

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.

 "I am really pleased that I shared my story with Healthwatch Sunderland, and that action has now been taken"

Highlights of this year

We heard from

994

people

this year about their experiences of

health and social care

24 volunteers contributed

511

hours

THANK YOU



13

Reports published



161

**meetings
attended**

We have

2,484

Followers on social media

Come follow us on



@HWsunderland
Healthwatch
Sunderland

How we've made a difference

Sunderland says

THANK YOU

Building on our Nominate a Star work (which is one of the ways used by us to ensure that services hear about their great feedback we receive about them), we spent this year asking the residents of Sunderland to send us their 'Thank You' messages to those individuals working to save lives and keep us safe during the COVID-19 pandemic.

We received many over the months from members of the public who got in touch with us to thank a range of services and individuals.

Access to breast screening services

Thanks to individuals with a learning disability or autism sharing their experiences of breast screening services we were able to work with NHS service providers to adapt the way they communicate with patients and ultimately ensuring patients have access to clear information about their treatment in a way that they can understand.



"Work is progressing to finalise the new easy read letter templates. We'll be aiming to publish them on GOV.UK within the next couple of months and will publish a blog article on the PHE Screening Blog to signpost to them."

Responding to COVID-19

Providing up to date advice and information on support services on COVID-19 through our dedicated webpage, which has received 2686 hits.

Becoming a Sunderland COVID-19 Champion, which has enabled us to keep up to date with local COVID-19 information & disseminate this through information

Linking local people with a Learning Disability, Autism, Dementia and their carers to a local GP and Clinical Director, from the NHS Sunderland Clinical Commissioning Group.

Producing a short film featuring a GP practice manager who provided patients with answers to many questions we received about GP appointments and how to access them during the pandemic.

Speaking to Sunderland people about their worries and concerns around the pandemic and listening to their feedback about services.

Feedback to those responsible for the vaccine programme delivery on patient experience to help the progress of the programme.

Helping people to access the services they need, at the right time.

Providing service providers with patient and service user feedback on how they have operated throughout the pandemic.

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

Next years plans

As we move away from national restrictions our team are very much looking forward to getting back into normal working life again and we will hopefully, when safe to do so, be able to see you all again soon and hear your views on health and social care services in person. We will listen to the people who kindly took the time to vote on our Priorities for 2021-2022 and are committed look into; Domiciliary Care in Sunderland, Young People and Carers and the impact of COVID-19.

Get intouch

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