

Stockton-on-Tees Annual Event 2023-24



21ST FEBRUARY 2024



*Prof. Derek Bell, Chair, North Tees and South Tees Hospitals
NHS Foundation Trust and Natasha Douglas, Project Lead,
Healthwatch Stockton-on-Tees*

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On Wednesday 21st February 2024 we held our 2023-2024 Annual Event at the River Tees Water Sports Centre, Stockton.

The focus of the day was to help to plan for our future priorities and support the Healthwatch Stockton-on-Tees Executive Board determine our workplan for 2024-2025.

The event was attended by the public, a wide variety of community and voluntary organisations, representatives from Stockton-on-Tees Borough Council, Stockton-on-Tees Public Health Team, North East & North Cumbria Integrated Care Board, North Tees and Hartlepool NHS Foundation Trust, Tees Esk & Wear Valley NHS Foundation Trust, volunteers, and colleagues.



HEALTHWATCH STOCKTON-ON-TEES

ANNUAL EVENT – 21ST FEBRUARY 2024

AGENDA

Time	Agenda Item	Who	Additional information
10am	Registration tea/coffee	All	
10.25am	Housekeeping	Rebecca Morgan, Pioneering Care Partnership Development Manager	
10.30am – 10.45am	Welcome	Natasha Douglas Healthwatch Stockton-on-Tees Project Lead	<ul style="list-style-type: none"> • Healthwatch Achievements • Aims & Objectives of the day • Annual Report 2023-2024 • Overview of work so far this year
10.45am – 11.05am	Stockton-on-Tees Wellbeing Hub	Sarah Jones Wellbeing Hub Project Manager	<ul style="list-style-type: none"> • Wellbeing Hub Update • Service Delivery • Referral Pathways • Collaboration
11.05am – 11.20am	Becoming a Healthwatch Champion	Janet Bradley, Lynn Swainston, Healthwatch Stockton-on-Tees Engagement Officers Larrissa Bennett, Healthwatch Stockton-on-Tees Champion	<ul style="list-style-type: none"> • How you can work with us to support communities and individuals to be heard

11.20am - 11.40pm	Working Together to ensure better outcomes for the residents of Stockton-on-Tees	Emma Champley, Assistant Director Adult Strategy & Transformation Stockton-on-Tees Borough Council	<ul style="list-style-type: none"> • How we will continue to strive to embed service user voice within ongoing transformation of services • Challenges • Collaboration • Opportunities
11.40am - 12.00pm	Stockton-on-Tees Transformation & Engagement NENC ICB	Alex Sinclair Director of Place (Stockton) & Jake Graham Involvement & Engagement Lead NENC ICB	<ul style="list-style-type: none"> • Service transformation
12pm - 1pm	Lunch		
1pm - 2pm	What is important to you?	Natasha Douglas, Healthwatch Stockton-on-Tees Project Lead	<p>Thinking about health and care services, Healthwatch Stockton-on-Tees would like your help in determining our work plan for 2024 - 2025.</p> <ol style="list-style-type: none"> 1. What is working well now – examples of good practice, what do services need to do more of? 2. What is not working well now – what changes could we make to help improve wellbeing? 3. What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan?
2pm - 2.15pm	Close	Peter Smith, Healthwatch Stockton-on-Tees Chair	<ul style="list-style-type: none"> • Thank you • Plans • Next steps • Feedback Forms

Natasha Douglas – Project Lead, Healthwatch Stockton-on-Tees



Natasha shared an overview of the achievements of Healthwatch Stockton-on-Tees this year, including:

- 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.
- Views & Experiences of Pharmacy Services.
- Youthwatch – Working together across Tees Valley – in collaboration with Youth Focus North East – feedback from young people helped to support two additional reports. These are.
 1. I need a Doctor
 2. Insight into Youth Sexual Health

Natasha spoke of the commitment she had observed from partners to collaborate in an open and transparent way, sharing challenges and learning with a keen desire to enhance knowledge and expertise to support positive change and accessibility of health and care services.

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Since the commencement of Healthwatch in 2013 the voice of service users and the public has remained embedded in decision-making processes, partners recognise the value of lived experience in service delivery and planning, promoting the best wellbeing outcomes for individuals, carers and families.

As Integrated Care Systems (ICS) begin to take shape it is understood that only through partnership working, meaningful engagement and combined resources will we make a positive difference to the health, wellbeing, and care of the communities we represent.

The event provided an opportunity for reflection of the journey of Healthwatch Stockton-on-Tees so far. The trials and tribulations, the growth, the changes and more importantly the successes that demonstrated the passion that remains with us on our journey to change.

The morning consisted of a variety of guest speakers who spoke of health and care projects that they are involved with.

"I feel very lucky to have the role I have, working so closely with dedicated colleagues striving to make a positive change to health and care. I am looking forward to seeing what we can all achieve over the coming year. Together we are stronger." Natasha Douglas

Download the Healthwatch Stockton-on-Tees presentation here:
[Healthwatch Stockton-on-Tees Annual Event 2024 presentation](#)

Sarah Jones – Wellbeing Hub Project Manager



Sarah has been appointed to co-ordinate the development of a Wellbeing Hub in Stockton-on-Tees. Sarah provided an overview of the aims and objectives of the hub to support mental health, bringing partners together in a central location to support service user accessibility.

Five partners have been procured to begin the development of the Hub. These are Starfish Services Ltd, Lakota Hub, Bridges, Thornaby Methodist Church and The Moses Project. All five partners will deliver peer support and community activities.

"It was a privilege and an honour to be invited to share the Community Mental Health Transformation vision for Stockton-on-Tees with everyone.

"The opportunity to share good practice, concerns, network, collaborate, develop partnerships, and learn from each other has been invaluable.

"I am looking forward to seeing how our input has shaped the plan for Healthwatch for 2024/2025." Sarah Jones

For further information please contact: sarah.jones@catalyststockton.org

Download the Wellbeing Hub presentation here: [Healthwatch Stockton-on-Tees Annual Event 2024: Wellbeing Hub presentation](#)

Janet Bradley & Lynn Swainston – Engagement Officers, Healthwatch Stockton-on-Tees



Janet and Lynn provided an overview of the various volunteering opportunities with Healthwatch Stockton-on-Tees, the importance of being representative of our local community and the value that people can bring.

Healthwatch Stockton-on-Tees can work with you to support you in a role that you feel would complement your skills and experience.

Roles include.

- Community Representatives
- Executive Board Members
- Healthwatch Champions

If you would like any further information, please contact either Janet or Lynn and they will be happy to meet with you to discuss options.

Email: janet.bradley@pcp.uk.net

Email: lynn.swainston@pcp.uk.net

Email: healthwatchstockton@pcp.uk.net



Download the Healthwatch Stockton-on-Tees Champions and Volunteers presentation here:

[Healthwatch Stockton-on-Tees Annual Event 2024: Champions and Volunteers presentation](#)

Larrissa Bennett - Healthwatch Stockton-on-Tees Champion

Larissa became a Healthwatch Champion following her involvement in our report "Views & Experiences of People Accessing or Requiring ADHD Support Services".

Larissa spoke of her lived experience with ADHD and her passion to support others to make positive changes. Larissa feels that had she had the right support and a greater understanding of her condition, her education, employment, relationships, and mental health may not have been impacted so negatively.

Larissa will be continuing to seek to establish a local Peer Support group with the aim of supporting others to improve wellbeing. If you would like more information, please contact Healthwatch Stockton-on-Tees.

Email: healthwatchstockton@pcp.uk.net

Emma Champley – Assistant Director for Adults, Strategy and Transformation & Paul Rymer – Adults Strategy Team, Stockton-on-Tees Borough Council

Emma and Paul provided an overview of ongoing work within the Adults Strategy Team, focusing on lived experience. Paul is leading on the development of a 'Making it Real' board.

This work seeks to involve people who access social care and public health teams. It is aimed at adults, the majority of members have a disability, sensory impairment or long-term health conditions. The ambition is to develop an inclusive board with people from different backgrounds and from different parts of the borough.

Paul also talked about the relaunch of the Learning Disabilities Partnership Board. This involves people who access social care and health services with a learning disability, aiming to reduce health inequalities, and develop better services and opportunities. Previously this group was dominated by professionals, however, Paul described the genuine commitment to ensure this was led by people with lived experiences and embedding 'Making it Real Principles'.

Download the Stockton-on-Tees Borough Council presentation here: [Healthwatch Stockton-on-Tees Annual Event 2024: Stockton-on-Tees Borough Council presentation](#)



Alex Sinclair – Director of Place (Stockton-on-Tees) & Jake Graham – Involvement & Engagement Lead, North East & North Cumbria Integrated Care Board



Alex and Jake gave an overview of the changes that are happening within health and care, including the commissioning and planning arrangements within the Integrated Care System (ICS).

- ICS includes all of the organisations responsible for health and wellbeing working together across a region to plan and deliver services for our communities.
- It is not an organisation but works through the following bodies:
 - Integrated Care Board (ICB) – a statutory NHS organisation that took on the responsibilities of the former CCGs and some of the functions held by NHS England. The ICB will also work with a range of partners at ‘place level’ in each of the 14 local authority areas in our region.
 - Integrated Care Partnership (ICP) – a joint committee of the ICB and the 14 local authorities in the ICS area – plus other invited partners – responsible for developing an integrated care strategy for the ICS.

They shared with us the strategic aims as set by government, and the Tees Valley Priorities. They described the Tees Valley places plan, which has been developed in partnership, collectively identifying a number of key areas (pillars) that support delivery of organisational, place and system plans and provided details of how these aligned to core common elements of Health and Wellbeing Strategies; Start Well, Live Well, Age Well.

Jake gave an update on the Patient Voice Committee, a new forum to:

- Champion robust and meaningful patient and public involvement.
- Oversee involvement.
- Monitor and review the ICB's fulfilment of its duties.
- Provide a forum to enable a focus on emerging feedback trends.
- Co-ordinate the engagement of bespoke public perception research.

For further information please contact necsu.icb.involvement@nhs.net

Download the NENC ICB presentation here: [Healthwatch Stockton-on-Tees Annual Event 2024: NENC ICB presentation](#)

Peter Smith – Chair, Healthwatch Stockton-on-Tees

Peter provided an overview of the day and thanked all those in attendance and guest speakers for their valuable input which will be used to help to determine the Healthwatch Stockton-on-Tees workplan 2024-2025. Peter reflected on the positive atmosphere and discussions that had taken place and welcomes any further feedback.

“Great to see positive partnership and lived experience working together in practice to develop our 2024/25 work plan.” Peter Smith



Table Discussion Working Groups – What Matters to You.

The event provided an opportunity for attendees from various roles, with a large breadth of knowledge and involvement of Healthwatch Stockton-on-Tees, to participate in group discussions to gather feedback and views of:

- What is working well now – gathering examples of good practice, what do services need to do more of?
- What is not working well now – what changes could we make to help improve wellbeing?
- What top three priorities do you think should feature on the Healthwatch Stockton-on-Tees work plan??

The purpose of this exercise was to ensure that everyone had the opportunity to have their views captured and help to shape the workplan of Healthwatch Stockton-on-Tees 2024-2025, while recognising what services do well, acknowledging the challenges, and aspiring to understand what we could do better. All feedback gathered has been included at the end of this report.



Summary

In summary to the questions asked, there was a strong sense of partnership working across the borough, people felt we need to continue to build on existing relationships and continue to strive to develop new ones.

There was very positive feedback about the event and the value of similar events to share best practice. We were told that people felt that health inequalities were driving priorities and that there was a strong desire in Stockton-on-Tees to 'get it right'. People felt positive that the stigma surrounding mental health was improving, with better awareness, and that lived experience was considered an important part of service development.

Areas that were discussed as not working well were, delays in medication from some pharmacy services and the use of Patient Participation Groups were not effective. Accessibility to services were considered to be challenging, language barriers, ability to access online services and communication were considered an area requiring improvement. There was concern surrounding current waiting times for many health services, including GP access, mental health support and secondary care.

There were discussions regarding the potential value of Mental Health Passports, to prevent people from having to repeat traumatic experiences and improving information sharing. We were told that people would like to see an increased awareness and understanding of drug and alcohol services, including the need to alleviate stigma and improve support and a better understanding within maternity and post-natal services.

There was concern raised about the reliance on the voluntary sector without adequate funding and the need for continued joined up working to avoid duplication and increase capacity.

We asked attendees within their groups to help prioritise the areas they felt should be considered in the Healthwatch Stockton-on-Tees work plan 2024-2025.

Findings were:

- Improved access to services, including health literacy to address health inequalities.
- Improved GP access, including sharing best practice across practices.
- Improve community reach to health and care services.
- Improved migrant health outcomes.
- Continual development of peer-led support services.
- Improved communication and information about end-of-life care and support available.
- Better access to cancer care services.
- Improve access to dentistry services.
- Raise awareness of gluten free options and need
- Improved mental health pathways, including access, reduced waiting times, improved collaboration between services.
- Improved access to medication and pharmacy services.
- Improve stigma surrounding substance misuse services and improve access and awareness of services.

We wanted to know how our annual event could be improved, although most of the feedback was very positive, people did express the bright lighting of the room due to full glass windows made some PowerPoint presentations difficult to see and the use of a microphone would have also been beneficial. These factors will be taken into consideration for the planning of next year's event.

Next Steps

All information gathered will be shared with our partners and form part of the work planning 2024-2025 process for the Healthwatch Stockton-on-Tees Executive Board.

Healthwatch Stockton-on-Tees would like to express their thanks to everyone who gave their time and skills to help make it such a positive and valuable day.

Feedback from attendees:



North Tees & Hartlepool NHS Foundation Trust

"Our Joint Chair Professor Derek Bell attended the @HwStockton annual event today, along with many other health and social care providers and community groups. Thanks to the speakers and guests for an invigorating day of discussion and debate."

North East & North Cumbria Integrated Care Board

"Attending Healthwatch Stockton-on-Tees annual event gave us insight into the valuable work that is happening across Stockton to transform services using lived experience. We were pleased to share our service transformation plans and will continue to work with Healthwatch and other partners to make sure peoples' views and lived experience remains at the heart of what we do."

Teeswide Safeguarding Adults Board

"Today we attended @HwStockton Annual Event. What a great day! Thank you for inviting us."

Amal Project Teesside

"Thank you to Natasha for the invite to the Annual Healthwatch Event 2024. Interesting and informative with lots of networking and some new potential partnership-working in progress. Working together we can achieve so much more!"

Feedback from attendees via evaluation forms

"Very useful, good scope of speakers. Well organised."

"It all went really well. I will look forward to reading the collated findings from the group work."

"Great event. Good opportunity to network and build relationships with organisations."

"Very useful session with lots of opportunities to hear from and connect with partner organisations. Hope there are many more to come."

"Wonderful. Extremely helpful and insightful."

"As a resident I am very encouraged by what is happening in Stockton."

"Great topics and speakers. Great review of the year by HW Stockton team. Good timings of sessions and looking forward to seeing results."

"Wonderful event. Good speakers. Very informative. Welcoming staff. Well done!"

"Really interesting and worthwhile."

"Thanks to the team for a brilliant event."

"All group were given a chance to speak."

"Listened to, valued."

Healthwatch Stockton-on-Tees Annual event 2024 – flipchart feedback

If you would like to see all the feedback from the flipcharts, you can download them here: [Healthwatch Stockton-on-Tees Annual Event 2024 flipchart feedback](#)