

YOU SAID, WE DID!



Healthwatch Stockton-on Tees Launch New Programme:

Health and Care Ambassadors Programme

Taking health and care to communities



At the Healthwatch Stockton-on-Tees Annual Event 2024, you told us that you wanted migrant health to feature as a Healthwatch Stockton-on-Tees priority.

We have been busy in our communities finding out what is important to people and how we can help to bridge a gap in access to health services and care.

We were told trust, language barriers, lack of interpreters, clear communication and knowledge of where and who to seek help or advice from were all barriers to accessing health and care services.



“We were told trust, language barriers, lack of interpreters, clear communication and knowledge of where and who to seek help or advice from were all barriers to accessing health and care services”



We have now developed the Health and Care Ambassadors Programme.

On Friday 11th October 2024, dedicated and passionate health and care services came together at Purple Rose – a Stockton organisation which supports asylum seekers, refugees and anyone who needs help – to deliver a health and care road show directly in the heart of the community.



Building trust, overcoming barriers, and collaborating as service providers to reach people who need our support.

Over 100 people had the opportunity to speak directly to services, supported by peers to overcome translation barriers.



“Over 100 people had the opportunity to speak directly to health services, supported by peers to overcome translation barriers, building collaborative relationships and improving outcomes for our communities.”

Natasha Douglas, Healthwatch Stockton-on-Tees
Manager



Over 50 people accessed the Arrival Practice to have their blood pressure checked and will now be triaged appropriately to important health care.

People spoke to Northern Cancer Voices, NHS 0-19 Service, Public Health, Prostate Cancer, NHS Smoking Cessation, Bowel Screening, Safer Communities and the Arrivals Practice.





“We had an absolutely wonderful time at the event, engaging with so many people and hearing such powerful stories. Personally, it was a real eye-opener for me.”

Ann Hope, Northern Cancer Voices



The event was such a success with attendees and professionals, there is now a commitment from all services to ensure continued relationship building with our communities, developing robust partnership working to help overcome barriers people face accessing health and care services.



“Thank you for inviting us. It was a very well attended event with lots of interactions from the attendees, they were very engaging and receptive to the information given to them around bowel health.”

Noel Kenny, NHS Tees Bowel Cancer Screening Programme



This will now take place quarterly with the support of Purple Rose, whose dedication and support for the local community is unwavering.



“It was great to be involved with the migrant health event, it was an excellent opportunity to reach people and let them know about the support available from VCAS.”

Sarah James, Victim Care and Advice Service, Safer Communities



The programme will continue to run throughout the borough, with additional support from other service areas as identified by the needs of service users, including diabetes awareness and wellbeing support.

If you would like to join the team of ambassadors or would like the Health and Care roadshow to come to your community, please contact Healthwatch Stockton-on-Tees at:

Email: info@healthwatchstocktonontees.co.uk

Telephone: 0300 180 0660





healthwatch
Stockton-on-Tees

Healthwatch Stockton-on-Tees
6 – 8 Yarm Road
Stockton-on-Tees
TS18 3NA

www.healthwatchstocktonontees.co.uk
t: 0300 180 0660
e: info@healthwatchstocktonontees.co.uk
X @HWStockton
Facebook.com/ HWStockton.on.Tees