

HEALTHWATCH DARLINGTON

SUMMARY REPORT

Purpose of the Report

1. The purpose of the report is to update Health and Wellbeing Board members on Healthwatch Darlington's key statutory priorities and projects for September 2018 to December 2018.

Summary

2. This report outlines Healthwatch Darlington's work, during the last 4 months, in championing the views of people in the Borough to influence and improve health and social care services.

Recommendation

3. It is recommended that Darlington Health and Wellbeing Board members accept this report for information and progress to date for Healthwatch Darlington.

Reason

4. The reasons are supported to enable the Board to consider the work of Healthwatch Darlington.

**Michelle Thompson
Chief Executive Officer Healthwatch Darlington**

Background Papers

There were no background papers used in the preparation of this report.

S17 Crime and Disorder	There are no implications arising from this report.
Health and Well Being	This report provides information about progress to date including work plan objectives to champion the views of people in the Borough to improve health and social care services.
Carbon Impact	There are no implications arising from this report.
Diversity	There are no implications arising from this report.
Wards Affected	All
Groups Affected	All
Budget and Policy Framework	N/A
Key Decision	N/A
Urgent Decision	N/A
One Darlington: Perfectly Placed	This report contributes to the delivery of the objectives of the Community Strategy through the patient, carer and public voice.
Efficiency	N/A
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers or amend

MAIN REPORT

5. Healthwatch Darlington Ltd (HWD) is a strong independent community champion giving local people a voice that improves and enhances health and social care provision on behalf of the people of Darlington.

Statutory Activities/Projects

6. **Community Outreach** – Our Volunteer and Outreach Co-ordinator and our team of volunteers have been out in the community holding various information sessions. This has been giving patients and their families an opportunity to ask any questions they may have about local health and social care services. We've visited places such as:
- (a) Gold Health Group – Havelock Centre
 - (b) Darlington College – Health and Social Care Class
 - (c) (Raise awareness and understanding of where to find information about health services).
 - (d) Cockerton Library
 - (e) Dolphin Centre
 - (f) Sikh and West Asian Community Group (Wesley Court)
 - (g) (Concerns about Hospital Discharge experience. Would like HWD to visit in January to conduct a focus group session.)
 - (h) Living with and Beyond Cancer Event (1 of 5 events held across the Tees Valley)
 - (i) Broom Tree Care and Share Group

- (j) (Raised concerns about dental services becoming private. Concerns around NHS 111 and the coordination of helping patients to seek emergency dental care)
- (k) Crown Street Library

7. **Volunteer activity includes**

- (a) Attendance at all of the above outreach session, groups and events.
- (b) Formed small task and finish group meetings to gather research and to discuss plans for NHS Continuing Health Care and Hospital Discharge engagement in January.
- (c) Completed Cancer Awareness Training, Dementia Friends Training, Safeguarding and Patient Leadership.
- (d) 2 new volunteers joined the team including supporting social media social isolation and cancer awareness raising online and two more are to be interviewed in the New Year.
- (e) Regular office administration and help with report writing.
- (f) Raising awareness in their own communities and signposting people to Healthwatch Darlington.

8. **Youthwatch:** They designed and launched their Stress Week poster in November which was positively received across social media by many public sector organisations as well a voluntary and community groups. In December they produced and developed a 'Loneliness at Christmas' campaign poster for children and young people in Darlington. This was launched week commencing 18th December and was recognised by DBC, Public Health and GP surgeries as well as voluntary and community groups. A request has been made to develop the poster to make it an all year round awareness raising poster for GP surgeries. BBC Radio Tees are to interview our young people in January about their volunteering activities for Healthwatch Darlington.

9. **'What's Important to you?' survey:** We have launched our 2018/19 survey for six months as we did last year to determine what is important to our community. We will use the data and other intelligence we have gathered over the course of 2018/19 to determine our work plan for 2019/20.

10. **Action Plan:** Our Action Plan for 2018/19 prioritised the following:

(a) **Social Care:**

- (i) **Enter and View** – Care Homes (What's it like to live in a Care Home – we visited 8 care homes and shared good practice as well as recommendations)
- (ii) **Continuing Health Care (CHC) (The last of our projects)**
- (iii) **Hospital Discharge** (The last of our projects)

(b) **Mental Health**

- (i) **Substance Misuse** (Report due to be published in January after feedback from TEWV)
- (ii) **Children and Young People** (Report due to be published in January after feedback from TEWV)

(c) **Cancer Services** (Living With and Beyond Cancer Event and Social Media Campaigns including awareness weeks in order to signpost people to help and

support)

- (d) **Stroke Services** (focus group completed)
 - (e) **Chronic Obstructive Pulmonary Disease (COPD)** (Awareness raising and signposting people to help and support)
 - (f) **BME Health Inequalities** (GP Access to Interpreter Services – after publishing a report and meeting with NHS England highlighting the local problems regarding access, NHSE are now recruiting local interpreters to ensure the local dialect is spoken for those needing support via the service supplied to GP practices)
11. **DOT:** We continue to nurture closer connections with our community through our Darlington Organisations Together Network (DOT). Our weekly e-bulletins are proving very popular with other organisations asking us to include their information, events and services. We have centred ourselves as a convenient conduit for community information and signposting, encouraging smaller organisations to become stronger, more resilient and active and connecting with other smaller groups. This also helps us gather information to ensure the **Livingwell Directory** is up to date with as many community groups as possible.
12. **Ongoing Projects:** We have worked on the following external projects in 2018/19:
- (a) **County Durham and Darlington NHS Foundation Trust** – We have worked closely with Healthwatch County Durham regarding Enter and View visits to local hospitals
 - (b) **Darlington CCG** – We host the Community Council
 - (c) **NECS** – We held Stroke Focus Groups in Autumn
 - (d) **NHS England** – We are to host a vascular focus group in Darlington as part of wider engagement with Healthwatch County Durham in their area.
 - (e) **Morrisons Trust** – We are to evaluate a Sports England project for the Morrisons Trust regarding exercise and employment.