



Healthwatch Sunderland Update

June 2014

Background

What is Healthwatch? Healthwatch is the new independent consumer champion for both health and social care services.

Healthwatch is unique as a non-statutory body with statutory powers

Healthwatch Sunderland governance is made up of an Executive Board responsible for the direction of HWS and accountable to its membership



Progress

The Healthwatch Sunderland Executive Board were recruited at the end of October and met for third time in May 2014.

Promotional materials continue to be distributed widely at external events raising awareness and recruiting members. The membership stands at 87 groups/organisations and 73 individuals.

Posters and leaflets were sent out to council locations, GP's, pharmacies etc highlighting the new office address and what Healthwatch Sunderland is, in November 2013, and we are keen to continue promoting the information and signposting service.



'Just Ask'...Healthwatch Sunderland



healthwatch
Sunderland

Just ask...

How can I find a new GP or dentist?

How do I get help for an elderly relative?

Freephone
0800 023 8840

The graphic features a dark blue background with large, stylized speech bubbles in pink and green. The text is in white and pink. The 'Just ask...' text is the largest and most prominent. The phone number is at the bottom right.



Progress

Executive Board members and staff

continue to represent HWS at key partnerships and committees - these include Health and Well Being Board, Safeguarding Adult Board, Scrutiny Committee, Local Engagement Board, New Horizons.



“Really Enjoyed the Healthwatch Sunderland E Bulletin”

Member of
Sunderland
50+ Forum

Bulletins are sent out on a monthly basis, sharing information with the wider membership showcasing news items, upcoming consultations and events both external and Healthwatch related.



Progress

Developing the work plan

The issues collected through the last Forum event, our Information and Signposting service and engagement activity were collated and a thematic analysis was adopted to support the Board to prioritise the work plan. The Work Plan was shared with our membership at our last Network Forum on the 28th March 2014. You can also find details of this on the HWS website www.healthwatchesunderland.com but key areas include

Lack of Involvement of Young People in GP Patient Groups & Health Services

Patient and Public Engagement in Health Services

Integrated Care



What's next?

- Continue to raise awareness of the Information & Signposting service
- Recruit more Information Champions
- Work with partners to identify issues
- Review our current work plan
- Set up Task & Finish Groups (ongoing)
- Hold our annual update event - 27th June



Training dates (3 x
½ day sessions)
3rd July
17th July
24th July

