

Annual Report 2019–20

Guided by you



Hebburn Central, the home of Healthwatch South Tyneside since February 2019

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Message from our Chair

At this unprecedented time I thought it might be good to celebrate that a number of welcome measures are being introduced to bring back many of those much missed social contacts between family and friends.

From the lockdown on March 23rd, South Tyneside residents have suffered disproportionately from the virus. The impact was monitored daily and we were delighted to see that recently the number of new cases have been very few. Of course there have been tragedies and we recognised the loss of local NHS staff, past and present, who made the ultimate sacrifice to save others by posting tributes to their dedication on our website.

Following on from this I must mention the team; that's staff, volunteers and board members who since March have had to find ways round the disruption caused by the virus.

Our work has continued, with several new skills being learned which will continue to benefit us in the future. This has also meant finding new ways of working together with partners. As local health and social care services continue to change across the patch, making sure we maintain those joint working links becomes ever more important.

Although working life became progressively restricted, one thing we found we could do well was to monitor how services performed. This we have done with the redistribution of hospital services, the application of do

not resuscitate policies and procedures, and taking a proactive role in the development and implementation of the new model for palliative and end-of-life care.

Due to our work in this area we have been asked to represent Healthwatch England on the National Audit for End-of-Life Care Advisory Panel. We also note and support Healthwatch England's decision to support the campaign Black Lives Matter. With and through partners, Healthwatch South Tyneside has become more proactive and intends to carry forward the pledge to support the move away from tokenistic "tick-box" engagement as mentioned in last's years co-chairs foreword.

The team has done well and the highlights are many: from publishing our report by Young Healthwatch on users and carers of special educational needs, to maintaining our focus on young people's mental health, gaining the Social Enterprise Mark, creating a more user friendly website to increase accessibility for residents, gaining a Lottery Grant to work with hard to reach groups and, through this resource, helping to produce the South Tyneside Volunteer Passport.

Through the watchful eye of our manager and board members we have ended the year in a healthy financial position.

At this time we are looking forward to a more encouraging future. We have learned from Covid-19 that maximising mutual effort through partnership works wonders. So our watchwords for next year will be encouragement, partnership and pro-action.

Through these tenets we will work alongside our partners and statutory bodies to encourage:

- Rebuilding of services post pandemic
- Finding out more about the health and social care needs of black, Asian and minority ethnic communities, who suffered much more than others from the impact of the virus
- Maintaining our focus on mental health
- Carrying forward our excellent work via Young Healthwatch
- Being a critical friend with respect to Path to Excellence, especially in the context of the CQC report on South Tyneside and Sunderland NHS Trust

- Supporting the changes in primary care, in the NHS Long Term Plan, with a focus on the development and impact of Primary Care Networks
- Encouraging the increased implementation of the new model of palliative and end-of-life care.

I would like to thank everyone who has played a part in our work over the year. Why not be our critical friend and let us know what you think of our work and plans? If you like what you see, come and join us as a volunteer or apply to become a board member.

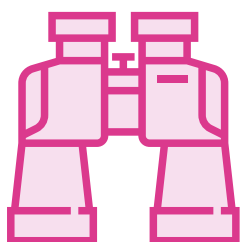
Peter Bower, Chair



About us

Here to make care better

An independent community interest company, Healthwatch South Tyneside is one of 152 local Healthwatch organisations across England launched in 2013 to give users of health and social care services a powerful voice.



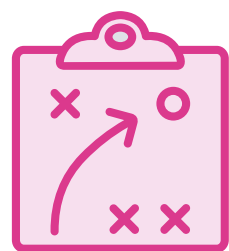
Our vision is simple

Health and 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.



Our approach

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 solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations

As set out in the Health and Social Care Act of 2012, Healthwatch South Tyneside has the following statutory activities:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.



Find out more about us and the work that we do

Website: healthwatchsouthtyneside.co.uk

Twitter: @HWSouthTyneside

Facebook: /HWSouthTyneside

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Mental health services

We have published reports with recommendations for mental health services for young people and on SEND transport...



Brand new website

We have designed and built a new website with a dedicated area for young people...



We spoke to 250 students...

at South Tyneside College over three months to find out their concerns and hear suggestions about health and care services for young people...



We secured a £9,400 grant...

from the National Lottery's Awards for All Fund for our Hard to Reach Volunteering project...



Social Enterprise Mark

We were awarded the international Social Enterprise Mark accreditation...



Social media reach

There has been a 25% increase in reach of our Facebook posts...



Website traffic increased

There has been a 60% increase in visitors to our website and website news page visitors are up 200% year-on-year...

Healthwatch praised after Council Leader's visit

The work of Healthwatch was praised at South Tyneside Council's Health and Wellbeing Board following a visit to our offices to meet the team by Council Leader Iain Malcolm.

Cllr Malcolm was introduced to Manager Sheila Scott and Volunteer Co-ordinator Tara Johnson by Chair Peter Bower at his visit to Hebburn Central in December 2019.

He was given an overview of current work and provided with an information pack containing latest reports and details of our statutory duties.

The meeting of the HWB in January 2020 was told "Healthwatch were doing fantastic work with limited resources. The work recently

undertaken with young people in getting them to discuss mental health issues had been very well received".



Chair Peter Bower (left) is pictured with (l-r) Sheila Scott, Tara Johnson and Cllr Malcolm

Healthwatch helps plan improvements to access and care at workshop

Another highlight of last year was the Always Event workshop, where Healthwatch joined healthcare professionals and patients to plan improvements to accessibility to, and delivery of, health and care services.

The aim of the event, held at Living Waters Church in South Shields in March 2020, was for commissioners and providers of services to hear direct feedback from patients and carers about the issues they face.

On accessibility, delegates explored the barriers to access for those who aren't engaging in services, routes into the services both within primary and secondary care, and opting in rather than out of the services.



The workshop also examined rehabilitation services for patients with long term conditions including diabetes, cardiovascular disease, COPD and asthma.

How we've made a difference

From encouraging 'hard to reach' groups to volunteer to highlighting mental health issues affecting young people to improving home transport for SEND students, it has been a very rewarding year for the Healthwatch South Tyneside team.

Here are some of the projects we have worked on during the year and the impact they have had.

Hard to Reach Volunteers Project

We secured £9,400 from the National Lottery's Awards For All fund for our 12-month-long 'hard to reach volunteers project' launched at The Word, South Shields, in July 2019.

The aim of the project was to attract and support those who would benefit the most from volunteering, addressing issues such as social isolation and lack of self-esteem.

The campaign highlighted the real benefits of volunteering for people with disabilities or sensory impairments, long term health conditions or mental health issues. It also sought to attract volunteers from ethnic minority backgrounds and vulnerable older people, both currently under-represented on Healthwatch.

A film was produced as part of the campaign featuring 14 people involved in volunteering in the borough talking about why they give their time to help others.

Outcomes have far surpassed the original expectations, with Healthwatch having engaged with more than a dozen local organisations on hard to reach volunteer



recruitment and other key issues. Examples include Apna Ghar, which is working with us on sexual health concerns of young people, and Inspire, who we have helped produce a Volunteer Passport covering basic skills, awareness and knowledge required to become a successful volunteer.

#manage your mental health

After three months of drop-in sessions during which they talked to 250 students at South Tyneside College, and an online survey which generated 274 responses from eight to 18-year-olds, mental health and wellbeing was the top issue raised with the Young Healthwatch team.

Daily stress and anxiety, and not knowing who to talk to or where to go for help because of a perceived lack of information about services and complexity of the referral system, were among the concerns highlighted.

But young people told us that when they received treatment for their mental health and wellbeing, they were usually happy with the service they had received.

The drop-in sessions and survey were followed by a 'Question Time' style event held at the college where young people put questions to local health and social care chiefs.

Alison Maynard, Deputy Chief Executive of Tyne Coast College, said: "The mental and emotional wellbeing of young people is a real issue within society and we...encourage our students to speak out and voice their concerns so we can offer the support and guidance they need. This event is a fantastic idea to help make this happen."

Key findings in our report, published in August 2019, include calls for:

- A more child friendly website for services like Lifecycle including a clearer referral process, what will happen and next steps
- Clearer waiting time expectations set out at the beginning of the process via telephone, patient letters and website information
- A follow up "check in" phone call to the young person or parent/carer to see if there are any changes that may change the treatment needed and offer families alternative support whilst awaiting their appointment
- Children and Young People's Mental Health Service to hold regular visits to schools and conduct information sessions about services available as part of assemblies.

Healthwatch South Tyneside has taken a lead in response to the findings, developing a new website which went live in May 2020 and includes a comprehensive new area for young people, including pages on mental health, sexual health, drugs and alcohol, and LGBT+.

We also now attend Children and Young People's Mental Health Alliance meetings and provide feedback which informs positive change.



The #manage your mental health campaign launch in May 2019



SEND transport

Following the establishment of a group of parents and carers of young people with special educational needs (SEND) with Your Voice Counts which meets bimonthly, transport provision was identified as a service requiring improvement.

Eighty parents/carers that use SEND transport responded to a survey we commissioned about the service. Nearly a third said the transport either hardly ever arrives on time or never arrives on time and 70 respondents called for training for drivers and escorts to include first aid, safeguarding and autism awareness.

A meeting was also arranged with South Tyneside Council's transport team and parents/carers, which highlighted an over complicated application process with late allocation of transport provision, parents/carers feeling scared to give negative feedback to the council for fear of losing their provision, and inconsistency in drivers, escorts and pick up times.

Following our report published in September 2019, which had a number of recommendations, changes to the SEND

transport service already implemented include:

- A new simple application form and earlier deadline for applications to ensure quicker allocation of transport provision
- The introduction of an independent route for parents/carers to make a complaint and help them address issues with transport
- A new review form designed by parents to shorten the application process for those that reapply for transport each year
- A new "All about Me" form about likes/dislikes, triggers or emergency medication to help drivers have more information about a child in their care has been designed
- A new information leaflet has been produced for parents/carers about the transport service.

Healthwatch continues to chair transition meetings that act as a platform for SEND parents to share experiences, and work in partnership with South Tyneside Council to keep parents informed of improvements made.



The Emergency Care entrance at South Tyneside District Hospital

Helping you find the answers

Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

During the year we have been contacted by people in a range of ways - via our website, Facebook page, email, telephone and in person at community venues and events.

We also go out into the community to offer help. Our team has attended dozens of events and meetings across the borough during the year to meet patients and carers and engaged with hundreds of people.

We have launched a new website to make it easier to navigate and find information, and

to leave feedback, with a new area dedicated to young people with advice and information on mental health, sexual health, and alcohol and drugs.

Other additions include advice on how to make a complaint from the Citizen's Advice Bureau, Local Government Ombudsman and Healthwatch England, and contact details for local services. The NHS Service Finder provides contact details for a range of services simply by adding your home postcode.

Volunteer co-ordinator Tara Johnson with volunteer Arthur McKean at the Whitburn Festival in June 2019



Healthwatch has also made it easier to give feedback, with a new online feedback form where services users can comment on accessibility, quality of care and any other positive or negative points they wish to raise.

We use social media to drive traffic to our website, publishing regular news items of interest about local and national health and social care issues on Facebook, Twitter and Instagram.

In 2019/20 our Facebook posts reached nearly 26,000 people - a 25% increase on the year before, and website traffic increased by around 60 per cent to nearly 18,000 unique visits. On average, each social media post we publish reaches more than 260 people.

Social media is also an excellent barometer to measure the issues local people care about; both in terms of how many shares and likes they generate as well as the comments people leave. Last year the announcement of a new midwife-led birthing centre at South Tyneside Hospital on our Facebook page saw the biggest response with 2,437 views.

During the year we also started to promote Healthwatch on the information screens in GP practices and council-run community buildings to raise awareness of our campaigns.

Examples of issues raised by members of the public who have contacted us during the year for advice and information include:

- A gentleman who had keyhole surgery but later lost the use in both legs and was in constant pain despite being seen at numerous departments in hospitals in South Tyneside and Sunderland. We referred him to North East NHS Independent Complaints Advocacy, which deals with formal complaints about health and social care services.
- A lady whose appointments at Sunderland Eye Infirmary kept being cancelled, forcing her to attend A&E in desperation. A subsequent operation at the RVI left her with double vision. Depressed about the length of time she had to wait, and with difficulty completing a complaints form from Sunderland Eye Infirmary, we signposted her to ICA.
- A gentleman with mental health issues unhappy with his GP and the 111 service was signposted to ICA and also advised to put a complaint in writing to the practice manager at his GP surgery. We also contacted South Tyneside Mental Health Matters on his behalf so he could get some ongoing support.
- A lady from Australia contacted Healthwatch as she was very concerned about her sister who lived alone in South Tyneside and had multiple conditions. After we clarified her position, Healthwatch contacted the Let's Talk team and arranged for the lady to have a full assessment. This included support from a Community Matron and a new referral to equipment services.
- A lady who contacted Healthwatch after her 81-year-old mother sustained suspected fractured ribs after falling from a bed without a guard at South Tyneside District Hospital. We advised how she could make a complaint to the Trust, but her mother did not wish to pursue the matter.
- Complaints about the cost of parking at the hospital and why patients have to travel to Sunderland for appointments.

‘It is not until you or your family are in need of help that you really appreciate the role Healthwatch plays.’

Due to the sudden closure of the local hospice St Clare’s Healthwatch South Tyneside invited the Director of Operations from the Clinical Commissioning Group to address the board on the future provision of palliative and end of life care for the borough. It was noted that the local Trust had volunteered to help bridge the gap in the provision of care that had been lost due to the unexpected closure.

With the board directors local knowledge we decided it would be of benefit to our residents and the Trust to visit Ward 20 (Care of the Elderly) which was being used to provide part of the care lost for patients at the end of life. Arrangements were made with the Trust to carry out an announced Enter and View of the ward so we could observe and talk to patients, carers and staff to see all was well. If there was a need for improvement we would make recommendations so that patients could benefit from an environment more tailored to their needs and the support for their carers.

When the visit was being arranged and its purpose discussed with the Trust we were advised that Ward 20 had not changed its purpose. It had not become a ward that delivers palliative care to a greater level than is taking place in every ward in every Trust. We were also asked to Enter and View a similar ward, to the one we had been told had changed its function, so that a compare and contrast in ward environment could be undertaken. Ward 3 (Gastroenterology) was suggested by the Trust.

We found a pleasant and calm environment on Ward 20. There is a Palliative Care Team based at South Tyneside Hospital who are on Ward 20 daily, they make good links with patients and the patients’ families and friends.

We were given 2 packs, one about support for those grieving a loss and the second about the dying patient, support documentation and care plans. Both a strong indication that patients in need of palliative and end of life care were cared for on the ward.

Healthwatch found no reason to make recommendations about Ward 20.

After visiting Ward 3 it was found to be very busy, it did not feel relaxing and would not be a good environment for anyone at end of life or needing palliative care.

The suitability of the ward, allegedly used for palliative and end of life care, was to be left there; however in October 2019 two families contacted Healthwatch within weeks of one another. The families asked for guidance about concerns they had about the serious quality issues they thought surrounded the care and treatment their relatives had received whilst patients on Ward 20.

The first family told us about the significant facial injuries their father had incurred, due to a fall from a chair whilst on the ward.

After our involvement one of the son’s said: “Healthwatch have helped me greatly”. They signposted us to the Independent Complaints Authority (ICA) whose staff were a tremendous help.

After a letter was sent to the Trust raising the concerns of the family, the CEO of the Trust replied in recognition of the distress the family had experienced and advised that the Trust had initiated an investigation by the Director of Rehabilitation and Elderly Medicine.

The second case was of an elderly lady at the end of life, transferred in from another Trust, who, according to a member of the family, had seriously painful symptoms and whose care left many quality of life needs unmet. Due to the patient's distress the family did not make a formal complaint to the Trust but shared their experiences with Healthwatch.

Healthwatch reported both cases to South Tyneside and Sunderland NHS Foundation Trust and the Care Quality Commission.

As a direct consequence of the complaints Healthwatch reflected on its previous announced visit to the ward and decided to make an unannounced visit to see if there was an observable difference in the results of the two visits; it was also decided to publish both reports alongside one another. As a courtesy, the Trust was informed of our intention to make an unannounced visit.

On the unannounced visit the team observed a readily noticeable difference from the previous visit and several recommendations have been drafted for the board of directors of Healthwatch to consider and approve. The reports, which are about to be published, following consultation with the Trust about their contents, will form the basis for Healthwatch to work with the Trust to move towards outstanding care in this inpatient area.



Our volunteers

Healthwatch South Tyneside is supported by 17 volunteers who help us find out what local people think is working well with health and care services in their communities and what they would like to improve.



Volunteers Margaret Bower and Arthur McKean at Westoe Village Fair in June 2019

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services
- Visited services to make sure they are providing people with the right support
- Helped support our day-to-day running
- Listened to people's experiences to help us know which areas we need to focus on.

We have three types of volunteers supporting our work: adult volunteers; Young Healthwatchers and Board Members.

Our adult volunteers Arthur McKean, Margaret Bower and Stephen Smith have continued to support our work throughout the year, including Enter & View visits, survey work and community events.

They were joined during the year by healthcare professional Angelina Richardson, and Arthur increased his volunteering role by joining the Healthwatch Board.

Our Young Healthwatch team has had a very busy year, examining mental health and sexual health services for young people and helping staff design a new website.

The fantastic work they have been involved in with South Tyneside College and other partners to improve awareness of mental health services for young people has been highlighted already in this annual report.

Another project they launched in January 2020, but had to be halted due to the Covid-19 lockdown, was a survey of young people using the borough's sexual health services.

The Young Healthwatch team, led by Engagement Officer Tara Johnson and her trusty assistance dog Butler, visited the sexual health clinics at Palmer Community Hospital in Jarrow and Cleadon Park Primary Care Centre in South Shields six times.

They also engaged with other community groups to get feedback, including Matrix, Apna Ghar, Bright Futures, held drop-ins at South Tyneside College and schools including Harton Academy, and carried out an online survey.

More than 100 young people had given feedback by the time of the lockdown, which has delayed production of the report and its findings.

But the team was very grateful for the support of the NHS, sexual health service and outreach teams, and the warm welcome at the clinics. Healthwatch now also attends the Sexual Health Partnership meetings to ensure the information we have is accurate, particularly on our website.

Volunteer spotlight: Charlotte Keedy

Media Studies graduate Charlotte Keedy has become a Marketing Executive for an Occupational Health and Wellbeing business since joining us as a Young Healthwatch volunteer.

The 23-year-old, from South Shields, explained what attracted her to the role: “I’ve had placements and internships within the NHS and I’ve seen the range of services provided, and I’ve worked with young people through the National Citizen Service (NCS).

“I now also work within healthcare. Healthwatch helps combine my two career interests. I’ve volunteered in a variety of media/communications roles for several years and Healthwatch was a natural progression.

“Healthwatch provides a great opportunity for me to gain practical and relevant skills and experience that complements my full time job and, importantly at the same time, help educate and inspire young people.

“Key issues potentially affecting young people include mental health, sexual health, eating disorders, drug, alcohol and substance awareness, dieting and healthy eating. For those affected, access to support information and guidance should be readily accessible in the borough.

“Young people locally may be unaware of what help and advice is out there and how it can benefit them. The information currently



circulating isn’t young people friendly and could be unappealing.

“My view is that social media is currently key to engaging young people, keeping up to date with any changing trends and usage. It’s important, though, that other channels are available and explored to reflect individual preferences, such as face to face. It is also important to look at ways of targeting messages and information through understanding people’s needs, wants and interests.”

Board members

Our board of directors has a diversity of skills, perspectives and experiences and its role is to direct and control the work of the organisation.

A terms of reference document sets out the governance structures and principles. The minutes of bimonthly board meetings and public board meetings held three times per year are published on our website.

We also publicise our plans and decisions widely via the website, social media and via the press.

Key responsibilities:

- To determine strategic direction and policies.
- To ensure the activities of Healthwatch South Tyneside reflect the diverse communities of South Tyneside, not just the views of majority groups or the most high profile issues.
- To establish and oversee control and risk management arrangements.
- To ensure that Healthwatch South Tyneside achieves its aims and objectives.
- To oversee 'operational management' and ensure the implementation of board policies.



Peter Bower, Chair

After a 30-year career in the NHS including several years as a CEO in primary care, Peter retrained as a secondary school maths teacher before retiring after a third career in the National Probation Service. He has undertaken voluntary work with a social housing provider and also gained an Open University degree. The married father-of-two, from Jarrow, joined the Healthwatch board to help improve services across health and social care as the two work ever closer together.



Ged Dixon, Board Member

Ged is a retired Human Resources professional who graduated from Northumbria University. Following a career in senior management positions in the utilities and retail sectors he established his own consultancy to advise and assist smaller businesses in all aspects of the employment relationship. During this time he supported a number of care home service providers and developed a strong desire to ensure that the best possible levels of care and services are provided to the most vulnerable people in our society.



Marilyn Stidolph, Board Member

Marilyn retired from her role as a GP Practice Manager for more than 30 years in April 2018. She felt the role gave her the ability to form real relationships with patients and their families and Marilyn took pride in being able to make a difference. On retirement, she felt that she still had something to give and wanted to continue to be able to speak for the vulnerable, and this is what prompted Marilyn to join Healthwatch.



Dr Shobha Srivastava MBE, Board Member

A founding board member, Dr Srivastava MBE retired as a hospital consultant in 1998 and has used her knowledge and expertise since working with the Community Health Council, Public Involvement Forum, LINK and now Healthwatch. Dr Srivastava also sits on the Local Safeguarding Children's Board and the Domestic Violence Forum, and is a North East Ambulance Foundation Trust governor. In June 2017 she was awarded the MBE for voluntary service work in the field of community cohesion.



Steven Burton, Board Member

Steven brings to Healthwatch over 25 years' experience of working with people from different backgrounds and with a varying degree of needs - from children with cerebral palsy to people with physical and mental health issues, people with a history of drug misuse, young people with a history of abuse and other vulnerable backgrounds. Being part of Healthwatch means being able to make a difference and Steven welcomes the opportunity to work alongside other board members.



Margaret Adams, Board Member

Following a career in nursing and midwifery, working in Europe and the Middle East, Margaret qualified as a social worker specialising in mental health. She held managerial positions in London and Kent and joined South Tyneside Council in 1989 as a training officer and later being promoted to manager. Margaret was then seconded into the commissioning section of the Primary Care Trust, responsible for commissioning the specialist mental health carer services still in place today. She joined the voluntary sector with the Carers' Association, is a former Chair of BLISS=Ability, and is a founder member and long serving chairperson of Healthnet.



Joy Curry, Board Member

Joy is a retired Practice Nurse Manager who has worked in Secondary and Primary Care in South Tyneside for over 40 years and has first hand experience of delivering healthcare in a practice setting. Her main interest is in Primary Care. Joy joined Healthwatch to ensure that South Tyneside residents have the best care available in these difficult and challenging times due to financial restraints and workplace challenges. She also volunteers with South Tyneside League of Friends and is a member of The Nurses' League of South Tyneside.



Arthur McKean, Board Member

Arthur has been a care worker for 25 years, working mainly in nursing homes, but latterly in domiciliary care, supported living and residential and nursing homes. He currently works as a care worker for several healthcare agencies. Arthur brings a health and social care worker's view to the role, as well as insights on what needs to be achieved to improve standards both for clients and staff in homes. He wants to support and promote the aims of Healthwatch South Tyneside as he feels it's a valuable service for the South Tyneside area.

Our finances

Income

Contract income 2019-20	£103,409
Other income	£18,280
	£121,689

Expenditure

Cost of raw materials and consumables

Direct costs	£6,684
	£6,684

Staffing

Salary costs	£54,542
Directors' fees	£6,000
	£60,542

Depreciation and other amounts written off assets

Depreciation	£384
	£384

Running costs

Rent re licences and other	£6,200
Venue hire & associated costs	£95
Office equipment and repairs	£2,687
Computer running costs	£9,671
Travelling expenses	£414
Volunteer expenses	£217
Subscriptions	£404
Legal and professional fees	£470
Consultancy	£10,939
Accountancy	£4,109
Bank charges	£176
Insurances (not premises)	£1,070
Printing and stationery	£674
Photocopier	£1,392
Publicity and marketing	£1,091
Annual reports	£1,376
Telecommunications	£856
Sundry expenses	£242
	£42,083

Totals

Profit (loss) for the year	£11,996
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* We are funded by our local authority under the Health and Social Care Act (2012). The figures opposite are taken from the Detailed Trading and Profit and Loss Account for the year ended March 31, 2020.



Our plans for next year

The impact of Covid-19 on planned and routine services, mental health, primary care, palliative care, the Path to Excellence Phase Two programme and raising the profile of the health needs of our BAME communities will all be key priorities for 2020-21.

The fallout of Covid-19 on health and social care services over the year ahead will clearly be significant, and it will undoubtedly influence our own work and priorities.

Monitoring the recovery of services to something approaching normal levels, following a period of months when routine operations and outpatient appointments have been cancelled to enable resources to be deployed for Covid-19 patients, will be a key focus.

How will health and social care venues be reconfigured to enable social distancing? How will new NHS waiting time targets be agreed? Will GP practices continue with remote consultations? What impact will all this have on the patient experience?

We will be working closely with healthcare commissioners and service providers to ensure your concerns and feedback are taken into consideration as the inevitable changes to the way services are provided are developed.

Across the UK our BAME communities have been worst affected by the Covid-19 pandemic, alongside areas of higher deprivation. We will be working with BAME groups, who may be more likely to experience ill health and are at greater risk of developing mental health problems, during the year ahead to raise the profile of their healthcare needs. We will seek to inform our understanding by working in partnership with South Tyneside Council through the Department of Public Health.

Another important area for Healthwatch during 2020-21 will be Phase Two of the Path to Excellence programme, which is concentrating on three areas of hospital care: acute medicine and emergency care; emergency surgery; and planned care including surgery and outpatient care.

Palliative care remains high on the local agenda following the closure of St Clare's Hospice in January 2019. We have a place on the implementation group for the new model of care that will replace the Jarrow facility, and the Palliative and End of Life Care Leaders Group. In addition Healthwatch South Tyneside represents Healthwatch England on the National Advisory Panel for the National Audit of Care at the End of Life. Healthwatch will feed in your views on the kind of palliative and end of life care you want as the new service is developed this year.

Adult mental health is another area earmarked as a key priority for 2020-21, particularly in light of the Covid-19 lockdown. We will be undertaking research to identify the impact on mental health in the borough, and highlighting our findings with healthcare commissioners and service providers.

Our work in primary care will continue too, including further assessment of the Extended Primary Care Service (STEPS) which aims to improve patient access to the borough's 22 GP practices, and the Pharmacy First scheme which urges people to use their local pharmacy for minor ailments.

We will seek to develop our partnership in primary care by building relationships with all practices across South Tyneside, in partnership with the South Tyneside Health Collaboration and the Clinical Commissioning Group. We will also be seeing how the implementation of Primary Care Networks impacts on the integration and development of local services throughout the borough.

Our Operations Plan 2018-21, which is linked to South Tyneside Partnership priorities, can be downloaded here: healthwatchsouthtyneside.co.uk/what-we-do/current-priorities



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