

**Our plans for  
2018 - 2021**

# Our mission

To champion the experiences, views and needs of local people in order to positively affect health and social care services in North Tyneside.

## What is Healthwatch North Tyneside?

We are the independent voice for the people of North Tyneside, helping to shape and improve local health and care services.

Our job is to make sure that those who run health and care services listen to people and act on what really matters to them.

As an organisation we want to show how people's lived experiences can transform health and care services for the better and to demonstrate how good engagement can provide solutions to challenges facing the NHS and care services in the years ahead.

Our vision is to have excellent health and care services in North Tyneside that have been shaped by local needs and experiences.

We are part of a network of Healthwatch organisations who operate in every local authority area in England. This network was established by the Health and Social Care Act 2012 with the aim of 'putting patients and the public first'.

## Who we are

We are a small independent charity (Charity number 1160753) that focuses on improving public involvement in, and information about, health and social care.

We are locally based and all of our trustees, staff and volunteers live around the area. Some of our work is funded by a service delivery contract with North Tyneside Council.

# Listening to lived experience

Hearing people's lived experiences of the services they use is the bedrock of everything we do.

We talk to local people who use health and care services to hear about their experiences. It is important to us that we hear from all sections of our community - all adults, young people and children living or using services in North Tyneside. We want to know what's working well and what could be done better.

Our online feedback centre, where people use a 5 star rating system to give feedback about the services they have used, is becoming a popular way to review their experience and leave comments.

We believe people must be involved in designing the services they use and we ask people about how services should be configured.

## We will:

- ◆ try different ways to hear from people across North Tyneside - including an annual survey of people's experiences and using social media more effectively;
- ◆ work with other community groups and organisations to talk to their members about their experiences of health and care services;
- ◆ continue to engage with people at community events across North Tyneside;
- ◆ work with young people to hear what matters to them;
- ◆ promote our feedback centre to service users and providers; and
- ◆ use the feedback we hear to identify our future research priorities.



# Influencing service providers and commissioners

We act as a critical friend to service providers and commissioners across North Tyneside. We want the views and experiences of local people to shape the services they provide and influence the decisions they make.

To do this we analyse what local people are telling us to identify trends and issues. We then talk to commissioners and service providers about what is working well and what could be improved. Our powers under the Health and Social Care Act 2012 mean we are involved in decision making and commissioners and service providers should listen to what we say.

## We will:

- ◆ continue to build strong relationships with service providers and commissioners and encourage them to listen and involve their users;
- ◆ provide briefings about people's views and experiences of key services;
- ◆ be the voice of the service user at key decision making meetings including North Tyneside Health and Wellbeing Board, North Tyneside Council Overview and Scrutiny Committees and local partnership boards;
- ◆ identify opportunities for co-production;
- ◆ share what people tell us whilst maintaining their anonymity; and
- ◆ champion public involvement and local representation in system transformation plans such as Sustainability and Transformation Plan (STP) related activity.



The health and social care system is large and complex and includes:

North Tyneside Council

North Tyneside Clinical Commissioning Group

Northumbria Healthcare NHS Foundation Trust

Newcastle upon Tyne Hospitals NHS Foundation Trust

Northumberland, Tyne and Wear NHS Foundation Trust

North East Ambulance Service

Social care providers - including care homes and home care

Voluntary sector organisations

NHS England

Care Quality Commission

Our powers under the Health and Social Care Act 2012 give Healthwatch a unique position to influence commissioners and service providers.

We work closely with all these organisations to make sure the services are the best they can be.

We are a member of North Tyneside Health and Wellbeing Board as well as being involved with North Tyneside Council Adult Social Care, Health and Wellbeing Scrutiny Committee.

## Providing information

We provide information about health and care services across North Tyneside through our local rate information line (0191 263 5321). People ask how they can access services, how to make a complaint or give positive feedback and where they can get support. We have a great understanding of the support provided by other organisations so we can signpost people to the help they need.

### We will:

- ◆ promote our information and signposting service widely across North Tyneside; and
- ◆ share our information and training with others so that more people can access the support they need.

# Researching key issues

One of our key activities is conducting research into some of the trends or issues we hear about. We will identify a small number of issues each year for a more detailed piece of research into people's experiences. We will develop recommendations based on what we have heard.

We involve commissioners and service providers in designing our research activities but our research is always independent. To be an influential voice for the people of North Tyneside we believe our recommendations need to be firmly rooted in the evidence we gather and good practice we see across the country.

## We will:

- ◆ identify issues for research based on what local people tell us is important and where we think we can make a real impact;
- ◆ work with other organisations to develop and conduct our research;
- ◆ involve service providers and commissioners in our research;
- ◆ develop the most appropriate methods to investigate the issue including using our Enter and View powers when necessary;
- ◆ use the evidence we gather as the basis for the recommendations we make; and
- ◆ publish our recommendations and monitor how service providers and commissioners are implementing them.



# Being a robust and respected organisation

To make a real difference to health and care services we need to be a strong and well respected independent organisation. Volunteers are a key part of our team and will be more important to our success as we try different ways to engage with people.

## This means:

- ◆ improving our volunteering offer so that more people can help us make a difference;
- ◆ having effective systems and processes in place to deliver the best service possible;
- ◆ our Board of Trustees overseeing the work we do and setting directions for our work based on what people tell us is important;
- ◆ making best use of the money we have, considering ways to diversify our funding and planning our future;
- ◆ having strong relationships with local community groups across North Tyneside and working together where possible;
- ◆ better evidencing the impact we have; and
- ◆ working closely with our neighbouring Healthwatch organisations to identify common issues and opportunities for joint work.



# How to contact us



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