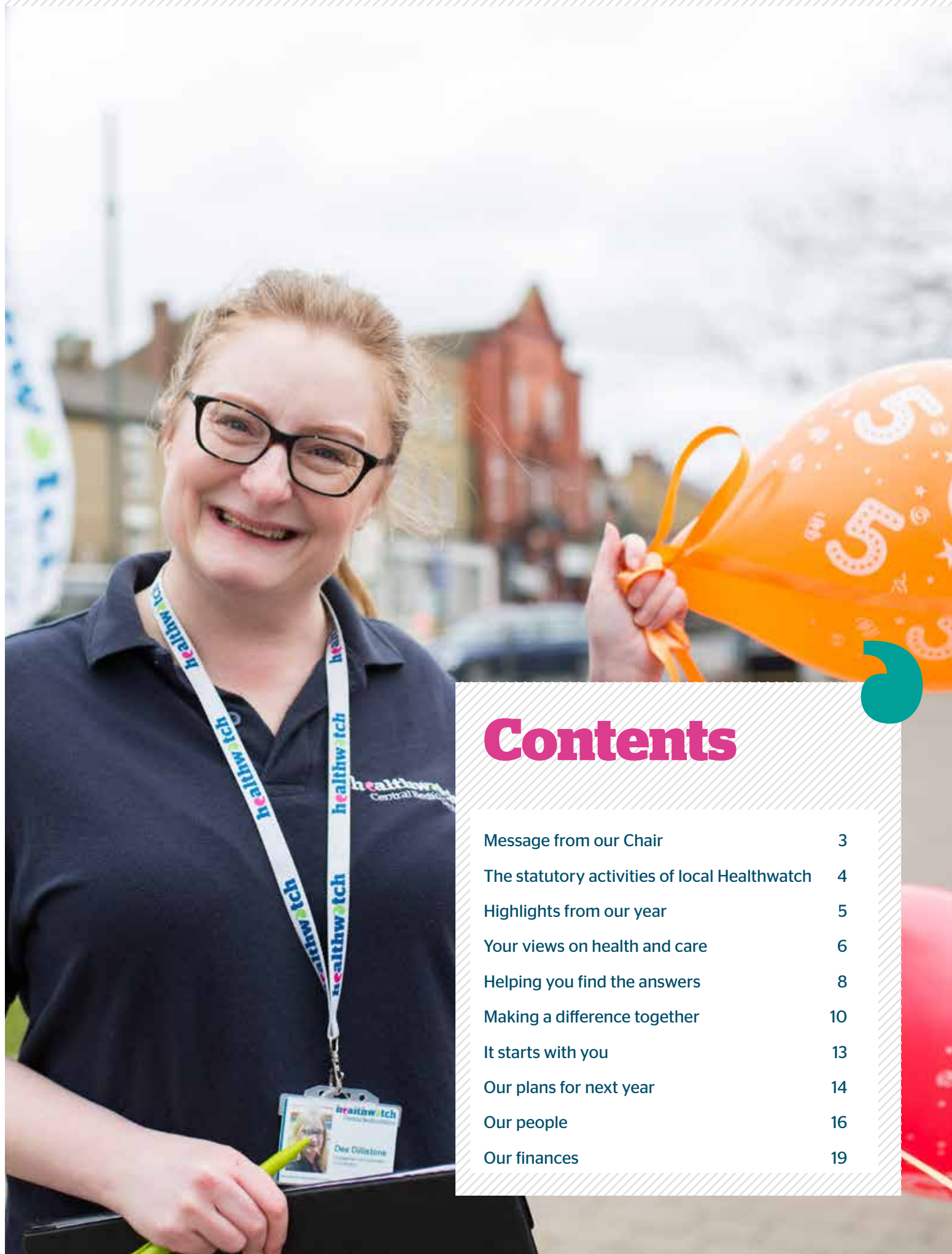


# **South Tyneside**

Annual Report 2017/18





## Contents

|   |    |
|---|----|
| Message from our Chair                        | 3  |
| The statutory activities of local Healthwatch | 4  |
| Highlights from our year                      | 5  |
| Your views on health and care                 | 6  |
| Helping you find the answers                  | 8  |
| Making a difference together                  | 10 |
| It starts with you                            | 13 |
| Our plans for next year                       | 14 |
| Our people                                    | 16 |
| Our finances                                  | 19 |

# Message from our Chair

**One of our dedicated volunteers summarises perfectly in this, our fifth annual report, the purpose of Healthwatch South Tyneside: to make a difference.**

We have taken on board issues raised by members of the public about health and social care services, investigated further, then pursued them with the commissioners and providers.

The 'It's My Home' report is an excellent example of this. We conducted Enter & Visit visits to all 26 care homes in the borough last year and as a result of our recommendations a new charter with advice and minimum standards for meaningful activities is being drawn up.

This is designed to ensure all care home residents receive a high quality activities programme, wherever they live. This is so important, because there is significant medical research that these activities are vital for good mental health in older people, many of whom will be coming to terms with leaving their own home after many years and not being able to do everything they used to enjoy doing.

Our report into the Urgent Care Hub at South Tyneside District Hospital was another high profile piece of research our staff and volunteers undertook following concerns raised.

There is a national problem with a shortage of qualified clinicians, and our worrying findings on the lack of GP cover at the Hub made front page news in the local press.

Meetings are being held between the commissioners and the providers of the service to resolve the issues we raised, for the benefit of patients who found themselves referred to A&E due to understaffing at the Hub - which ironically was designed to do the very opposite, and stream patients away from the emergency department.



But as well as individual projects like these, during the year we have also attended 40 meetings and events, and engaged with more than 1,000 people face-to-face.

These have ranged from community events such as Jarrow Festival and the Hadrian School MELA to refugee drop-ins at the Living Waters Church in Laygate, to the ladies' lunch group at the Gateshead and South Tyneside visual impairment charity Sight Service.

We have added two new members of staff whose role is to increase volunteer recruitment - one specifically for young people. We will soon launch Young Healthwatch South Tyneside - a new group of young volunteers who will be working with us to help us engage with children and young people to find out their views about health and care services.

We have also invested heavily in social media engagement; last year there were more than 36,000 views of our Facebook news posts and our website traffic more than doubled.

In the year ahead we will continue to look for new ways to engage with all sections of the community to ensure we are identifying the issues that are important to you about your health and social care services.

Finally, I would just like to thank all the dedicated staff, volunteers and partners for their commitment and efforts which enable us to make a difference for the people we serve.

**Sue Taylor**  
Chair, South Tyneside Healthwatch CIC



# The statutory activities of local Healthwatch

**Healthwatch South Tyneside is one of 148 local Healthwatch organisations across England launched in April 2013 to give users of health and social care services a powerful voice.**

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.

An independent community interest company, it is your dedicated consumer champion, working with users of local NHS and social care services to hear about your experiences, identify any issues or problems and help generate improvements.

Healthwatch South Tyneside has the power to enter and view services, can influence how services are set up and commissioned by having a seat on the local health and wellbeing board, and provide information, advice and support about local services.

It also produces reports which influence the way services are designed and delivered and can pass information and recommendations to Healthwatch England and the Care Quality Commission.

# Highlights from our year

This year there have been  
36,392 views on our  
Facebook posts...



We have attended 40  
events and meetings  
across the borough to  
meet patients and carers  
to find out about your  
experiences...



At those events and  
meetings we have  
engaged with more than  
1,000 people...



We have visited all 26 care  
homes in South Tyneside  
to find out how residents  
are engaged and  
entertained - and revisited  
some homes to check if  
improvements had been  
made...



Our website has seen a  
128 per cent year-on-year  
increase in traffic...

Our reports have tackled  
issues ranging from lack of  
meaningful activities for  
our older residents in care  
homes to concerns over  
shortage of GP cover in the  
Urgent Care Hub...





# Your views on health and care

Healthwatch Engagement Officers Tara Johnson and Tracy Rawle at the Jarrow Festival community and charity fayre at Drewett's Park

## Listening to local people's views

Your Healthwatch team of staff and volunteers has been out and about across the community throughout the year meeting people of all ages to find out about their experiences of using health and care services.

Community events we have attended have included Laygate Festival, Cleadon Park School Fun Day, Jarrow Festival and the Hadrian School MELA.

To ensure we reach all sections of the community we have attended refugee drop-ins at the Living Waters Church in Laygate, met members of the travelling community at West Boldon Pastures, attended the Al Azhar Mosque in South Shields, and met members of the Iranian community at Caffè Nero and the Bangladeshi community at Ocean Road CA.

We have also met members of the public at drop-in events at Jarrow Library and Cleadon Park Library and attended the ladies' lunch group at the Gateshead and South Tyneside visual impairment charity Sight Service.

Healthwatch has attended various meetings to

share information and work in partnership, including South Tyneside Region Equality Forum, Healthnet, Dementia Alliance and Women's Health in South Tyneside (WHIST).

We spent three weeks at South Tyneside Urgent Care Hub, where we spoke to patients and members of staff to assess views on the quality of the service provided and identify issues with access to emergency care.

We also conducted 'Enter and View' visits to all 26 care homes in the borough to assess the range of meaningful activities being provided.

Two new members of the team joined us in 2017 as Engagement Officers - Tracy Rawle is our Volunteer Co-ordinator and Tara Johnson our Young People Volunteer Co-ordinator.

Young Healthwatch is a new initiative Tara has been leading to actively engage young people who will volunteer with us, helping us find out the views of young people in the borough on health and care services.

We contacted all secondary schools as well as community centres with youth groups and attended many events to raise awareness of

Young Healthwatch, and had a successful recruitment drive during National Careers Week in March 2018 at South Tyneside College.

We are now attending curriculum group and training provider meetings to promote the service and build good networks with schools and colleges.

The Young Healthwatch focus group will meet bimonthly to look at health and care issues important to young people and mental health provision will be one of the first areas being explored. Young Healthwatch is also chairing a group looking at transition and the gaps between children's and adults' services on behalf of charity Your Voice Counts.

### **What we've learnt from visiting services**

Healthwatch South Tyneside has carried out two major pieces of work this year which led to high profile reports making a series of recommendations for service improvements.

Both involved significant Enter & View activity to establish the views of service users and identify any issues and areas of concern.

The first saw all 26 care homes in South Tyneside receiving Enter & View visits from our team of trained staff and volunteers over an eight month period to assess the range and quality of meaningful activities provided for residents – an extremely important element in their care.

There is substantial academic evidence of the importance of meaningful activities to people living in residential care and nursing homes, who can very quickly become inactive and bored after leaving their own homes, impacting on their health and mental wellbeing.

The National Institute for Care and Excellence recommends physical, social and leisure activities that are tailored to – and take place in an environment that is appropriate to – individual needs and preferences.

Trained authorised representatives spoke to more than 100 residents, relatives, managers, staff and activities co-ordinators, asking about the resources available and how residents engaged with the activities on offer.

The resulting report, entitled 'It's My Home' after a comment made by one of the residents we spoke to, was launched at an event in July 2017 at Trinity

House in South Shields attended by care home representatives and social care commissioners with guest speaker Ray Spencer MBE.

It revealed a wide range in the financial and staff resources available at each home, from those with dedicated activities co-ordinators with budgets to others relying on relatives and carers to help out and expected to fundraise for activities. However, most care homes were delivering a varied programme of activities with creativity, passion, innovation and enthusiasm.

The report was taken to South Tyneside Council's Health and Wellbeing Board, and officers from the Children, Adults and Health Service are considering its recommendations on minimum standards and ways to share best practice.

In another piece of research, Healthwatch staff and volunteers conducted 15 Enter & View visits over a period of three weeks in December 2017 and January 2018 to the Urgent Care Hub at South Tyneside District Hospital.

We spoke to 41 patients and members of staff to assess views on the quality of – and access to – the service provided at the Hub, which acts as a single front door to stream patients away from the emergency department to be seen by other clinicians such as nurses or GPs.

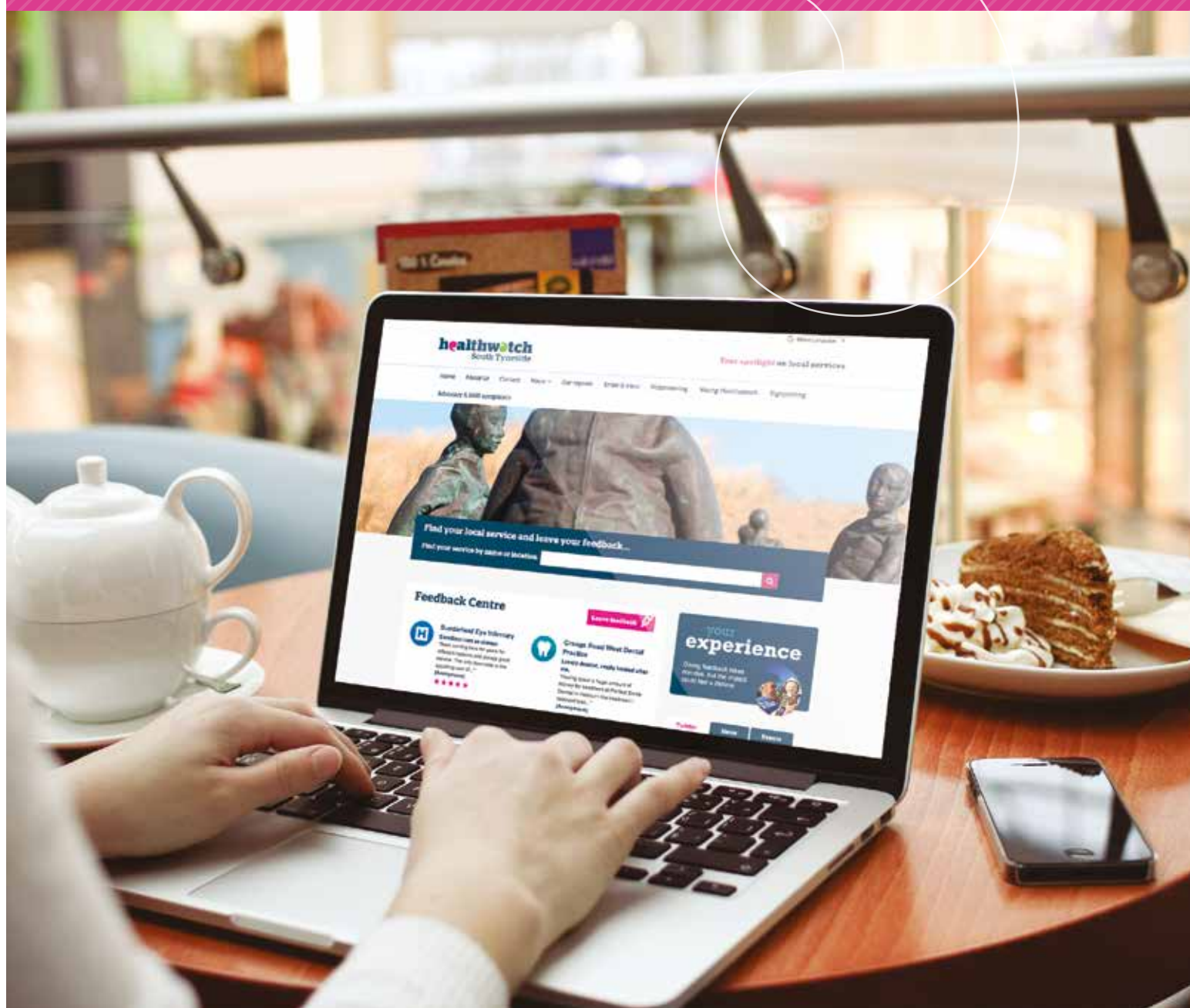
The Enter & View team found that the Hub was without a GP more than a third of the time it was open during the visits and patients, many of whom had been referred there by the NHS 111 service, had to be sent on to A&E. Staff at the Hub also told Healthwatch they believed there were not enough staff to support the service.

A number of recommendations were made in the report which was sent to South Tyneside NHS Foundation Trust and NHS South Tyneside CCG. The Trust and CCG responded, conceding there were challenges in staffing the Urgent Care Hub service with GPs, while the managing director of service provider Vocare said he would meet the Trust and local providers to "discuss the report further and to ensure we work in partnership to deliver seamless and accessible services to patients".

Authorised Enter & View representatives involved in the visits to the care homes and Urgent Care Hub include Healthwatch staff and board members, and volunteers Arthur McKean, Chris Lee, Yusef Adbullah and Paul Anderson.



# Helping you find the answers







### How we have helped the community access the care they need

One of Healthwatch's key roles is to signpost local health and social care services, and to offer advice to service users and their families.

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

Our website also has a comprehensive 'Find a service' facility which has information and contact details for a wide range of health and social care services.

More than 200 services are listed, ranging from care homes to dentists, GP practices, hospices, hospitals and domiciliary care providers. Information includes telephone numbers, addresses and website details.

We also go out into the community to offer help. Examples include attending the South Tyneside Asylum and Refugee Group to help members looking to sign up at local GP and dental surgeries.

Our team has also attended 40 events and meetings across the borough during the year to meet patients and carers and engaged with more than 1,000 people.

The kinds of issues raised by service users who have contacted us this year by telephone, email, via our website and in person for advice and information include:

- + receiving incorrect medication from a pharmacy
- + not being informed about available emergency appointments at a GP surgery
- + concern about level of care being provided to a parent
- + advice needed on how to pay for a parent's care
- + inability to secure a GP appointment
- + poor ward care in hospital
- + issues with treatment for a UTI
- + concern about care for an elderly man with schizophrenia
- + poor and expensive treatment at a dental surgery.

One particular group within the community we have specifically worked with this year is our younger residents, and during 2018 we will be formally launching Young Healthwatch South Tyneside.

This new initiative will see young people working with Healthwatch staff to identify issues of concern to children and young people surrounding health and social care and ways to engage them.

# Making a difference together

The launch of the 'It's My Home' report at Trinity House in July 2017



## How your experiences are helping to influence change

Healthwatch has tackled a number of issues during the year as a result of feedback by health and social care service users and their families, which have led to reports recommending improvements to commissioners and providers.

In July 2017 we launched our 'It's My Home' report at an event attended by care home representatives and social care commissioners.

The report, which followed Enter & View visits to all 26 care homes in South Tyneside where we spoke to more than 100 residents and their relatives and staff, revealed a wide range in financial and staff resources available at each home to provide meaningful activities for residents.

The report was taken to South Tyneside Council's Health and Wellbeing Board, and officers from the Children, Adults and Health Service are planning a provider forum to share good practice. Other ideas being discussed include a charter for care providers with minimum standards for delivering meaningful activities.

In September 2017 we called on the borough council to take action to improve direct transport routes from Jarrow and Hebburn to South Tyneside District Hospital.

Healthwatch had been asked by the council leader Iain Malcolm to 'talk to the people of Jarrow and Hebburn about their experiences of transport to South Tyneside District Hospital' following the relocation of Jarrow Walk-In Centre to the new Urgent Care Hub at the hospital in September 2015.

Staff spoke to more than 200 people who filled in questionnaires at a number of community venues including Hebburn Iona Club, Hebburn Central Morrisons, Jarrow Community Centre and supermarkets in Jarrow and Hebburn.

They had concerns around public transport being ineffective, with lengthy journey times causing stress when travelling with children and problems for older people and people with disabilities.

Car parking at the hospital was also seen as inadequate regarding the amount of spaces available for patients and visitors to park, while parking costs were seen as being very expensive. There was also a call for a shuttle bus to ferry passengers from the main hospital entrance to the urgent care hub.

Healthwatch South Tyneside Chair Sue Taylor took a report to South Tyneside Health and Wellbeing Board, recommending the council improved direct transport links to the hospital from Jarrow and Hebburn through their commissioning with local transport providers, and asking the district hospital to provide adequate car parking spaces for patients and visitors and reduce car parking costs.

Our findings on the lack of GP cover at the Urgent Care Hub at South Tyneside District Hospital made front page news in March 2018.

After 15 Enter & View visits to the hub over a period of three weeks in December 2017 and January 2018, where we spoke to 41 patients and members of staff, Healthwatch found it was without a GP more than a third of the time it was open during the visits.

This meant patients had to be referred on to the A&E department, which the hub is designed to relieve pressure on by instead offering consultations with other clinicians such as nurses or GPs.

The managing director of service provider Vocare responded immediately to our report and its various recommendations, pledging to meet with South Tyneside NHS Foundation Trust and NHS South Tyneside CCG to "discuss the report further and to ensure we work in partnership to deliver seamless and accessible services to patients".





## Working with other organisations

Healthwatch South Tyneside attends a number of committees, boards and groups to represent the views and concerns of health and social care service users.

They include:

- + Joint Primary Care Committee
- + Safeguarding Adults Board
- + Communications and Engagement Task and Finish Group
- + Joint Health Overview and Scrutiny Committee (South Tyneside and Sunderland)
- + Health and Wellbeing Board
- + HealthNet
- + Local Healthwatch Chairs.

We have regular meetings with the Director of Quality and Transformation and the Chief Operating Officer at South Tyneside NHS Foundation Trust and the CEO of South Tyneside Clinical Commissioning Group.

Healthwatch South Tyneside also organises and chairs the South Tyneside Local Quality Surveillance Group, where local problems are worked through collaboratively.

We continue to develop our priorities in consultation with our key partners and working networks:

### Strategic

South Tyneside Clinical Commissioning Group  
 South Tyneside Integrated Board Group  
 South Tyneside Carers Strategy Group  
 South Tyneside Health and Wellbeing Board  
 South Tyneside NHS Foundation Trust  
 North East Ambulance Meeting  
 Regional Quality Surveillance Group

## Partnership meetings/forums

Pioneer Care Meeting  
 South Tyneside Dementia Action Alliance Group  
 South Tyneside Region Equality Forum  
 Healthnet  
 CCG Local Engagement Board  
 North East Ambulance Healthwatch Forum  
 Happiness and Wellbeing Forum  
 Regional Healthwatch Meeting  
 South Tyneside Volunteer Summit  
 Local Quality Surveillance Group.

## How we've worked with our community

The Healthwatch South Tyneside board comprises volunteers from a wide variety of backgrounds.

Their experience includes working careers in the NHS, voluntary sector, higher education, human resources, adoption and fostering, utilities and probation service.

Other volunteers have come to Healthwatch with extensive experience in nursing, care and the voluntary sector, which has proved invaluable in roles such as authorised representatives conducting Enter & View visits.

We created two new Engagement Officer positions in 2017 to focus on the recruitment, training and retention of volunteer roles - one specifically focused on working with young people.

The Chair meets with the Operations Manager on a monthly basis, timed to coincide with the Health and Wellbeing Board's bimonthly meetings. Any intelligence that we have gathered, any active concerns or issues relating to the Health and Wellbeing Board is shared with the Chair at this meeting. The Chair then provides a verbal update for the Health and Wellbeing Board.

The Chair provides an update about the Health and Wellbeing Board at the monthly Healthwatch South Tyneside board meeting and papers are circulated to directors as appropriate.

**“Healthwatch was very good. As soon as they got involved it got sorted.”**

**it starts with  
YOU**

### **Problems with a pensioner's home care service were resolved after Healthwatch intervened on her behalf.**

Grandmother Elsie Reed, of Boldon Colliery, has numerous health problems including osteoporosis, osteoarthritis, COPD and a heart murmur and needs support with personal care including washing, breakfast and taking her meds.

The 66-year-old mother-of-two has seven day home care provided, with a daily appointment at 8.30am on four days and at 7.30am on the other three days - to give her sufficient time before she is collected to go to a day centre.

But the retired cashier found after a change of care home provider there were issues with her care plan, and appointments were not being kept on time.

This meant that on some occasions she was going to the centre without breakfast or a shower, and other reported problems included not having required medication.

The day centre Elsie attends is based in the same building as Healthwatch, so when her complaints were not addressed she popped in to see us.



She said: “They just kept coming at different times and when I complained nothing was getting done. I was told at the day centre to pop along to see Healthwatch and tell them about the problems I was having.”

We contacted both South Tyneside Council and the company providing her day care and highlighted the issues she had raised with us.

Elsie said the impact was immediate and there have been no problems since: “Healthwatch was very good. As soon as they got involved it got sorted.”

# Our plans for next year





## What next?

Next year promises to bring more major changes to the planning and delivery of local health and social care services and Healthwatch South Tyneside will ensure residents are fully engaged and consulted on these.

Consultation is underway on Phase Two of NHS South Tyneside Clinical Commissioning Group and NHS Sunderland CCG's Path to Excellence – a five year transformation plan for hospital healthcare.

This second phase is examining:

- + Acute medicine and emergency care
- + Emergency surgery
- + Planned care including surgery and outpatient care.

The work on Phase Two of the Path to Excellence programme is taking place as NHS leaders await the outcome of a referral to the Secretary of State for Health from the South Tyneside and Sunderland Joint Health Overview and Scrutiny Committee on the decisions made by local CCGs for Phase One.

The services reviewed under Phase One included: stroke care; maternity and women's healthcare; and urgent and emergency paediatric services – all of which remain vulnerable due to significant staffing pressures.

We will be closely involved in the process of statutory engagement and consultation with the general public in relation to potential changes to clinical services across the South Tyneside and Sunderland Sustainability and Transformation Plan footprint, working with our colleagues at Healthwatch Sunderland.

Healthwatch will keep service users informed about key developments during the consultation phase and decisions subsequently taken.

We will represent the interests of the borough's health and social care service users at the Sunderland and South Tyneside Joint Health Scrutiny Committee and Local Healthwatch Chair and Lead Officer's meetings in Northumberland, Tyne and Wear and North Durham.

## GP access

Another key ongoing issue for patients is access to GPs and in 2018-19 we plan to conduct research into awareness of, and experiences of, the new South Tyneside Extended Primary care Service (STEPS).

Since September 2017, patients have been able to

book a family doctor appointment on evenings or over the weekend, with a small number of surgeries open on different days and times to create more options for patients.

A new company called South Tyneside Health Collaboration formed from 16 GP practices in South Tyneside is working with all 22 practices in the borough to ensure patients can book appointments at convenient times.

Our findings will be fed back to the service provider and other local health and care commissioners.

## Transition from children's to adults' services

Transition is the purposeful planned movement of young adults with chronic conditions from child-centred to adult-orientated health care systems.

Working with Gateshead-based charity Your Voice Counts, we plan to carry out research on the views of young people with learning and other disabilities about the transition from children's to adults' care services, with an initial focus on mental health.

## Volunteers

We will be launching our new Young Healthwatch initiative in 2018, which will see us working with a group of young adult volunteers to identify views and issues on health and care of children and young people.

We doubled volunteer numbers in 2017-18, and we will continue recruitment of new adult volunteers to help us carry out our research and other statutory duties including Enter & View next year.

## Raising awareness

Healthwatch South Tyneside has over the past two years made a significant investment in IT and marketing, with the launch of our new website and online Feedback Centre, and the launch of a new Facebook business page.

This has seen website traffic more than double in the past 12 months and a huge increase in social media engagement.

During 2018-19 we will intensify efforts to raise awareness and engage service users from all sections of the community with continued attendance at major events and via regular survey work, supported by ongoing social media activity.

We will maintain the flexibility to be able to respond to intelligence received from the general public about local health and social care services.

# Our people



## Decision making

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. Monthly board meetings are held in public and minutes are published on our website.

We also publicise our plans and decisions widely via the website, social media, e-newsletters 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.

## How we involve the public and volunteers

During 2017/18 we doubled the number of volunteers we have, bringing a wide range of experience in the social care, voluntary and financial services sectors.

Our board members include two who have been with us since our launch in 2013 and who have extensive experience in the NHS and voluntary sector - Chair Sue Taylor and Dr Shobha Srivastava, who received her MBE for voluntary service work in the field of community cohesion in June 2017.

Our team of volunteers has significant experience in nursing, care and the voluntary sector to assist with a wide range of work including a large programme of Enter & View visits.

In 2017/18 we recruited two new members of staff to develop volunteer recruitment - one adult volunteers and the other young volunteers.

Decisions about our work programme are made by the board of directors but largely driven by external factors including changes to health and social care service delivery, consultation activity and the demands of service users and patient groups.

# Board members



**Sue Taylor** Chair

Sue recently retired as CEO of Gateshead and South Tyneside Sight Service after more than 20 years with the charity. She has worked in the voluntary sector for 25 years, mainly for and with people with sight loss, and represents sight loss at a national and regional level. Sue represents the voluntary sector on the Local Eye Health Network for the North East, leads on the South of Tyne Eye Care Planning Group, and is part of a national Department for Health pilot looking at models of Commissioning for Effectiveness and Efficiency around eye care services.



**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. Passionate about patient care, she said: "South Tyneside has one of the worst health inequalities, and also our longevity is lower than other areas in the UK. My aspiration is for our area to have the best health and social care for our residents."



**Peter Bower** Board Member

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 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.



**Mary Butler** Board Member

After leaving school Mary studied to become a librarian and got her first job in Newcastle libraries working in the busy Central Lending Library. Later she joined a small team of colleagues who delivered a library service to older/disabled residents throughout the city which included organising visits to cultural events throughout the city such as meeting authors, and going to the theatre and concerts. Mary later managed libraries in the west of Newcastle. She was also a JP, working in the Family Courts and trained to become a counsellor - working with adult survivors of childhood abuse. Mary has been a governor of many schools in Hebburn and recently served as an elected councillor for Hebburn North. As a member of the Cabinet she was Lead Member for Adult Social Care and Support Services.



**“It’s nice to represent Healthwatch and I will be able to meet other volunteers at the event. I enjoy what I do – if I can make a difference in some way, why not?”**

it starts with  
**YOU**

## **Volunteer spotlight: Arthur McKean**



Volunteer Arthur McKean joined Healthwatch South Tyneside in 2013 to bring an experienced care worker’s perspective to the Enter & View team.

The former bus driver, who had to find a new career after being diagnosed with Ménière’s disease in his early 40s, joined Healthwatch South Tyneside after first looking for a role as an inspector with the Care Quality Commission.

The 66-year-old is semi-retired but works part-time for an agency providing domiciliary care, including help at home and escorting duties.

Arthur, from South Shields, worked alongside volunteer colleague Christine Lee last year on numerous Enter & View visits to care homes as part of the ‘It’s My Home’ project looking at meaningful activities.

He said: “It was very interesting with me working in the care environment, particularly seeing the issues that activity co-ordinators can have. Because I’m a care worker I can bring a different perspective as I understand what goes on, the problems they face.

“That is one of the reasons I joined Healthwatch, so I could make a difference. That report (It’s My Home) will hopefully make a difference for residents in care homes.”

Other volunteer work Arthur undertook with Healthwatch last year included a patient survey for the North East Ambulance Service, and patient-led assessments at a hospital and a hospice.

He was nominated by Healthwatch South Tyneside to be one of ten volunteers to attend a national celebration of the NHS’s 70th birthday at York Minster on July 5th 2018.

# Our finances

## Income

|                              |                 |
|------------------------------|-----------------|
| Contract income 2017-18      | £103,409        |
| Brought forward from 2016-17 | £34,536         |
| <b>Total funds available</b> | <b>£137,945</b> |

## Expenditure

### Staffing

|                   |                |
|-------------------|----------------|
| Salary costs      | £56,732        |
| Healthwatch Chair | £6,000         |
|                   | <b>£62,732</b> |

### Accommodation

|  |                |
|--|----------------|
| Rent, rates and service charges        | £7,270         |
| IT costs                               | £11,490        |
| Telephones                             | £2,624         |
| Office furniture and equipment repairs | £509           |
|  | <b>£21,893</b> |

### Running costs

|                                  |                |
|----------------------------------|----------------|
| Postage, printing and stationery | £1,438         |
| Publicity and marketing          | £1,533         |
| Volunteer expenses               | £602           |
| Venue hire and associated costs  | £40            |
| Legal and professional costs     | £11,640        |
| Annual reports                   | £355           |
| Insurances                       | £1,022         |
| Subscriptions                    | £305           |
| Bank charges                     | £63            |
| Sundry expenses                  | £444           |
| Depreciation of assets           | £557           |
|                                  | <b>£17,999</b> |

## Totals

|   |                 |
|---|-----------------|
| <b>Total expenditure</b>                        | <b>£102,624</b> |
| <b>Total funds available</b>                    | <b>£137,945</b> |
| <b>Funds carried forward at 31st March 2018</b> | <b>£35,321</b>  |

**Income**  
**£103,409**

**Staffing**  
**£62,732**

**Accommodation**  
**£21,893**

**Running costs**  
**£17,999**



**Healthwatch South Tyneside**

Jarrow Hub  
Cambrian Street  
Jarrow  
NE32 3QN

[www.healthwatchsouthtyneside.co.uk](http://www.healthwatchsouthtyneside.co.uk)  
t: 0191 489 7952  
e: [info@healthwatchsouthtyneside.co.uk](mailto:info@healthwatchsouthtyneside.co.uk)  
tw: @HWSouthTyneside  
fb: [facebook.com/HWSouthTyneside](https://facebook.com/HWSouthTyneside)