

## About us

### Here to make care better

We are the independent champion for people who use health and social care services in Sunderland. We're here to find out what matters to you, the general public, and help make sure your views shape the support you need.

We listen to what you like about services, and what could be improved, and we share your views with those with the power to make change happen. We can also help you find the information you need about services in your area.

Nationally and locally, we have the power to make sure that those in charge of services hear your voice. As well as seeking your views ourselves, we also encourage services to involve you in decisions that affect you.

“A huge thank you to everyone who shared their health and social care experiences, to our intrepid engagement team of staff and volunteers, and to the services who listened to the public.” - Margaret Curtis - Healthwatch Sunderland Project Lead

### Highlights of our year

# 27

volunteers

helping to carry out our work

In total, they gave up 786 hours

## Thank you!



# 1989

people

shared their health and social care story with us

# 14,872

people

accessed Healthwatch Sunderland's advice and information online



# 1811

Friends Followers

Across our social media, please follow us / like us

@HWSunderland



## Meetings

## Stalls

## Events

Attended this year

# 197



# 6

Wonderful team members

# 47

### Care Home Life visits

We gathered feedback from care home residents, their relatives, friends and staff who told us what it's like to live in the care homes across the City of Sunderland



## How we've made a difference

### Wheelchair Service Review

Working with local organisations and conducting three engagement events, this is what people told us:

Having their wheelchair is important

Staff within Wheelchair Service are good

Service to use good verbal and written communication

Website needs to be fully accessible, with full and up to date info

There should be more ways to contact the service other than phone

They need instructions on how to get to the service

When this feedback was shared with the CCG they said; "Healthwatch provided an invaluable contribution by independently gaining views from service users for us, and being part of service redesign events. Working together in this way has enabled us to ensure that the service user needs are truly at the heart of the improvement work for the Wheelchair Service in Sunderland."

In order to ensure that services hear about their great feedback we award staff and services with a certificate in recognition to celebrate this.

# 8

## Star awards granted

### We hear a lot of Positive comments and stories

## Helping you find the answers

# 611

People advised about

## Extended Access

This was through our engagement events and stalls

Extended Access is a service available to registered patients in Sunderland, run by local GPs ensuring everyone has easier more convenient access to GP services, including appointments at evenings, weekends and bank holidays.



After several meetings and communications with the Sunderland Royal Hospital Appointment Team this is what happened as a result:

## PRESS RELEASE

The trust developed a press release, which was published on their website and also appeared in the local press explaining the text messaging system.

## CHANGES MADE

They also agreed to make the text message they send out to patients clearer and easier to understand.

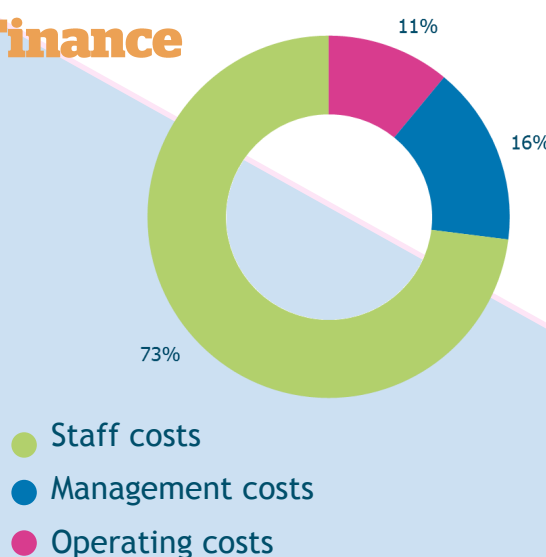
# Thank You

## Next years plans

Our priorities are shaped by the concerns that the people of Sunderland raise with us across the year. The health and social care scene is likely to be dominated by the coronavirus response and how that impacts all health and social care needs for some time to come. We will be asking you to share your experiences and help inform how your health and social care services look in the future. Stay safe - and stay involved by reading our newsletter.



## Finance



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £160,239.

## Talk to us - your voice matters!

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Have your say



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