

healthwatch

Stockton-on-Tees

Healthwatch Youth Engagement



Healthwatch Stockton-on-Tees have been working to engage with children and families from early years to teens and early 20's to find out about their views and experiences of local health and social care services. The team have also visited a number of youth clubs in the area and held stalls at colleges and university fresher's fayres to speak with and encourage individuals to complete a young person's questionnaire.

A total of 215 young people have been engaged with to date, some of whom have completed questionnaires and others who have provided feedback regarding local health and social care provision.

If you would like a printed copy, support completing these questionnaires or would like information or advice on any health or social care service then please do not hesitate to contact a member of the team on **01642 688312** or email healthwatchstockton@pcp.uk.net.

Healthwatch Stockton-on-Tees' Recently Published Reports



Woodbridge Practice Follow-up visit

Following an Enter & View visit which Healthwatch Stockton-on-Tees conducted at Woodbridge Practice in 2015, Healthwatch re-visited the practice to assess if recommendations which were made to improve patient experience had been actioned.

Investigating Patient Experiences of Improving Access to Psychological Therapies (IAPT)

Following Healthwatch's 'Shaping Mental Health Services Together' event in March 2016, a range of comments and concerns were received from those who attended regarding current mental health service provision. Following this feedback, Healthwatch decided to carry out further research into these issues regarding IAPT services across Stockton-on-Tees, Middlesbrough and Redcar & Cleveland.

Delays to Patient Discharge Follow-up Report

Healthwatch carried out an Enter and View at University Hospital of North Tees investigating transport arrangements following patient discharge in February 2016. A follow up visit was arranged and conducted on 6th September 2016 by Healthwatch Stockton-on-Tees and welcomed by the Trust. The purpose of the follow up visit was to assess what actions had been made following submission of Healthwatch's recommendations to improve patient experience during discharge from the discharge lounge. Healthwatch were pleased to find that a number of changes have been made following this piece of work including; changes to the discharge lounge environment and a number of improvements to reduce risk. The hospital's plans to improve the overall discharge process are currently being implemented.

NHS 111 Service Feedback

A representative from Healthwatch Stockton-on-Tees regularly attends the North East Ambulance Service Healthwatch Forum. At a previous meeting, Healthwatch attendees were informed that the next meeting would focus on the 111 service and that this would involve a discussion and opportunity for Healthwatch representatives to feedback on the views of the residents in the local areas. Healthwatch Middlesbrough, Stockton-on-Tees and Redcar and Cleveland worked together to gather this feedback from the local communities in order to give a true representation of the resident's views at this meeting.

Analysis of GP Service Feedback in Stockton-on-Tees

Since January 2016, Healthwatch Stockton-on-Tees have received an overwhelming volume of feedback regarding access to and service provision of primary care services in the area. This feedback contains comments, concerns and praise for a number of GP surgeries in Stockton-on-Tees. Healthwatch have collated this feedback into a report with some recommendations to address current problems faced by patients at these practices.

*If you wish to be sent any printed copies of these completed reports in the post then please do not hesitate to get in touch on 01642 688312.

Stockton-on-Tees Community Events

North Tees and Hartlepool NHS Foundation Trust Quality Accounts Marketplace

The Quality Accounts Market Place event is taking place at University Hospital of North Tees on Wednesday 14th December 2016 from 11am till around 3pm. This is an opportunity to have one on one discussions with clinical leads for the areas included within the accounts.

Notice Board



CLEVEARC's



MUSIC

MONDAYS

SINGING SESSIONS FOR PEOPLE AFFECTED
BY DEMENTIA AND THEIR CARERS



REFRESHMENTS ARE
PROVIDED



MONDAYS 2PM to 4PM —

DATE FOR YOUR DIARY:

Monday 5th December 2016
(Christmas Carols & Songs)



CONTACT DETAILS:

PLEASE RING GAYLE or LORRAINE on **01642 611110**

TO BOOK A PLACE AS PLACES ARE LIMITED.

ADDRESS: TRAINING CENTRE, KIRKDALE, RADCLIFFE CRESCENT,
TEESDALE, THORNABY. STOCKTON-ON-TEES TS17 6BS



Department of Health

**Dementia 2020 Citizens' Engagement
Programme Survey on Dementia Care,
Support and Awareness**

Introduction

Over recent years great progress has been made to improve dementia care and support. More people than ever before are receiving a diagnosis of dementia. Improvements have also been made in raising awareness in local communities with over 1 million people becoming Dementia Friends. The health and care workforce are also receiving dementia training to better support you.

But there is still more to do. The Government's aim is for England to be the best place in the world for people with dementia, their families and carers to live and the best place to undertake research into dementia.

This is your opportunity to tell us how we are doing. We want to hear first-hand from people with dementia, their families and carers if we are making a difference to your day to day lives.

Your views will be used by the Department of Health and the partner organisations we work with to check our progress. We want to continue to work harder than ever to improve dementia care, support and awareness.

To provide your feedback please follow the link to complete the survey: <https://consultations.dh.gov.uk/dementia/care-support-and-awareness/>

Warm Homes Healthy People in Stockton-on-Tees

Helping you stay warm and well during the cold weather



Be Prepared!

Warm Homes Healthy People in Stockton-on-Tees has been set up to give support to people whose health makes them vulnerable to cold weather.

This includes the following people:

- Over 75's
- Those in receipt of disability benefits
- Those who have a long term illness made worse by the cold
- Those who live with a child (under 5) who has a long term illness made worse by the cold

We can help with:

- Emergency heating
- Energy debt advice and welfare benefits advice and assistance
- Home handyman service - which can assist with minor repairs
- Installation of smoke alarms, carbon monoxide detectors and falls prevention advice where needed
- We also offer wider advice and support to help keep you healthy and more able to cope with cold weather

and if in receipt of qualifying benefits

- Boiler servicing and repairs

If you need help with emergency heating outside these hours contact Cleveland Fire Brigade on their 24 hour helpline - 01429 874063.

For help
and advice contact
Stockton-on-Tees
Borough Council
01642 528215
Lines open
8.30am - 4.30pm Mon - Fri
[www.stockton.gov.uk/
warmhomes](http://www.stockton.gov.uk/warmhomes)



Home Improvement Agency



Partnering local communities



Big plans for the health of our people



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