

**HEALTHWATCH SUNDERLAND ANNUAL REPORT 2022/23**

**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 activity conducted by Healthwatch Sunderland throughout 2022/23.

**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 In 2022/23 Healthwatch Sunderland:

- had 30 volunteers who provided over 76 days of supporting activity.
- employed 6 staff
- received over £160,000 in local authority funding
- 2299 people accessed advice and information about topics such as how to make a complaint and NHS dentistry
- 2944 people shared their experiences of health and social care services, helping to raise awareness of issues and improve care
- published 4 reports about the improvements people would like to see in relation to their health and social care services. GP Access was our most popular report.

**3.0 Overview of Healthwatch Sunderland 2022/23 outcomes**

- 3.1 Some of the projects and activity undertaken by Healthwatch Sunderland throughout the year is set out below:

- Attending summer events giving children and young adults increased opportunities to provide feedback.
- Highlighted breast care in hospital recall letters in #ItsBoobEasy achieving internal reach.
- Supporting our partners to develop a new health and wellbeing hub for the city, embedded into each Sunderland GP website.
- Helping to improve hospital visits for kinship carers and their families.

- Supporting international residents to access appropriate health care.
- Improved access to the Covid-19 vaccine.
- Increased support for amputee patients.

#### **4.0 Top three priorities for 2023-24**

- Hospital Care
- Accessible information
- Youthwatch

#### **5.0 Recommendation**

- 5.1 The Health and Wellbeing Board is recommended to note and comment on the content of the Healthwatch Sunderland Annual Report 2022/23.