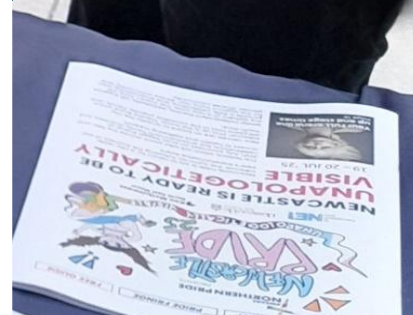




Speaking up for better care

Healthwatch Gateshead
Annual Report 2025-26



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**Acting Chief Executive
Healthwatch England**
Chris McCann

“ A message from Healthwatch England

“The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our chair



This year we continued our day-to-day work, building on the strong foundations already in place. We focused on listening to local people, reaching more communities, and helping residents by providing clear information and signposting to support.

Through our annual survey and engagement work, people in Gateshead told us about ongoing concerns with GP and dental access, community pharmacies, and a range of other services. We also heard mixed experiences of hospital services, residential care, dementia care and services for people with autism or ADHD. These lived experiences remain central to everything we do.

We continued our engagement and research activity, including Enter and View work and themed projects. We also worked closely with providers, commissioners, voluntary organisations and other local Healthwatch. This partnership working helps make sure people's voices influence decisions locally and beyond.

In July 2025, the government announced plans to close local Healthwatch services and Healthwatch England as part of NHS national reforms. While this has brought uncertainty, it has been business as usual for Healthwatch Gateshead during this year. We carry on providing our services, have set priorities for 2025-26, and continue to support local people while the future arrangements and timelines remain unclear.

I would like to thank our committee members, volunteers, staff and everyone who has shared their experiences with us. We remain committed to making sure people's voices are heard and used to improve health and care services for as long as we are able to do so.

Michael Brown – Chair, Healthwatch Gateshead

About us

Healthwatch Gateshead is your local health and social care champion.

We ensure that leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

We believe that users' views can improve health and social care services.



Our mission

To demonstrate how user views can improve services in health and social care, and provide practical services, support and advice.



Our values are:

Equity: Embracing inclusivity and compassion, establishing profound connections with the communities we serve, and empowering them.

Collaboration: Nurturing both internal and external relationships, fostering transparent communication, and partnering to amplify our impact.

Independence: Championing the public's agenda, serving as purposeful and critical allies to decision-makers.

Truth: Operating with unyielding integrity and honesty, fearlessly advocating truth to those in power.

Impact: Pursuing ambitious endeavours to effect meaningful change for individuals and communities while remaining accountable and holding others accountable.

Our year in numbers



Overview:

In 2025/2026 we supported **8,249 people** to have their say and get information about their care.

Our work is supported by **17 volunteers** and we employ **6 staff**.

We're funded by **Gateshead Council**. In 2025/26 we received **£140,250**, which is the same as last year. The **Integrated Care Board** also provided **£13,835.15** for project work and core funds.



Reaching out:

7,352 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

371 people came to us for clear advice and information on topics such as **General Practice, Hospitals** and **Neurodivergence**.



Championing your voice:

526 people participated in our research projects this year, and we published **7 reports**:

- *Women's Health Report: Menopause & HRT* – May 2025
- *Patient Experiences of Hospital Discharge Pathway 0 at the Queen Elizabeth Hospital* – June 2025
- *2025 Annual Survey Results* – June 2025
- *Sister Winifred Laver Centre Enter and View Report* – June 2025
- *Appletree Grange Care Home Enter and View Report* – Jan 2026
- *Dementia Care and Impacts on Unpaid Caregivers* – March 2026
- *St Mark's Court Care Home Enter and View Report* – March 2026

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Gateshead. Here are a few highlights.

Spring

We were thanked by the North East Ambulance Service for gathering the feedback of people who have used local ambulances. We did this by engage people who use Age UK Gateshead.



We spoke to young people with Special Educational Needs and Disabilities (SEND) at Gateshead Civic Centre, discussing barriers to care and introducing our information and signposting service.



Summer

We went to Gateshead's second Pride Family Picnic in Saltwell Park, speaking with the local LGBTQIA+ community about health and social care, while listening to their experiences.



We delivered a WorkWell focus group with Healthwatch Newcastle, hearing from people whose conditions or disabilities make it harder to find or remain in work.



Autumn

We worked with 14 Healthwatch across the North East and North Cumbria to gather feedback about GP Access, which was taken to the Integrated Care Board (ICB) in order to shape services in the future.



We gathered the experiences of local people with post-diagnostic support for Autism & ADHD, asking them about their diagnosis journey and if support met their needs and expectations.



Winter

We made three Enter and View visits to residential care homes, speaking to residents, family members and staff, to help service providers identify areas of strength and areas needing improvement.



On behalf of NHS North East and North Cumbria, we asked the people of Gateshead to share their views about palliative and end of life care, as part of a short survey.



Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Gateshead this year:



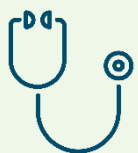
Listening to young people via Youthwatch

Our Youthwatch workshops provided information and signposting to young people across Gateshead, on topics of health and social care.

Building upon our newly launched programme last year, we continued engaging with local young people, helping them feel empowered to share their views and shape their care experience.



"Both our learners and the course leader thought [these sessions] were very beneficial and we would be really interested in rolling this out to other groups."
– **Staff Member at Gateshead College**



Providing the public with trusted support

A partner organisation reached out to us, asking us to speak with a service user who was worried about his symptoms and needed confidential support.

We responded quickly, offering a choice of staff to speak to, listening to his concerns and talking him through potential options. Feeling reassured, he told us the conversation had 'made his day' and he felt empowered to take his next steps forward, taking charge of his own care.



Making links in our communities

We work closely with other organisations throughout Gateshead, which allows us to foster positive working connections between them.

For example, we were able to support a contact who we met in the scoping phase of one of our research projects. We helped him find the contacts he needed, and continue to share information.



"We're getting linked in with the public health team. It's all go now! Thanks for all your help and support."
– **Local Development Officer**

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community.

People's experiences of health and social care help us know what's working and what isn't, so we can give feedback on services to providers in order to help them improve.



Understanding the impacts of dementia on unpaid caregivers

Healthwatch Gateshead regularly hears from unpaid caregivers, who often tell us they feel overlooked and unsupported, so we decided to look deeper.

What did we do?

We spoke to fifteen unpaid caregivers living in different parts of Gateshead to understand their experiences and explore their available support for caring for someone who has dementia. We gathered information from them through interviews done in person, by phone and online.

Key things we heard:



80%

reported that their social life has been negatively impacted due to their caring responsibilities.

20%

told us that they are currently receiving no support at all from any organisation.

27%

stated that they have not received any information or guidance in supporting the person they care for.

Overall, our findings highlighted that unpaid caregivers of people with dementia often feel unsupported despite playing a vital role in the caregiving system across Gateshead. These findings showed how caring has a significant impact on their physical health, mental wellbeing and social lives along with identifying the gaps in awareness and support available to them.

What difference did this make?

These findings have been shared with key partners to inform improvements to local dementia and caregiver support. They are helping shape delivery of the Gateshead Caregivers Strategy, with a focus on better communication, earlier support, and more coordinated services. Healthwatch Gateshead will continue working with partners to monitor progress and ensure caregivers' voices drive future improvements.

Helping local people to speak up and be heard

While attending a community drop-in session at Christ Church in Felling, we spoke with Helen* who shared her experiences of not feeling listened to by healthcare professionals regarding ongoing health concerns.

She described repeated attempts to seek help for long-term issues with her feet but felt dismissed and that her concerns were not taken seriously, leaving her feeling undervalued and overlooked because of her age.

What did we do?

Our Engagement and Involvement Officer took time to listen to Helen's concerns and understand her experiences. We discussed ways to help her feel more confident in her appointments, including preparing her questions in advance and taking a trusted family member with her for support.

We also offered ongoing guidance to help her communicate her concerns clearly and ensure she felt better prepared to engage with healthcare professionals.

What difference did this make?

Following this support, Helen attended a GP appointment with a family member and felt more confident expressing her concerns. As a result, she felt listened to and was successfully referred for further treatment.

This case highlights the value of providing time, reassurance, and practical guidance. By simply listening and empowering the individual, we helped restore her confidence in accessing care and ensured her voice was heard.



"Thank you. Without you, progress would not have been made and I have an appointment coming now at the hospital, that is all I wanted. I can't thank you enough for hearing me."

- Helen*

***This name has been changed.**

Hearing from all communities

We're here for all residents of Gateshead. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Helping refugees and asylum seekers overcome barriers to care through attending regular sessions with local support groups
- Attending events like Gateshead Pride Picnic and Newcastle Mela.
- Engaging with people about their access needs, including public transport, reasonable adjustments and prescription collection.



Understanding neurodiverse experiences

We spoke to 33 people across Gateshead who were aged 18–24 or 50+ with a diagnosis of autism or ADHD about post-diagnostic support.

54% aged 18–24 reported receiving no support after diagnosis, while 73% of people aged 50+ felt healthcare professionals did not understand their needs.

Through this piece of work, we explored what support these individuals received following a diagnosis, the barriers they faced when trying to access help and how this impacted their health, wellbeing and daily lives. We also examined differences between younger adults transitioning into adulthood and those diagnosed later in life.



“I thought getting a diagnosis would really help me, but without further help and support to better understand my ADHD and be able to develop coping strategies...it has been a real struggle.”

– Participant feedback

What difference did this make?

Our findings demonstrated that diagnosis alone does not lead to consistent or meaningful post-diagnostic support. We delivered evidence-based recommendations to local health and social care providers, with the aim of fostering a more coordinated, system-wide approach.

Navigating communication challenges together

Our regular drop-in sessions put us in the perfect position to hear from people who are struggling to access care, who in turn trust us to listen.

Many people come to us facing language or communication barriers, from refugees and asylum seekers to international students and people with Special Educational Needs and Disabilities (SEND).

For example, at one of our events, we helped a woman navigate the local dentistry system to register both herself and her young child for regular check-ups. In another case, we spoke to a student who didn't know how to access their local GP and was anxious about running out of medication; they left feeling reassured, knowing their next steps and with a new point of contact.

Working together to give young people new opportunities to be heard

In partnership with Healthwatch Newcastle, we spoke to 70 young people across 6 workshops this year.

The topic of each workshop was developed based on the interests of the participants, using a survey circulated before each session. By giving these young people the chance to tell us what topics were most important to them in advance, we were able to engage with them on their own terms.

Common themes included: signposting to relevant organisations, mental health services, support for neurodivergent young people, access to healthcare and the transition from child to adult services.



“The learners found this session very valuable [...] and I am sure they will take the information to help them make decisions moving forward.”

- College Staff Member



Information and signposting

Whether you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 371 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Demonstrating the value of a consistent point of contact with communities

By establishing a reliable presence via our local drop-in sessions and building trust in those communities over time, our engagement team are often approached by people who might not seek out support otherwise.

Paula* was concerned about long waiting times for podiatry care, and felt confused and distressed whenever she spoke directly to the podiatry service. Having interacted with Healthwatch Gateshead regularly, she was confident that we would be able to assist, so we worked together to help her plan future calls.

By asking her support staff to sit with her and writing out her questions in advance, as well as using her speakerphone and taking notes, Paula felt more confident in her ability to communicate with services and get the answers she needed. This might not have been possible without the trust that comes with building and maintaining relationships on a local level.



“I cannot thank you enough for helping me and giving me advice on what to do.”

– Paula*

Signposting local carers to secure support

We're proud that our engagement team can help people take control of their own care and support, which relies on our strong connections with venues like Swalwell Community Centre.

After her mother suffered a serious injury, Louise* felt she was struggling as a carer; she was feeling the strain both financially and emotionally, and also wanted to be able to give her mother more independence.

She knew Healthwatch Gateshead from the Community Centre and spoke with us across several drop-in sessions as we worked with her to discuss her options for practical support.

In time, Louise secured an Attendance Allowance to help with day-to-day costs like safe transport, easing the pressure herself such that she was able to return to work, while allowing her mother do more than she could previously.

***These names have been changed.**

Showcasing volunteer impact

There are a number of different volunteer roles within Healthwatch Gateshead. These include our Committee Members, whose work is showcased below:

Our committee members may join project meetings, give advice to staff, and help connect the project with local organisations. They also help share the findings of the research so Healthwatch Gateshead can influence change.

Our **Project Sponsors** help us by guiding and supporting Healthwatch Gateshead's research projects. They keep the work connected to local people's needs and make sure community voices are heard. Our volunteers also help check that the research is useful, fair and leads to real improvements in health and social care services.

Enter and View is our legal power to visit publicly funded health and social care services and see them in action, to hear how they work for users and how they could be improved. Authorised Representatives are those staff and volunteers who are trained and legally recognised to do this on our behalf.



At the heart of what we do

“

“I welcomed the opportunity to sponsor the Dementia project, because it is a subject that is close to my heart. Having had previous lived experience of caring for an elderly parent with dementia, I believed this would help me gather the required information in a compassionate way.

I also hoped that the participants would feel comfortable and that their concerns/insights/ideas were being heard by someone who had been in their shoes.”

Gillian Hindson, Project Sponsor – Dementia Care Report



Rogelio Junior Rivera
Enter and View Authorised
Representative

“I believe that doing enter and view gives service users and staff a chance to have their voices heard in an unbiased way.

This, partnered with on-site observations, helps give better context on the performance data of service providers.”

Having volunteers in these roles brings a real-life perspective to these projects, and helps make sure the work of Healthwatch Gateshead reflects what people in the community experience.

Our Impact

Sister Winifred Laver Centre makes improvements following an Enter and View Visit

In February 2025, Healthwatch Gateshead visited the Sister Winifred Laver Centre to gather feedback from service users, visitors, and staff and observe care delivery.

In March 2025, the Care Quality Commission (CQC) rated the Centre as inadequate and put them into special measures.

What did we do?

We carried out an Enter and View visit, which is a statutory power that allows Healthwatch Gateshead to visit publicly funded health and care services, observe care, and hear directly from people about their experiences.

During and after this visit, we:

- Listened to lived experiences of the people using the service.
- Identified key issues through observation and engagement.
- Made 9 clear recommendations for improvement.
- Followed-up in October 2025 to track progress.



What changed?



Stronger workforce support:

- Regular staff supervisions were introduced.
- More training was provided in safeguarding, medication, behaviour and care planning.



More personalised care:

- Every resident now has a named key worker.
- Care plans reflect individual needs, preferences and experiences.



Improved communication:

- Clearer communication systems for staff and service users were developed.
- Better coordination of care was established.



Greater voice for patients and families:

- Improved feedback systems, including digital surveys were developed.
- New opportunities to share views (e.g. suggestion box).



Positive cultural shift:

- A more open, responsive and supportive working environment was developed.



The impact:

Healthwatch Gateshead's intervention helped to deliver:

- Improved quality and safety of care at the Centre.
- Better supported and more confident staff team.
- More person-centred experiences for service users.
- Stronger communication and accountability.
- Ongoing feedback driving continuous improvement.



“Gateshead Council and its partners in the Safeguarding Adult Board were very keen to work with Healthwatch on the establishment of their Enter and View arrangements, as they provide a unique perspective on the experience of people living in care homes, and the feedback is very informative in terms of understanding peoples’ direct experience of care settings – helping to amplify the voices of people who sometimes are not easily heard.

The Council’s own intermediate care service was one of the first to be visited, and the feedback from the Enter and View visit was a really helpful part of our improvement journey, and it was very reassuring to receive the positive update from the follow up visit. As a commissioner we look forward to working with Healthwatch to embed the learning from their Enter and View visits to services that we commission, over the coming year.”

**– Steph Downey, Strategic Director
Integrated Adults and Social Care Services**

Why this matters:

This work shows how Healthwatch Gateshead amplifies the voices of local people, turns feedback into practical changes. This allows us to hold services to account and ensure improvements are implemented and sustained.

Working together for change

Primary Care Access

Primary care access: understanding what works and what doesn't

Many people were unaware of Extended Access or told us they were never offered it. Understanding of Pharmacy First varied, with some people unsure what it could help with or receiving inconsistent information. Digital access worked for some but excluded others, particularly older people, Disabled people and those without confidence, devices or reliable internet access.

The biggest concern raised, continues to be getting a GP appointment. People told us about long waits on phone lines, frustration with online forms, the '8am rush', and difficulties maintaining continuity for ongoing or complex conditions.

Why this mattered

Bringing insight together across the region helped highlight where system intentions were not yet landing in people's real experiences. This strengthened the focus on clearer communication, more consistent offers, accessible information from day one, and non digital routes that work for everyone, not just those who find systems easy to navigate.



Public feedback:

"I didn't know about Extended Access until Healthwatch explained it. No one had ever mentioned it before."

"Online works for some people, but if you're not confident or don't have the right phone, it just shuts you out."

"I still go to the surgery in person because I can't get through on the phone, but then you're told there's nothing available."



Working together for change

Winter Care

Helping people understand winter care and pharmacy options

Working with the North East and North Cumbria Integrated Care Board (ICB), Healthwatch supported work to understand whether information about winter care and pharmacy services was clear and useful for local people.

People told us that while some messages were helpful, others were confusing or easy to miss, particularly for those who don't use digital channels or who rely on clear, simple explanations. Testing information face-to-face helped show where messages needed to be clearer, more consistent and easier to act on.

This insight was shared with the ICB to support improvements to winter communications, helping ensure information about pharmacy options and access routes was easier to understand and more likely to reach people who might otherwise be missed.

What this helped change

Testing information with local people helped the ICB understand which messages were working and where clarity was missing, supporting improvements to how winter and pharmacy information was shared across the region.



Working together for change

WorkWell

Shaping WorkWell: early service design through lived experience

Healthwatch supported the North East and North Cumbria Integrated Care Board (ICB) with early engagement to inform the development of WorkWell, a new service designed to help people with long term health conditions stay in or return to work.

At the ICB's request, Healthwatch helped gather targeted feedback from people with lived experience of managing health, disability and work. Given tight timescales and a limited number of sessions, this was delivered through a small number of focus groups, either directly by Healthwatch or through trusted community partners.

People shared the real barriers they face when trying to balance health and work, including caring responsibilities, mental health challenges, stigma and the difficulty of navigating joined up support. Their feedback highlighted the importance of flexibility, trauma informed approaches, and better awareness and understanding from employers.

This work helped ensure that early service design was grounded in lived experience, demonstrating how Healthwatch adds value at the earliest stages by supporting services to be shaped around people's real lives and needs.

What this influenced

This insight helped ensure that WorkWell was shaped early around people's real circumstances, rather than assumptions, particularly for those balancing health, work and caring responsibilities.



Public feedback:

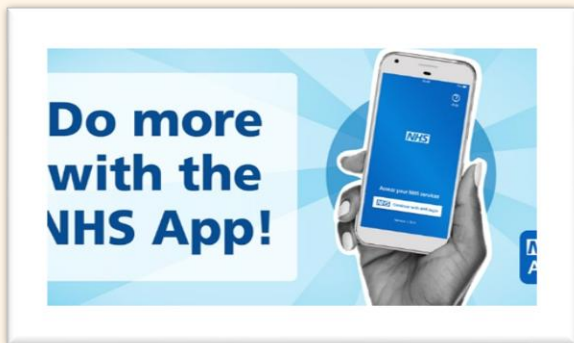
"It's not just about my health, it's juggling work, appointments and caring responsibilities."

"Employers don't always understand what people are managing alongside their job."

Working together for change

NHS Digital

Influencing national policy: Developing NHS Online



During 2025–2026, the Healthwatch NENC network submitted a joint response to a national consultation on Developing NHS Online, bringing together what people across the region have told Healthwatch about digital health services.

Based on what people have told Healthwatch over several years, the response reflected mixed experiences of digital health services. Many people value the convenience of online access, particularly the NHS App.

However, people also raised ongoing concerns about:

- digital exclusion
- communication
- continuity of care
- having real choice about how they access services

Healthwatch highlighted that online services must remain an option, not an expectation. Essential to ensure people are not excluded or disadvantaged as services change are:

- clear communication
- meeting the Accessible Information Standard
- strong non-digital alternatives

This work demonstrates how collective Healthwatch insight helps ensure local people's experiences are heard in national discussions about the future of health and care.

Why this mattered

By bringing together experiences from across the region, Healthwatch helped ensure national discussions about digital health reflected both the benefits people value and the risks of exclusion if choice and accessibility are not protected.

Working together for change

Reflecting on Impact

Reflecting on impact: recognition and moving forward together

Healthwatch's impact is often built over time. Through sustained engagement and trusted relationships, earlier work across the North East and North Cumbria is now influencing system priorities and discussions.

Over the past year, Healthwatch insight has been recognised at system level, including through ICB Board discussions on women's health, dentistry and University Hospitals Tees. This reflects the value of Healthwatch's independent role in bringing people's experiences into decision making beyond one off consultations.

Messages people have consistently shared with Healthwatch, about access, communication, continuity and meaningful engagement, are now visible in current system priorities, including the growing focus on Neighbourhood Health and care closer to home.

This provides a strong foundation for continued collaboration as the system moves forward.



“Over the past year, Healthwatch insight has been recognised at system level, including through ICB Board discussions on women's health, dentistry and University Hospitals Tees.”

Finance and future priorities

We receive funding from Gateshead Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Gateshead Council	£140,250	Expenditure on pay	£160,012
Integrated Care Board	£13,835	Non-pay expenditure	£2,108
		Office and management fee	£29,888
Total income	£154,085	Total Expenditure	£192,008

Tell Us North CIC (host organisation for Healthwatch Gateshead) have agreed to spend reserve monies to cover the difference of **£37,923** between income and expenditure on the table above.

This was to support the roles of Research and Data Officer and Enter and View Officer, which were established in 2024-2025.

Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will work together with partners and our local Integrated Care Board (ICB) to help develop a culture where, at every level, staff strive to listen and learn from patients to make care better.

Healthwatch Gateshead will continue to carry out Enter and View visits in 2026-27.

Our emerging priorities for the next year are:

- Closure of Covid 19 clinics
- Mental Health
- Communications
- Chiropody

Statutory statements

Healthwatch Gateshead is administered by Tell Us North CIC.

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Email: info@tellusnorth.org.uk

Healthwatch Gateshead uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

On the 31st March 2026, the Tell Us North Board consisted of six Directors. The Board is made up of a diverse group of individuals who work on a voluntary basis to provide direction, oversight, and scrutiny across all of our activities and contracts, including Healthwatch Gateshead. In the year 2025–26, the Tell Us North CIC Board met 4 times as the legal entity.

Healthwatch Gateshead also has its own separate volunteer committee, consisting of 12 members of the public. This committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

The Healthwatch Gateshead Committee met 6 times this year, making decisions on matters such as making responses on the local Quality Accounts, defining research projects and identifying underrepresented communities who we could target to hear more from them about their experiences of the health and social care service.

The diversity of our committee ensures wider public involvement in deciding our work priorities. Our committee bi-monthly meetings and the Annual Joint Meeting (with Healthwatch Newcastle held in September) are open to the public, and the minutes for each meeting are made available on our website.

Statutory statements

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025-26, we have been accessible to the public in a number of ways, including phone, email, via web form on our website, social media and in-person at regular community groups and forum meetings.

We ensure that our annual report is made available to as many members of the public and partner organisations as possible. We will provide copies to partner organisations, make print copies available and publish it on our website: www.healthwatchgateshead.co.uk

Statutory statements

Responses to recommendations

This year there were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

We undertook 3 Enter and View Visits: Sister Winifred Laver Centre, Apple Tree Grange Care Home and St Marks Court Care Home.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

We have taken insights and experiences to decision-makers in the North East and North Cumbria including the Care Quality Commission, Gateshead Health NHS Foundation Trust, Gateshead Adult Social Care and the Integrated Care Board (ICB). We also share our data with Healthwatch England to help address health and care issues at a national level


Healthwatch representatives

Healthwatch Gateshead is represented by Yvonne Probert, CEO of Tell Us North CIC, or Michael Brown, Chair of the Healthwatch Gateshead Committee on:

- Gateshead Health and Wellbeing Board
- Gateshead Adults Safeguarding Board
- Gateshead Council Care, Health and Wellbeing Overview and Scrutiny Committee
- Integrated Care Board (ICB) Gateshead Place Sub-Committee

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