



Welcome to our Annual
Event and
Review of the Year
2023/2024

healthwatch
Northumberland

Peter Standfield
Chair





Northumberland
County Council

**Councillor Isabel Hunter
Berwick West with Ord**





Questions about the
2023 AGM minutes

Our board members 2023/24





Welcome

Dawn Porter
Dr Alison Killen
Hugh McKendrick
Sharon Jaques
Angela Merrie



6

Welcome



Stella Newton



Joanna Lloyd



Fiona Robson





Marilyn Kendall



Hayley Hall



Ann Crosland

Thank you



The value of listening

Healthwatch Northumberland
Annual Report 2023 – 2024



healthwatch



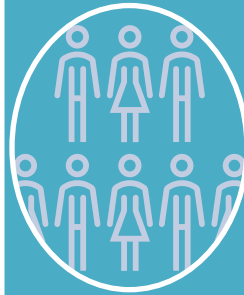
Support
public
involvement



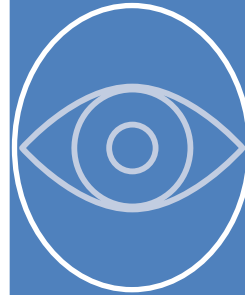
Influence to
improve care



Provide
Information
and
Signposting



Share insight
nationally



Hold to
account for
public
involvement



Gathering evidence

Making a difference



- Listening and speaking up makes a difference
- Being open and responsive makes a difference
- Shared ambition to tackle inequality makes a difference
- Getting involved makes a difference
- Trying different things makes a difference

This year



- Out and about
- Hospital discharge, care at home, pharmacy, audiology
- Enter & View to care homes
- Working together across North East and North Cumbria on women's health, ambulance service, emergency care
- Hearing from more people
- Amplifying your experience



Question time

Delivering in Berwick

Thriving Together and Rise

Northeast and North Cumbria
Integrated Care Board (NENC
ICB)

Cumbria, Northumberland Tyne
& Wear NH Foundation Trust
(CNTW)

Northumbria Healthcare NHS
Foundation Trust





Thriving Together
Healthwatch Northumberland
presentation October 2024

Introduction

- Thriving Together has been Commissioned by Northumberland County Council as the VCSE support since 2021 and we are part of Citizens Advice Northumberland
- We have two missions:
 1. Making sure the smallest voice in the sector is heard
 2. Building the capacity of the voluntary sector



How do we achieve those aims:

- TT networks - 16 based on thematic or geographical alliance including the North Northumberland Voluntary Forum. Quarterly leads meetings provide an opportunity to share challenges, best practice, collaboration and suggesting agenda items for VCS liaison meeting
- TT networking events - 12 events since the start of the Commission throughout the County. Open forum, informal, introductions. Opportunity to obtain feedback from the sector
- Communications, social media, newsletter
- Community Connectors providing 1:1 support
- Representation at strategic forums
- Training opportunities
- Conduit to funding



At our Berwick RISE/ Thriving Together Information sharing event on the 7th of October we had 36 attendees; from 21 different organisations.

Some of the feedback we received;

“Met lots of different organisations”

“Made contacts / opportunity to ask specific questions related to individual needs”

“Being helpful, these events are very beneficial”

“Learnt lots. I'll be sharing some of the support offer available to people across the Jobcentre work coach network”

“Diversity and potential links previously unknown!”



VCSE in Berwick:



Greener
BERWICK
climate action



RISE.

Create Berwick



Berwick Stroke Club



NORTHERN VIEW



CULTURE
Northumberland



Rise in Berwick

What is Rise?

Rise is a charity - part of a network of 42 Active Partnerships across the country.

Our vision:

to create a higher quality of life for communities that need it the most in Northumberland and Tyne & Wear, using the power of physical activity.

Being active and moving more has a positive impact for individuals and communities. It brings people together, raises aspirations, improves educational attainment, improves health and supports greener travel.

Key Worker Role:

- The role provides 1:1 support for young men aged 16-30 to connect with services and activities within the local area.
- If any young men are unhappy with aspects of their life right now and want to find a way to change them, then this service can help with how they feel, what they want to do and also provide physical support.
- The project aims to tackle some of the inequalities and issues that currently exist in Berwick particularly those linked to physical and mental wellbeing.
- Advice and guidance is available for any young males who feel they need support practically, socially or emotionally.
- This will help explain the role more clearly: <https://youtu.be/-JgAt-BkTjs?si=njzH2JX2H3tcdcpF>

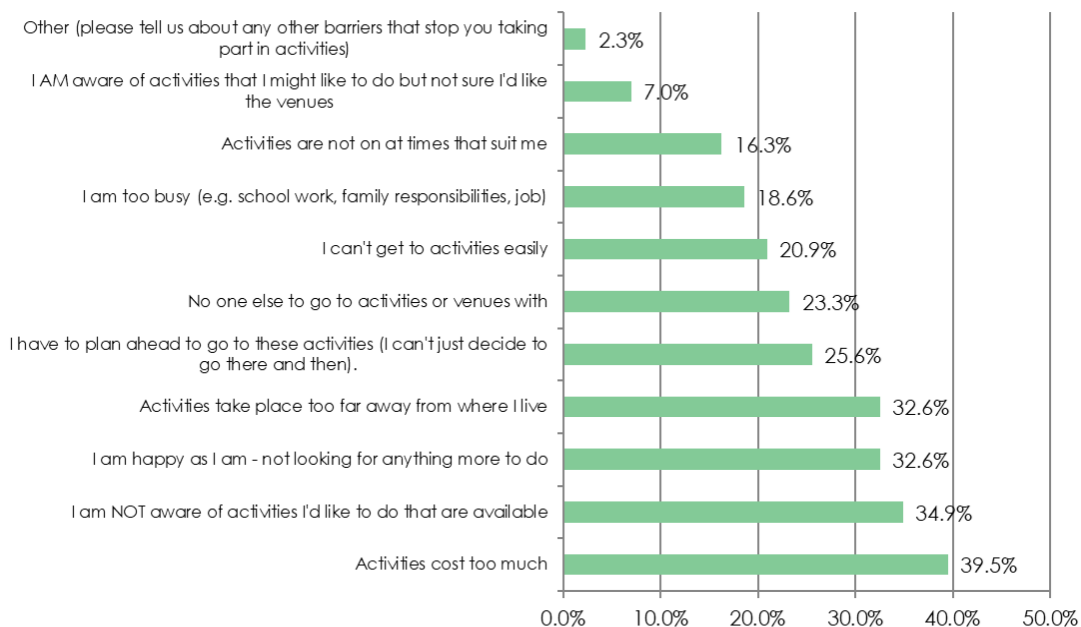
Community Development Worker



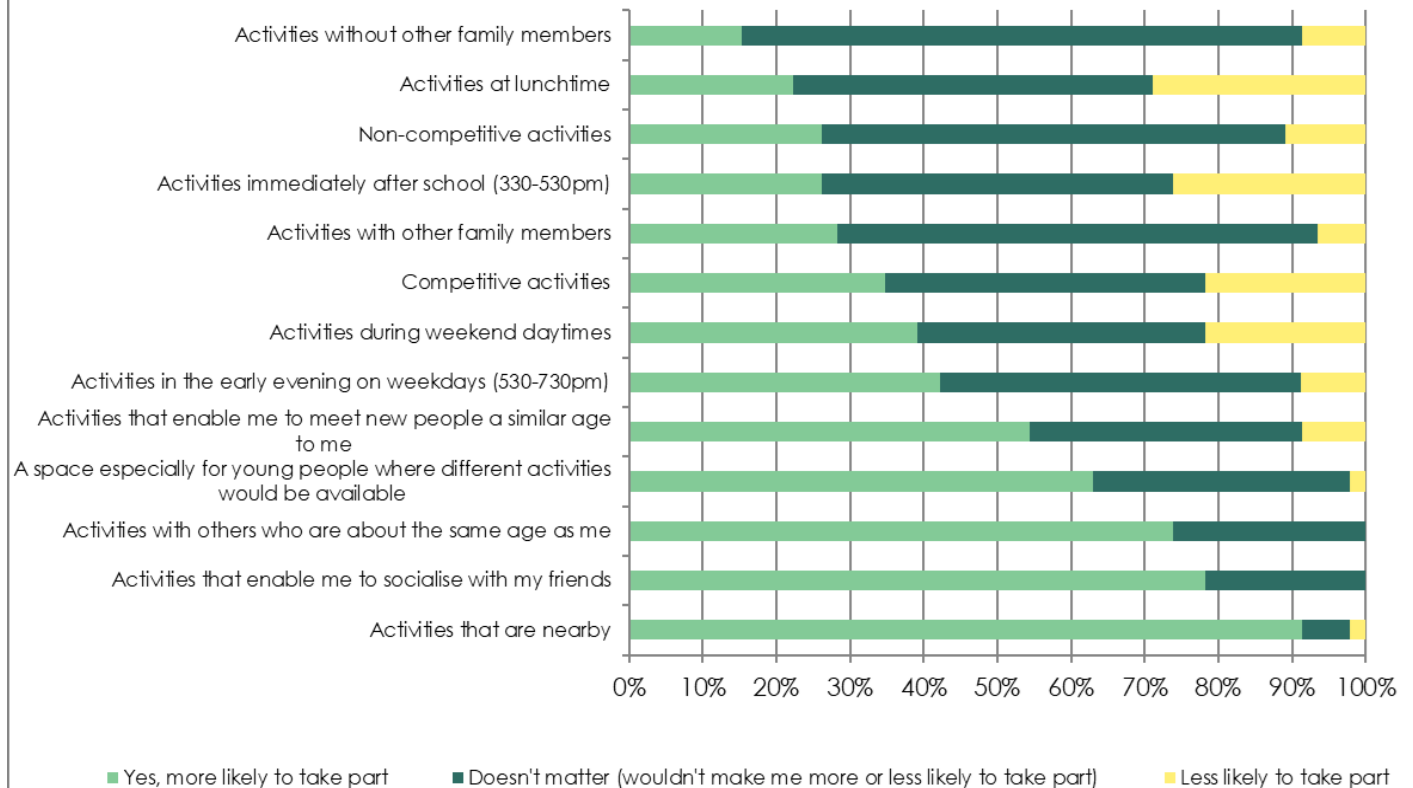
- Role started in April 2024, to look at community provision more generally – with a particular focus on young people
- Identify the barriers to engagement and work with partners to overcome them.
- Support existing community groups and providers to make their offer more appealing to young people.
- Help to establish and support new activities – with training, governance or sourcing funding

Berwick Young People Survey: Barriers to taking part

Are any of the things listed below reasons that prevent you from taking part in activities? (please tick ALL boxes that apply)



Which of the following would make you more likely to take part in organised activities?



Why it matters:




**NORTHERN
VIEW**

“My son had a great night – he can’t wait until the next one!”

“Thank you for doing this as there’s nothing really for teens to do in the town. My son loved it!”

“Amazing night for everyone!”

“Great to play darts with my friends. I would love a junior darts league to be set up”

“I would like for this to happen more often!”

Fantastic idea – there is very little for young people to do in Berwick, especially in the winter”

Jaki Duffy - Key Worker

07734 238 258

jaki.duffy@risenortheast.co.uk

Diana Smith - Community Development Worker

07933 519860

diana.smith@risenortheast.co.uk



Frontline can be found on PCs and has an App which can be accessed anywhere. Here is the home page - click on the map to find local services /support for Health and Wellbeing.



FIND LOCAL SUPPORT FAST!

MY DASHBOARD

JANE HOLCROFT

A search form is centered within a large green magnifying glass icon. The form contains the text "HELP NEEDED" above a text input field, "POSTCODE OR TOWN*" above another text input field, and a "SEARCH" button below the fields.

HELP NEEDED

POSTCODE OR TOWN*

SEARCH

Frontline is a community project. It helps frontline workers and the public to quickly find details on local health and wellbeing services and to contact services through call back and referral options.



383
Registered Services

314
Services On Library

4,503
Referrals

17,127
Signposts

SUMMARY

Default View | View by Area | View by Type

FILTER:
Months
Areas

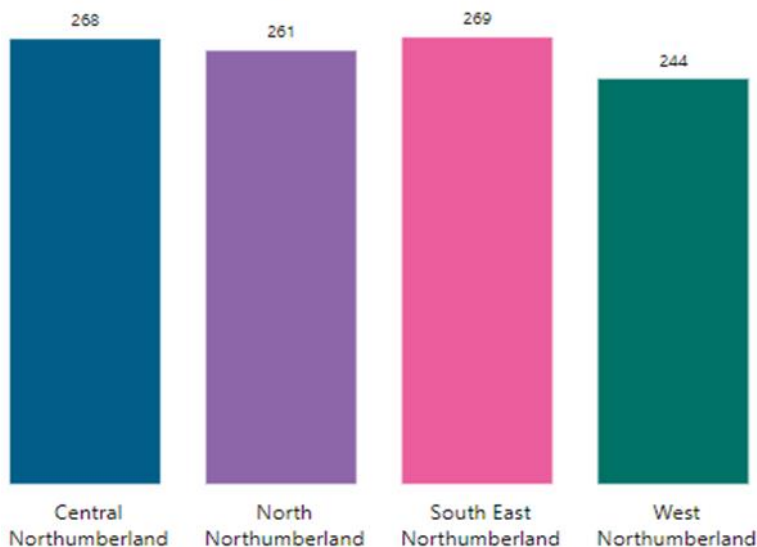
Tooltip Visuals

Registered Services

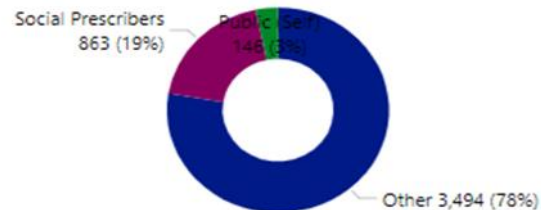
Services On Library

Pending Services

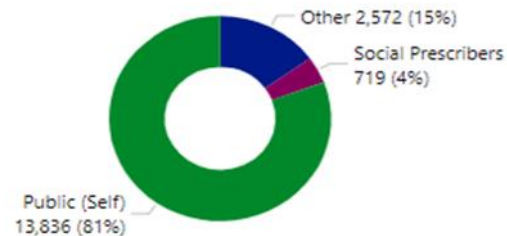
Registered Services



Referrals MADE



Signposts MADE



For further information get in touch
with us:

Email:

Admin@thrivingtogethernorthumberland.org.uk

Thanks for listening!





**North East and
North Cumbria**

NENC ICB Mental Health Learning Disability and Autism priorities

Jane Walker

Head of MHLDA Northumberland and North Tyneside Local Delivery Team

NENC ICB all age transformation priorities 2024/25

Community Mental
Health
Transformation

Inpatient Quality
Transformation

Urgent and
Emergency Care

Building the Right
Support

Neurodevelopmental

Healthier and Fairer
Population Health

Our enablers



North East &
North Cumbria



Co-creation and personalisation



Integration and collaboration with partners



Impactful transformation priorities



Clinically led evidence-based services



Workforce

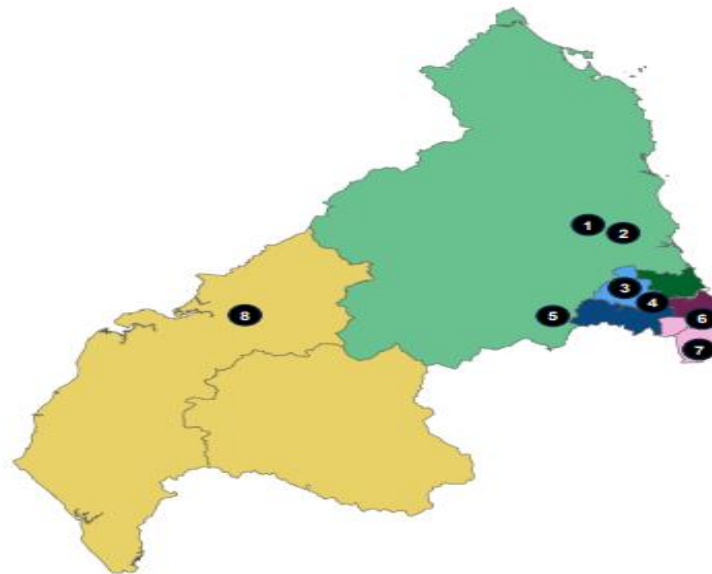
CMHT principles

- Services closer to home
- Telling story only once
- No wrong door
- Easier and quicker access
- Whole system involvement
- Integrated and innovative approach to the delivery of Mental Health services in the community
- Includes attention to physical health
- Person centred - engagement and co-production embedded throughout

Berwick provisions

- Autism in Mind
- The Toby Henderson Trust
- Barnardo's
- Cygnus
- Northumberland Talking Therapies
- Tyneside Northumberland Mind
- Recovery College
- VCSE Mental Health Alliance
- SMI Outreach Team
- Maternal Mental Health Service

Mental Health services provided by Cumbria Northumberland Tyne and Wear NHS Trust



NHS
Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

- Gateshead
- Newcastle upon Tyne
- North Cumbria
- North Tyneside
- Northumberland
- South Tyneside
- Sunderland

1. Northgate Hospital, Morpeth
2. St Georges Park, Morpeth
3. St Nicholas Hospital, Newcastle upon Tyne
4. Walkergate Park, Newcastle upon Tyne
5. Ferndene, Prudhoe
6. Monkwearmouth Hospital, Sunderland
7. Hopewood Park, Sunderland
8. Carleton Clinic, Carlisle

With **YOU** in mind

About the Trust

Mental Health and Disability Foundation Trust



Local population of **1.7** million



Employ around **9,000** staff



Local catchment area of **3,350** mi²

We work from over **70** sites across



Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland

We also provide a number of regional and national specialist services to England, Ireland, Scotland and Wales

Working across **8** local authorities and a partner member of the North East and North Cumbria Integrated Care Board



Turnover of around **£537m** million

With **YOU** in mind

**Inpatient
Services at St
Georges Park,
Morpeth**

**Community
treatment
teams for
adults and
older people**

**Crisis team
providing
home- based
treatment**

**Mental health
staff working in
primary care**

**Services provided in
Northumberland by
CNTW**

**Children's mental
health services
including learning
disability and help
with autism and
ADHD**

**Drug and
alcohol
services**

**Specialist
Neurological
services**

**Learning
disability
services**



Where are we in Berwick ?

Anderson Court – community treatment team for Adults and older people including access to memory services. Also used by Learning disability team and the Crisis and Home based treatment team.

Wallace Green – Drug and alcohol services

Patients homes– Learning disability services, Crisis and home based treatment service

GP surgeries – primary care mental health workers

Patients home or Berwick Family Hub – Children’s services

We can provide **all** our community services into patients homes or local venues where required or at a patients request and if safe to do so.

A large blue arrow pointing to the right, with the words 'THE NORTHUMBRIA WAY' written in white. 'THE' is in a green box above the arrow, and 'NORTHUMBRIA WAY' is inside the arrow. The background features a light blue sky with white clouds, two blue birds, a green hill with trees on the left, and three blue houses on the right.

THE
NORTHUMBRIA WAY

PEOPLE CARING FOR PEOPLE

Our new hospital in Berwick

Graeme Lowery, general manager, Northumbria Healthcare

We have come a long way!



The site now and next steps



Benefits of modular construction



Our temporary inpatient ward – patients and staff are delivering excellent care



Continually looking at services...

In addition to the services already provided, the new hospital will add:

Endoscopy suite

Providing access to a range of diagnostic.

Gynaecology, including colposcopy

We know that women's health can be sensitive and sometime worrying. We have a specialist team dealing sensitively if you need treatment with any aspect of your reproductive health.

Other services being considered include:

- Audiology
- Dental
- Dermatology
- Ophthalmology
- Urology

Continually looking at services...

NHS
Northumbria Healthcare
NHS Foundation Trust

**A HOSPITAL
FIT FOR THE FUTURE**

<p>OUTPATIENTS</p> <ul style="list-style-type: none"> - Abdominal Aortic Aneurysm (AAA) - Bariatric - Breast general surgery - Cardiology inc. heart failure clinic - Colorectal general surgery and nurse specialist - Continence - Diabetes - Dietician (adult and paediatric) - Endocrinology - Falls specialist - Flow rate - Gastroenterology - Geriatric medicine - Gynaecology - Inflammatory bowel syndrome (IBS) - Multiple sclerosis (MS) - Occupational therapy - Oral surgery - Orthopaedics - Orthopaedic podiatry - Paediatrics - Parkinson's Disease - Physiotherapy - Plastic surgery - Podiatry / biomechanics - Pre-assessment - Respiratory - Rheumatology - Sexual health - Sleep clinic - Speech and language therapy - Urology - Virtual fracture clinic - Warfarin clinic 	<p>AMBULATORY CARE NURSE LED CLINICS (FORMERLY DAY HOSPITAL)</p> <ul style="list-style-type: none"> - Ambulatory blood pressure - Ambulatory ECG (heart monitoring) - Blood transfusions - Blood monitoring - Drug infusions - Plastic surgery dressing clinic - Venesection - Urology bladder instillations <p>ENDOSCOPY SUITE JAG ACCREDITED</p> <p>INPATIENT CARE (WARD 1)</p> <ul style="list-style-type: none"> - Elderly medicine - Palliative care - Specialist rehabilitation <p>MATERNITY</p> <p>MINOR INJURIES</p> <p>ONCOLOGY</p> <p>PRIMARY CARE</p> <p>RADIOLOGY</p> <ul style="list-style-type: none"> - Ultrasound
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building a caring future
www.northumbria.nhs.uk

Any questions?



Berwick Hospital – Artist's Impression

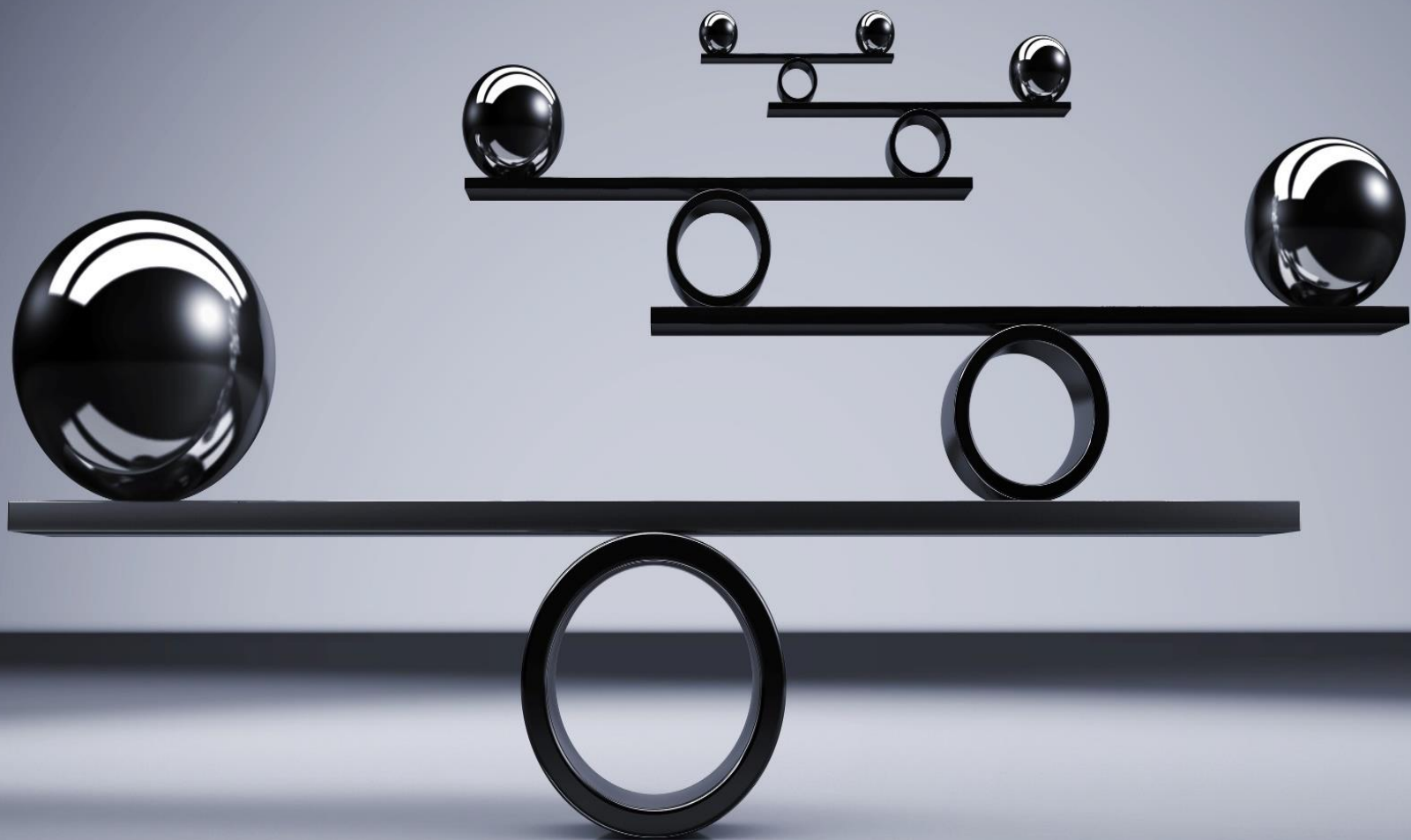


Question time



Peter Standfield
Chair





...until 2025