

Healthwatch North Tyneside 6 Month Activity Report

October 2015 to April 2016

A. Organisational Update

In this period HWNT has welcomed Oliver Williams to Healthwatch Board and Tiegan Scott to the staff team (as an apprentice). We have also hosted a student on placement from Newcastle College Social Care NVQ.

HWNT carried out a brief consultation with members of the public to get views on the proposed priorities of the organisation for the new financial year. There is more detail on the new priorities under section K.

HWNT had an organisational planning day in February to develop operational plans for the coming year.

HWNT staff attended training delivered by Iain Kitt from the board to further develop skills in Project Management and Report Writing.

B. Update on Activities for Thematic Priorities

Mental Health:

- Survey was circulated and gathered views through targeted engagement activities.
- Workshop of project team analysed results and drafted recommendations
- Presented initial findings and Mental Health Action Day (Health and Wellbeing Board).
- Met with local commissioners and providers to discuss the findings and get input into recommendations.
- Report is drafted and with the Board for comment.
- Developed partnership agreement with Tyne and Wear Archive and Museums to develop a video to document people's stories.
- Gave input to the Mental Health Strategy discussion.

Northumbria Specialist Emergency Care Hospital:

- Briefing report on the issues raised by local people was sent to NEAS and Northumbria Healthcare Foundation Trust (NHCT) along with statutory letters.
- Responses to statutory letters were received and publicised.
- Feedback was given to CQC during their inspection visit in November.
- Public meeting was held in February to allow the public to hear the response directly from providers and to ask further questions.

Residential Care - Independent Observer Scheme:

- Following the completion of all IOS reports by volunteers, HWNT facilitated a workshop to analyse trends across the 32 homes and a draft report was developed.

- HWNT facilitated a workshop for the monitoring officers at the council to present draft findings.
- HWNT presented draft findings to home managers, activity coordinators and the CQC.
- A partnership has been developed with Tyne and Wear Care Alliance to develop a tool kit for activity coordinators which will support the implementation of the recommendations.
- HWNT has commented on a new specification for care home providers which will support our recommendations.

Hospital Food:

- The final enter and view to North Tyneside General Hospital was carried out in November to ask people's views on hospital food.
- The report is in the process of being finalised.

Urgent Care:

- HWNT participated in events linked to the review of urgent care provision in North Tyneside and advertised the consultation through communications channels.
- Focus group discussions were facilitated in early 2016 with parents of children under 4 and a report of the findings submitted to the CCG in support of their decision making about a new commissioned service.
- HWNT participated in a North East wide discussion about the NE Urgent Care Vanguard and submitted evidence to Healthwatch England.

Day Services review:

- Following the report received from Community Health Care Forum on the views of people who use day services, HWNT engaged with local people who are carers or may use services in the future.
- A briefing note on the findings was presented back to the commissioners in North Tyneside Council to support decision making on a new specification.

Carers:

- The project team looked at the focus of this piece of work.
- Meetings with held with local commissioners to consult on the focus of our work.
- It was felt that a focus on the Care Act implementation and the impact on carers of wellbeing assessment was premature as the council intend to implement major changes. Therefore the project was delayed until late 2016.
- A partnership was agreed with Citizens Advice Bureau (CAB) to develop an information resource to raise awareness about the right to a carers assessment. This will be ongoing.

ADHD:

- HWNT provided support to the Parents Group in the development of a survey and report.

- HWNT supported the parents group to attend a special meeting of the committee set up by Overview and Scrutiny to evaluate ADHD services (in response to a HWNT request)
- HWNT sponsored a member of the parents group to attend the NICE standards committee on ADHD.

Other notable events in the period:

- HWNT engaged local people and submitted evidence to support the development of a local GP strategy by the CCG.
- HWNT participated in the programme board and the engagement workstream of the CCG aimed at development of an Accountable Care Organisation in North Tyneside.
- HWNT participated in the Engagement Action Day and the Alcohol Action Day of the Health and Wellbeing Board. This included the preparation and submission of a position paper on the engagement which should take place within this process.
- HWNT presented its work to Overview and Scrutiny Committee on two occasions in the period.
- HWNT sent a statutory letter to North Tyneside Council raising issues relating to the budget consultation process. This has been responded to and a meeting is pending.
- HWNT inputted to the development of the adult social care user experience standards in a NICE workshop.

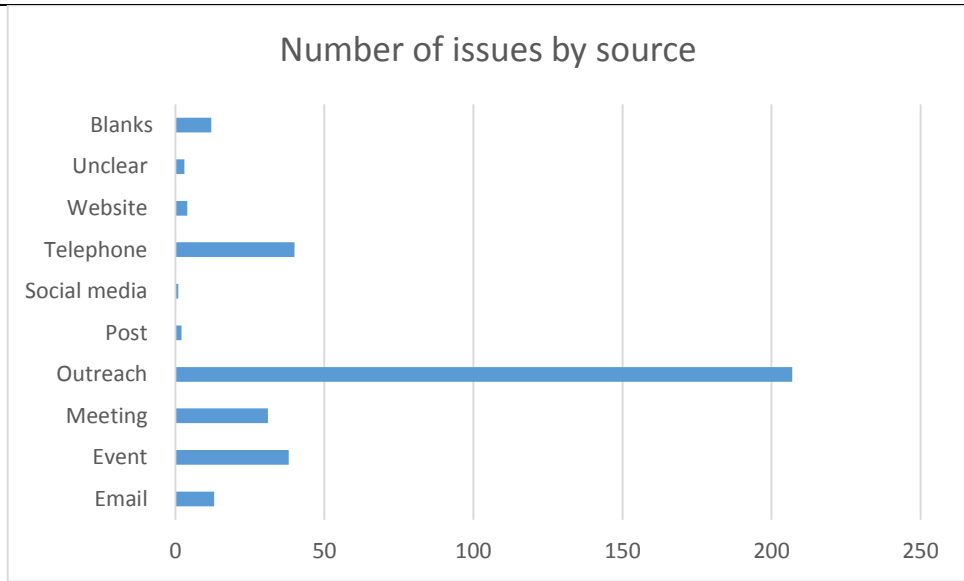
C. General trends - What have people been saying to HWNT?

Number of issues collected in the period: 351 (average of 58.5 per month)

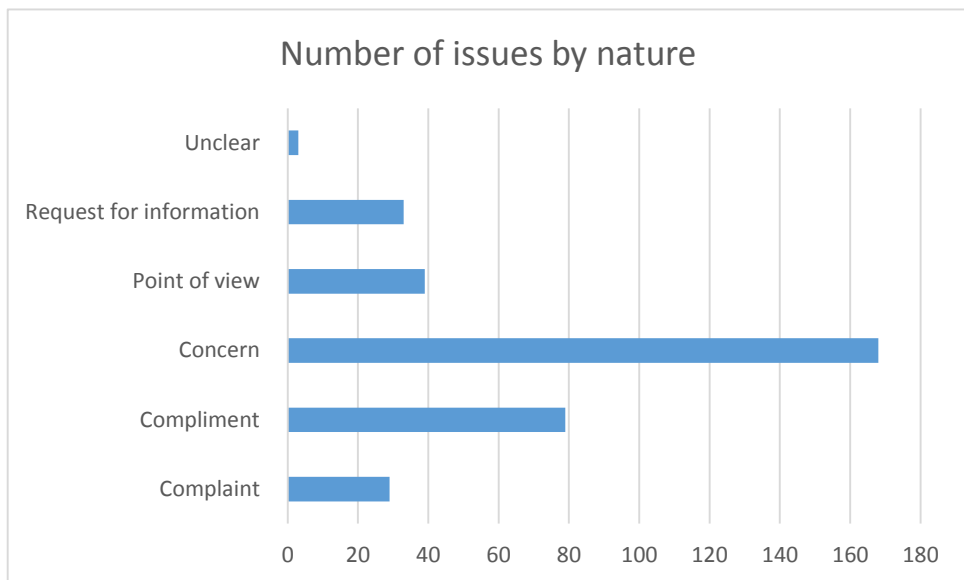
Amount of time spent on handling issues: 76.5 hours (average of 13 hours per month, 13 minutes per issue) 8 issues have no time recorded.

Number of surveys completed in the period: 291 (average of 11 per week)

The majority of issues are gathered during outreach and engagement activities, events or meetings. Whilst the number of issues gathered through digital channels is relatively small, we are hoping that this will increase with the introduction of the feedback centre.

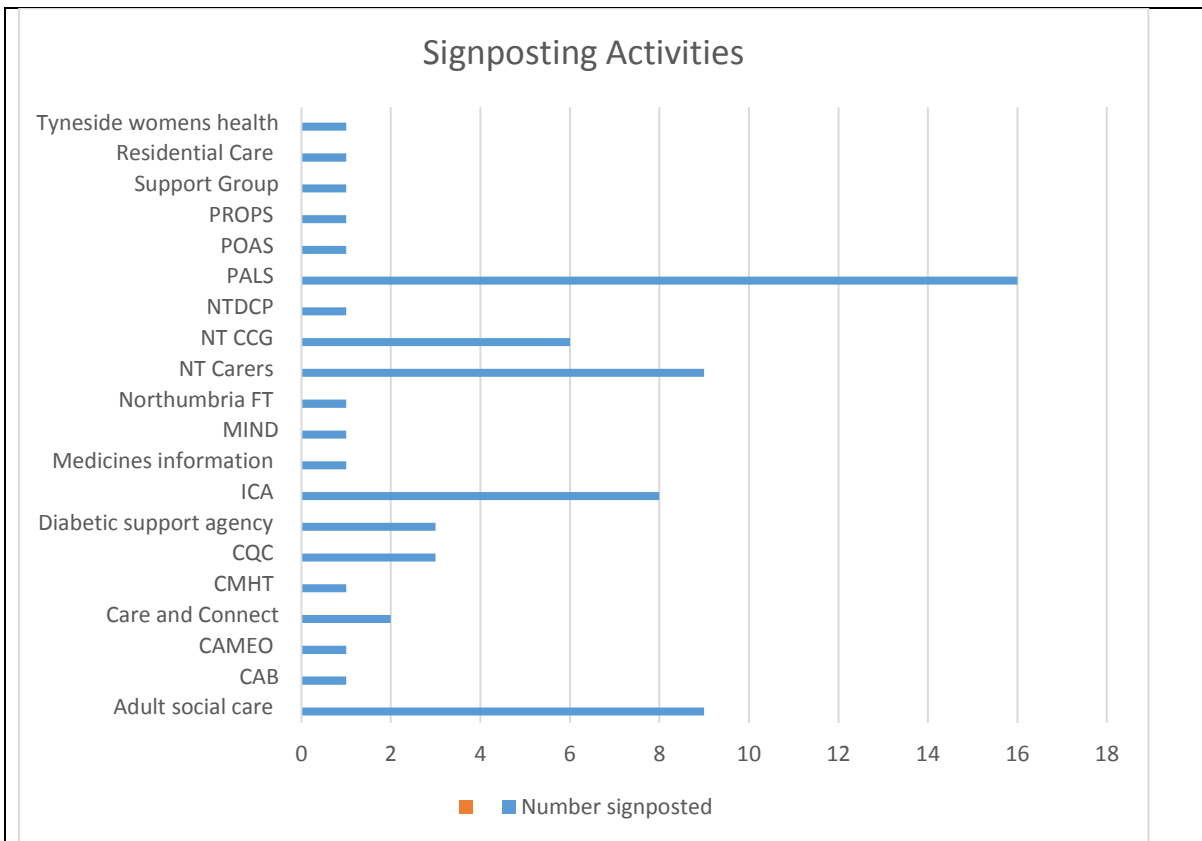


The majority of issues raised with Healthwatch North Tyneside are concerns followed by compliments. This pattern is consistent across the reporting period.



Healthwatch North Tyneside regularly signposts members of the public to other organisations. Unfortunately the Healthwatch England database used, does not record signposting accurately, so the data below should be read as indicative trends and may be subject to change once the data base is adapted.

HWNT most regularly signposts people to PALS, Adult Social Care, NT Carers and ICA.



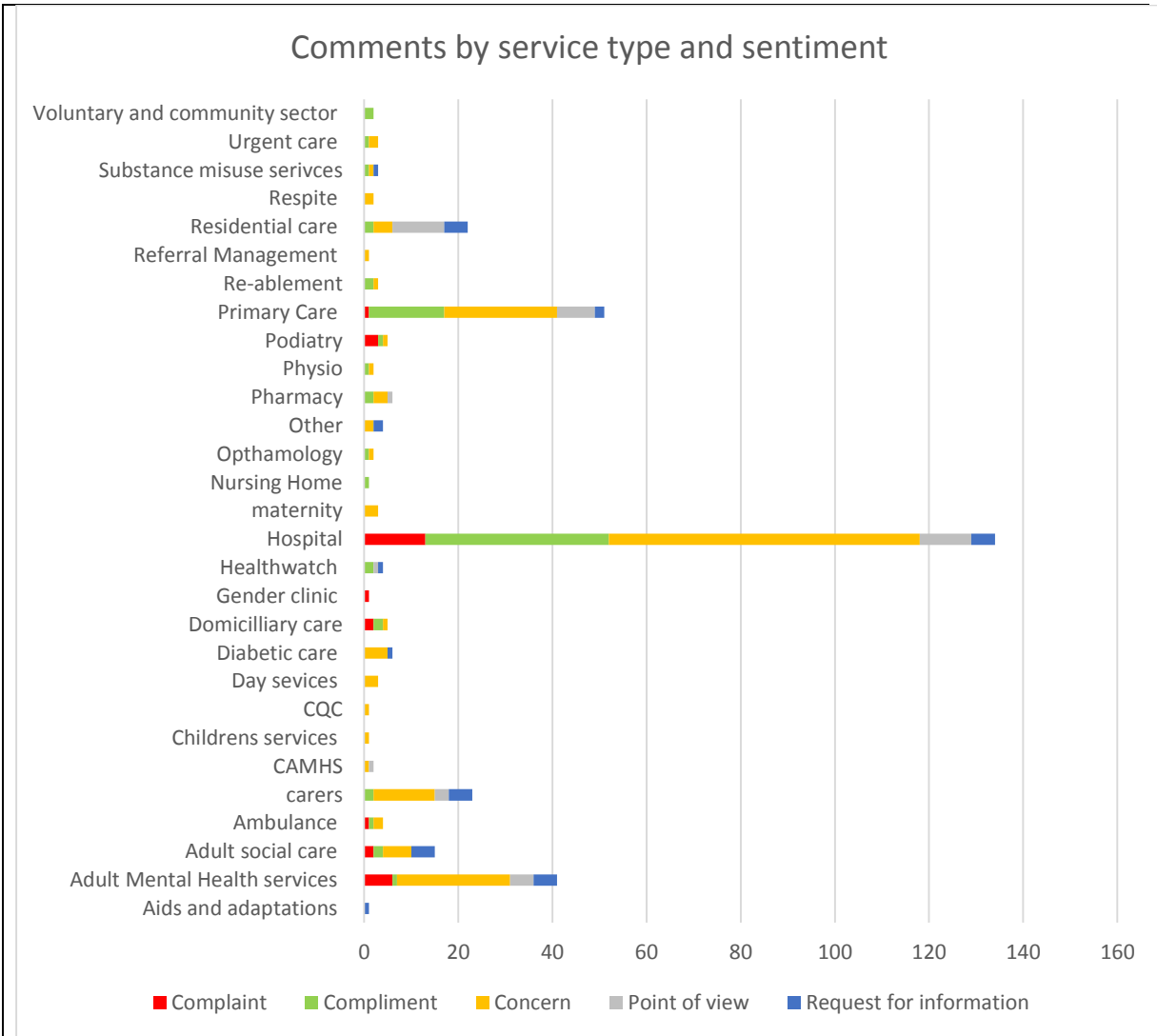
Top 3 Service Areas for comment during the period.

Please note this does not include all data for thematic work (e.g. surveys) which is included in thematic reports. The data trends may be biased by events in the period (e.g. upcoming CQC inspections or thematic work).

During the period the majority of comments received related to Hospitals which received 134 comments of which there were 13 complaints, 39 compliments and 66 concerns.

This is followed by Primary Care which received 51 comments of which 1 was a complaint, 16 were compliments and 24 were concerns.

The third most commonly commented service area is Adult Mental Health Services which received 41 comments of which 6 were complaints, 1 was a compliment and 24 were concerns.



Please see appendix 1 for full summary of the issues raised under each service area. You can also see what HWNT has done with the information gathered and the outcomes. Please note this does not include information gathered as part of thematic work which is reported through more detailed thematic reports published on the website.

The trends¹ in the issues raised with HWNT in this period are:

Adult Mental Health Services -

People have reported that it is difficult to access the correct support when suicidal or in crisis. They have experienced being ‘bounced’ around between services.

People have reported also that they are concerned that there is not enough support in place following an attempt on life or crisis.

¹ HWNT are reporting as trends issues which have been raised by more than 3 people during the period.

People are reporting that the demands of the welfare system is having a negative impact on their recovery.

Carers -

People are interested in getting more information about carers wellbeing assessments. People reported being concerned that there is not enough support available for carers and in particular when there is an emergency (e.g. the carer needs to go to hospital).

Diabetic care -

People have raised concern that there is a lack of information available about how to self manage after a diagnosis.

Hospital -

Large number of compliments have been paid to the following hospitals: North Tyneside General Hospital, the Northumbria Hospital, Freeman and RVI.

Concerns have been raised by local people about the waiting time at the walk in service in North Tyneside General Hospital.

Concerns continue to be raised by people about transport to the hospital (which is felt to be difficult via public transport and expensive via taxi) and home from the hospital particularly when told they can go home in the evening when public transport is not available.

Concerns have been raised about the standard of care at North Tyneside General and the Northumbria Hospital. These concerns are relating to a variety of wards and issues. Further information is available.

Podiatry -

Concern has been raised about podiatry waiting times for appointments and the impact that this has on the quality of life of patients and their mobility.

Primary Care -

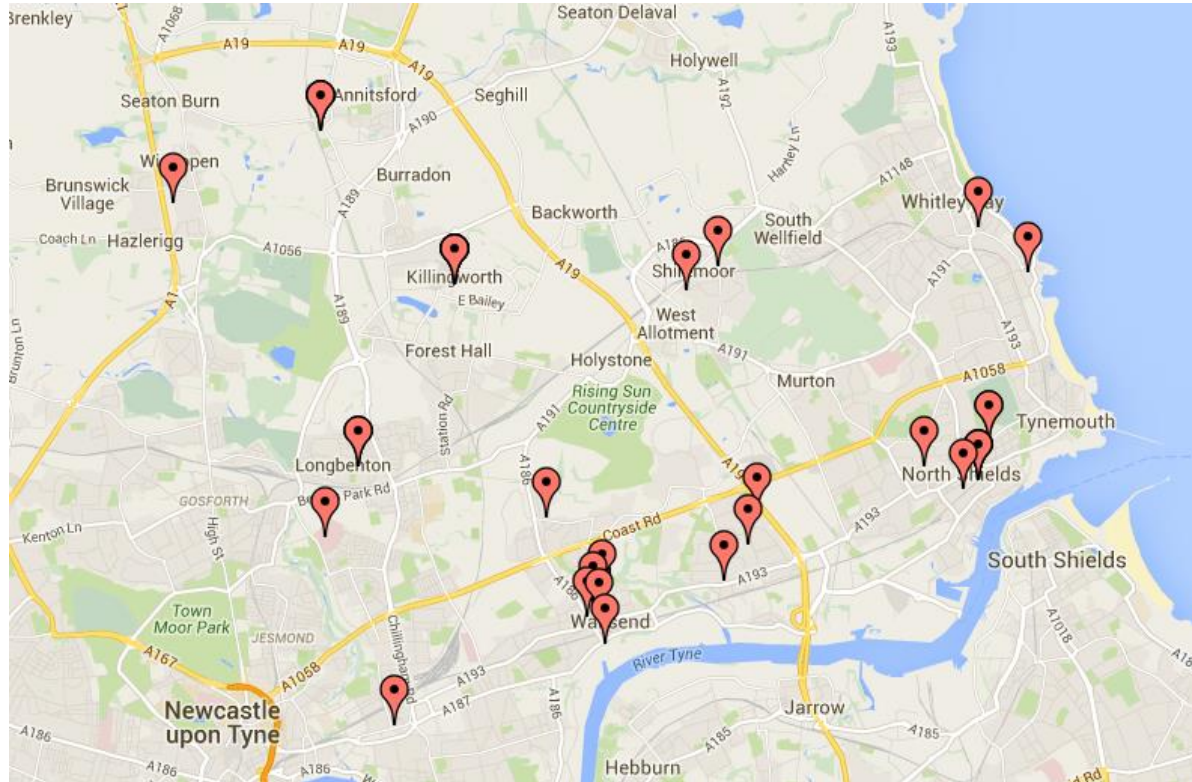
Multiple compliments have been made about the standard of care at GP practices across the borough. However, people continue to raise concerns about the difficult they face in the lack of available appointments and the impact on their care where they don't have a named GP.

D. Engagement and outreach activity

There have been 48 engagement and outreach activities during the period. This averages 2 per week (excluding Christmas closure) which was an investment of 81.3 hours over the period and average of 1.7 hours per activity or 3.4 hours per

week. Often there are two staff per event so it could be estimated that 7 hours of staff time per week have been invested in engagement events.

Healthwatch has reached around 798 people through this method in the period which is an average of 18 per outreach session or approximately 10 per hour.



E. Healthwatch North Tyneside Events

HWNT have facilitated 10 events in the area within the period. The list below illustrates regular board meetings (which are now being held bi-monthly) and regular volunteer meetings. We also facilitated meetings focused around some of our thematic projects.

Event Date	Location	Focus	#attendees
5 October 2015	Wallsend	Board Meeting	10
27 October 2015	Wallsend	Volunteer Meeting	
2 November 2015	Wallsend	Board Meeting	5
20 November	Wallsend	IOS volunteer workshop	
16 December	Silverlink	IOS Meeting with NTC	
16 December 2015	Silverlink	Volunteer Meeting	13
11 January 2016	Wallsend	Board Meeting	12
2 February 2016	Whitley Bay	NSECH Public Meeting	38
7 March 2016	Longbenton	Board Meeting	8
10 March 2016	Whitley Bay	Volunteer Meeting	4

F. Work with Care Quality Commission

Healthwatch North Tyneside have worked closely with the Care Quality Commission during the period as follows:

Adult social care:

- Attendance at the Information Sharing Meetings regarding adult social care providers.
- Submission of evidence in relation to residential care homes and domiciliary care providers in advance of inspections (including IOS reports).
- Consultation with CQC and feedback on the work of the IOS volunteers on meaningful activity.
- Sharing of intelligence in relation to providers where concerns have been raised locally (e.g. planned provision).

General practice:

- Sharing of intelligence about a general practice in advance of inspections

Hospital inspections:

- Gathering of intelligence and submission of evidence in advance of the Northumbria Healthcare Foundation Trust (NHCT) inspection.
- Promoting and supporting the listening events in advance of the NHCT inspection.
- Submission of evidence in support of the Newcastle Hospital Trust inspection.
- Leading a NE wide engagement survey in advance of the NEAS inspection.
- Submission of evidence for the NEAS inspection.

Promotion of the thematic consultations of the CQC as and when they arise.

G. Escalations to Healthwatch England

HWNT continue to attend the Local Healthwatch Network meetings for the North East. In this period, we have also attended a meeting to discuss safeguarding issues, the communications network and the HWE committee meeting in York.

The issues escalated to HWE in the period were:

- The lack of regulation of fees for self-funders within residential care and the reported disproportionate rises these vulnerable people have been faced with. HWE clarified that they are unable to support escalations regarding self-funders.
- The need for guidance on whistleblowing following an incident of whistleblowing. HWE feel that this is in the process of happening.
- The need to develop a national position and guidance on the need for engagement in the development of place based commissioning models. HWE are in the process of discussions with NHS England and intend to involve HWNT in the discussions to develop a national position on this.

- HWNT has also submitted evidence in support of work of HWE relating to Mental Health (Press release) and paper on new models of care.

H. Use of enter and view powers

HWNT have used enter and view powers once within this period. On 4 November, the enter and view volunteers visited North Tyneside General hospital as a follow up to their previous enter and view to find out about people's views on hospital food.

I. Volunteer update:

New volunteers and leavers Nicola Garrity

15 enter and view volunteers and 14 active in the period

HWNT volunteers have supported us in the following during this period:

- General and focused engagement activities
- Hospital Food enter and view, reporting and data analysis
- IOS data analysis and reporting
- Input to our priority setting
- Attendance at project team meetings
- Feeding issues through volunteer meetings
- Sharing expertise and facilitating training for volunteers and staff

J. Communications

General update on communications activities:

During this period, outside of maintaining HWNT usual communications channels, HWNT has delivered the following communications outputs:

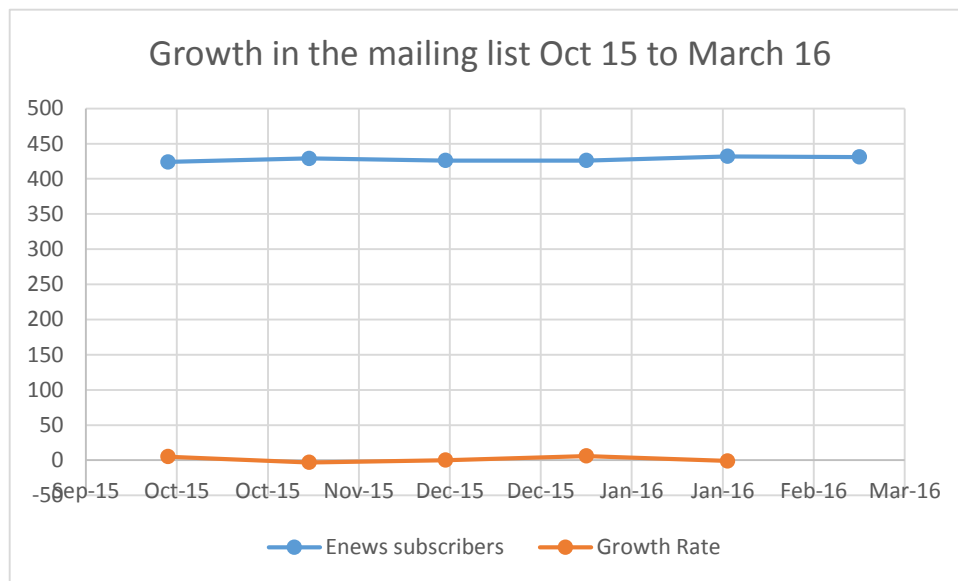
- Commissioned LHM to deliver a feedback centre to be based on our website in order to increase the level of feedback.
- Continued implementation of the Healthwatch England CRM.
- Procured banners to be based at libraries in the borough
- Begun the process of redesigning HWNT core communications products to support the new feedback centre (e.g. new leaflet stands for each GP surgery).
- Provided articles for partners publications (North Tyneside Council news, Age UK, NTDF, NTCDP).
- Designed and produced communications tools to promote engagement activities (see above) e.g. posters, leaflets, press releases etc.
- Produced a print version of HWNT newsletter
- Continued work to update HWNT support group directory working with a developer to make this online and interactive tool.
- Participated in Healthwatch England communications network meetings.
- Participated in the design of SIGN North Tyneside.

- Begun the process of developing a communications strategy for HWNT.

Healthwatch North Tyneside Audience:

As at 1 April 2016 Healthwatch North Tyneside has 541 registered on the mailing list as follows:

- 429 enews subscribers
- 6 large print subscribers
- 9 audio cd
- 1 audio tape
- 96 mailing by post subscribers



The enews subscribers has seen steady growth over the past 6 months with on average 1.4 people joining per month. It is anticipated that the implementation of the new online feedback centre and new promotional materials will increase the growth rate of the mailing list in the coming period.

Social media channels:

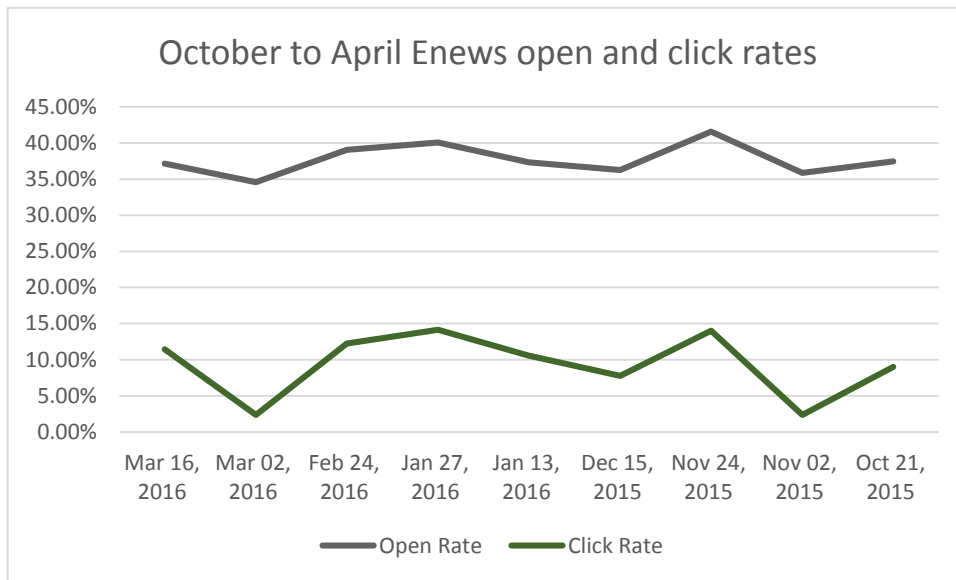
HWNT Twitter profile has enjoyed growth of 268 new followers in the period. We have ‘tweeted’ 422 times (an average of 70 times per month). Other twitter users have mentioned HWNT 90 times and have visited our profile 2,028 times (an average of 81 times per week).

HWNT Facebook page has enjoyed growth of 32 new followers in the period. We reached an average of 26 people per post and 58 people per sponsored post. We had an average of 2 post shares per day.

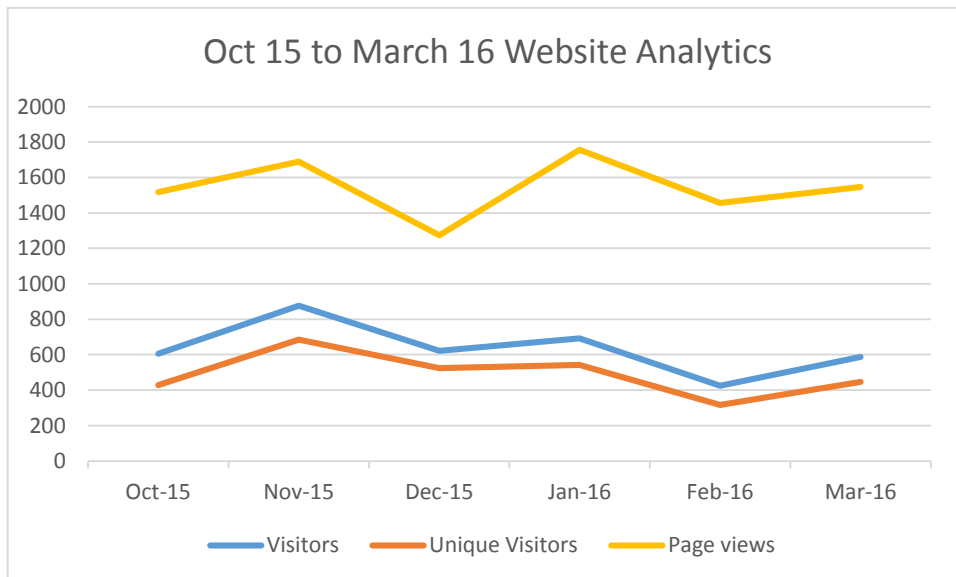
Healthwatch North Tyneside enews:

During the period, HWNT has delivered 9 enews to the email mailing lists referenced above. This electronic publication enjoys an excellent open rate of 38% and click rate of 9%. This compares well to the non-profit industry average of 25% open rate and 3% click through². On average 160 people opened each enews and

Where there are lower open rates, this is attributed to e-bulletins sent about a single issue.



Website:



HWNT had an average of 490 unique visitors per month to the website who on average visited 3 pages each. In the coming period, changes will be made to the website through the introduction of a 'Feedback Centre' which we anticipate will increase traffic to our site in the coming months. This involves moving the

² <http://mailchimp.com/resources/research/email-marketing-benchmarks/>

site over from drupal to wordpress and a content review. There may be some reduction in activity whilst this process is being undertaken.

K. Plans for April to September 2016

As the new period marks the start of a new financial year, HWNT will embark upon work on its new priorities and this is set out below. We will also undertake the following organisational maintenance tasks:

- Independent examination of the organisation's finances
- Annual Report
- Annual General Meeting
- Board recruitment (ongoing)
- Volunteer recruitment (Revamped Healthwatcher role)
- Recruitment for maternity cover for Director (who will go on maternity leave in July 2016).
- Annual appraisals
- Assessment against HWE Quality Standards
- Policy review.

Representation work:

HWNT will continue to have representation on all relevant boards and sub-committees in relation to:

- North Tyneside Health and Wellbeing Board
- North Tyneside system resilience board
- Accountable Care Organisation Development

We will also continue to attend overview and scrutiny committee to report on our work and submit evidence as appropriate.

Thematic work:

Young Peoples experience of health and social care services

HWNT will focus on developing relationships with the youth health and wellbeing group and youth groups and developing clearer plans for the focus of our work to commence in earnest in the next period. We will develop youth focused materials to promote Healthwatch. We will also have a youth focus to our AGM.

Carers

We will continue to monitor the implementation of a new service to support the roll out of carers wellbeing assessments. We will complete and distribute a leaflet which raises awareness of the right to a carers assessment and how to appeal.

Residential Care (IOS)

We will publish our report and the response of the commissioners and providers to our recommendations. We will also continue to work with Tyne and Wear Care Alliance on a toolkit for activity coordinators. We will commence planning of the 2016 IOS which will focus on food in residential care homes and start to implement this.

Mental Health

We will publish our report and the response of providers and commissioners. We will strive to ensure that this is captured in the MH Strategy and action plan. We will continue to work with TWAM on the development of a video capturing peoples experiences. We will plan and commence delivery of a second more focused phase of the consultation on one specific area of MH services.

Urgent Care

We will monitor the outcome of the consultation on changes to the urgent care system in North Tyneside.

ADHD

We will retain a ‘watching brief’ on the work of the overview and scrutiny committee on ADHD services.

Hospital food

We will publish our report and the response of providers and commissioners.

Engagement and Outreach

- General engagement and outreach (aim for 2 per week)
- Focus on NTW CQC inspection
- Supporting the STP and ACO development engagement
- Focus on increasing our reach with young people and BME communities.

Events:

- Board meetings (bi-monthly)
- Public meetings following hospital inspections CQC report release
- Volunteer meetings
- Annual general meeting

Communications:

- Migration of website to a new wordpress website and developing the functionality of the new Feedback Centre and signing partners up to using the HWNT widget on their website.
- Completion of the support groups directory online and integration into the new website.

- Launch of the feedback centre to be supported by a ‘big push’ on outreach and engagement with new leaflets to be displayed across the borough, press release and social media promotional activities.
- Next edition of the print newsletter.
- Completion of HWNT Annual Report.
- Publication and distribution of HWNT Reports into IOS, MH and Hospital Food.

Appendix 1- Summary of feedback received

Service area	Summary of feedback	Action taken by HWNT
Adult mental health services	<p>Concern about quality of support from GP (3)</p> <p>Difficult to access the correct support when feeling suicidal or wish to harm self (4) or at the weekend (1)</p> <p>Lack of sufficient support following crisis or suicide attempt (4)</p> <p>Not being treated with dignity and respect(3)</p> <p>Breach of confidentiality (1)</p> <p>Cancellation of appointment with CMHT (1)</p> <p>Lack of support for carers (2) and young carers (1)</p> <p>Questions about appropriateness of treatment methods (1)</p> <p>Excellent care from IAPT (1)</p> <p>Excellent care from CMHT (2)</p> <p>Reported lack of support at the Northumbria Hospital (1)</p> <p>Experience of problems with welfare benefits (4)</p> <p>Waiting list felt to be too long - IAPT (2) General (1)</p> <p>Phones not being answered at IAPT (1)</p>	<p>All comments about MH services have been integrated into the thematic report on mental health and trends brought to the attention of providers and commissioners.</p> <p>This will also be fed into the CQC inspection of NTW.</p> <p>HWNT contacted IAPT in relation to the telephone difficulties to ensure that they were aware of this and were informed that the situation was now resolved.</p>

Service area	Summary of feedback	Action taken by HWNT
	<p>Discharge from CHMT felt to be too early (3)</p> <p>Insufficient support after discharge from CMHT (1)</p> <p>Concern that people are being asked to pay for support (1)</p> <p>Lack of services or funding for services (3)</p> <p>Lack of meaningful activity at St Georges (1)</p> <p>Physical health needs not met (2)</p> <p>Lack of support for survivors of sexual violence in mainstream MH services (2)</p> <p>Specialist support for Personality Disorder difficult to access (2)</p> <p>Concern about staff workload (1)</p> <p>Please note this does not include all data gathered for the MH project which is included in the report only those issues gathered during general engagement.</p>	
Adult Social Care	<p>Concern about move to residential care (1)</p> <p>Conduct of social work (1)</p> <p>Compliments for care call (1)</p> <p>Concern about handling of safeguarding issue (1)</p>	Fed back through regular meetings.

Service area	Summary of feedback	Action taken by HWNT
	<p>Concern about lack of availability of face to face support from care call (2)</p> <p>Concern about housing for people with LD (1)</p> <p>Request for support accessing services (3)</p> <p>Information about healthy homes scheme (3)</p>	
Ambulance	<p>Concern about ambulance waiting times (1)</p> <p>Compliment about ambulance services (1)</p> <p>Concern about triage questions from ambulance call handler (1)</p> <p>This does not include data gathered in the survey for CQC inspection</p>	<p>The information about ambulances has been shared with NEAS through a statutory letter and the public meeting in February and responses are documented on our website.</p>
Carers	<p>Compliment about support for carer from Care and Connect (1)</p> <p>Compliment about NT Carers Centre (1)</p> <p>Concern about financial support for carer (1)</p> <p>Request for information about carers assessment (6)</p> <p>Concern about the process and outcome of carers assessment (2)</p> <p>Concern about lack of support for carers (4)</p> <p>Concern about emergency carer support (4)</p>	<p>All feedback on carers will be inputted to our thematic work planned for late 2016.</p> <p>However, early insights about carers assessments and emergency support needs has been shared with commissioners.</p>

Service area	Summary of feedback	Action taken by HWNT
	Concern about lack of access to care plan (1) Request for information about travel support (1)	
CAMHS	Lack of funding for ADHD provision (1)	Concerns about ADHD services are being addressed at the request of HWNT by overview and scrutiny committee which should report back on findings in due course.
Children's services	Lack of children's services in Killingworth (1)	Noted.
CQC	Function of the website (1)	Noted.
Day Services	Concern that day services for LD (1) Need for more day services for people with dementia (1) Interaction between day services and hospitals (1)	All data was gathered and reported back to Commissioners on Day Services (including thematic engagement reports). This will influence their procurement processes.
Diabetic care	Concern about lack of information from GP post diagnosis (4) Concern about lack of annual reviews (2)	This information has been shared with NT CCG through regular information sharing meetings.
Domiciliary care	Care provider termination of care at short notice (1) Lack of support to organise care (1) Compliment for care provider (1)	All data on domiciliary care has been shared with the CQC and North Tyneside Council through regular information sharing meetings.

Service area	Summary of feedback	Action taken by HWNT
	Concern about carers changing (1)	HWNT worked with CQC in relation to a provider which was of concern to them to submit additional evidence to support their regulatory action.
Gender clinic	Concern about treatment offered (1)	Noted.
Healthwatch	<p>Compliment about work of HWE on Gender Clinics (1)</p> <p>Compliment about support from HWNT volunteer (1)</p> <p>Suggestion about improving volunteering (1)</p> <p>Questions about how HWNT created impact (1)</p>	Noted.
Hospital	<p>Compliment about standard of care at the Northumbria Hospital (11)</p> <p>Compliment about standard of care at NTGH (14)</p> <p>Compliment about standard of care at Freeman (10)</p> <p>Compliment about standard of care at RVI (7)</p> <p>Compliment about standard of care general.</p> <p>Compliment at Hospital Food at NSECH (2)</p> <p>Compliment about choose and book system (1)</p> <p>Concern about lack of ability of GP to carry out basic procedure (1)</p>	<p>Newcastle Hospitals data shared with Healthwatch Newcastle to support their meetings with the Trust. It was also submitted as evidence to the CQC in their inspection.</p> <p>Northumbria NHS trust data shared through:</p> <ul style="list-style-type: none"> • Report on NSECH experience • Statutory letters • Public meeting on 2 Feb

Service area	Summary of feedback	Action taken by HWNT
	<p>Complaint about medical negligence - NTGH (2) General (1)</p> <p>Complaint about waiting time - RVI (2) Northumbria Hospital (2) NTGH (4)</p> <p>Concern about availability of services at Northumbria Hospital - Trauma (2) Air ambulance (3)</p> <p>Concern about appointment process at NTGH walk in (1)</p> <p>Complaint about lack of information shared with GP by Hospital - NTGH (2) Northumbria Hospital (2) General (1)</p> <p>Complaint about complaint handling by NHFT (1)</p> <p>Concern about transport to and from Northumbria Hospital (15) NTGH (2)</p> <p>Complaint about Oncology services at Freeman (1)</p> <p>Complaint about Cardiology at NTGH (1)</p> <p>Concern about breast screening for wheelchair users (1)</p> <p>Concern about wayfinding Northumbria Hospital (1)</p> <p>Concern about hospital food - Freeman (1) NTGH (2)</p> <p>Concern about delay discharge due to medications - NTGH (1)</p>	<ul style="list-style-type: none"> • Submission of evidence to CQC for inspection • Through regular information sharing meetings. <p>Responses can be found on the website.</p>

Service area	Summary of feedback	Action taken by HWNT
	<p>Concern about hospital environment at Northumbria Hospital (1)</p> <p>Confusion about which hospital to attend - NTGH and Northumbria Hospital (3)</p> <p>Concern about poor information sharing with relatives Northumbria Hospital (2) RVI (2) NTGH (1)</p> <p>Concern about standard of care- NTGH (9) RVI (3) Northumbria Hospital (5) Freeman (1)</p> <p>Concern about information given on diagnosis/ discharge - general (1) NTGH (1)</p> <p>Concern about closure of minor injuries at Shiremoor (1)</p> <p>Concern about accessibility of information (3)</p> <p>Concern about ambulance handover at Northumbria Hospital (1)</p> <p>Concern about lack of aids and adaptations at Northumbria Hospital (2)</p> <p>Information about PALS Northumbria Hospital (1) RVI (1)</p> <p>Concern about KPIs for Northumbria Hospital (1)</p> <p>Concern about staffing levels (1)</p>	
Maternity	Concern about interaction between antenatal and mental health services (1)	Noted.

Service area	Summary of feedback	Action taken by HWNT
	<p>Concern about travel to Northumbria Hospital maternity (1)</p> <p>Concern about food in labour ward RVI (1)</p>	
Nursing Home	Compliment about standard of care (1)	Noted.
Ophthalmology	<p>Compliment about NTGH (1)</p> <p>Concern about standard of care (1)</p> <p>Enquiry about advocacy support (1)</p>	Information about ophthalmology has been shared with Healthwatch Newcastle and a national body to support their work.
Other	<p>Concern about cuts to NHS funding (1)</p> <p>Concern about lack of feedback from consultations (1)</p>	Noted.
Pharmacy	<p>Compliment about good advice from pharmacy (2)</p> <p>Concern about wrong distribution of drugs (1)</p> <p>Concern about lack of stock (2)</p> <p>Concern about electronic prescriptions (2)</p>	Noted.
Physio	<p>Compliment about care (1)</p> <p>Concern about lack of coordination of care (1)</p>	Noted.

Service area	Summary of feedback	Action taken by HWNT
Podiatry	<p>Concern about appointment waiting times (4)</p> <p>Compliment about standard of care (1)</p>	<p>HWNT raised concerns with Northumbria NHS Trust who investigated and responded.</p>
Primary Care	<p>Compliment about general practice (16)</p> <p>Concern about delayed appointment (1)</p> <p>Concern about lack of access to appointments (9)</p> <p>Concern about need to book multiple appointments when more than one issue (1)</p> <p>Concern about telephone access (2)</p> <p>Concern about lack of organisation (1)</p> <p>Concern about reception (2)</p> <p>Concern about lack of named GP (5)</p> <p>Concern about access to GP for people with no fixed address (1)</p> <p>Complaint about closure of practice (1)</p> <p>Request for information about vaccination programme (2)</p> <p>Concern about repeat prescription delays (1)</p> <p>Concern about having to travel between surgeries (1)</p>	<p>HWNT provide evidence to CQC in advance of their inspections.</p> <p>HWNT also submitted evidence to NT CCG as part of the development of a GP Strategy and have shared trends with the GP Confederation in North Tyneside.</p>

Service area	Summary of feedback	Action taken by HWNT
	Concern about lack of GPs in residential care homes (2) Concern about prescribing information and medication review (2)	
Reablement	Compliment about standard of care (2) Concern about lack of support in day patient care (1)	Noted.
Referral management system	Concern about delay in response from RMS (1)	Fed back to CCG
Residential care	Compliment about standards of care (2) Concern about care home staff accompany to hospital (1) Concern about standard of care at care home (3) Concern about care home environment (1) Request for information about local care homes (2)	All data on residential care has been shared with the CQC and North Tyneside Council through regular information sharing meetings. HWNT submit evidence before CQC inspections which includes enter and view reports from each home.
Respite	Concern about care home hours being cut for people with LD (2)	HWNT raised with NECS who run the continuing health care case management team and the CCG who confirmed that hours are not being cut.
Substance misuse services	Compliment about PROPS (1) Request for information about services (1)	Noted.

Service area	Summary of feedback	Action taken by HWNT
Urgent care	Compliment about Battle Hill walk-in (1) Concern about impact of urgent care system on the Northumbria Hospital (1) Concern about standard of service by NHS 111 (2)	HWNT fed all comments into the CCGs review of the urgent care services locally.
Voluntary and community sector	Compliment about services from NTDF (2)	Noted.