



Championing what matters to you

healthwatch
Northumberland

Championing means



Encouraging and working with services to involve the public, to step back and see the bigger picture

Creating empathy by bringing experiences to life provides a deeper understanding than using data alone.

Improving care over time, because change takes time and is a partnership

We said this would happen

People will say what is important to them about End-of-Life care in Northumberland

We will take people's experience of care into the Integrated Care System

Healthwatch across the NENC work together to improve access to dental services

We will learn more about COVID's impact on health inequalities

We will support PPGs to be part of the conversation about Primary Care

We will report the experiences and aspirations of people being cared for at home



And it did

Activity	Outcome
End of Life Project	Influenced End of life Strategy and made recommendations for further research
Dentistry Project	Raised awareness with NHSE locally and nationally Public more informed about dental services
Home Care Project	Adult Social Care Commissioners heard directly from service users, which influenced the care that they and others receive
Primary Care	GP access survey told decision makers what was important to patients and helped in redesign of services Patients in Longhoughton, Seaton Delaval and Cramlington were heard and influenced service changes West Northumberland and Valens have new PPGs
ICS	The NENC network representative on the ICB is supported by a structure to take experience from local communities to the heart of the ICP and ICB
Health Inequalities	We have refocussed our work towards the less often heard.
Advice and Information	We have resolved individual issues – many times its about communication

Up next

Reporting: families' experiences of autism and mental health services and the experiences of people with sight loss

Listening: Annual Conversation – new, focused on those less often heard

Discussing: new ways of delivering social care and outpatient services

Informing: 'All Change!'

Annual General Meeting

19 October

Northumberland College

