

**HEALTHWATCH SUNDERLAND: Feedback September 2023 – January 2024**

**Report of the Vice Chair of Healthwatch Sunderland**

**1.0 Purpose of the report**

- 1.1 The purpose of the report is to provide the Board with an overview of general feedback received by Healthwatch Sunderland during the period September 2023 to January 2024.

**2.0 Background**

- 2.1 Local Healthwatch organisations are a statutory service commissioned by local authorities as part of the Health and Social Care Act 2012. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.
- 2.2 Healthwatch Sunderland independently champions for people who use health and social care services in the city. They engage with individuals and communities to find out what matters to them and help make sure their views shape the support they need.
- 2.3 During the November 2023 Health and Wellbeing Board development session it was recognised that the information held by Healthwatch Sunderland may be useful to 'sense check' what the experiences of the local population are within health and social care.

**3.0 Information Overview**

- 3.1 The report provides an overview of the positive and negative themes received during the time period. It highlights which areas within health and social care comments have been received by the population. This is the first time this type of report has been presented and Healthwatch welcome any comments from the Board on its content and usefulness.

**4.0 Published reports within this reporting period**

- 4.1 Healthwatch Sunderland has also published three reports:
- Podiatry Services 2023
  - Sunderland Royal Hospital – Nutrition and Hydration patient feedback
  - Sunderland Royal Hospital TOPIC wards patient feedback

## **5.0 Recommendation**

- 5.1 The Health and Wellbeing Board is recommended to note and comment on the content of the Healthwatch Sunderland feedback report.