

**HEALTHWATCH STOCKTON-ON-TEES 2024-2025 PRIORITIES & WORKPLAN**

**CORE FUNDING**

<b>Ongoing Projects</b>	<b>Small Projects</b>	<b>Medium Projects</b>	<b>Large Projects</b>
<p>Throughout our workplan our overarching objective is to involve our local community to influence health and care service design and delivery. Championing the voice of service users and the public to promote equality, wellbeing and provide insight to health inequalities, while developing meaningful recommendations for improved health and care outcomes.</p>			
<p>The list below outlines our core functions and workplan items we will continue to deliver and review throughout the year.</p>	<p>Throughout the year we support delivery of key objectives across the borough. These may be reviews or follow-ups of our existing work or a small one-off consultation.</p>	<p>We will work on medium term projects and support the development of social care strategies.</p> <p>This work will result in a report being generated on key areas relevant to the work plan item.</p>	<p>We will work on 1 large project theme, which will include local, Tees Valley or regional consultations that requires engaging with targeted communities in a variety of ways or events with analysis &amp; reporting.</p> <p>This workplan item will take precedence in the planning of our engagement activities throughout the year, to ensure meaningful sustained engagement, evidence</p>

			<p>of outcomes and recommendations.</p>
<p><b>Healthwatch Community Representatives</b> - Building on our existing network, we will continue to increase representation from a wide variety of communities to ensure our work is representative of the local population, improving collaboration and effectiveness.</p>	<p><b>GP Access</b> – Provide information to support the GP access review currently being undertaken by Scrutiny.</p>	<p><b>Community Mental Health</b> – Review of the development of the Wellbeing Hub</p> <p><b>Young People</b> – Consider developing young people strategy with local partners, including Eastern Ravens- Corner House – Young Peoples Parliamentary Group – Possibility of commissioning specialist provider/ or additional post to support this workplan item and increase capacity.</p> <p>Themes to consider.</p> <ul style="list-style-type: none"> <li>• Access to Services</li> <li>• Sexual Health</li> <li>• Transition</li> <li>• Looked After Children.</li> <li>• Mental Health</li> </ul>	<p><b>Migrant Health</b> – a review of access, communication, and barriers to accessing health and care services.</p> <p>Themes to consider.</p> <ul style="list-style-type: none"> <li>• Access to services</li> <li>• Women’s Health – to feed into regional needs assessment for Women’s Health in NENC ICB</li> <li>• Care – considering cultural requirements.</li> <li>• End of Life Care/Pathways</li> <li>• Communication</li> <li>• Mental Health</li> </ul>

<p><b>Deliver outreach sessions throughout the borough</b> – ensuring a wide audience reach and promote accessibility and awareness of our role, highlighting areas of improvement and raising awareness of community and social support available.</p>	<p><b>Monitor</b> changes in current initiatives, including Stockton Wellbeing Hub, Peer Support, Drug &amp; Alcohol Services, and increase awareness of Pharmacy First</p>		
<p><b>Raise awareness</b> of local issues –All Healthwatch Stockton-on-Tees reports will be shared with partners and stakeholders.</p>	<p><b>Social Care</b> – Strategic involvement at the Coalition of the Willing Group, includes Senior Leaders with a proactive approach to service improvement. Review working practices to ensure service user voice is embedded throughout community transformation, including ‘Care &amp; Health Innovation Zone’.</p>		
<p><b>Promote a wide range of health initiatives</b> – including Women’s Health, 111, Urgent Care Centres and Pharmacy First</p>	<p><b>Joint Health &amp; Wellbeing Strategy Working Group</b>– Working group to support the development of a Health &amp;</p>		

	Wellbeing Strategy, on behalf of the HWBB – May 24 Consultation & Engagement		
Produce HWS Annual Report – in line with HWE contractual requirements.	ICB Place Committee – Provide up to date ‘Word on the Street’ reports about current service user feedback with our partners to inform service improvement at a local level.		
Information & Signposting – Provide information and signposting to the public about health and care services via various methods, including – telephone, online and in person outreach. Capturing themes and using the data effectively to support intelligence gathering across the sector.			

<p><b>Development of HWS network and social media presence</b> – including quarterly newsletters and updates.</p>			
<p><b>Work closely with our partners</b> – ensure capacity building within the sector, including but not restricted to – TSAB, ICB Subregional Place Based Committee, HWBB, Mental Health &amp; Wellbeing Forum, Adults Health Wellbeing Partnership.</p>			
<p><b>Executive Board Development</b> – identifying opportunities to develop inclusivity.</p>			
<p><b>Volunteer recruitment &amp; development</b> – Increasing capacity using an asset-based approach to service delivery.</p>			
<p><b>Attend and inform key strategic &amp; operational partnerships</b> – throughout the borough relevant to our work – including presentation of Healthwatch Reports as appropriate.</p>			

Support regional engagement - monitor experiences and developments following recent dentistry workplan item.			
Share data and reports with Healthwatch England - Ensuring Stockton-on-Tees is represented at a local, regional and national level.			

## HEALTHWATCH STOCKTON-ON-TEES 2024-2025 ADDITIONAL FUNDING

<p>Throughout our work we will continue to champion the views of service users and the public, using our skills and knowledge to support our partners to improve communication and influence service transformation. We will seek to ensure representation of local views and experience at local, regional, and national levels, building capacity and providing added value to health and care strategies.</p>			
<b>Integrated Care Board (ICB)</b>	<b>NT&amp;H &amp; ST Foundation Trusts</b>		
<b>£ Value</b>	<b>£ Value</b>		
A number of engagement requests will be received from the North East & North Cumbria	Local Healthwatch will collaborate to engage with the public about North Tees and Hartlepool and South		

<p>(NENC) ICB throughout the year. These will vary in focus and size. All responses will inform future delivery and commissioning of NHS services they are responsible for. To date these include.</p> <ul style="list-style-type: none"> <li>• Waiting Well</li> <li>• Dentistry</li> </ul> <p><b>Strengthen communication pathways</b> – Dedicated Healthwatch subregional representation within NENC ICB, development of working agreements and operational protocols.</p>	<p>Tees Hospitals NHS Foundation Trusts formally coming together to work in partnership. This engagement activity is in partnership with HW South Tees, HW Hartlepool, HW Darlington and HW County Durham with additional external funding, to explore the following:</p> <p>Clinical (6 in total) work streams and how these will enhance patient/ carer experience:</p> <p>Community, Urgent and Emergency Care, Medicine, Women’s and Children’s services, Clinical Diagnostic Services, Elective Care, Surgery and Anaesthetics.</p>		
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