



Healthwatch Darlington

Annual Report 2018/19

29th August 2019

Our vision is simple



Health and care that works for you. People want health and 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.

Our approach



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

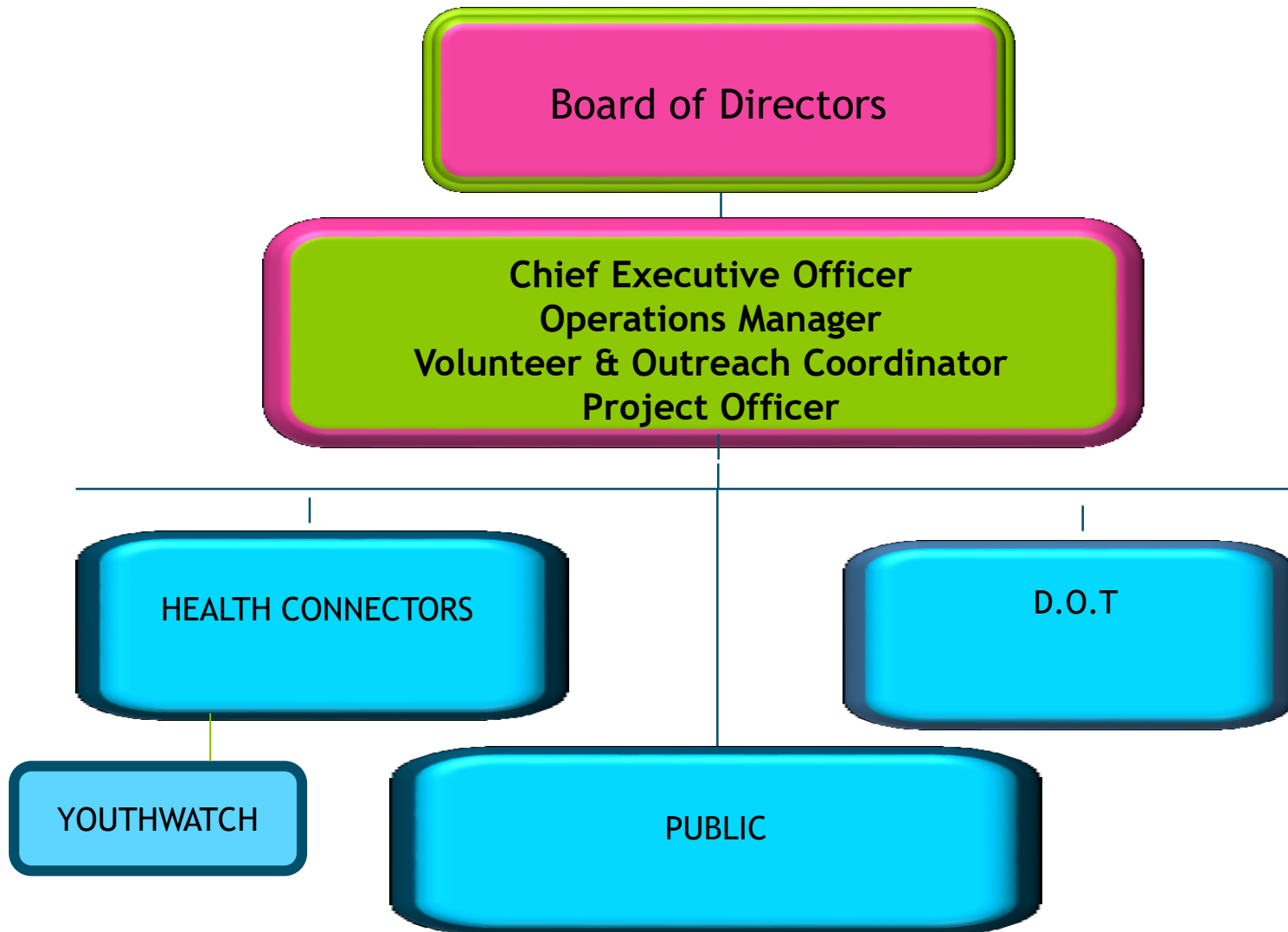
“No matter who you are, how old you are, or where you live, you do have a voice and you have the right for that voice to be heard”

Our main job is to raise people’s concerns with health and care decision-makers so that they can improve support across our locality. The evidence we gather also helps us recommend how policy and practice can change for the better.

We do this by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations
- Meeting with providers and their commissioners to consider and act upon the views, experiences and needs we present.
- Providing information and signposting people to local services including the voluntary and community sector.

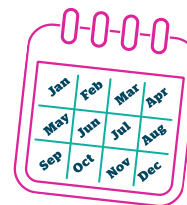
HWD 2018/19 Structure



Highlights from 2018/19



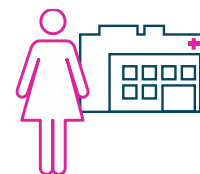
880 people shared their health and social care story with us via our surveys and outreach activity.



We have 23 volunteers helping to carry out our work. In total, they gave up 1602 hours.



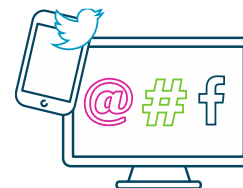
279 people accessed Healthwatch signposting and information online or contacted us with questions about local support.



We visited 42 services and 7 community events to understand people's experiences of care.



We recommended 35 improvements were adopted by services to make health and care better in our community.



288,971 people engaged with us through our website and social media.

How we've made a difference

- Tackling barriers to accessing mental health services for people with an addiction
Full report here: [Substance Misuse Report 2018](#)
- Children and Young People Mental Health Services
Full report here: [CYP MH Report](#)
- Black, Minority, and Ethnic Communities (BME) GP Registration & Accessibility
Full report here: [GP BME Report 2018](#)
- Enter and View Programme for County Durham and Darlington Foundation Trust
Full report here : [Hospital Enter and View](#)

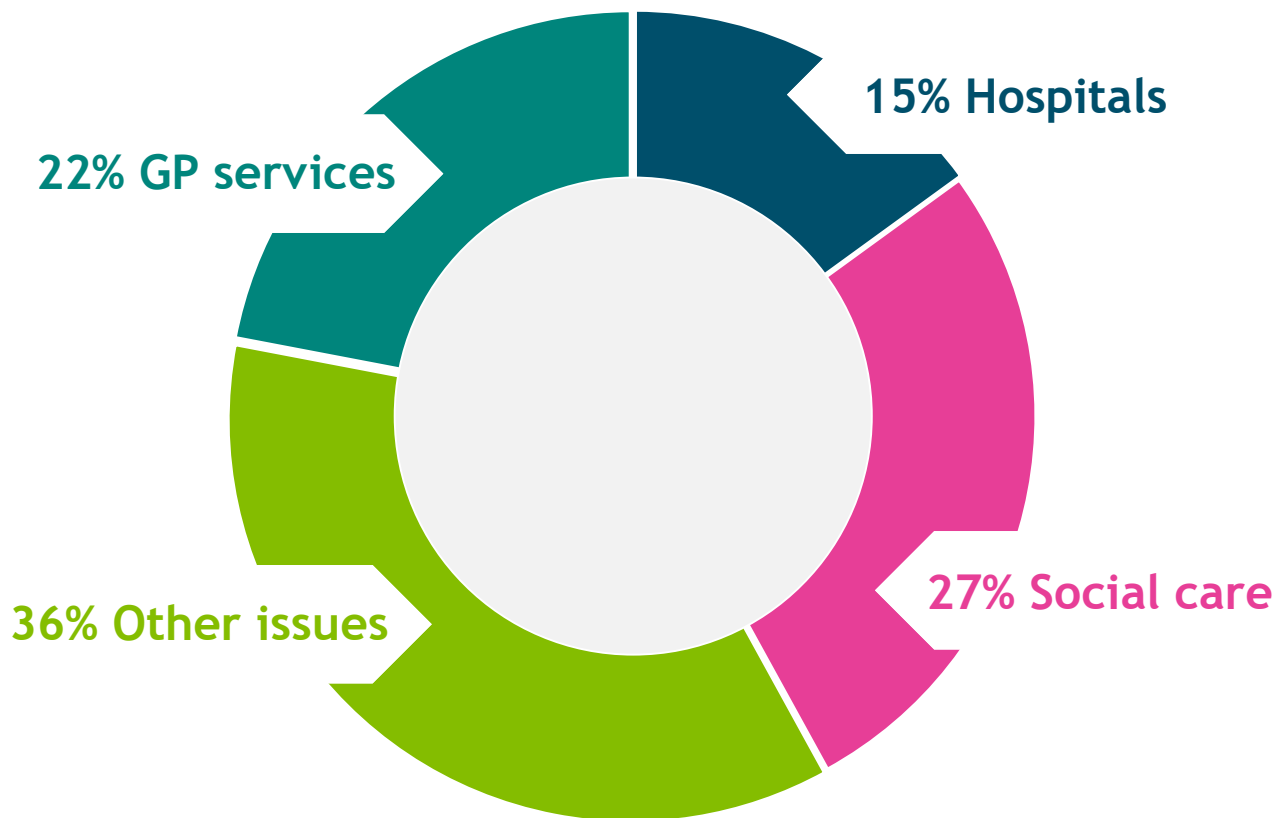
How we've made a difference

- Stroke Services
- What's it like to live in a care home?
- Improving Access to Psychological Therapies (IAPT)
- Great North Care Record
- Healthwatch Collaboration across the North East - NHS Long Term Plan

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are many organisations that can provide help, but people don't know where to look. That's where we come in! Last year we helped **279** people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information online
- + Our contact us form
- + At community events
- + Promoting helpful services across our social media channels and weekly e-bulletin
- + Over the phone, email or post.

Health Connectors

Our volunteer Health Connector programme between 2nd January 2018 - 31st March 2018 has consisted of:

- Volunteer Strategy developed
- Volunteer & Outreach Action Plan developed
- Volunteer Recruitment pack created
- Volunteer recognition scheme created
- Health Connector logo established.
- Volunteer training programme created.

Our Website development has included;

- Meet the Health Connectors team page
- Testimonials and feedback section
- Recruitment pack and roles section
- Volunteer of the month recognition



Our volunteers



At Healthwatch Darlington we couldn't make all of these improvements without the support of our **23** volunteers that work with us to help make care better for their communities.

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



Youthwatch

- ❖ Improve information and signposting available for young patients in the local area
- ❖ Listen to young patients views and experiences
- ❖ Gather views and experiences
- ❖ Support and represent young people's voice for health and social care in Darlington
- ❖ Raise awareness online via our social media platforms increasing our reach

Loneliness in Young People

Just like many of the elderly, a lot of young people experience loneliness throughout the year. In fact, it is a lot more common than you would think!

Talk to us...

Causes
Living alone
Homelessness
Stressful events
Low self esteem
Having a disability
Bullying and intimidation
Friends moving away
Friends or family problems
Leaving school, college or work
Domestic violence/abuse
Stay at home parent

Impacts
Eating issues
Substance misuse
Sleep disturbance
Cognitive deterioration
Stress
Anxiety
Depression
Paranoia

Solutions
Tell family/friends how you feel
Join a community social group
Join a club or hobby group
Join a volunteering group
Talk to someone, anyone
Develop new routines
Go for a walk outside
Practice yoga

Further help
bbc.com/ownit
(Online wellbeing)
Humankindcharity.org.uk
(Darlington young carers)
Youngminds crisis text line:
85258
Do-it.org
(Volunteering opportunities)
Samaritians:
116 123

Social Media and Your Wellbeing
Social media can be a great tool for reducing loneliness for young people. However, it is important to remember, for people who are experiencing low mood and isolation, this can have the opposite effect, as we can be led to think that other people's lifestyles are much better than ours. This is often incorrect but it can leave us feeling inadequate.



Volunteers improve the information available for young patients in local GP surgeries



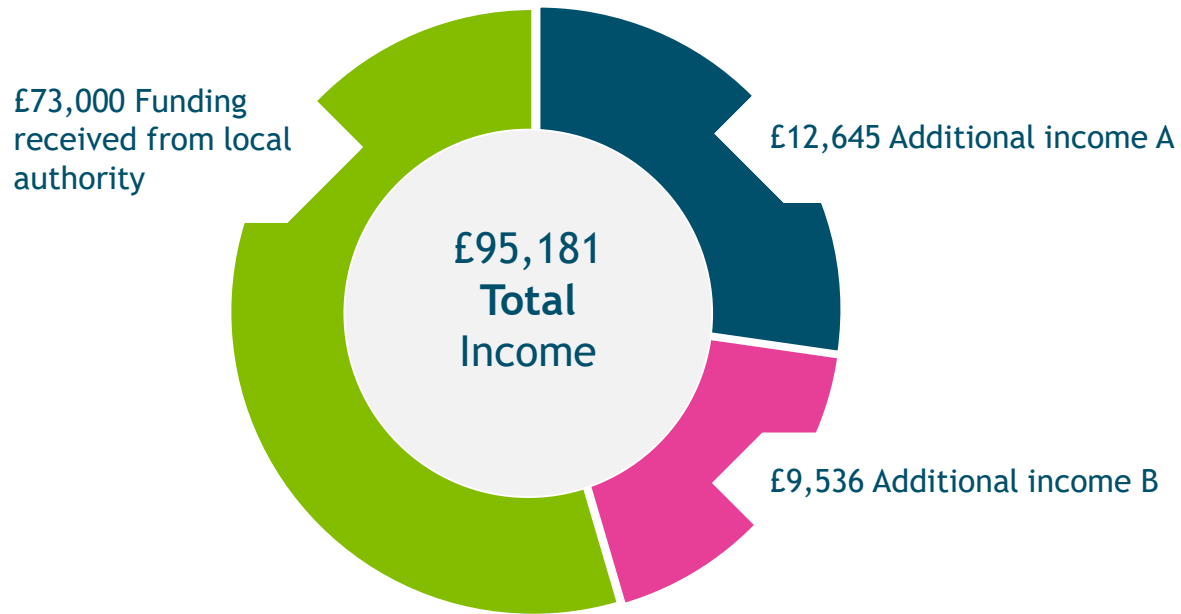
Our young volunteers were asked by a local GP practice manager to visit their surgery. The surgery wanted their input and ideas to improve the information available for young patients within the waiting areas.

Thanks to our young volunteers' feedback and ideas the surgery now have a brand-new display area for young patients which features information on mental health, carers, sexual health, local support groups and healthy living.

Furthermore, the surgery now has recommendations on where to order leaflets and what to include on their website for young patients.

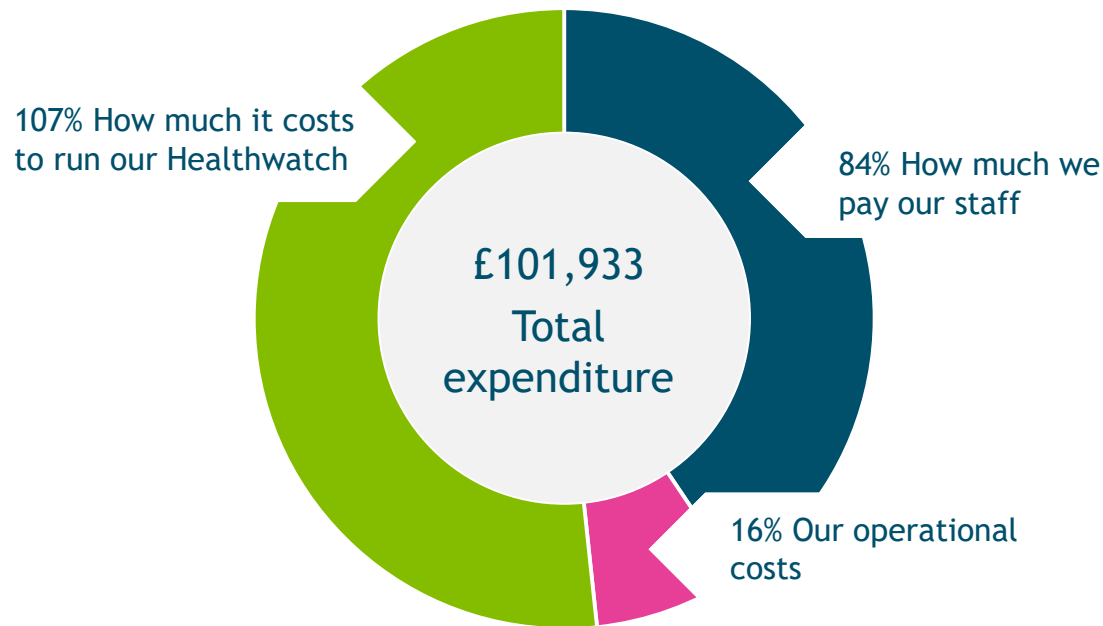
Our finances

- To help us carry out our work, we are funded by our local authority and we received £73,000. We also received £22,181 of additional income from public and third sector organisations



Our finances

- In 2018-19 we spent £101,933 which meant we spent some of our reserves.



Our plans for this year

Our “What’s Important to You?” survey as well as information gathered at our community outreach has informed our work plan for 2019/20:

- ❖ Children and young people’s mental health
- ❖ Learning disabilities
- ❖ Primary care access,
- ❖ Hospital discharge services
- ❖ Seldom heard groups.

ANY QUESTIONS?