

# Healthwatch Sunderland

Annual Report 2017-18



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# Message from our Chair

## Alan Patchett, Chair of Healthwatch Sunderland

Since becoming the Chair in May 2017 I have been working to achieve 3 main goals:

1. To increase awareness of Healthwatch Sunderland amongst stakeholders, partners and the public.
2. To recruit new board members to strengthen our knowledge and experience.
3. To support our fantastic staff and volunteer team.

Firstly, in increasing awareness of Healthwatch Sunderland, much has been achieved but yet more needs to be done. I have created good links with partners and stakeholders but we still need to do more to raise awareness with patients and the public.

Secondly, we have four new board members who bring a great range of skills and knowledge and help us to be very much more effective.

Thirdly I hope that I have brought board leadership and direction to the staff and volunteers and we now work together as one effective team.

The last year has been a very busy one with several major pieces of work in relation to Care Homes in the city, the work going on in the NHS in relation to the alignment of services within Sunderland and South Tyneside, and not least the proposals for health and social care providers to form an Alliance to better work together across the city.

These are major changes that Healthwatch Sunderland has been very much involved with and we have contributed patient and public views and worked hard to ensure those views have been heard. You can read more about our work in these areas throughout this report.



We have also been working on; Community Equipment Services, the Great North Care Record, undertaking Enter and View in Primary Care, and Accessible Information Standards.

We like to recognise those health and social care workers who the public have told us have made a positive difference to their lives, and our team have been busy presenting them with Star Awards.

Our Engagement Team have been out and about in the community listening to your views - watch out for our stalls and invite us to your groups in the coming year - we want to hear from you!

I want to thank everyone involved with Healthwatch Sunderland for their unstinting work throughout the year and their unwavering commitment to making sure the voice of patients and public is heard by decision makers in the city.

Much still needs to be done and I can assure you that we will constantly strive to provide the effective and good Healthwatch the citizens of Sunderland need and deserve.

**Alan Patchett**  
Chair

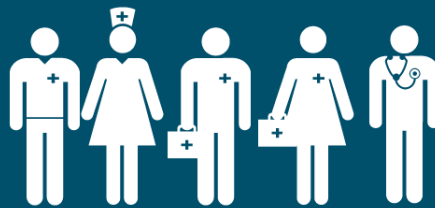


# Highlights from our year

We've visited **47** care homes and produced reports to provide a real sense of what a home may be like to live in



We have carried out **54** Enter and Views



**22.9K**

This year we've reached over 22.9k people on social media



Our **13** volunteers help us with everything from information stands, and engagement events to Enter and View visits



Our volunteers have donated a total of **780** hours of their time

We've given over **100** people information and advice on health and social care



We have **1300** followers on Twitter and **176** likes on Facebook



Our reports have tackled issues including Mental Health and Primary Care



We have spoken to **246** residents living in residential care homes



# Who we are

Healthwatch Sunderland want to hear your views, so we can make your voice heard with the people that make the decisions.

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and social care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

## Health and social care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that produce results. We are independent and committed to making the biggest difference to you.



**Keep up to date!**  
with local health and social care news,  
consultations and events.

Sign up to our e-bulletin here:

[http://www.healthwatchesunderland.com/  
subscribe-our-news-bulletin](http://www.healthwatchesunderland.com/subscribe-our-news-bulletin)

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

# Meet the team



**Margaret Curtis**  
Project Lead



**Anna Gillingham**  
Engagement Coordinator



**Wendy Hadlington**  
Engagement Officer



**Clare Render**  
Administrator



**Gemma Wilkinson-Rush**  
Research and Information Advisor



**Audrey Thompson**  
Project Officer

## Chief Executive's Thanks

The Pioneering Care Partnership (PCP) is proud to manage Healthwatch Sunderland as Carol Gaskarth, Chief Executive explains:

“It is great to see Healthwatch Sunderland having a positive impact on how services are commissioned and delivered for the people of Sunderland. Thanks to the staff and volunteers dedication the social media contact has been outstanding with a reach of over 22,000! Work to engage with people through Enter and View and site visits has really picked up a pace and is set to continue. Reaching out in the community even further will be a key focus for next year.”

# Your views on health and social care





## Listening to people's views

During 2017/2018 we focused on getting out and about to hear from the people of Sunderland and to let them know about us.

We gathered over 3000 pieces of feedback on health and social care services in Sunderland, this was collected via various stalls and engagement events in the community.

**With the help of our volunteers we held 89 information stands in 40 locations and attended 61 events in the local community.**

Many of the information stands took place where health and social care services are, ensuring we were reaching people who access services.

We also joined up with other organisations at larger public engagement events; such as City of Sunderland Council, Sunderland University, HMRC, Sunderland Recovery College, Healthy Steps, along with many others.

Finally we worked with organisations supporting the local community and attended their coffee mornings, and organised meetings.

## Making sure services work for you

We gathered feedback on Dr Singh, a GP Practice in Sunderland, and carried out an Enter and View on the service.

Enter and View enables us to enter premises to observe matters relating to health and social care services.

The purpose of this Enter and View was to:

- Observe the environment and facilities of the practice.
- To identify any best practice of service provision.
- To give staff the opportunity to highlight their work.
- To speak to patients about their experience of the practice.

The findings of this work highlighted some good practice and also led to two recommendations.

To view the full report please visit:

<http://www.healthwatchesunderland.com/enter-view-reports>



# Healthwatch Sunderland Star Award



When our Engagement Team and volunteers are out and about, we listen to people's views and experiences of health and social care services across the city. We hear a lot of positive comments and stories about the services which the people of Sunderland use and in order to ensure that services hear about their great feedback we award staff and services with a certificate in recognition to celebrate this.

This year we celebrated Star Awards with:

## **Sunderland Surgical Day Unit**

We received this nomination for Star Service from Sunderland People First for the work the unit do to support people with learning disabilities or autism. The team offer people who find hospital visits difficult, the opportunity to arrange pre-visits, make changes to the environment and coordinate multiple procedures to avoid repeat visits. Andy from Sunderland People First said...

“The person-centred planning and the way that the team adjust services around individual needs is an example of exceptional practice and should be shared with other areas.”



## Wearside Medical Practice



### Jo West, Wearside Medical Practice

Jo West, Nurse Practitioner at Wearside Medical Practice has been awarded a Star Award for all the positive feedback we have received from her patients! Feedback included:

"Excellent, nothing is too much trouble, puts you at ease, heart of gold"

"Very professional and helpful, always has time for you"

### Broadway Medical Practice

Over a period of several months we received great feedback about the practice, doctors and staff. Feedback included:

"The GP is very good at listening and making you feel less anxious"

"Very high standard set by all staff"



### St Benedict's Hospice

The feedback we receive for St Benedict's Hospice, is continually positive.

The people of Sunderland nominated the hospice for a Star Award, for their professional, supportive and caring staff, fabulous premises and good treatment. Feedback included:

"From the cleaners to the consultants, care here was excellent"



If you would like to nominate a staff member, team or service for one of our Star Awards for the difference they have made to you or someone you know please visit:

<http://www.healthwatchesunderland.com/nominate-star-0>

# Helping you find the answers



## How we have helped the community get the information they need

Searching for care home accommodation is a difficult and emotional one, made harder due to a lack of real information beyond basic details and marketing material available.

We decided to tackle this issue and provide an insight into what life is really like for a resident and their loved ones in the care homes across Sunderland - answering the questions we would all have before making one of the most important decisions of our lives. So, in October 2017 we commenced an ambitious project to undertake independent reviews on all the care homes in the Sunderland localities - 47 in all!

## And so the work began...

Our Engagement Team, alongside our Healthwatch Champion volunteers have been visiting all 47 residential and care homes currently available to older people across Sunderland to find out what care home life is really like.

As part of the visits the Healthwatch team have formulated surveys to gain information and feedback from residents, their friends and relatives, as well as the staff who work at the homes.

Based on 8 key indicators the surveys have been devised to be used in a care home setting and focus specifically on issues of quality, such as how much residents and family can have a say in how the home



is run, and whether residents are able to pursue their hobbies etc.

Some of the questions the Healthwatch Sunderland team have asked the residents include:

- What do you think of the food here?
- Is there enough choice of what you eat and when you eat?
- What are the staff like here?
- Do the staff have the time to stop and chat with you?
- Do you get a chance to do any of the things you used to enjoy before you came here?
- Do you get asked for your feedback about the home?
- Have you seen a dentist to check your teeth or an optician to check your eyes recently?

“I had to find a home for my husband at short notice after he had been in hospital. I was given a list of homes and had to work my way around them, with no additional information about the homes themselves.

This work would have helped me a lot.”

(Relative)

“People often come to me in a distressed state, and are overwhelmed at the choice they need to make.

I’ll definitely be using these reports - they will take some of that uncertainty away about the future. Thank you.”

(Local Practice Nurse)

The Healthwatch Sunderland Engagement Team and volunteers have really enjoyed visiting the care homes in Sunderland and meeting some of their fabulous residents.

We've had more than a few laughs on our way, we've sang and danced, played bingo and reminisced, but one thing is for sure, we have thoroughly enjoyed listening to the wonderful stories the residents have had to tell and meeting the dedicated staff teams who look after them.

### The feedback so far

Feedback so far has indicated that the work has been well received by members of the public, local voluntary and community sector organisations, and local MPs. Many of the friends and relatives we speak to on our visits mention how they wish this type of information had been available to them when they had these decisions to make.

### So what's next?

Now the work has been done, the reports we have wrote are now accessible on our website and those of some of our key partners. A radio advert has also been developed and recorded and is being played on Sunderland Hospital radio station, but we need to promote the work further to ensure those who need the information have access to it therefore we are working with students from Sunderland University who have agreed to develop a promotional video. This will highlight some of the activities and personal stories from some of the residents we have met during our care home visits.

The aim is that our promotional video will be shown on local health centre TV screens, in addition our Engagement team and volunteers will take it 'on the road' to reach as many people across Sunderland as possible.

Visit our work on

<http://www.healthwatchesunderland.com/care-homes-in-sunderland>



# Making a difference together



## How we work with other organisations and help influence change

We are proud to work alongside and in collaboration with service providers, commissioners, regulators and other partners to bring about change.

### Great North Care Record

During October and November 2017, we held two public events to gain your views on the Great North Care Record (GNCR). The GNCR programme aims to join up patient records in front line care - making the North East the safest place in the world to receive care.

Your feedback at these events is being used in shaping the GNCR programme, and influencing the decision making process.

### Path to Excellence (Sustainability and Transformation Partnership)

This last year has seen significant developments in the alliance of South Tyneside and Sunderland Hospitals. The public consultation for phase one of the Path to Excellence Programme closed on October 2017, and preparatory planning for Phase Two is underway.

Healthwatch Sunderland are working with the programme's communication team to encourage public involvement, and ensure the decision makers are listening to feedback.

### Multi-Speciality Community Provider (MCP)

Following public engagement activity by Sunderland Clinical Commissioning Group (CCG) in November and December 2017, we wrote to the

CCG on your behalf, raising questions you wanted to know the answers to. Our letter and CCG's response is available to read in full on our website - we continue to monitor this piece of change closely.

### ...and lots more...

- We have shared the intelligence in our Care Home Life Reports with the Care Quality Commission (CQC), and regularly share public feedback we gather at our events and stalls with them too.
- Feedback we receive from the public has helped create the 56 reports we have published this year. All this data is shared with Healthwatch England and contributes to national reports; influencing at a strategic level.
- Our Chair has a seat on the Health and Wellbeing Board (a forum for key leaders from the local health and care system working together to improve the health and wellbeing of our local population), promoting the interests of the public of Sunderland.
- Our team of thirteen volunteers have been out and about with you, the public of Sunderland, to listen to your experiences, and understand what is important to you!
- Our board members and staff sit on over 20 local committees, boards, groups and forums, led by organisations including the local authority, and Sunderland CCG, putting your interests at the heart of health and social care activity.
- Our work with GP practices to highlight the impact of missed GP appointments on waiting lists gained the interest of a local reporter on the Sunderland Echo who published a front page article highlighting the importance of cancelling GP and other primary care staff appointments when they are no longer needed.

“Well...what can I say, apart from you are all absolute stars!”

(Feedback after the Great North Care Record Event)

# Our plans for next year





# What next?

Our Engagement Team and volunteers will be out and about in the community once again in the coming year. We want to find out what matters to you. Look out for an information stand near you - or why not invite us to your group?

We want you to help us create a workplan that reflects what matters to you.

We have some ideas that we'll share with you on our visits - but we want to hear from you!

When we do agree the workplan, we will be using all the feedback that we have gathered and our board will set the plan ensuring it also reflects the national and regional agenda.

We will continue our support of regional programmes such as the Path to Excellence and Urgent Care changes which are being managed by Sunderland Clinical Commissioning Group.



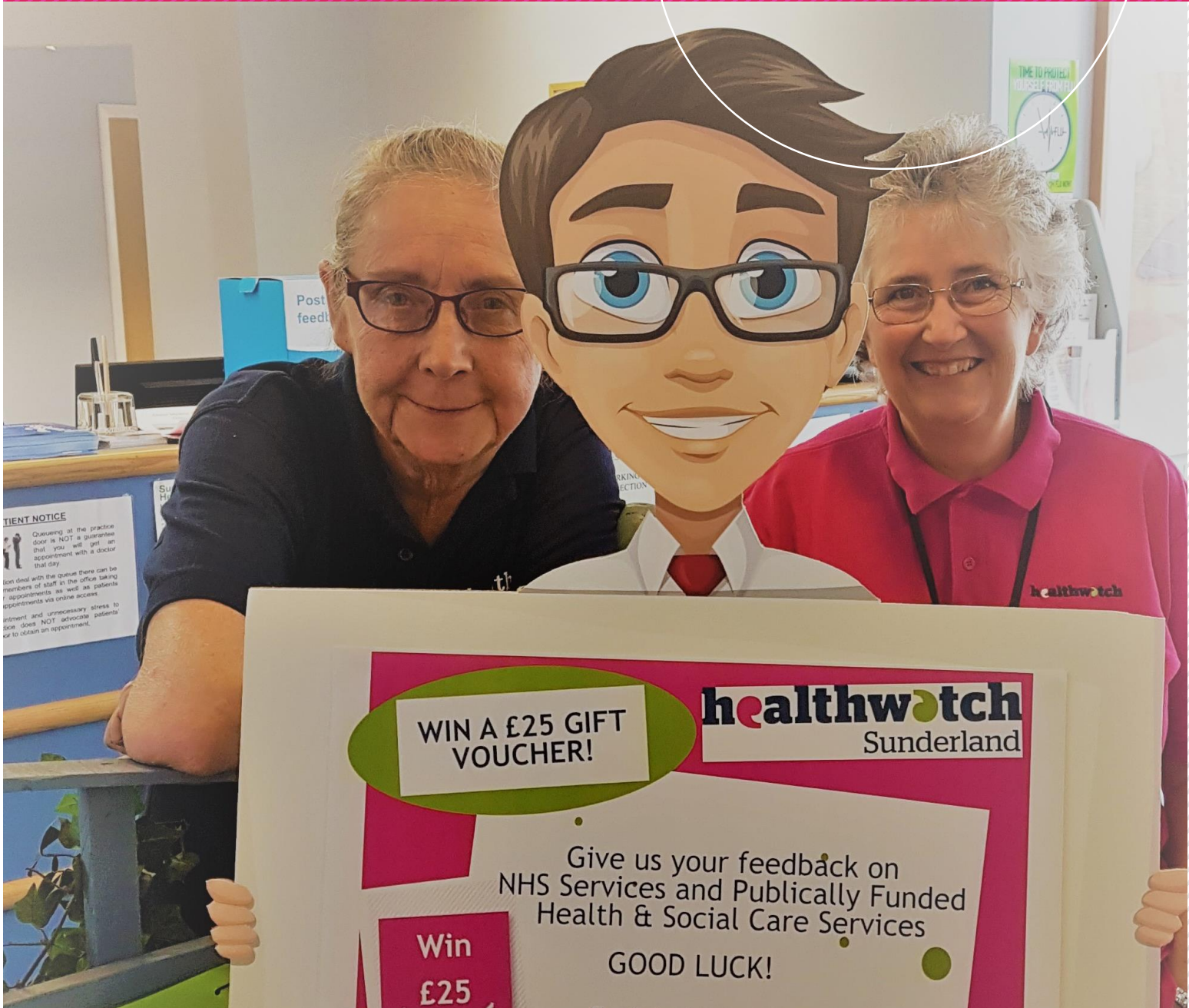
## Our priorities for next year

Here are some of the areas that we're keen to hear your views on.

- Carers - are you being listened to?
- What are your views on the proposed Urgent Care changes - are you being listened to?
- Have you tried a video consultation with your GP? What did you think?
- What do you think of the care provided in your home - what could be done better?
- How are services supporting those with hearing loss?
- Health screening - is the information available accessible to all?

If you would like to give us your feedback about these or any other health or social care issues, contact us on: 0191 514 7145 or email us at: [healthwatchesunderland@pcp.uk.net](mailto:healthwatchesunderland@pcp.uk.net)

# Our people



## Decision making

Our board of volunteers, led by our Chair, Alan Patchett, hold public board meetings every other month to discuss our workplan - what goes on it, progress we're making and how to ensure those who make decisions are presented with the public feedback we gather during the year.

## How we involve the public and volunteers

Our volunteers are a key part of our team - we couldn't achieve what we do without them. They help us with information stands, lead group engagement sessions, and are an integral part of our Enter and View schedule.

When we're out and about with our volunteers, we love meeting with the public and listening to your experiences.

We are grateful to the public for being so open and honest with us - your feedback really does make a big difference. This year alone, we have received over 3000 pieces of feedback from you - an astounding response!

## Healthwatch Board

A big thank you to all of our Board this year: Alan Patchett (Chair), John Dean (Vice Chair), Liz Highmore, Janet King, Andrew Carton, Mick Butler, Amanda Brown, and Tony Walsh.

## Healthwatch Volunteers

Special thanks to our volunteers this year: Janet King, Nancy Cowie, Grace Weir, Pauline Scott, June Adamson, Aine McCarthy, Linda Davison, Craig Hardy, Tom Canning, Trish Sullivan, Farrah Jafar, Nadia Begum, Kathy Haq and Bernadette Murray.



I enjoy volunteering here and I feel you really care about your volunteers.

(June Adamson, Healthwatch Champion Volunteer)

# Our finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	150,000
Additional income	1,000
<b>Total income</b>	<b>151,000</b>
Expenditure	£
Operational costs	3,509
Staffing costs	102,638
Office costs	35,303
<b>Total expenditure</b>	<b>141,450</b>
Balance brought forward	9,550

# Get in touch

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Sunderland Healthwatch annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.





**healthwatch**

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**Pioneering Care Partnership**  
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