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Date: 17/10/17

Dear Healthwatch Stockton,

RE: Healthwatch Alcohol Report

The Public Health team would like to thank all of those who contributed to the Healthwatch survey, participants input is invaluable and will support us to set the strategic direction for our future work on the topic of alcohol.

Overall, the findings of the report are a useful way forward and provide some additional work areas that can be included within the Alcohol Joint Strategic Needs Assessment (JSNA). We have responded to each recommendation below:

Recommendation 1: It is clear that some of the people who completed the survey believe that Lifeline still exists. Whilst Healthwatch is sure the change of provider was widely circulated, perhaps a new promotional campaign of all available services could be written into the JSNA.

Response: We appreciate that there is work to do in raising the profile of the alcohol service which is now under CGL, however we feel this recommendation is an issue that would be addressed more appropriately on an operational level, this will therefore be picked up through existing contracting mechanisms.

Recommendation 2: As over 71% of those who completed the survey were women, Healthwatch Stockton-on-Tees recommends that Public Health target the views of more males. These findings may be very different from the intelligence gathered by Healthwatch.

Response: We accept the finding that a high proportion of women completed the survey; therefore we will include the need for further consultation within the JSNA to ensure a more representative response.

Recommendation 3: Due to the lack of responses received by CGL, Healthwatch Stockton-on-Tees would recommend that Public Health work closely with the people using these services to ascertain how they

found the help and information they needed, and to see if the service meets their needs. Also, to find out how people found out about the service and how it meets their needs.

Response: As with recommendation 2, the need for additional consultation to seek the views of those in service will be included within the JSNA as an area for future development.

Once again we would like to thank Healthwatch and all those who took the time to contribute to this survey.

Yours Sincerely



Sarah Bowman-Abouna
Director of Public Health

