

Healthwatch Trafford

Annual Report 2015/16





Acknowledgements

We would like to say a huge thank you to our team of committed volunteers that have given up their time to help us accomplish so much this year.

We are also hugely grateful to the people of Trafford for speaking up about their experiences and views, without which we couldn't be an effective local Healthwatch.





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Message from our Chair



Welcome to the Annual Report, which covers the activities of Healthwatch Trafford for the year 2015/16.

The report describes some of the ways that Healthwatch Trafford used to gather the views of local people. We would not have been able to do this without input from our fantastic volunteers. They play a key role in our engagement with the public, enabling us to reach more of you to listen to your experiences of the health and social care services you receive.

Your views help us to inform health and social care decision makers about the strengths and weaknesses in the services that they commission on our behalf. We use every opportunity to champion the case for improvements in our services. As you read through the report you will see some of the areas where we have been able to influence and those that have resulted in change.

As we move into the year 2016-17 we look forward to the promised improvements in our health and social care services that we hope will evolve from the Greater Manchester Devolution program and the decisions made from the Healthier Together consultation. As they start to have an impact on our services we will need to hear your views and how they affect you as a resident of Trafford. Please keep on talking to us, contacting us by email, telephone, twitter and Facebook or posting feedback on our website.

I would like to take this opportunity to thank my fellow members of the Healthwatch Board who have given generously of their time and expertise.

Special thanks again go to our volunteers for their time and commitment and without whom we would not be able to extend the reach of Healthwatch across all communities.

Lastly I would like to thank Andrew and the staff who have worked so hard to make a difference.



Ann Day, Chair of Healthwatch Trafford



Message from our Chief Officer



As we reach the end of another year there is plenty to look back on. We have continued to capture the views and experiences of the residents of Trafford accessing health and social care services and to produce reports based on this feedback.

It is encouraging to see these reports beginning to facilitate positive change. Our continued liaison with both the Deaf partnership and Trafford Clinical Commissioning Group for example has resulted in an acceptance by the Co-Commissioning Group of all the recommendations that we made in 'Getting it Right for Deaf People in Trafford' and they are now committed to addressing those issues identified. Whilst this is great news it does serve to highlight how long it can take from highlighting an issue to getting a commitment to address it. This can be frustrating at times but it also shows the value of persistence and the value of

maintaining those important relationships with commissioners and providers of services.

During the year we recognised that in order to recruit and support more volunteers, a dedicated Volunteer Coordinator post needed to be created. We recruited Katherine Bays to this position in November and she made an immediate impact on our approach to volunteering. A lot of work has been done on reviewing our volunteer roles and the recruitment and support process. There is still work to do but we now have a pool of 39 volunteers in a variety of roles ranging from board members to community champions. This gives Healthwatch Trafford a very solid foundation on which to build and we will look to working more closely than ever with our volunteers as we aim to increase our profile and community activities.

One key role undertaken by our volunteers is that of enter and view visits (E&V) and this year we have done more E&Vs than ever before, the details of which can be found later in this report. We have continued to liaise closely with the Care Quality Commission and Local Authority over these visits and will look to conduct even more in the coming year. This will form part of an increased focus on social care, which features heavily in our work plan for 2016.

As always I would like to thank the staff team of Holly, Marilyn, Adam and Kath as well as our volunteers for their hard work during the last year.



The year at a glance

This year we've reached
1800+
people on
social
media



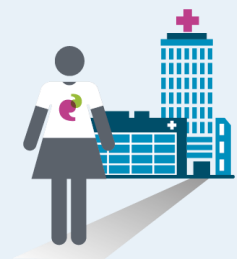
Our volunteers help us with
everything
from drop-
in sessions
to data
analysis



Our volunteers have
contributed more than
725 hours



We've conducted enter &
view visits to six local
services



Our reports have tackled
issues ranging from Deaf
access to
services
and
school
nurses



We've met hundreds of
local people at our drop-ins
& community
events
(1000+ in
hospitals
alone!)





Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Our role as Healthwatch Trafford is clear and comprises the following elements:

To provide information about health and social care services in Trafford.

To enable people to share their views about Trafford's health and social care services to help build a picture of where services are doing well and where they can be improved.

To alert Healthwatch England to concerns about specific care providers.

To participate in decision-making via local authority health and wellbeing boards.

To play an integral role in the preparation of the statutory joint strategic needs assessments (JSNA) and joint health and wellbeing strategies.

To provide evidence-based feedback to organisations responsible for commissioning or delivering Trafford's health and social care services.

To help the Trafford Clinical Commissioning Group (Trafford CCG) to make sure that services really are designed to meet citizens' needs.

Our priorities

- To facilitate the improvement of health and social care services within Trafford
- To effectively engage with the people of Trafford, including seldom heard groups, in order to represent their interests in the provision of health and social care
- To facilitate the engagement of users of health and social care services with the providers of health and care services.
- To effectively engage with those bodies responsible for regulating, commissioning and providing relevant local health and social care services in order to represent the interests of the people of Trafford and support service improvement



- To provide a comprehensive and meaningful advice, information and signposting service to enable the people of Trafford to access appropriate health and social care services
- To give authoritative, evidence-based feedback to stakeholders in order to support improvement in health and social care services provided to the people of Trafford
- To provide an effective, economic, efficient and sustainable local Healthwatch service for the people of Trafford

Management structure

The organisation is governed by its board of directors. These directors are drawn from the local community and local community based organisations. The

board of directors are collectively responsible for the governance of Healthwatch Trafford, including setting an overall vision and making strategic decisions.

The board ensures there is effective planning, financial management and control. It holds staff accountable while carrying ultimate responsibility for the activities of the organisation. The board is also responsible for ensuring that the organisation complies with company law and other relevant legislation including any requirements included in our contract with the local authority and any requirements from Healthwatch England.

In practice, day-to-day management is delegated to the Chief Officer who is also responsible for liaison with Healthwatch England and the local authority.



Our Healthwatch Team (from left to right): Andrew Latham - Chief Officer; Marilyn Murray - Development worker; Katherine Bays - Volunteer Officer; Adam Webb - Information & Communications Officer; Holly Wheeler - Engagement Officer.

Listening to people who use health and care services





Gathering experiences and understanding people's needs

We use a number of methods to gather people's experiences of using services in Trafford, as we want to hear from a broad range of people from all backgrounds.

Our face to face engagement includes a number of activities, such as holding drop-ins and visiting groups & organisations. We have spoken to diverse audiences at locations ranging from leisure centres, hospitals, care homes and even at the 'NHS-birthday-party-in-the-park' giving us a huge range of experiences.

We spoke to over 800 people at drop-ins this year

We engaged with young people to get an idea of how services are working for them and to get their input into how things could be improved. We have been in primary and secondary schools to collect their experiences of services and have a 'media squad' which is made up of 14-19 year olds who design communications specifically to get information about Healthwatch Trafford out to people in their age group.

We have also spent time talking to older people (65+) in varying settings, such as groups like 'Engage' in Partington or in care homes and extra care facilities. It is important to hear from older people how services work for them, as the population is ageing and these services are going to be seeing more and more people using them.

A big part of what we have done this year is to reach out to those groups that are

often disadvantaged, vulnerable or 'seldom heard' to make sure their experiences and views are included. By taking the time to gather patient stories from groups like the African Caribbean Women's Mental Health group, carers groups, the Trafford Deaf Partnership, Deaf BME residents, interpreters and the Stroke Association service users to name but a few, we have been inclusive in our information gathering and heard many experiences that otherwise wouldn't have found an audience.

We also based a number of our drop-ins at locations such as hospitals, where we could pick up experiences of a mix of visitors, which included those that use services in the area but don't reside there.

What we've learnt from visiting services

During the last 10 months Healthwatch Trafford's small team of dedicated authorised representatives have carried out six enter and view (E&V) visits in various healthcare settings.

Hospital visits

[In May, we visited Trafford General Hospital to observe & identify best practice in the management and care of acute medical admissions to Trafford General Hospital's acute medical unit \(AMU\).](#) During the visit we engaged with medical staff and patients to obtain feedback on the service being provided.

The Healthwatch Trafford Enter and View Team felt there were rigorous policies and practices in place within Trafford General Hospital's AMU to promote quality care for acute medical patients.



Manchester Royal Infirmary a joint enter & view visit

[In October we, along with Healthwatch Manchester, conducted a joint enter & view of Manchester Royal Infirmary \(MRI\).](#) Our aim was to visit and observe the delivery of service on Wards 9, 10, 11 & 12 and record the views and experience of patients and their visitors on these wards. This joint approach was acting upon information gathered from Healthwatch Trafford's public engagement events and patient opinion surveys during 2014/15 that had shown mixed reviews from those that had stayed there.

The experiences we gathered on the day were largely positive. However, negative comments we recorded resulted in the enter & view teams making nine recommendations and suggestions to MRI. [The response from MRI following the report was extremely positive with the management agreeing to circulate our report to staff and begin the process of implementing the recommendations and suggestions put forward in the report.](#)

GP Practices

[As part of our review of local GP Practices, the E&V team visited Davyhulme Medical Centre](#) after being invited following a good CQC inspection. During the visit the team engaged with management, staff and patients to understand how primary care is delivered and managed. Our report shows the practice has a strong sense of leadership with processes in place to promote

quality care for patients in a calm and efficient way.

Care Homes

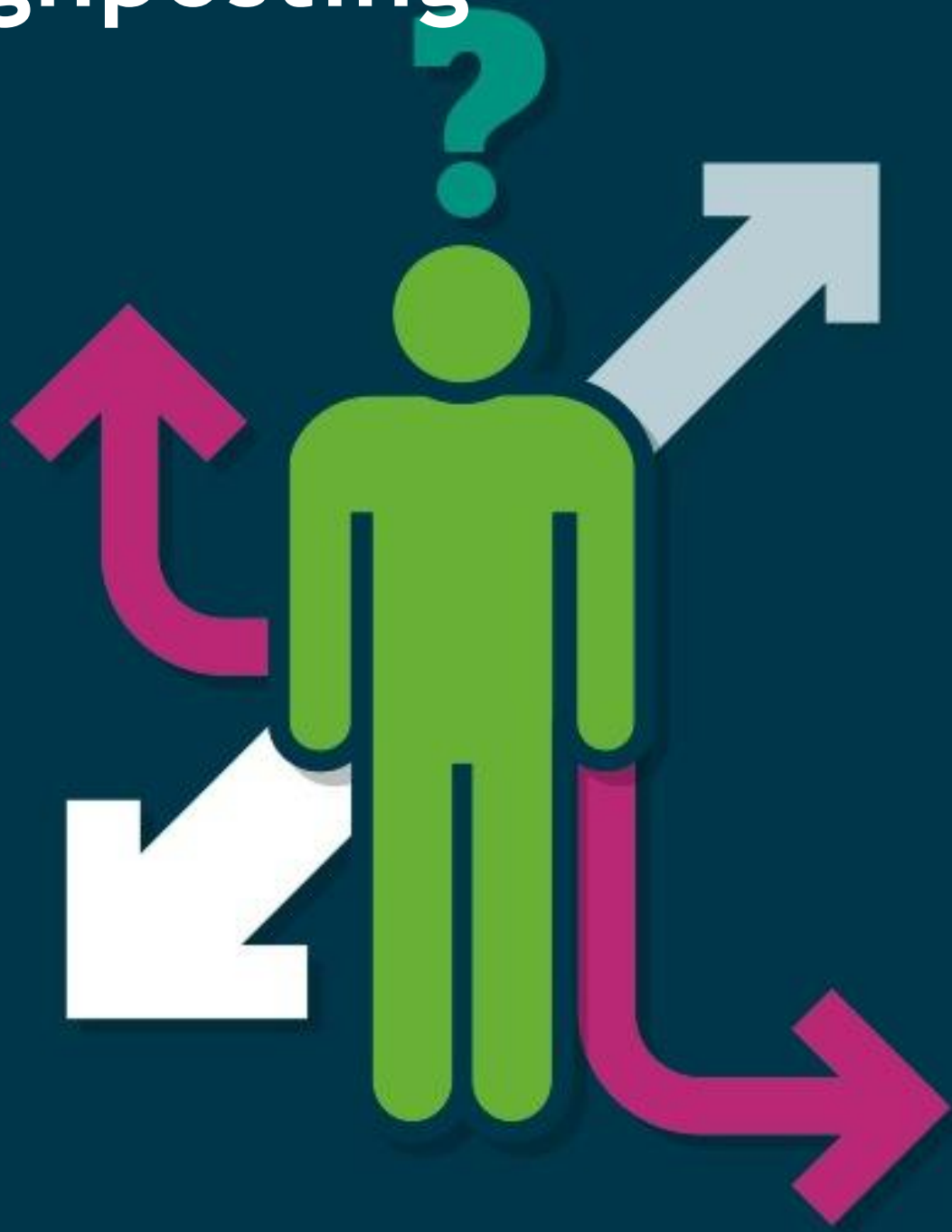
[In September an E&V visit took place at Beverley Park Nursing Home, Stretford as part of our review of the care home provision in Trafford.](#) This ongoing series of visits to care homes is to observe delivery of care to vulnerable older people requiring nursing support. This has enabled us to discover what residents and their families think about the services that are provided. Our report on the visit to Beverley Park was positive, showing a good standard of care being delivered.

[In December we visited Claremont Care Home in Sale.](#) A family run organisation, we gathered many positive responses from residents. The E&V representatives made four recommendations and two suggestions in their report to enhance the health and wellbeing of the residents.

In March we visited Allingham House, a modern purpose built care home in Altrincham responsible for the care of 86 residents. The enter & view team observed a very good standard of care being delivered and the overwhelming response from residents was that they felt safe, happy and well looked after at the home.

[All our reports can be found on our website](#)

Giving people information and signposting



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

At Healthwatch Trafford, we strive to provide the best local health and social care information and signposting service possible. What that means in practice is that we provide that service in as many ways as we possibly can to not only reach as many people as possible in the borough, but to be as useful and appropriate as it can be for everyone.

[Our website is a centre of information](#), containing the details of [every GP practice](#), [dental surgery](#), [pharmacy](#), [hospital](#) and [care home](#) in the borough. It also contains “[how-to guides](#)” on a number of subjects (such as [how to make a complaint](#) or [how to find a care home](#)), as well as many other resources, including a [jargon buster](#) and [acronym guide](#).

Our website was visited more than **15,000** times over the year

We have distributed our [Trafford Health and Social Care Signposting Directory](#) which includes the contact details of all the local services and other useful health and social care related information.



Our range of leaflets, covering [how to make a comment, compliment or complain about health and social care services](#), [ten top tips for when you see your doctor](#), [what can Healthwatch Trafford do for you](#) and the [highlights of our activities over the past year](#) have been popular at drop-ins and other engagements, as well as in waiting rooms, libraries and other civic buildings.

In addition to these, we have also signposted people by telephone, text message, email, twitter and of course face to face.

In the course of signposting people, this year we have supported people to find support groups, assisted them in finding assistive equipment and helped some find language help.

How we have made a difference





Our reports and recommendations

In the past year we have produced a number of reports:

- [An updated version of our Getting it right for Deaf people in Trafford report](#). Recommendations from this report were presented to Trafford CCG's Co-Commissioning Group in March 2016. An action plan has been produced to address the recommendations and we will support Trafford CCG where necessary in working through these. (see 'Our work in focus' on page 19)
- [Manchester Royal Eye hospital](#) - this was presented to the senior management team of MREH, who have produced an action plan to address certain recommendations made within the report (see 'Our work in focus' on page 20).
- [Blind and Deaf / Deaf and Visually Impaired Residents](#). Our updated report with actions taken can be found on our website.
- Three Hospital Patient Experience reports (two Altrincham hospital and one Trafford General hospital) - after each report we have met with CMFT and presented the findings and any recommendations. These have been listened to and where appropriate acted upon by CMFT.
- [Primary School Nurse report](#) (updated) - We have maintained regular contact with the providers of this service (Pennine Care) and have assurance from the head of Trafford health visiting and school nursing that the recommendations

made within the report will be acted upon in 2016.

And in addition to the above, we have five enter & view reports and have been working on further reports due out early this year (such as the report on access to services for people with ME/CFS).

All our published reports can be found on our website at healthwatchtrafford.co.uk/about-us/our-reports/

Working with other organisations

We always look for opportunities to build on our relationships with providers, commissioners and scrutiny bodies to make the most of our position of 'critical friend'.

It is important that we establish and maintain relationships with the key stakeholders in health and social care. We have achieved this in a variety of ways, through meetings with individuals, attendance at forums and consultation events and regular attendance at board and panel meetings. We also engage with those external partners that are responsible for delivering services to the residents of Trafford. This includes the hospital trusts and Greater Manchester wide initiatives such as Healthier Together.

Greater Manchester
healthwatch
network

Through our membership of the Greater Manchester Healthwatch network, we have been



involved with the process of devolution of Greater Manchester's health and social care budget. We have performed a number of public engagement activities to represent the public's view on the priorities for the devolution process and have representatives on a number of the workstream groups.

Trafford Care Coordination Centre

We have been part of the commissioning and planning process and have an ongoing relationship with the Trafford Care Coordination Centre, which began operating at the beginning of this year. We remain involved with the development of the service and providing information about it.

Care Quality Commission

Healthwatch Trafford and the Care Quality Commission (CQC) have an information sharing agreement and have a good relationship whereby they look into any serious complaints or incidents we escalate to them and we provide any intelligence and evidence on services they are inspecting or investigating. For example, ahead of their inspection of Greater Manchester West Mental Health NHS Foundation Trust (GMW) we provided a briefing for the inspectors, comprising service user and carer comments and experiences which we had collected as well as observations from our Mental Health Exchange Forum and comments expressed by other external organisations (such as Age UK Trafford).

Healthwatch England

We have worked closely with Healthwatch England over the past year

on a number of subjects, including the devolution agenda, development of a database for recording and sharing information and more, attending regular communications meetings and being active on the online 'in-house' Yammer network.



At the Healthwatch England Conference

Involving local people in our work

As part of our commitment to involve local people in the commissioning and provision of health and care services, we are involved in a number of groups that allow us to have a direct input into the process.

Several of our volunteers represent Healthwatch in local initiatives in order to help us achieve this, including a number on the Patient Reference Advisory Panel (PRAP). The PRAP is a Trafford CCG initiative which represents the views of the Trafford population and contributes to strategic thinking. They do this through debate, discussion, challenge, support and advice on clinical and commissioning decisions, policy and performance.

We also have board members attending the Locally Commissioned Services Group, and on the Integrated Care Reference Group which are also Trafford CCG led.



Health & Wellbeing Board

We have supported our Chair in her role on the Trafford Health and Wellbeing board by providing comprehensive update of our activities and reports.

Trafford Health Overview & Scrutiny Committee

We have responded to requests for information from Trafford Health Overview & Scrutiny Committee, including the production of a report on discharge of patients from hospital to care homes.

The evidence gathered raised concerns for Trafford residents. Healthwatch Trafford recommended that further follow up work is conducted, primarily with other care homes in Trafford in order to provide a broader evidence base and feel for the scale of the issues identified.

This and other recommendations put forward by Healthwatch Trafford were fully supported by the Health Scrutiny Committee and approved at their meeting in March 2016.

“The report from Healthwatch Trafford was extremely well written and the information was laid out succinctly.”

Consultations

In addition to this, we actively promote opportunities to get local people involved in consultations, promoting them at our drop-ins, group engagement, social media



The TCCC explained at the Mental Health Exchange Forum

and via our website. Over the last 12 months we have promoted 16 consultations, including the Healthier Together transformation of services, Trafford Council’s budget, the patient consultation over the closure of Dr Ali’s GP surgery and wheelchair services in Manchester & Trafford.

Mental Health Exchange Forum

Facilitated by Healthwatch Trafford & co-chaired with Blusci, the forum disseminates information between stakeholders and aids communication on matters related to mental health. It provides an opportunity to discuss changes to services and the impact these have on service users and their carers. Service users have also shared their experiences of living with mental illness.

The forum reviews reports from statutory agencies such as CQC and Trafford Council as well as national and Greater Manchester mental health strategies. Over the coming year, the Forum will focus on how best to represent service users and carers in the changes to mental health services across Greater Manchester.

Health and Social Care Forum Steering Group 2015-2016

The Adult Health and Social Care Committee changed its name and focus in



2015, becoming a steering group set up to design and deliver forums with the residents of Trafford on issues related to health and social care.

These will have a flexible format using a mixture of online and face-to-face engagement and will take place in the different areas of the borough, linking in with existing groups. Our first forums will be with parent and toddler groups around the locality starting in June 2016.

The steering group also continues to work on the provision of blood tests for Trafford patients, following concerns collected by us and the local press. Main areas of concern are waiting times for tests and the impact of the closure of blood clinics at Stretford Memorial Hospital. The work is ongoing, and we are working with the commissioners of services and Trafford CCG to improve the information that is available to patients and to make sure there is appropriate access to blood tests for all residents.

Acting on what we hear

Some examples of where we have acted after we have listened to the views and experiences of groups we have engaged with:

Healthwatch Trafford School Nurse Project

School nurses play a pivotal role in the lives of children and young people by identifying health and social care needs early on and implementing preventative support. They may provide a child's first opportunity to independently access a healthcare professional for advice, information or support.

Primary school age children told us that:

They didn't know about their school nurse drop-in service, what help was provided, where and when it took place and how to access it.

We acted:

We worked with a group of children (Healthwatch Juniors) at Firs Primary School, Sale, over 2015-2016 to gain greater understanding of levels of awareness and knowledge about the school nurse drop-in service held by pupils at the school. The Healthwatch Juniors surveyed their peers and then, based on the results, developed and implemented their own recommendations for service improvements.

[These recommendations were outlined in a Healthwatch Trafford report \(April 2015\)](#) that was shared with a range of stakeholders on behalf of the Healthwatch Juniors to ensure their views were heard. With our support, all of the children's recommendations were implemented by Pennine Care NHS Foundation Trust and Firs Primary School.

In December 2015, the Healthwatch Juniors re-surveyed 102 children (school years 4 - 6) to determine the impact of their work. Results revealed that in comparison with the January 2015 survey:

More children think it's easy to see the school nurse, know what help / support the drop-in service offers, know what the school nurse confidentiality policy is and had seen information about this confidentiality policy;



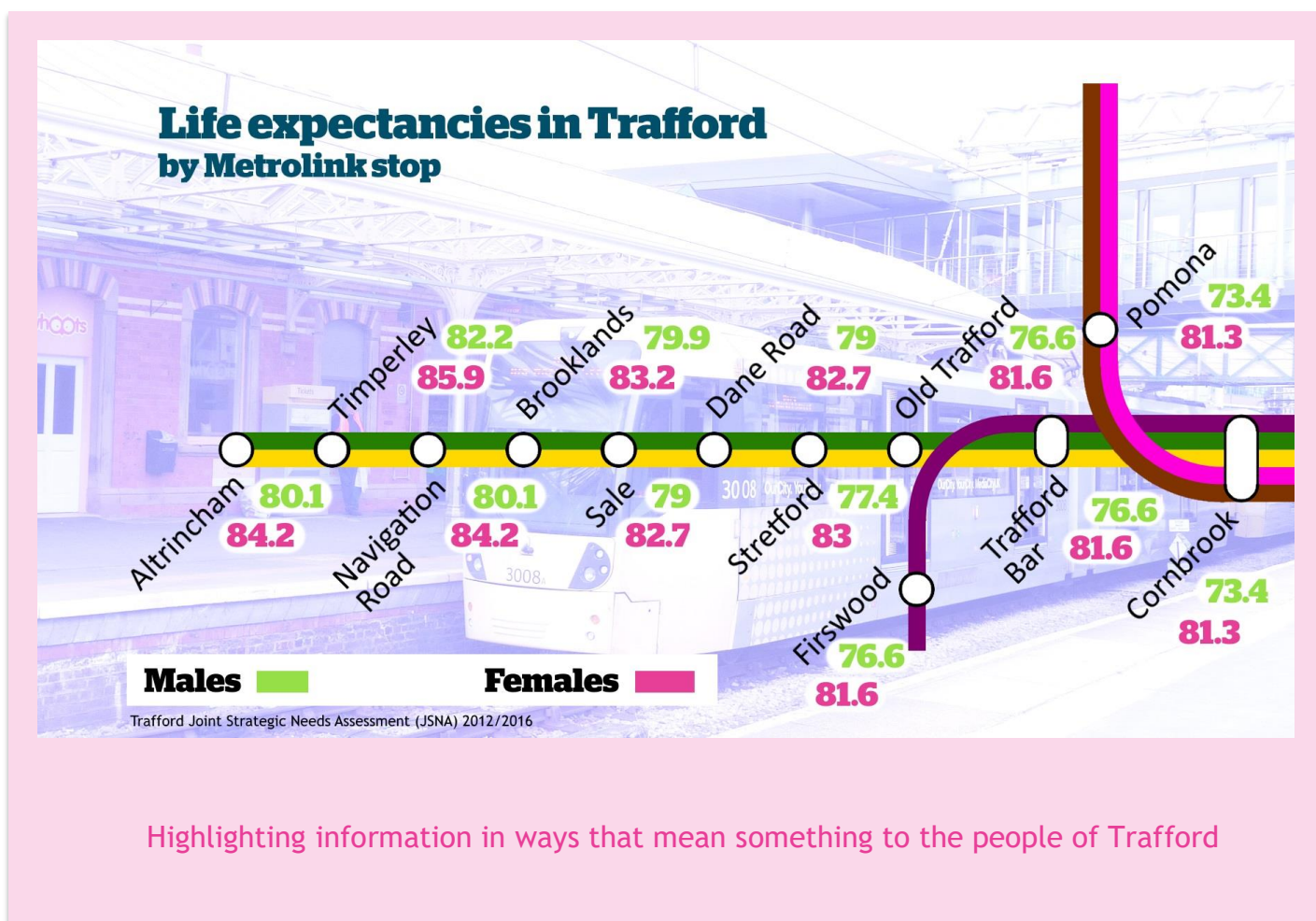
These results were shared with Pennine Care NHS Foundation Trust in January 2016 and the following commitments were made by the Trust (to be actioned by September 2016):

- All primary school nurses will deliver assemblies once a term (using Healthwatch Juniors recommended content) promoting the school nurse drop-in service to children in all schools with the drop-in service over 2016
- All school nurses to check for posters advertising the drop-in service in their schools in February 2016. Where they don't exist, nurses to work alongside

schools to develop child friendly posters and put them up around school.

- Possibility of the following for inclusion as a CQUIN to be explored by Pennine Care NHS Foundation Trust: promotion of the school drop-in service through school assemblies (with content suggested by Healthwatch Juniors) and drop-in service posters

These commitments have been shared with the Healthwatch Juniors to enable them to determine the impact of their work and celebrate their successes.



Our work in focus



Our work in focus: Deaf Report

We have continued to follow up on the report we started last year looking at the access to services for Deaf/deaf people in Trafford.



Our report on Deaf access to services.

In 2014, numerous patient experiences demonstrating barriers to accessing and using GP surgeries and hospitals for local Deaf residents were brought to the attention of Healthwatch Trafford.'

So over the course of 2015, Healthwatch Trafford consulted with 36 Deaf residents, local health service providers, commissioners and British Sign Language (BSL) Interpreters to explore the issues faced by Deaf residents further.

We found:

- barriers to contacting hospital & GP services to make appointments and

collect test results for British sign language (BSL) users;

- numerous problems with agency BSL interpreters booked by health services;
- lack of Deaf awareness among health and administration staff shown by poor communication methods, leading to poor patient experiences, missed appointments and / or unacceptable delays in assessment and treatment

A report, (May 2015), outlining our findings and making recommendations was shared with consultation participants, local healthcare providers and commissioners upon its publication. Over 2015 - 2016, responses to determine changes taking place as a result of the report were sought from healthcare providers and commissioners.



There were a number of positive responses that have come from our recommendations, ranging from agreement to share details of the emergency SMS text message service across services to complaints and customer care information to be produced in plain English and easy-read formats.

[You can find the full report on our website](#)

Our work in focus: Manchester Royal Eye Hospital

In August, Healthwatch Trafford joined forces with Healthwatch Manchester to carry out four drop-in sessions at Manchester Royal Eye Hospital (MREH) to gather the experiences of the patients that were using it.



Our Engagement Officer Holly with a volunteer from Healthwatch Manchester

In August 2015, Healthwatch Trafford, along with Healthwatch Manchester, staged four drop-in sessions in a week at the Manchester Royal Eye Hospital. Following comments made to both Healthwatch from patients that had used it, we decided to gather experiences in-situ so we could hear from a variety of people as they were using the service.

Overall, patients seemed very happy with the medical staff and there were many positive comments; however, there were still a number of areas identified where improvements could be made.

We found:

- Long waits for hospital appointments - the majority of negative comments centered on long waiting times at the hospital (difficult in particular for visitors with children and carers of patients with dementia).

- Long waiting times and lack of availability of medication at Lloyds (hospital) out-patient pharmacy
- Accessibility issues - for visually impaired patients, communication with hearing impaired or Deaf patients, difficulty of finding blue badge car parking at the hospital and problems with BSL interpreters
- Cleanliness of toilets in the atrium
- Food provided on wards

[Our initial report, \(October 2015\)](#) outlining our findings and making recommendations, was shared with the Royal Eye Hospital upon its publication.

Since then, the MREH have come back to us with a plan of action to address the points we raised. They have included us in the progress report and we will be producing an updated report to include outcomes.



You can find the full report on our [website](#).

Our plans for next year





Future priorities

This coming year presents us at Healthwatch Trafford with a number of local developments in which we plan to have an input. From the full implementation of the Trafford Care Coordination Centre (TCCC), the development of the Altrincham Health & Wellbeing Hub, the Shrewsbury Street development in Old Trafford (which will incorporate GPs, pharmacy and extra care facilities), to the implementation of the GM Devolution initiative and new Personal Health Budgets (PHBs).

In each of these, we plan to include the voice of those that will be using the services to make sure that they are designed with their needs specifically in mind.

We plan to continue our programme of drop-ins, and aim to have them in each of the borough's localities. We will then report on the findings and take our recommendations to the services concerned.

Our enter & view team will identify a number of services to visit, based upon a combination of our own intelligence and that of our local authority and the Care Quality Commission (CQC). Our focus will be predominantly on social care this year, meaning we will be looking at care homes, nursing homes and extra care facilities in particular.

Research & Information Gathering

Over the summer we will be carrying out a research project with an intern from the University of Manchester, looking at people's experiences of services and

access to them of people with Fibromyalgia. This follows on from the work we have been doing surrounding peoples experiences of ME/CFS, where we had more than 900 respondents to our detailed survey. A report on the results of this survey will be available soon after the publication of this annual report. For news and latest developments on these projects, keep an eye on our website.

Public Engagement

It is our plan to run a number of surveys this year, in conjunction with other information gathering methods to work with the public to identify areas where they have concerns, with initially a specific focus on children and families.

We will continue to offer an information and signposting service by telephone, email, text message, social media and via our website.

The Mental Health Exchange Forum, which we facilitate along with BluSci Trafford will continue to bring providers and service users together and gather information on the provision of services in the area. Our adult health and social care steering group are also planning some targeted outreach engagements to provide an evidence base that can inform our future work.

Personal Health Budgets

This April, Healthwatch Trafford became the contact point for people that need information about Personal health budgets (PHBs). Over the coming year we will be creating an online resource to help people find the information they need to apply for PHBs .

Our people





Decision making

We use experiences and views of local people to dictate where our work takes us.

By keeping an eye on local developments, we use what we have collected to ensure that services take notice of the voices of those that use them.

Our board of directors is comprised exclusively of people that live in Trafford and have a strong knowledge of how the local health systems operate, giving them the ability to provide strategic direction with a local context.

Our board meetings can be attended by members of the public and minutes are made available on our website.

How we involve the public and volunteers

Involving the people of Trafford in our work is at the core of how we operate.

From our team of volunteers that are involved in almost every facet of what we do to the members of the public that we engage with face to face, online or via groups they belong to, the local community are the driver of what we do.

Our Adult Health and Social Care and Mental

Health steering groups set priorities for the forums we are facilitating to share information about developments in the local provision of services. These groups are made up of volunteers comprising a mixture of experience, from board members, ex professionals and service users and give us an all-round view of how things work.

The enter & view panel, which visits local services to give us a first hand look at how they are operating, is made up of a team of local volunteers and we also have a number of young Trafford residents on our media squad, which designs communications suitable for young people.

In addition to these, we have a team of Healthwatch Trafford Champions which undertakes a number of duties for us, including attending drop-ins where we speak to members of the public in health and social care settings (and sometimes in other locations) or sitting on panels and patient groups etc.



Our Volunteer Officer Katherine at Altrincham Hospital's 1st birthday event

Volunteering Breakdown

Volunteers play a key part in the activities and reach of Healthwatch Trafford and in 2015-16 we have recruited and trained a further 15, bringing the total to 31 regular volunteers.

They have engaged with the public, carried out enter & view visits, analysed information and provided administrative support - totalling more than 720 hours. Their ages vary from 14 to over 80 and cover a range of backgrounds.

[If you are interested in volunteering with us \(or know someone who is\) get in touch!](#)

Why volunteer with us?



Our finances





INCOME	2015 - 2016	2014 - 2015
Funding received from local authority to deliver local Healthwatch statutory activities	£158,384	£158,384
EXPENDITURE		
Staffing costs	£110,166	£104,438
Chair's remuneration	£6,996	£7,500
Office costs (administration & overheads)	£11,002	£7,468
Other direct service delivery costs	£22,877	£40,380
Total expenditure	£151,041	£159,786
Surplus or (deficit) for the year	£7,343	(£1,402)
Opening funds	£78,030	£79,432
Closing funds	£85,373	£78,030

The above figures are a summary of the full Unaudited financial statements for the year ended 31 March 2016 which have been filed at Companies House:

<https://beta.companieshouse.gov.uk/company/08466421>

Contact us



Get in touch

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