



**Healthwatch**  
**County Durham**  
Annual Report 2015/16

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Healthwatch County Durham board meetings were held in public in 2015/16 at community venues across the county.

Agendas and reports can be viewed on our website at [healthwatchcountydurham.co.uk](http://healthwatchcountydurham.co.uk) or for more information and enquiries email [info@healthwatchcountydurham.co.uk](mailto:info@healthwatchcountydurham.co.uk)

# Message from our Chair



It has been an eventful and interesting year. Healthwatch County Durham (HWCD) became a community interest company (CIC) in April 2015. This transformation provided some freedom to operate and enhance the delivery of the services of Healthwatch and to improve the engagement with the citizens of the county and beyond.

Inevitably there have been a few teething problems including a reduction in the available staff, turnover of directors of the board, and recruitment for engagement leaders, chief executive officer and chair.

It is gratifying to note that the core activities of Healthwatch have continued with considerable success. This is due to the dedication and hard work of our engagement leaders - Julia Catherall, Emily Hunter, and recently Denise Alexander, Claire Cowell and Denise Rudkin. The co-ordinating function at the office is expertly handled by Gail Anderson.

Our large group of enthusiastic volunteers are a great help, particularly with 'enter and view' projects, attending meetings, events, drop-ins and consultations.

HWCD CIC is indebted to the valuable and efficient contribution of Judith Mashiter, the ex-CEO. The newly appointed CEO Sam Palombella brings a wealth of talent and experience and is an asset.

The board of directors - Betty Carr, Tony Rochester, Jim Welch and recently David Chaytor have guided HWCD CIC through its teething troubles with delicate, sensitive and constructive touch with success.

Our involvement with Durham County Council, commissioners, providers of health and social care has resulted in improving the service to the citizens of County Durham and beyond. Being part of the Health and Wellbeing Board and the Overview and Scrutiny Committee has been very constructive.

The impact of North East Combined Authority Health and Social Care Integration is expected to deliver improved, seamless user-friendly services.

The baton of Healthwatch, from 1st July 2016, will be in the hands of a new consortium of Pioneering Care Partnership, Durham Community Action and Citizens Advice County Durham.

It is a matter of pride that HWCD CIC has acted as a true champion of the patients and public in upholding the principles and responsibilities of Healthwatch.

*Dr Lakshur Murthy*

Chair, Healthwatch County Durham

# Who we are



Healthwatch County Durham is the county's consumer champion for health and social care, representing the voices of current and future users to decision makers.

It is one of 148 local Healthwatch organisations across England launched in 2013 to form a national network.

Healthwatch was established under the Health and Social Care Act of 2012, which also moved the responsibility for the commissioning of health services to local Clinical Commissioning Groups (CCGs).

County Durham has two CCGs - North Durham CCG and Durham Dales, Easington and Sedgfield CCG, two NHS Foundation Trusts and a multitude of other providers of health and social care.

Healthwatch County Durham is a registered Community Interest Company and has the following statutory activities:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.

- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

## Our vision

We believe that the people of County Durham should help to determine the nature and the quality of the health and social care services they, or the people they care for, use.

## Our mission

We act as the local consumer champion for users of health and social care services by:

- Understanding what matters most to consumers, especially those least included in society (the easy-to-ignore), by always starting with their needs and rights.
- Influencing those who have the power to change the design and delivery of services so they better meet the needs and rights of users.
- Contributing to the Healthwatch network to ensure that together our local insight has national impact and that the collective national insight has local impact.

## Our values

- We are inclusive
- We are responsive
- We are independent
- We are credible
- We work collaboratively
- We learn
- We are responsible and accountable

## Our priorities

Healthwatch County Durham has published 'Our Plan', setting out strategic priorities for 2014 to 2017 which align with those of many key health and social care providers.

Strategies and organisations we have aligned our priorities with include:

- County Durham Joint Health and Wellbeing Strategy 2014-2017
- County Durham Joint Strategic Needs Assessment
- Children, Young People and Families Plan 2014-2017
- County Durham Public Mental Health Strategy
- North Durham Clinical Commissioning Group
- Durham Dales, Easington and Sedgefield Clinical Commissioning Group
- County Durham's Area Action Partnerships
- Public Health, County Durham.

We have identified two priority issues to gather people's views on:

- Integrated health and social care
- 'Making sense of it all' (knowledge, understanding, accessibility and navigation around the systems).

We have also identified three priority groups of people to engage with:

- Those seldom heard
- Children and young people
- The elderly and those with dementia.



# Listening to people who use health and care services

## Gathering experiences and understanding people's needs

**During the year Healthwatch County Durham has engaged with thousands of users of health and social care services at events and drop-ins, by answering telephone and email queries, and via social media.**

We have travelled across the county, meeting people of all ages from schoolchildren to senior citizens, to find out about their experiences of health and social care services and where they would like to see improvements.

We have met young people at Teesdale School 6th form's 'Places to go, things to do' event and Bishop Auckland College's Annual Xmas Fair, and attended a Dementia Friends session in rural Weardale and the International Old People's Day event in Newton Aycliffe.

Staff set up a stall at Bishop Auckland Market to meet members of the public out shopping, and attended Durham Business Club and the Mental Health Provider Forum.

We have held regular two hour drop-ins at venues including the University Hospital of North Durham, Bishop Auckland Hospital, Sedgefield Community Hospital, Peterlee Community Hospital, Shotley Bridge Hospital, West Park Hospital, Lanchester Road Hospital and Weston Area Community Centre.

We have also piloted lunch-time events to engage with employees of Durham County Council at County Hall and at the Spennymoor offices.

We have worked with Durham Foodbank to seek views from, and offer help to, foodbank clients on health and social care issues, and attended the BME Group.

We have also met with Rethink Mental Illness Advocacy Support, which acts as a voice for adults with mental health issues, and Durham County Council's Sensory Support Team, to discuss the work

of Healthwatch and our Seldom Heard project.

In May 2015 we published a report on the findings of a survey conducted with children and young people at five events to gather their thoughts and experiences when they access local health services (pharmacies, opticians, dentists, GPs and hospitals).

Among the findings shared with commissioners, service providers, regulators and stakeholders were that the young respondents knew little about pharmacy services, thought waiting times for GP appointments were too long and that GPs used too much 'jargon'.

Comment boxes monitored by volunteers have been placed in venues including Chester-le-Street library, the Education Centre for Children with Down Syndrome and Willowburn Hospice.

Healthwatch recruited volunteers to a focus group who worked with County Durham and Darlington Foundation Trust, to comment on visiting times and input into the design and layout of a new planned Accident and Emergency Unit at the University Hospital of North Durham.

A survey on patients' and carers' experiences of the Patient Transport Service was held as a result of consumer comments, and an online survey of views on access to emergency dental service over the Christmas holiday period was carried out on behalf of NHS England.

A wide range of feedback obtained from these varied activities has included both positive and negative comments on services including GP practices, dental surgeries, hospitals and the North East Ambulance Service.

Complaints often centred on waiting times and access to services, while we received many compliments about staff in both acute and community facilities.

Feedback has been passed on to commissioners and providers of services via reports and at Foundation Trust and local authority meetings we attend.

## Annual meeting

**Our annual meeting held in February 2016 gave members of the public an ideal opportunity to find out about the work of Healthwatch and how to get involved.**

It included a presentation by board member Tony Rochester on how members of the public could help Healthwatch and round table discussions on personal experiences of health and social care provision.

The guest speaker, North East Ambulance Service's Assistant Director of Communications & Engagement Mark Cotton, fielded questions from the floor about access to ambulance services and response times - a hot topic this year.



Delegates at our annual meeting

## What we've learned from visiting services

**One of our key roles is to carry out Enter & View visits to providers of health and social care services to identify both good practice that can be shared with others and any issues service users feel concerned about.**

We carried out three Enter & View visits during the year - two at care homes and the third at a GP practice.

The first visit was to Sherburn Medical Centre in July 2015 in response to concerns raised by patients about difficulties making appointments by telephone. But our visit actually revealed the appointment-making system operated reasonably well and most patients were seen within one to two days.

Arriving at the practice at 8am our four authorised representatives found nine patients waiting outside for the 8.15am opening, with several claiming it was too difficult to secure an appointment by telephone.

Of 32 patients interviewed during the two hour visit, none had used the online appointment system.

There was a perception among a number of patients interviewed that a one to two day wait for an appointment was not a good service; in reality the practice was providing 130 more appointments per week across its Sherburn and Belmont surgeries than NHS guidance suggested.

During the visit one patient turned up in person to make an appointment and returned to be seen in less than an hour by a nurse as requested.

Recommendations made following the visit included opening the surgery at 8am or providing a shelter for queuing patients, promoting the online booking system and if possible increasing the number of same day appointments available.

The practice responded, saying it would look into provision of a shelter, would further promote online booking and was working on increasing access to walk-in appointments.

Two visits were made in March 2016 to care homes in Barnard Castle and Chester-le-Street.

Neither was as a result of concerns raised, but instead in order to contribute to our programme of gathering evidence on our priorities - the elderly and those with dementia, and integrated health and social care.

The stated purpose was to gather the views of residents, relatives to their experiences and views of the services being provided to them, and understand how dignity is being respected in a care home environment.

There were no concerns raised in either visit, but recommendations made about signing in books at both.

Residents at both homes were happy with access for visitors, recreational activities, food, personal hygiene and dignity, but some reported issues with short staffing at times.

Our Enter & View Authorised Representatives are: Richard Clayton; Pamela Coombs; Sandra Cottrell; Reg Davison; Anne Glynn; Norman Meyer; Jean Ross and Joan Taylor.

# Giving people advice and information

## Helping people get what they need from local health and care services

Healthwatch County Durham operates a freephone line for members of the public to call to ask for advice and information, including signposting to health and social care services.

During the year we helped more than 130 callers who contacted us about a wide range of issues. Here are just some of the services we signposted:

- The Stroke Association
- James Cook Hospital
- RVI Newcastle
- Durham Advocacy Service
- Citizens Advice Bureau
- Prescription Exemption Service
- MIND advocacy
- The Local Dental Network
- The Podiatry Service
- British Red Cross
- Rethink Mental Illness
- Adult Social Care, Durham County Council
- Learning Support Team
- Care Quality Commission
- Cancer Support
- Emergency Medical Transport
- Durham County Carers' Support
- Patient Advice and Liaison Service
- Independent Complaints Advocacy
- Age UK
- National Autism Society
- Social Care Direct
- Community Dental Service

Examples of help given include:

- A dental patient who was charged twice for emergency treatment because they attended two separate branches of the same dental practice for the course of treatment. Healthwatch County Durham approached the practice on the patient's behalf and the second payment was refunded as this should not have happened.
- A full-time carer whose husband has locked-in syndrome needed to know the level of training of supporting carers in order that she could arrange some respite. Healthwatch staff sent a copy of the recent Care Quality Commission inspection report for the care provider, providing the necessary information and point of contact for the client.
- A caller sought information on how to make a complaint regarding the treatment they had received at an urgent care centre.

There is a service finder page on our website with links to numerous organisations and agencies including Durhamlocate, the Local Pharmaceutical Committee and the County Durham Families Information Service.

There is also useful information for carers, with advice on independent living, funding for healthcare and social care and Personal Health Budgets. The A4 booklets are distributed through NHS outlets such as GP and dental surgeries. A further 5,000 copies are handed out across the county at drop-in sessions and to groups and individuals at engagement events.

We also regularly give signposting advice to members of the public we meet at the regular drop-ins and other community events we attend throughout the year.





# How we have made a difference

## Working with other organisations

**Healthwatch County Durham has been lobbying on behalf of patients on a number of issues throughout the year, and working closely with commissioners and providers to help shape services and bring about improvements.**

We have highlighted concerns with ambulance and patient transport services, the Blue Badge system and GP access, while survey work has included obtaining views on in-patient experiences, hospital visiting times and dental services.

### North East Ambulance Service

We wrote to the Chief Executive of NEAS following concerns raised by patients about both access to ambulance services and response times.

CEO Yvonne Ormston gave a detailed response, writing to us to highlight contributory issues with staff shortages and hospital handover delays, and outlining various measures underway to address these.

Assistant Director of Communications & Engagement Mark Cotton also attended our annual meeting in February 2016 where he discussed the issues raised.

NEAS was subject to an inspection by the Care Quality Commission in Spring 2016 and we ran a patient survey in conjunction with Healthwatch across the region to ensure as many people as possible were able to give feedback on their experience of using ambulance services.

### Patient Transport Service

In September 2015 we conducted an online survey on patients' and carers' experiences of the Patient Transport Service after an increasing number of service users told us they were having difficulty securing patient transport to enable them to attend vital hospital appointments.

We had 95 responses, with comments including confusion arising from different questions being asked by operators at the call centre, patients who previously accessed patient transport now finding that they are being told they no longer qualify, and those who need to be accompanied by their carers finding they are not allowed to travel with them.

Some people have reported that they are having to pay for the service which was previously free.

One example is an 83-year-old lady who lives alone and does drive, but only where she is confident to drive and only if she feels well enough. When she requested transport she was asked if she had cancer or was on oxygen. When she replied no, she reported the call handler practically hung up on her.

She eventually got transport from the Resource Centre at the cost of £14. However she then received a Saturday morning appointment at Sunderland Hospital and nobody was able to take her.

Of those survey respondents who could not access patient transport, nearly 34% failed to keep their hospital appointments as a direct consequence, and just under 14% had to pay to use the patient transport.

Healthwatch submitted a report of our study findings to commissioners recommending further examination of the issues raised.



Mark Cotton from NEAS addresses our annual meeting

## The blue badge renewal system

A review of the blue badge renewal process was launched after Healthwatch contacted Durham County Council in April 2015 about concerns raised by a frail, elderly lady left extremely distressed about a letter she received which we believed was perfunctory, threatening, unhelpful and sloppy.

The standard renewal letter addressed the lady as 'Mr, asked for a timely re-application but was not dated, threatened fines and enforcement action if the badge was used after the expiry date, used jargon and had no named contact for queries.

The council agreed with the criticism and asked the national contractor Northgate Information Solutions, which issues blue badges on behalf of all local authorities, to make a number of changes to the standard renewal letter.

## New A&E unit at the University Hospital of North Durham

We were asked to offer input into the design of the new Accident & Emergency unit at the University Hospital of North Durham.

One of our engagement leaders and five volunteers met with the project director/architect and were involved in discussions on the planning of the new department.

The feedback received was very positive and our Healthwatch volunteers were very impressed with the plans. We had the opportunity to comment and raised ideas which will be considered. We have been invited to attend a further meeting later in 2016 for discussions regarding the interior of the building.

## The 'Perfect Week'

Four volunteers took part in the 'Perfect Week' exercise at the University Hospital of North Durham, an organisation-wide focus on systems and procedures to assess their effectiveness and to identify problems and their causes.

During the week-long exercise in November 2015 our volunteers surveyed 47 patients, asking them a series of questions about their experience in hospital including staff interaction, how informed they were about their treatment and discharge arrangements.

The results were fed back to County Durham and Darlington Foundation Trust to be used as part of their review.

"NHS North Durham CCG has valued the opportunities to connect and work collaboratively with Healthwatch County Durham. We recognise the insight they have about local health and social care issues affecting our patients and communities. Healthwatch has ensured that this is fed into the work of our organisation by having a permanent position on our Public, Patient and Carer Engagement (PPCE) committee, feeding directly into our Governing Body.

"A valued partner supporting us to improve health outcomes whilst championing the patient voice. We look forward to building on our relationship as we move forward in delivering our priorities."

Feisal Jassat, NHS North Durham CCG Lay Member for Engagement (chair of PPCE)

"Healthwatch plays a vital role in engaging with the general public and capturing feedback about health services which is shared with us in order that we can learn from general trends or specific issues and support us in making improvements for our patients and service users. During 2015/16 Healthwatch teams provided invaluable support and feedback to our Perfect Week initiative at University Hospital of North Durham.

"We introduced a new peer review process whereby current anonymised complaint reports and responses are reviewed by members of Healthwatch to ensure a fair and balanced response is provided to patients, and representatives of Healthwatch continue to be active members of our Patient Experience Forum. We very much look forward to working together again in 2016/17."

Sue Jacques, Chief Executive  
County Durham and Darlington NHS  
Foundation Trust

## Survey on new visiting times

A team of Healthwatch volunteers and staff conducted structured surveys with patients and visitors about revised opening and visiting times at a selection of wards at Darlington Memorial Hospital and the University Hospital at North Durham in October 2015.

The 108 surveys were carried out on behalf of Patient Experience at County Durham and Darlington NHS Foundation Trust and the analysed results were then provided to the Trust.

## 'Safely Home'

In July 2015 the report 'Safely Home' from the Healthwatch England Special Inquiry into Unsafe Discharge from Hospital was published. Healthwatch County Durham coordinated and collated input to the inquiry, based on evidence gathered locally, and a board member was part of the inquiry panel.

Further examples of Healthwatch working with stakeholders to champion consumers' views include:

- We work jointly with the County Durham and Darlington Foundation Trust Patient Experience Team to review complaints.
- Healthwatch County Durham has been invited to represent the patient interests on the Urgent and Emergency Care Network (including the Vanguard programme) and the Better Health Programme.
- Healthwatch provides input to the Local Dental Network, the Local Pharmacy Network and the Local Eye Health Network.
- We are actively involved in the engagement strategy development commissioning intentions consultation of both CCGs.
- We attend the Durham County Council Mental Health Providers' Forum
- We attend the North East Ambulance Service Healthwatch Forum.



“Healthwatch County Durham played a vital role in shaping meaningful engagement processes within the NHS Durham Dales, Easington and Sedgefield Clinical Commissioning Group in 2015/2016. Healthwatch has also provided extensive support to our urgent care consultation by carrying out significant engagement activities with a variety of local stakeholders, including hard-to-reach groups. In particular, they worked with service users with mental health issues, sight impairment and they also engaged numerous patients attending local walk-in-centres and urgent care centres.

“Effective working relationships between Healthwatch and the CCG have been a fundamental component of meaningful, transparent and inclusive processes for engaging with the local people across the DDES area.”

Nicola Bailey, Chief Operating Officer,  
NHS Durham Dales, Easington and  
Sedgefield Clinical Commissioning  
Group

## Involving local people in our work

**From board members, to staff, to volunteers, to the people we serve - local people are central to the work of Healthwatch County Durham.**

Volunteers are routinely involved in our activities and often suggest areas of work we should consider undertaking.

Specific roles include carrying out Enter & View visits, conducting patient surveys on behalf of local hospitals, and attending meetings with senior NHS staff to offer feedback on planned changes to services and the design of new facilities.

We have also recruited a team of community volunteers who operate comment boxes which have been placed in venues including Chester-le-Street library, the Education Centre for Children with Down Syndrome and Willowburn Hospice.

By the end of March 2016 we had in our membership:

- 480 'Friends'
- 36 'Healthwatchers'
- 8 Enter & View Authorised Representatives
- 6 Enter & View Authorised Representatives in training
- 7 Meeting Representatives
- 6 Engagement Volunteers
- 6 Mystery Service Users
- 3 Administrative Assistants.

## Our plans for next year

### Future priorities

**Our first priority for 2016/17 is the smooth transition into the new consortium of Pioneering Care Partnership, Durham Community Action and Citizens Advice County Durham.**

The partners' vision is for Healthwatch County Durham to be recognised as an equal, robust and credible player in the health and social care economy.

This will be achieved by:

- Increasing the membership and reach to be representative
- Driving a greater volume of contacts
- Drawing on partners' vast experience and knowledge
- Engaging with a representative cross section of communities
- Populating the work plan using intelligence gathered
- Considering other local/regional/national benchmarking data.

There will be a staffing restructure with new roles and a relocation of the headquarters from Newton Aycliffe to Meadowfield.

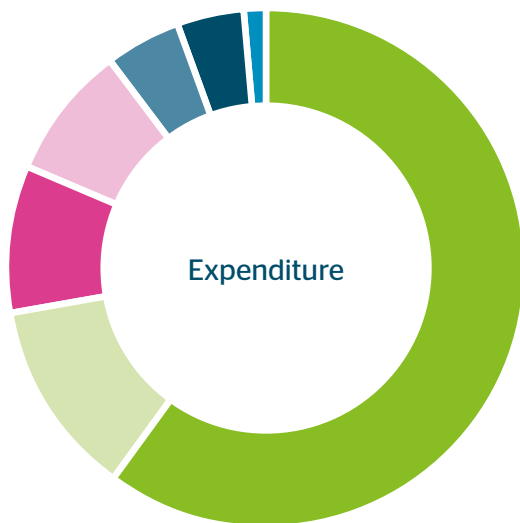
# Our finances

## Income

DCC contract	£197,626
Other income	£1,400
Balance carried forward from 2014/15	£32,250
<b>Total Income</b>	<b>£231,276</b>

## Expenditure

Management and staff salaries	£107,596
Recruitment and training	£7,347
Board and volunteers costs	£15,024
Operational costs	£8,433
Outreach and publicity	£2,338
Support services	£16,130
Rent	£21,885
<b>Total Expenditure</b>	<b>£178,753</b>



### Expenditure

- Management and staff salaries
- Rent
- Support Services
- Board and volunteers costs
- Operational costs
- Recruitment and training
- Outreach and publicity





# Our people

The corporate board is responsible for setting the vision and strategic priorities for Healthwatch County Durham and delivering the contract for Durham County Council in 2015/16.

The company directors have statutory responsibility for delivery of Healthwatch and all financial matters. All board members are lay members of the community. Most bring a wide range of local connections and networks to benefit Healthwatch.

A comprehensive Governance Manual is in place and its individual policies cover all aspects of good governance.

In 2015/16 board meetings were held monthly, in community venues around County Durham.

Members of the public are invited to observe the board at work, and meetings are publicised via our ebulletins, through social media channels and on our website.

Each agenda has an item 'Listening and Learning' which provides any member of the public in attendance the opportunity to address the board or raise issues relating to health and social care. Once approved, minutes of monthly meetings are made available via our website or on request.

'Our Plan' - the strategic plan prepared by the board - is translated into 'Our Plan in Action', which is the staff team's work programme for the year.

We try to continually learn and develop as an organisation and regularly hold joint board and staff team development days and planning events.

## Board members



**Dr Lakkur N S Murthy**  
Chairman

Murthy has served in the NHS for 40 years; more than 20 years as a Consultant and ten years as a Clinical

Director. Since retirement he has been involved in voluntary work and is a public Governor of the largest North East NHS Foundation Trust. Being Chairman of Healthwatch County Durham provides an opportunity for Murthy to influence the design and provision of health and social care services for the patients, families and carers to ensure that the consumers' needs and expectations are the main priorities.



**Tony Rochester**  
Board Member

Tony studied for a degree in Civil Engineering in Glasgow and was so affected by the deprivation there that

he became a volunteer, helping local communities. He later became Senior Careers Officer in Newcastle, leading the development of a service which helped young unemployed people secure jobs. Tony has also worked on finance for voluntary bodies and the Health Service and for the last 15 years has been the Financial Manager for a local Health Centre. He has lived in County Durham for most of his life.



**Elizabeth (Betty) Carr**  
Board Member

Betty's career has included time as a civil servant within the NHS Statistics Department, in local government

within Durham Constabulary, and in human resources in the private sector. For the past 20 years she has undertaken voluntary work within her local community, serving in many roles as Chair/Vice Chair and Trustee of community groups including Patient and Public Involvement in Health, County Durham Local Involvement Network in Health and as a co-opted member of County Durham Adult and Wellbeing Overview and Scrutiny Committee.



**Jim Welch**  
Board Member

For the past 22 years Jim has been disabled and using a wheelchair.

Twelve years ago he suffered a stroke, leaving him blind. Jim has founded several charities for disability support and social activities for blind and partially sighted people of County Durham. As Chief Executive Officer for a charity limited by guarantee for the past seven years he brings directorship skills to the board and has good communication and leadership qualities.



## How we involve the public and volunteers

As consumer champion for health and social care service users in County Durham, Healthwatch County Durham takes very seriously the responsibility to involve local people and focus on local people's experiences in all aspects of our work.

The board is made up of lay members of the community, not representatives of other interest groups.

Volunteers are frequently invited to become actively involved in our activities and suggest areas of work we should consider.

Volunteer Enter & View Authorised Representatives are involved in every part of the visit, from planning and designing observation tools and questionnaires, to conducting the visit, developing recommendations and then writing the report.

Volunteers help staff at engagement events and Healthwatcher volunteers are committed to being our 'eyes and ears' in their local community and to gathering consumer comments on our behalf.

## Volunteer spotlight: Jean Ross

Former bus conductor Jean Ross is just the ticket for Healthwatch County Durham's Enter & View team, having spent 30 years working in the care industry.

Jean has worked in residential care in a number of roles from laundry assistant to manager, and has also worked with people with learning disabilities, with dementia, and in domiciliary care.

In 2004 she set up her training business Care Training Services, and also audits assessment centres for City and Guilds.

Jean, from Crook, is enjoying volunteering with Healthwatch. She said: "I bring my expertise and grass roots background to the Enter & View team, which gives me useful insight.

"I think Healthwatch is very valuable and I like the way it responds to the concerns raised by members of the public. I am looking forward to continuing to work with Healthwatch and as a former mystery shopper hope to become a secret service user."



**Healthwatch County Durham**

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