

Health and Wellbeing Board Status Report

Quarter 1 2014

Key activity undertaken in Healthwatch Sunderland during Q1 2014.

Engagement Activity

The Healthwatch Sunderland Annual Update Event was held on 27th June to celebrate the successful first year of Sunderland Healthwatch, and deliver the Annual Report. The CCG presented their 'Plan on a Page' to Healthwatch members.

Monthly newsletters are sent to members to keep people up to date with local, regional, and national developments in health and care services. Our circulation list is currently 515 and growing.

Two new members of staff have been recruited and will commence work with us in Q2 to support community engagement activity in line with our Workplan.

We have completed the training of six Information Champion volunteers, who will work closely with our new Community Engagement team.

We provide regular updates via Twitter and Facebook. Healthwatch Sunderland has over 450 Twitter followers with a reach of 70,000+

Information and Signposting Activity

We have continued to develop our Information and Signposting service in Q1; establishing an effective logging system to monitor issues both locally and in alignment nationally with the Healthwatch England Hub system.

In addition, we have created robust monitoring and evaluation systems e.g. equality and diversity monitoring and satisfaction surveys, aligned to Healthwatch England monitoring.

The Information and Signposting role has ensured visibility of Healthwatch in Sunderland pending the recruitment of our Engagement officers in a comprehensive and diverse range of areas including Sunderland University Welfare Week; Gentoo Dementia Event; Sunderland library; BME Sunderland Royal Hospital Group.

During Q1, 14 issues from the public were raised with our Information and Signposting service, of varying complexity. We are using this information to feed into our Workplan, and will continue to raise the profile of this area with the intention of increasing activity.

A Complaints factsheet for health and social care has been developed and promoted on the Healthwatch Sunderland website.

Focus for Quarter 2

Our Workplan is evolving in line with patient and member feedback and we are creating a detailed and specific Action Plan which will be the focus of our activity for the remainder of the year.