

## **Welcome to the first 1000 Voices Panel Event**

Teesdale School, Barnard Castle

Saturday 7<sup>th</sup> February 2009

10.30am to 4.30pm

### AGENDA

- |       |   |
|-------|---|
| 10.30 | Arrival and coffee                              |
| 11.00 | Welcome and introductions                       |
| 12 00 | The VISION so far and how 1000 voices will work |
| 12 45 | Lunch   |
| 13 15 | Town Park Ideas Discussion                      |
| 14 30 | Tea   |
| 14 45 | Health Campus Ideas Discussion                  |
| 16 00 | Summing up and next steps                       |
| 16 30 | Close   |



1000 Voices Panel has 180 registered panellists as at 23.02.2009  
 Please do extend invitations to join the panel to friends, neighbours and colleagues

<b>Event Attendees (40):</b>		<b>Apologies received from (55):</b>	
Allen	Anne	Aggio	Ursula
Armstrong	June	Armstrong	David
Barron	Christine	Bailes	Sylvia
Berresford	Sue	Barmby	Ann
Bond	Hillary	Bartle	William
Bromley	Claire	Bonnett	Patrick
Buchanan	Thelma	Brown	Iain
Cole	Jill	Cabbage	Susan
Collecott	Diana	Carr	Claire
Conran	Elizabeth	Clayton	Ricky
Davis	Jean	Connelly	Pauline
Day	Georgia	Davis	Paul
Dinwiddie	Alastair	Dent	Margaret
Edwards	Michael	Diment	Neil
Foster	Norah	Fawcett	Fred
Foster	Robert David	Finlay	Mrs E.A.
Gallagher	David	Griffiths	Oswald Robert
Grady	Angela	Hampshire	Jean
Graham	Kaye	Harrison	Barbara
Havelock	John J	Henderson	Michael
Herren	Christophe	Henderson	Anne
Hughes	David	Henderson	Robert M
Huxtable	Stephen	Hinchcliffe	Mina
Ingle	Martin	Hobson	Leah
Jameson	Dorothy	Holroyd	Sue
Jenkins	Deborah	Hunt	Lynne
Kirkbride	Ian	Hutchinson	Pauline
Kirkbride	Susan	King	Geoff
Maughan	Martyn	Knights	Susan
Ridgway	Sally	Lacey	Vanessa
Simpson	Jill	Lawton	George
Sparrow	Brian	Lee-Shield	Janine
Spiby	Anne	Lewis	Marian
Stolliday	Ivor	Lincoln	Fiona
Stow	Charlotte	Marshall	Chris
Surtees	Henry	Miles	Keith
Taylor	Elizabeth	Miles	Margaret
Westgarth	Pam	Morris	Stephanie
Weston	Will	Nixon	Kevin
Wilson	June	Payne	Angela
		Pearce	Rev Keith
		Peat	Diane
		Raw	Maureen
		Russell	Peter
		Sadie	Briggs
		Shoulin	Caroline
		Staley	Joan
		Telfer	Susan Jane
		Telfer	Paul
		Turner	Lesley
		Warren	Philip
		Whiteford	Allan
		Willson	Rebecca

	Winchester	Debbie
	Woodall	James

## Introductions

Cross-section of people aged 15 – 70+ and a mixture of people who have lived in Barnard Castle/Teesdale all their lives and others who have relocated either for work or personal reasons and have lived here less than 10 years. See page 5 for details of participants and apologies.

People gave a range of explanations of their stimulus to join 1000 voices including a feeling that Barnard Castle is not currently fulfilling its potential, that there is 'something missing'. Explicit references to needing more for young people, better car parking / better transport, more tourism, better quality and more diverse shopping, toilets and technological infrastructure.

## Background to Vision

Deborah Jenkins presented an overview of the origin of the Vision, its aims, funding partners, management arrangements, main themes and criteria for success. Anne Allen then gave a brief overview of projects to date including Castle lighting and access, the Shaw Bank master plan, the Hole-in-the Wall car park access, reconnecting the Butter Market, shop front renewal and ongoing work to attract developers including a hotel.

## Comments / Questions

The Vision

I found the session very informative and dispelled a lot of the myths circulating about the Vision. Good – very stimulating – provided lot of material for thought.

An excellent day – very clearly delivered & inspiring.

I thought a lot of useful ideas were put forward and hope that some or all of them can be acted upon – I would be willing to help in any way I can.

I was impressed and invigorated by the tone and quality of this event. While there was clearly a lot of information (and a great deal of background work) to communication, the experience as a whole was lively and participatory. This was very largely due to the engagement and skill of the chair, as both presenter and facilitator.

Quite stimulating – let's hope the aspirations can be turned into action(s). One of the problems with "projects" such as this is converting those who have entrenched views along the lines of "I'll believe it when I see it"

After the crude repetitiveness of so much regional propaganda (Passionate people. Passionate Places etc) It was a delight to find language used with clarity and resonance, even in such simple expressions as 'heart, head and hand', and to meet people unafraid of invoking 'imagination, intelligence and wisdom'!

One came away feeling that The Aspiration is not empty rhetoric, but a dynamic programme that has been deeply thought-through.

The Vision evidently has a task ahead in winning hearts and minds, but those who attended the event are already networking to share fresh insights and inform their friends.

Further events of this kind are evidently planned (time and energy permitting)

Has the Vision considered a dedicated panel for young people?

Also, the Witham's Sunday evening talks might be a good public forum for going into further detail on issues like landscaping

Could the superb aerial view of Barnard Castle used in the presentation which allies it with other defensive sites in northern England, take its place in the literature beside (or even instead of) the somewhat tired, if iconic, Buttermarket?

Prior to today's session, town people should have had an opportunity to inform the Vision – not vice versa.

Vision should seek to use local companies for all their consultation wherever possible.

Local people know what they want if given opportunity to express their wishes and feelings.

Presentation of the Vision very good. "Your Voice" worded well. Excellent explanation of process so far.

Could a synopsis of these presentations go out to 1,000 voices to bring them onside and up to date?

Some good ideas but feel that they should be broadcast generally to the Barnard Castle people not just confined to this Vision group.

A lot of emphasis on Glaxo but there is no certainty that it will exist in a few years time.

There seems to be a tremendous amount in the "Vision" even for a 20 year plan. If there are too many areas to tackle, few if any are completed. Do we need to "prioritise" so that things are possible to do, can get funding, are done so that something visible is completed quickly.

More facilities for younger people urgently required along with affordable housing.

The YMCA really needs re-locating as far too small & causes concern for local residents – but equally needs to be town centre location as youngsters like to see what's going on.

The townspeople should have been informed exactly what vision plans are. Only bad ideas seem to hit the press so they are not getting credit for some very good ideas (more publicity).

Notice board in centre of town. Map with all points of interest and directions to them.

Why could Vision not fully invest so the Teesdale Event leaflet could be printed? This would bring tourists to the town.

Spring Lodge up for sale – ideal spot for discreet hotel development with 60 beds. Help develop weekend tourism in Barnard Castle and wider Teesdale. Plus weddings. Could develop sports competitions (rugby).

Further education – don't forget Barney school, Bishop Auckland College and Enterprise House. Technology Centres – Enterprise House (has 10meg broadband, radio Teesdale and Harmire House as a whole).

Activities – don't forget Clubs – Golf Club, Cricket Club, Rugby Club etc.

A holiday language school would help raise Barney's profile and be a chance for local kid's to meet European youngsters. I would love Barney to be just a little bit more cosmopolitan.

### *The Castle*

People feel locked out of the Castle. Why can't residents have free membership or admission?

Castle Players and others would use the Castle for events.

What about daffodils around the Castle

The ideas about access to the much-neglected castle are excellent: might a strategic shift of the notorious lavatories bring public attention to Scar Top?

Is it Riveaux Abbey that has a walkway above it with gaps in the trees to give views over the Abbey? When we were there, people were coming to picnic, paint/sketch and enjoy the views.

More visitors to the town?

### *On Affordable housing*

The lack of affordable housing is a deterrent to retaining and attracting young people. Could a housing association be found to build student-type shared accommodation?

Community Housing for young people to encourage leaving parental home along the lines of students in shared housing

### *Renewable energy*

Is the Vision looking at ways to harness power from the River Tees?

William Weston presented the interim findings of the landscape appraisal by Chris Burnett Associates. The study identifies several ways to improve the visibility of the Castle and the River, to improve physical connections with The Bowes Museum and improvements to paths to encourage walking and extend the time that visitors stay.

### *General Comments*

In Will Weston's presentation, the Vision literally took shape in past and present images of the town. Burnett Associates' landscape appraisal is persuasive in its emphasis on access, open space and viewpoints, provided that the accent is on distinctiveness, not uniformity.

I think Will Weston's "landscaping etc" is the better idea. Making the town interesting for tourists to visit. Tourists bring money.  
Loved the Galgate scheme. Doubtful about the car park entry onto Newgate - much too busy at certain times of the day anyway – perhaps better signposting would be better.  
Interesting landscape presentation – giving new ideas for thought.  
Interesting ideas to consider and to spark off further creativity as well as to pass on positive vibes about what you are doing.  
Entry to the town needs to be a positive experience – trees, plants, garden/café areas – lots of good ideas.  
Very interesting ideas about small flowers and veg. plots around the town with daffodil and spring bulbs planting around castle etc. Would love to see the trees back in Galgate. Volunteers for woods (or small areas) would be beneficial and bring community together with similar interests.  
Xmas lights are still an issue - the town was still quite dark.  
Barnard Castle bandstand not mentioned – a lot of work is needed.  
Scar Top's main problem is rubbish.  
Vision members should be kept informed with e-mails of any plans submitted.  
Put interpretation panels using Turner's engravings at points where Turner took his views.  
A wheelchair route would be good along the Birch Road walk to the Bowes Museum.  
Please get local feedback on the Burnett report.

#### *Comments on the Bowes Museum link*

Need to encourage use of Newgate as well as Birch Road and cemetery path  
Improve signage and wayfinding  
The proposal for a new gate to the Museum grounds on Birch Road signals an improvement on the back gate *but*, like Armstrong's corner near Waterloo Yard, this corner is constricted and dangerous for both vehicles and pedestrians.  
The panels' sense that the natural (and more attractive) approach to the Bowes Museum is along Newgate should be given due weight.  
Back routes to Bowes Museum not practical. Crossing Queen St is not safe at any point. Use Newgate and the town shopping area to mark routes to the museum.  
Could try to link Bowes Museum and Castle to encourage visitors to spend time in the town by having a combined entry ticket.  
The shortest route is Hall St, Smiths Eng. Works, cemetery, Scout Hut – but it is an eyesore!  
Have distance markers on route to Museum eg 400 yards, quarter of a mile.  
Could there be an "all in one" ticket for the Museum and Castle.  
Discuss the Bowes Museum Park history with E Conran.  
Should try to attract the rest of Europe to Barney especially with the Bowes Museum Anglo-French link.

#### *Comments on Walks/Landscape*

General agreement on needs to reinstate / improve paths  
There is new graffiti on Silver Bridge  
Could we establish an historic walking tour with period buildings to show how town has developed?  
Yes to volunteer involvement in establishing and maintaining paths and green areas  
Good idea to tidy up the trees and undergrowth leading down to the river from Scar Top. Also to make the existing paddling pool into a sand pit to be covered when not in use  
The area in front of Addisons could be pedestrianised and the road closed to enable this to happen. The buses which depart from these could be moved to the other side to make that a place where all buses stop and start. This would help tourists know where the buses to all destinations are to all destinations.  
What about bluebell woods and herb gardens?  
What about flowers and window baskets – Marie Curie?  
Could the Meet fairground be on Scar Top?  
Museum Park needs improvement  
Ideas for paddling pool on Scar Top – sandpit, water fountains or water jets for children to play in.  
Controlled by person who runs the crazy golf. Also covered on an evening.

Thank goodness the clutter of street furniture is being addressed!

Naturalists should be consulted about Scar Top

Would the woodland trust be interested in expanding the area they manage near Scar Top in collaboration with the Vision?

Named pathways and 'heritage trails' like those at Richmond would be attractive to tourists (and those directing them) at present, much of Barnard Castle is lost to residents and visitors limited by the disappointing frontage of the Market Place

Have the words WELCOME in bright coloured flowers on the plot of land at the BP garage to welcome people in

Signs to let visitors know there are shops on the bank – 'artisan quarter'

We speak of ginnels or vennels, not alley-ways, in this part of Britain!

The formulation 'eyes on the hills and feet on the ground' applies to this town from the *inside out*, as well as from *outside in*. One of the joys of Barnard Castle is that one can live in town, but have the surrounding countryside continually in sight. Thanks to the lack of recent high-rise building, there are views of sheep grazing from the top of the Bank, while from the cemetery paths and Museum grounds, as from many town gardens, there are clear sightlines to Barningham Moor and the sky above the Stang ('where the weather comes from'). This historic feature is worth mentioning because many towns have lost or destroyed theirs. From Durham Market Place you can no longer see the river or the trees: that is one reason why I moved to Barney.

As a keen gardener, I'm aware of the degeneration of most of the town's modest parks and gardens. These include the museum grounds (where one grounds woman does a wonderful job, but the planting and even the gravel have hardly been refreshed since the Bowes lifetime. These and the wretched rose gardens around the town cry out for sensitive restoration and I am relieved this is being considered.

Communal gardening could surely succeed in Barnard Castle.

Community planting schemes – reduce vandalism.

I still think the Lower Desmesnes should be developed. A picnic area for tourists to use. Proper parking, toilets and a small café for use in summer (a dogs toilet at the moment)

I think the Shaw Bank Vision is just "pie in the sky". We are a market town.

The Desmesnes should be landscaped so that footpaths are made that run as far as possible around the river bank so that people can walk with children. Also needs a decent picnic area. The whole area needs cleaning up.

Scar Top should be re-designed with more facilities for families.

Toilet facility in Scar Top area.

Move tourist Office to Harmoni with Bowes Museum and Vision.

Use Woodleigh as registry office (move registrar). Good for photos.

Use public areas for planting herbs and vegetables.

Build a replica Iron Age roundhouse at Bowes Museum, Scar Top or Flatts Wood.

Scar Top – Bandstand could be used for acoustic music performance area in the summer. Open air café by tourist info building. Accentuate the Roman connection showing how the road went down to the fording point in the river.

Flatts wood cycle trail.

Lower Galgate – pedestrianise the bottom end after the bus stop, just have spaces on the roadside.

Cycle storage provision – encourage people out of their cars.

Don't go down Smiths Alley - dog mess.

Check initiative with GSK to allow employees one day off per annum to do voluntary community work. You need to check with your GSK links or contact myself to check for you.

Incorporate into your plans initiative to keep cars off street by upgrading, widening and lighting footpaths (especially link between Scar Top, Galgate, cricket club, Flatts Wood, sports entrance, school, Darlington Rd.) Kids need paths from sports centre and Darlington Road to school.

Promote footpath on wide verge of Darlington Rd to link to road from there to Westwick Rd, then Newgate into town.

Car parking on fields opposite Bowes Museum. Apparently its to be used as a graveyard in the future. It would be good picnic link.

Renovate 3 properties in town and bring the museum into the town.

Subsidised entry to museum for town/Teesdale residents.

Free entry to Castle for town residents.

Use of volunteers for clearing views.  
Contact Museums Live – actively looking for projects.  
Flatts Wood – currently used by YP cycling – need to accommodate them somewhere ( hopefully the Hub will do this)  
Toilets – really are to do with economic regeneration- most frequently asked question at TIC .  
Visitors who judge the town on its toilets will not visit again if there are none. Keep up the battle.  
More cycle paths & access/parking for bikes to stop car users. Sustrans?  
Car parking – lines in Horsemarket/market Place could be smaller to allow for more spaces.  
Please do not cover the town with daffodils – don't make it look too twee.  
Like the idea of increasing visibility of the river but toilets are essential. I suggest environmental ones like at Aysgarth Falls.  
Give a plot of land to Barney's teenagers so they are on board with that aspect of the Vision and don't trash the green areas.

### *Comments on Transport*

Our focus was wholly on able-bodied residents and visitors.  
Would auction mart offer parking on non-market days?  
We should be removing cars from the town centre.  
Need to review double yellow lines  
What about cycle racks in town?

### Cycle paths?

Need for overflow car parking  
Free parking at the Hole in the Wall on Wednesday and Sunday  
What about a rail link to Darlington – or a bus link to the railway station?  
Routes and times of buses (e.g. from Galgate to the Bowes) should be better advertised. Surely there is a case for a frequent shuttle services between sites of interest to tourists, like the free Museums bus in Edinburgh and the 50p Station to Cathedral shuttle in Durham City  
Improvement of transport connections, with both Darlington and Durham (and thereby the rest of the world) is crucial if Barnard Castle is to have a future as well as a past: Most opportunities for education, training, culture, medical treatment etc depend on this as the Vision Team is well aware.  
Parking *is* an issue both in the streets and at the Bowes. In the absence of joined up thinking by the various councils on this issue, I hope the Vision will include it in their consideration of the spatial aspects of the town. At present, parking on both sides of every street is causing congestion, disruption of views, time wasting and fraying nerves  
Park and ride sounds sensible, but often leads to urbanisation of green landscapes at the margins of towns and cities: these are vital to visitors' first impressions and the way that the built environment relates to the surrounding countryside. Unless Barnard Castle's need for parking spaces increases exponentially, it would be good to explore the possibility of using empty parking spaces such as Teesdale School, GSK, Auction Mart at weekends when not otherwise in use and tying this in with a new shuttle bus route.  
Quantify how many people who live and work in Barney drive to work then publish this and shame them. Some people would be horrified and start walking!  
Could the road from Newgate to Market Place be widened so that vehicles need not go around the Market Cross but to the right which would stop the problem with big wagons?  
Abolish the bus stop next to the Post Office and have one stop next to Addisons.  
Parking does really have to be sorted with urgency – disc parking. Concerned about losing vital parking when fair (at Whit) comes to town.  
Town bus service signs and timetables need much better marking.  
Parking, traffic management and toilets remain key. Elected Town Council should have authority to deliver as the elected body.  
Should have 2 hour disc parking with long term car parks on perimeter.  
Need to make better use of spaces ie summer fair in castle not Morrisons car park (Or Scar Top)  
Castle is a huge under utilised asset.  
Must get lorries out of town – Rail link?

Turn Morrisons car park in on itself with cobbles and new shops looking inwards.

#### *Other issues*

Big vamp of Christmas Decorations.

Big overhaul of signage – with distance markers.

Big town clean up especially on weekends.

Because of the political problems with toilets, maybe using one of the empty shops to become toilets and a place to have a shower. The walkers, cyclists and at times the travellers would welcome this facility. It wouldn't be enough to sustain a business but if it was combined with a related craft like making soap or health and hygiene advice. Somewhere to breastfeed.

A discussion on *community health* needs was led by Jill Simpson from PCT.

#### *Young carers*

Do we know how many young carers there are in Teesdale – what are their needs and how are they being met?

Young people interacting with old to the benefit(s) of both sectors.

Interaction of old and young eg taking activities/singing/visit lunch club. Benefits – understanding of different age groups, mental well-being.

#### *Leisure*

The swimming pool is too cold

Sports Centre should get rid of vending machines and have a catering service instead

#### *Doctors' surgeries*

There are no weekend or evening surgeries in Barnard Castle. Need health centre hours to be longer to provide for people who work and work out of town.

Residents of the town are not allowed to collect prescriptions from surgery – though people living 1 mile away can

Doctors should offer referrals or information on private practices/alternative treatments including physio etc

Good idea to open one of the empty shops and have toilet facilities, showers (a small charge could be made) and a help desk for advice on health matters / leaflets.

What about a town centre advice centre/toilets/shower/breastfeeding/diabetic facility?

Allow prescribed medicines to be collected from surgery pharmacy by residents of Barnard castle when collecting prescriptions

#### *Transport*

Darlington hospital should offer volunteer drivers, like James Cook

Consultants should come out to see people

#### *Pavements*

The Council should adopt a policy of clearing pavements of snow.

Mobile scooters are a hazard

#### *Training opportunities*

Can the Richardson offer nurse training and work experience placements that lead to qualifications – in partnership with Open university / Teesside University and/or the Ambulance Service?

Can Southern Cross Care Homes offer training / work placements?

Need more classes for the elderly – eg Tai Chi on Scar Top, dance classes at Witham, badminton, cards etc.

Training opportunities for the young. Re-introduce apprenticeships. Train people to cook.

Health training available – eg nursing in the Richardson.

Training is a good idea but there needs to be decently paid jobs in Teesdale for qualified people. If people from outside Barnard Castle come to train here, there must be transport and student accommodation.

Health Centre should work in conjunction with other services – massage, osteopathy, gym.

### *General Comments on Health Campus*

I cannot see how a Health Campus can become a reality in a small MARKET TOWN but good luck.

Take over an empty shop, turn it into an advice centre and provide toilets, showers and a breast feeding room – memory clinic, stroke, hearing etc.

No doctors on call, response times with loss of ambulance services.

It would be wonderful if Barney had a midwifery unit serving Teesdale

**Jill Simpson**

**Patient, Carer and Public Engagement Development Manager  
NHS County Durham**

## **FEEDBACK TO HEALTH ISSUES/QUESTIONS**

### **OLDER PEOPLE**

#### **What you told us:**

- The elderly population of Barnard Castle and Teesdale is one of your biggest concerns - it brings additional challenges in terms of accessing services due to mobility problems
- You would like to see more opportunities for young people to work with old people to give younger people a great appreciation of older people and to improve older people's wellbeing
- You would like to see memory clinics to prevent mental health problems in older age
- You would like to see classes for older people in local parks etc such as Tai Chi

#### **What we are already doing or what we plan to do:**

NHS County Durham has a dedicated member of staff who is responsible for reviewing and planning services for older people. Your comments have been passed on to her.

Over the last few months, both NHS County Durham and Durham County Council have been working with focus groups of older people to identify how investment for older people should be targeted over the coming months and years. The responses from the focus groups will be used to influence the development of strategies for how older people's services and intermediate care services should be commissioned. Your comments will also be fed into this strategy.

These strategies are expected to introduce several new initiatives designed to address the accessibility, life quality and mobility problems that many older people encounter. By focusing on intermediate care, for example, NHS County Durham and Durham County Council will be putting more assessment, care and treatment services into local communities. This will prevent older people from going into hospital where it is safe for them to be looked after in their homes or in community facilities. It will also enable them to return home more quickly. More use of tele-health services are also expected to help older people, particularly those with long term health problems, care for themselves in their own homes. Tele-health is where people are given a piece of equipment which enables them, with support from a trained person, to do regular checks on their health, such as taking their own blood pressure, which can monitor a long term condition without them having to make regular visits to their GP practice. It works in a similar way to the red button that many older people in sheltered or warden-controlled accommodation wear around their necks.

### **EMERGENCY CARE**

#### **What you told us:**

- You were concerned about access to emergency and out of hours care, particularly having to travel to receive it
- You said you would like to see a minor injury unit at Richardson Community Hospital

#### **What we are already doing or what we plan to do:**

NHS County Durham has started or is planning a number of projects to look into the issues that you raised. Firstly, residents across County Durham and Darlington will soon have access to a single telephone number when they need healthcare on evenings and weekends. This means that people will no longer have to navigate through the maze of different services such as GP out of hours, urgent care centres, A&E and minor injury centres. They will simply ring one number and will be directed to the most appropriate service.

Another project will look at how the paramedic service can become more joined up with local health services. This means looking to see what services paramedics can safely provide when they are not answering 999 calls. Options range from providing clinics at GP practices, providing minor injury services to performing blood tests and doing home visits, among many others. Local communities will be given the chance to give their views on what services paramedics could possibly provide in order to bring maximum impact to local people. This work will start in May/June 2009 and 1,000 Voices who have expressed an interest in health issues will be kept informed.

## **PHYSIOTHERAPY**

### **What you told us:**

- You shared positive experience of physiotherapy services at Richardson Community Hospital. You found the service had a local focus and approachable personnel
- You shared mixed experiences of waiting times for physiotherapy from short waiting times for Parkinson's Disease-related appointments to longer waiting times for musculo-skeletal-related treatment.
- You said you would like to see more information about alternative and complementary therapy/private treatment options given by local GPs to enable patients to choose what suits them.

### **What we are already doing or what we plan to do:**

The mixed feedback you gave around physiotherapy services has been shared with both the Richardson Hospital matron and the Primary Care Trust commissioners who look after physiotherapy and muscular and skeletal health problems. A response will be provided to panel members as soon as it is received.

Your comments were also shared with Barnard Castle Surgery. The surgery offered assurances that it does try to make patients aware of the full range of public and private services available. One of the surgery's GPs already offers NHS acupuncture services and the surgery also hosts aromatherapy and relaxation clinics for patients who wish to pay for these.

## **WORKFORCE DEVELOPMENT**

### **What you told us:**

- You would like to see more young people given the opportunity to train as health professionals in the Teesdale area to prevent young people from leaving the area to find work.
- You felt that, where such training opportunities did exist, the exposure to exciting elements of the job was often limited.
- You suggested that a type of carousel training which enabled young people to experience different types of health professions such as paramedic, care home and physiotherapy roles, might be considered.
- You recommended that schools be engaged in raising awareness of health careers and that opportunities to use the new diploma qualifications should be explored.
- You would like to see links with the Vision's plans to bring more higher and further education to Teesdale as part of the Science and Innovation theme of the project

### **What we are already doing or what we plan to do:**

Your comments were shared with NHS County Durham's workforce development team which is responsible for ensuring that services are delivered by professionals with the right skills. The team says that a lot of engagement work with local schools does go on to raise awareness of the different NHS roles but would like to inform you about a website that has further information. The NHS Careers website includes sections on work experience opportunities, lesson plans for

teachers, information about different NHS jobs and a range of leaflets and posters can be purchased. The website is at [www.nhscareers.nhs.uk](http://www.nhscareers.nhs.uk)

County Durham and Darlington Community Health Services, the organisation which provides community health services such as district nurses, and the two NHS Trusts which run the local hospitals and local mental health and learning disability services, are also looking at running apprenticeships in the future.

David Gallagher, Director of Partnerships and Strategies, is also attending a future meeting of the Barnard Castle Vision's Leadership team to explore joint-working opportunities with the Vision and local NHS services.

## **CARERS**

### **What you told us:**

- You expressed concern that there appeared to be no specific service for young carers in Teesdale

### **What we are already doing or what we plan to do:**

Your comments were shared with the manager at NHS County Durham who is responsible for identifying and addressing the health needs of local carers.

A service for young carers does exist in the Teesdale area. This is provided by DISC. Although the company's headquarters is in Gilesgate, Durham City, the service provides outreach services in the Teesdale area. They offer information, advice, support and/or fun respite activities for young carers between the ages of 5 and 18. Young carers can contact the service in one of the following ways:

- Telephone: 0191 3842785
- Text: 07970 105734
- Email: [youngcarers@disc-vol.org.uk](mailto:youngcarers@disc-vol.org.uk)
- Website: [www.youngpeople.disc-vol.org.uk](http://www.youngpeople.disc-vol.org.uk)

## **COMMUNITY BASED HEALTH FACILITIES**

### **What you told us:**

- You would like to see empty shops and community facilities used for health services that do not need to be provided in health settings.
- You highlighted how an opportunity exists to introduce such community health facilities into Barnard Castle with the redevelopment of Witham Hall and gave suggestions around having a breastfeeding room, diabetic clinics and mental health services.
- You said you would like to see consultants coming into the Richardson Hospital so that patients don't have to travel, particularly consultants providing services for older people

### **What we are already doing or what we plan to do:**

The issues you have raised fit in with NHS County Durham's aims of providing more care closer to people's homes, where it is safe to do so. As you may already be aware health and council colleagues already work together to provide services such as Children's Centres and Sure Start facilities in local communities. Work is also ongoing to ensure that young people's health services are part of the new community hub facility in Barnard Castle. In light of your suggestions, primary care trust managers have sat down with Vision colleagues to specifically discuss the opportunity to include health services in the Witham Hall redevelopment. This is an exciting possibility and we hope to be in a position to involve more local people – potentially including 1,000 Voices Panel members where there is interest – in identifying what services would have most impact.

Another exciting project that is expected to bring more care closer to Teesdale communities is the development of an Integrated Care Organisation for the Durham Dales area. This project is one of just 19 nationally to be piloted by the Department of Health. It is not a new organisation as such but a way of ensuring all organisations involved in health and social care work more closely together for the benefit of patients. Some of the health issues to be looked at as part of this include

fuel poverty, emergency care, heart screening and rural mental health among others. The integrated care organisation is being led by the 12 GP practices in the Dales with support from NHS County Durham, Durham County Council, the North East Ambulance Service, County Durham and Darlington Foundation NHS Trust, Tees, Esk and Wear Valleys Foundation NHS Trust and County Durham and Darlington Community Health Services. Work is just starting to explore what part local people can play in the development of the Integrated Care Organisation and panel members can be kept informed, if interested.

## **TRANSPORT**

### **What you told us:**

- You shared good experiences of volunteer driver schemes for transporting patients to James Cook Hospital.
- You also voiced a positive experience of telephone triage system at James Cook and reported how this had been beneficial in helping to prevent unnecessary hospital visits.
- You said you would like to see similar services available for patient journeys to Darlington Memorial Hospital.
- You discussed writing to Darlington Borough Council to try to influence transport planning decisions around transport links between Barnard Castle and Darlington.

### **What we are already doing or what we plan to do:**

NHS County Durham commissions an organisation called RSVP to provide a volunteer car scheme for residents who require transport to hospital across County Durham. This includes patients from Teesdale. Patients registered with Barnard Castle Surgery and the Old Forge Surgery in Middleton-in-Teesdale who are referred by their GP for treatment are eligible. Patients in Barnard Castle who would like to arrange for a volunteer car to collect them should contact Mrs Hyland on 01833 637625. Patients in Middleton-in-Teesdale who would like a volunteer care to collect them should notify their GP practice who will arrange the car on their behalf. A minimum donation of £3 per journey (each way) is requested and patients are collected from and returned to their doors. RSVP is always seeking new volunteers to enable their service to be provided to as many patients as possible. If you are interested in helping out please contact RSVP on 0191 3891155.

Furthermore, patients who are referred to hospital who are in receipt of particular welfare benefits are eligible to have the costs of their travel to hospital refunded. Similarly, visitors are also eligible for some financial support towards hospital travel, subject to satisfying certain criteria around income. Further details are available from your local job centre.

Another planned development that you may be interested in is that NHS County Durham has given a commitment to improving transport for patients, visitors and staff across the county. This follows the introduction of a successful East Durham Hospital Link service in September 2008 which has been jointly funded by NHS County Durham and Durham County Council. The service collects patients, staff and visitors from their door and takes them to a range of local hospitals in Sunderland, Hartlepool, Stockton and Middlesbrough. This service will be rolled out to the rest of County Durham over the next few years.

## **PRIMARY CARE**

### **What you told us:**

- You would like to see appointments available at your local GP practice on evenings and weekends
- You shared your experiences of inconsistent dispensary provision between pharmacies and GPs across the area and would like to see equal provision for all

### **What we are already doing or what we plan to do:**

The decision by GP surgeries to open their practices early in the morning, on evenings and weekends is a purely voluntary one. However, NHS County Durham would hope that surgeries take such a decision with a full understanding of their patients' views and needs.

Barnard Castle Surgery has already committed to extending its opening hours with effect from 1<sup>st</sup> February, 2009. This means the surgery is now open between 6pm-6.45pm every Monday and Tuesday, with four GPs available on Mondays and three on Tuesdays. Patients can now also book appointments and order repeat prescriptions online, including for GPs of their choice. Any patients wishing to do so must register their interest at the surgery reception to receive a password to enable bookings to be made online.

In relation to the pharmacy issues you raised, your comments have been shared with the primary and community care commissioning at NHS County Durham which is responsible for ensuring all patients have equal access to services. The team will be undertaking what is known as an extensive Pharmacy Needs Assessment over the next 12 months. This is designed to help them understand exactly how many pharmacies are available across County Durham and Darlington, what range of services are provided and how accessible they are to patients. Teesdale communities will have an important part to play in this process and NHS County Durham representatives will be actively seeking the views of local residents at a later date.

The results of the needs assessment will provide the blueprint for where new services are needed and what format they should take. It will also become a legal document against which any new applications to open a pharmacy will be assessed to ensure patients have access to the right range and quality of services.

## **DIET AND EXERCISE**

### **What you told us:**

- You would like to see the currently redundant paddling pool in Barnard Castle to be re-opened to bring health benefits to local people, particularly children. You accepted that there were cost and safety issues i.e. around the need for lifeguards and/or draining pool at night, but felt that other uses such as turning the paddling pool into a sandpit should be explored
- You would like to see sports centres and schools selling more healthy foods and drinks instead of vending machines full of sweets

### **What we are already doing or what we plan to do:**

Your comments have been shared with the primary care trust's public health team which has a big responsibility to help people to live healthy lifestyles. Your point about vending machines was wholeheartedly agreed with. There is an initiative called Healthy Schools which already attempts to influence this in all our local schools. As part of this schools sign up to a series of standards around healthy eating and exercise before they are awarded the Healthy Schools standard.

Your point about the paddling pool in Barnard Castle has been passed onto the Teesdale Children's Local Delivery Group. The group is made up of members of local organisations who provide services for children and young people, including Sure Start and Play Development. The issue of the paddling pool is due to be discussed at the group's May meeting. The outcome of this discussion will be fed to 1,000 Voices Panel Members.