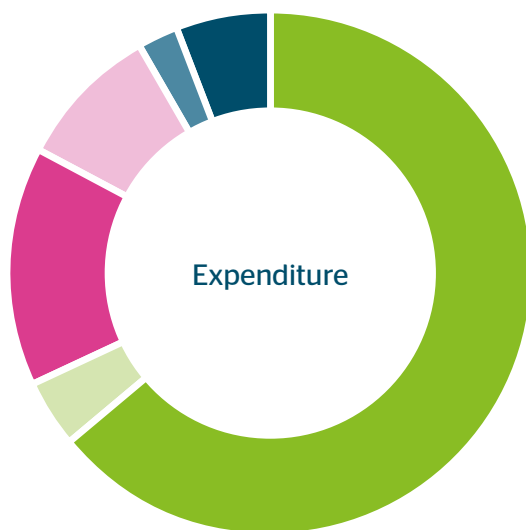
Total Income **£207,545**

Expenditure

Management and staff salaries	£110,120
Training and other expenses	£7,269
Operational costs	£24,997
Marketing and publicity	£15,555
Outreach activities	£3,979
Long term care project (redirected)	£10,000

Total expenditure **£171,920**

Balance carried forward **£35,625**



Expenditure

- Management and staff salaries
- Training and other expenses
- Operational costs
- Marketing and publicity
- Outreach activities
- Long term care project (redirected)



Please note on publication of this report copies are automatically sent to:

Healthwatch England

NHS England

Care Quality Commission

Newcastle and Gateshead Clinical Commissioning Group

Gateshead Council as Commissioners of Healthwatch Gateshead

Gateshead Council Health and Well Being Board

Gateshead Council's Care, Health and Wellbeing Overview and Scrutiny Committee



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