



Annual Event 2023–2024

Stockton-on-Tees
Natasha Douglas

healthwatch
Stockton-on-Tees

Meet our Executive Board



Annual Event
2023-2024

Meet our Community Representatives

NORTHERN Cancer Voices

Leigh Trimble,
Red Balloons



Andrew Poinen, Kooth



Catherine
Wakeling,
Starfish

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everyday language solutions

effective communication across the community

Youth
focus:
North East
improving
the lives of
young people

Healthwatch Stockton-on-Tees Team



Where do we help to influence

Our main aim is to ensure that the voices of the public are heard, and we ensure we have mechanisms to feed into a variety of work streams.

- Health & Wellbeing Board (HWBB)
- VCSE Forums – e.g. Voice Forum, Health & Wellbeing Partnership
- North Tees & Hartlepool NHS Foundation Trust
- Integrated Care Board – Local & Regional
- Teeswide Safeguarding Adults Board (TSAB)
- Stockton-on-Tees Public Health
- Stockton-on-Tees Local Authority
- Community Groups – Libraries, Coffee mornings
- Primary Care – Primary Care Network, GP Federation

Our Work This Year

Your voices have helped us to provide valuable feedback to decision makers, making a difference and improving how health and care services are delivered.

- Views & Experiences of People Accessing or Requiring ADHD Support Services
 - Views & Experiences of People Accessing Drug & Alcohol Services
 - Growing Older Planning Ahead – For Adults with a Learning Disability
 - Access to Dental Services – Final report expected April 2024
 - Views & Experiences of Pharmacy Services – Final Report April 2024
 - Youthwatch – Working together across Tees Valley – in collaboration with Youth Focus North East
1. I need a Doctor
 2. Insight into Youth Sexual Health

So what?

Your voices have helped to inform

- **7** Reports relating directly to health & care services
- To date we have made **26** Recommendations – 2 Reports yet to be finalised
- Provided insight for our **4 'Word on the Street'** reports – shared widely with partners
- Supported decision makers in the planning of developing new and innovative ways of working. Including Public Health, Integrated Care System (ICS), Local Authority, North Tees & Hartlepool NHS Foundation Trust, Select Committee, Health & Wellbeing Board and the VCSE

Who have we spoken to?

Our work continues to develop throughout Stockton-on-Tees

- **1,387** Engaged with Feedback
- **155** Meetings attended with Partners and Professionals
- **39** Events Hosted
- **13** Focus Groups
- **133** People supported directly with Information & Advice
- **52** Services attended throughout Stockton-on-Tees
- **135** Events Attended

Who have we worked with

Year on year our network grows and develops – dependent on our workplan priorities, commissioning and impact, the partners we work closely with can change.

2023–2024 Key Partners

Stockton-on-Tees Community Champions	North East Autism Society
Catalyst (VCSE)	TEWV
Stockton-on-Tees Borough Council	Red Balloons
Public Health Stockton-on-Tees	Mental Health North East
North Tees & Hartlepool NHS Foundation Trust	Stockton-on-Tees Family Hubs
Autism Parents Together	Stockton Community Mental Health Team
North East & Cumbria Learning Disability Network	Starfish Health and Wellbeing

Community Groups

We want to ensure that our intelligence reflects the voice of service users. We have attended:

Autism Matters	Fresh Balance
STEPS	Changing Lives
MAIN	Bridges Family & Carer Service
Change Grow Live (CGL)	Thornaby Community Partnership
Starfish Health and Wellbeing	Stockton Parent Carer Forum
Alliance Psychological Services	Radio House
A Way Out	Accent Group – Argyll House Residential Provision
Andy's Man Club	Mums in Recovery

Behind The Scenes

We have worked to ensure NO voices are missed, strengthening reporting pathways and intelligence gathering.

- Complete overhaul of recording processes
- Additional reporting mechanisms
- Robust partnership working
- Reflection of how we can have better impact
- Strengthened working across Tees Valley Healthwatch
- Introduction of Community Representatives – ensuring our work is meaningful
- Embedded working arrangements within the ICS

Community Wellbeing Champions

The Community Wellbeing Champion network has been established to empower and support the residents and communities of Stockton-on-Tees to stay up to date with key Public Health messages. The network helps to dispel misinformation, provide support and identify any barriers that face our communities.



Our work priorities 2024/2025

Every year we set priorities that will form focused workplan items, to capture your voices and support making positive changes and improvements to health and care services

We want your voice to help shape our future workplan.

- We know services and capacity are under significant strain – by working together we can help determine how services are commissioned to support accessibility for all, aiming to improve health outcomes and reduce health inequalities.
- Your voices will help to determine where our engagement will be targeted in the year ahead.
- Together we can help to make a difference.

What our Partners said about our work

Our reports are always sent to service providers and commissioners for response and feedback, to tell us how our work will be embedded within transformation.

“Thank you for sharing this report with us. It is very positive to see how many people and services have contributed to the content. It is pleasing to see the good practice evidenced in the report. We welcome the recommendations and will take forward within our planning processes.”

Emma Champley, Assistant Director, Adult Strategy & Transformation

Stockton-on-Tees Borough Council

“The valuable insights and recommendations collated in the report will, along with other information collected during consultation, contribute to our service review and the ongoing development of a model of support and the commissioning process, working with communities, children and young people and their caregivers”

Sarah Bowman-Abouna

Director of Public Health

Questions?



Together We Are Stronger

healthwatch
Stockton-on-Tees