

Healthwatch Stockton-on-Tees Annual Event 2024

Flipchart notes

Flipchart 1

Question 1 - What is working well now - examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Events like this – networking
- Teamwork – HW
- Lived experience talked more of values
- Regular meetings
- Mental health awareness is improved
- 2-week rule

Question 2 - What is not working well now? What changes could we make to help improve wellbeing?

- Struggles getting hold of medications
- Technology
- GP participation groups not working well
- Inform to challenge health provider – empower people with their health
- Stigma with drug and alcohol views in support services

Question 3 - As a table group - What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Reduce stigma
- Refugee and asylum seeker health
- Consistency with GP practice/dentists – sharing best practice and technology

Flipchart 2

Question 1 - What is working well now - examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Good voice forums
- Collaboration
- Celebrate successes
- Sharing information
- Stockton News – informative
- Drop-in sessions – 1/3 – free lunch, 11/3 - Easter eggs
- 'Here to Help' Hubs
- 60 Community spaces – group activities, food pantry

Question 2 – What is not working well now? What changes could we make to help improve wellbeing?

- Wider collaboration across the Tees Valley
- Accessibility to information – different formats/languages
- Extend opening hours – evenings/weekends for community spaces
- North/South divide

Question 3 – As a table group – What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Expanding community reach – transport/access/target areas
- Media – what is used to reach different groups e.g. read, IT, ability, audio/radio
- Impact assessment on isolation issues e.g. barriers

Flipchart 3

Question 1 - What is working well now - examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Feels v bottom up – driven by health inequalities
- Community outreach work (Trust)
- Listening to patients e.g. PALS – evidence of changes having a positive impact on services
- Champions to represent/support
- Desire to get it right across Stockton-on-Tees

Question 2 - What is not working well now? What changes could we make to help improve wellbeing?

- So what? What does it all mean in terms of impact beyond the report
- Being careful to avoid duplication around involvement/engagement
- Communication – demonstrate impact of lessons learned – more champions on the ground
- Health inequalities – is enough being done? Holistic approach
- Seems to be a lot of “handholding” – could we increase individual/community accountability
- Health literacy/health aspirations/ambivalence
- Differences in approach in Trusts – hard to make the links with the right person
- Reliance on VCSE sector which may not have funds

Question 3 – As a table group – What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Cancer services – links between HW/Cancer to hear priority areas
- Health literacy/education – schools, families addressing inequalities

Flipchart 4

Question 1 – What is working well now – examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Network – more events working – connection F2F
- Input
- Groups – peer support
- Word of mouth

- Social media
- Signposting – leaflets
- Everyone is welcome – fit the info into each group
- Forum
- Websites
- Highlight awareness in schools

Question 2 - What is not working well now? What changes could we make to help improve wellbeing?

- Highlight in education/hospitals
- Learn from experience – pass on info
- Breakdown since Covid – services
- Postcode lottery – dictate on areas/support/help
- GPs – don't offer certain tests that are offered – includes receptionists – have to ask PSA test as not offered
- Dentists! – check ups

Question 3 - As a table group - What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Dietary – gluten free etc – awareness at all levels
- Public health libraries – link to promote awareness
- Free venues to promote awareness, since Covid nothing around
- Champion for patient issues – to help with complex issues etc, person to person contact to help/signpost
- Automated services on phone call – not ideal for older people – rely on family to do phone call

Flipchart 5

Question 1 - What is working well now - examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Partnerships, more people interested in making changes, lived experiences, opportunities to network
- Best practice – HW having an open chair on the Board

Question 2 - What is not working well now? What changes could we make to help improve wellbeing?

- Need to do more of – engaging with lived experience voices, co-ordinated approach, asking/listening to what people want/need

Question 3 - As a table group - What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Primary care mental health services – better support for referral into other services. Being more open and honest. Better links with voluntary services

- More cohesive patient record systems between North & South Tees. Systems to alert on allergen/health conditions that may affect on admission to hospital.
- End of life care and medication availability and hospitals being able to prescribe – better info on this.

Flipchart 6

Question 1 - What is working well now - examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Johan Hari studies/learning – global – addiction – blogs/talks. Lived experience journey.
- Networking/partnerships/collaboration
- Listened to and supported
- Support mechanisms – lived experience peers provide to people (e.g. DV, addiction, illness – cancer)
- Wellbeing partnership events

Question 2 - What is not working well now? What changes could we make to help improve wellbeing?

- Movement to empowering voluntary communities to co-create
- Shaving of funds to meet the needs of sustainable wellbeing outcomes (gaps in funding end and staff)
- Lack of funding
- Cancer aftercare services
- Addiction (maternity/post-natal aftercare)
- Delays in accessing mental health services
- Trauma – relates to everything

Question 3 - As a table group - What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Transparency – monitoring/accountability – funds
- Peer support group development – all aspects of health
- Investment needs to be remodelled and properly funded for lived experiences

Flipchart 7

Question 1 - What is working well now - examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Community engagement – services go to groups, face to face meetings/events
- Ask people how they want to engage - be flexible
- Collaboration, partnership working
- Person certified approaches

Question 2 - What is not working well now? What changes could we make to help improve wellbeing?

- Too many 'meetings'. Too much repetition e.g. mapping of services, surveys
- We need better collaboration/co-ordination to avoid above
- Services can be reactive instead of preventative
- Intervention prevention
- Work together more smarter e.g. joint funding bids
- Extra support for unpaid carers (esp minority groups)

Question 3 – As a table group – What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Social isolation (links with physical/mental ill health)
- Migrant health – health literacy, health education
- Increase awareness of social prescribing and how to access SP services

Flipchart 8

Question 1 - What is working well now - examples of good practice. What do services need to do more of? Do you know of best practice we can learn from?

- Partnership working
- Appropriate information sharing – signposting to relevant service
- Good networking opportunities
- Lived experience groups

Question 2 - What is not working well now? What changes could we make to help improve wellbeing?

- More lived experience input – organisations to review and act on feedback
- 111 and 999 calls
- Mental health passports to stop repetition of sensitive information
- Dentistry
- Waiting lists
- GP appointments – online and not accessible for all – need consistent approach
- Fair access to health services for all – disabilities/translators

Question 3 - As a table group - What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?

- Tackling loneliness and social isolation
- Dentistry
- Financial wellbeing