
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 April 2018 to June 2018.

Summary

2. This report outlines Healthwatch Darlington's work, during the last 3 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.

**Michelle Thompson
Chief Executive Officer Healthwatch Darlington**

Background Papers

No background papers were 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	There are no issues contained within the report that will have implications on Looked After Children or Care Leavers.

MAIN REPORT

4. 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

5. **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) Redworth Community Centre,
 - (b) Café JJ
 - (c) Dolphin Centre x 3
 - (d) Darlington College
 - (e) Friends Meeting House x 2
 - (f) Cockerton Baby Clinic
 - (g) Gold VIP Event
 - (h) McNay Children's Centre
 - (i) Kings Centre Foodbank
 - (j) TEWV Mental Health and Learning Disability Information Showcase

6. **Training** – Our volunteers completed their 4 module in-house Healthwatch Darlington training and went on to complete external courses including Safeguarding Children, Safeguarding Adults, and Dementia Friends.
7. **Further Training:** Coming up in July 2018, new volunteers joining the team will undertake our introductory training and learn more about the various roles volunteer Health Connectors can do and the policies they will be required to adhere to for Healthwatch Darlington. This will be the perfect opportunity for anyone thinking of joining as a volunteer to sign up now as our next round of training will be taking place very soon. The training is delivered by our very own CEO Michelle Thompson.
8. **Enter and View:** Our Enter and View team have been busy conducting authorised visits into local care homes across Darlington. You can read more about our findings via our report: www.healthwatchdarlington.co.uk/news/healthwatch-darlington-care-homeexperience-report
9. **Volunteer of the Month:** Our Volunteer of the Month for March 2018 was Jamie Odgers. We currently have a new recognition scheme ongoing for volunteers which is a chance for us to select one volunteer every 3 months to receive a recognition certificate for their enthusiasm and personal development as a Health Connector. Our next Volunteer of the Month is to be announced end of June 2018. To read Jamie's volunteer of the month interview please visit: www.healthwatchdarlington.co.uk/content/volunteering
10. **Volunteer Celebration and Recruitment Event:** This was our opportunity to celebrate and thank our volunteers whilst inviting members of our community to come and chat to us to find out more. It was a great success with another five people signing up for our volunteer Health Connector programme.
11. **'What's Important to you?' survey:** Over several months we asked our community to take part in our survey to find out exactly what the public want Healthwatch to look at in 2018/19 within health and care services. We were told by a staggering 45% of all our survey participants that Mental Health was a top priority with a particular focus on children and young people services. Across the summer we will be encouraging as many families and young people as possible to tell us what they think about mental health services and support for young people living in Darlington. We also took into account other local organisational strategies to ensure we are coterminous with local plans. As a result we have drawn up our Action Plan for the next year.
12. **Action Plan:** Our Action Plan for 2018/19 prioritises the following:
 - (a) Social Care:
 - (i) Enter and View – Care Homes
 - (ii) Continuing Health Care (CHC) and Personal Independence Payments (PIP)
 - (iii) Hospital Discharge
 - (b) Mental Health
 - (i) Substance Misuse

- (ii) Children and Young People
- (c) Cancer Services
- (d) Stroke Services
- (e) Chronic Obstructive Pulmonary Disease (COPD)
- (f) BME Health Inequalities

13. **Focus Groups:** We recently delivered focus groups for the following:

- (a) Darlington Clinical Commissioning Group (CCG) and North of England Commissioning Support (NECS) - Improving Access to Psychological Therapies (IAPT) services consultation.
- (b) Connected Health Cities (CHC) and Newcastle University – Health Data preference tool.

14. **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.

15. **Annual Report:** We have great pleasure in publishing our fifth Annual Report for the period April 2017 to March 2018. We would like to take this opportunity to thank everyone for all your help and support over the past year
<http://www.healthwatchdarlington.co.uk/news/healthwatch-darlington-annual-report-2017-2018>