

Healthwatch Trafford Chair's Report to Trafford Health Scrutiny Committee 1st December – 16th January 2017/18

Work with other local Healthwatch in Greater Manchester

Since the creation of a liaison function based at Piccadilly Place, there is much improved communication and cooperation between the 10 HWs on issues of joint interest. This has been based on work which each HW has been doing as independent organisations. The number 1 priority has been mental health where every HW has been undertaking work.

Four representatives from Stockport, Wigan, Rochdale and Salford are leading respectively on Adult mental health, CAMHS, Dementia and population health. An induction programme has been planned. The liaison manager will set out clearly for these groups the expectations of HW representatives. I will meet with these individuals on a regular basis as the representative on the mental health policy development group to ensure effective communication.

We held a bi-lateral meeting with Salford Healthwatch to kick start an initiative looking at referrals from care homes to the Police and Ambulance Services. Trafford has taken the lead on the former.

We also held a bi-lateral meeting with Manchester Healthwatch on two main topics. The first is the CQC report on delayed transfers of care and the new mental health network established by GMMH covering both Trafford and Manchester mental health services.

CQC local system review of delayed transfers of care mandated by the Department of Health and Social Care. I attended the findings as a member of the Health and Wellbeing Board. We anticipate that the report findings and the resulting action plan will provide a steer for improved system-wide collaboration and thereby improve the health and wellbeing of Trafford residents.

Healthwatch Trafford's review of bed based intermediate care – our review was published on the 22 December. This was purposefully delayed to incorporate the evidence provided by the National Audit of Intermediate Care and the NICE guidance both published in November 2017. There are 12 recommendations in our report, split by short term measures for consideration at Ascot House and longer-term measures concerning the planned new care complex. In the early part of 2018 we will be selecting a second area of intermediate care to review. We will consult with partners on the most important area to cover. We have stated quite clearly that we believe that intermediate care is a fundamental adjunct to improving the flow of patients around the health and social care system and hope and anticipate that this will be a key component of policy in Trafford.

Strategy development – we have been concerned for some time about the lack of progress in developing longer term plans in some areas of policy. We are pleased, therefore, that

progress is being made in relation to dementia, frailty and palliative care – all necessary components of the proposed care complex.

Dementia United visit to Trafford

The Chief Executive of Salford CCG, on behalf of Dementia United and the Health and Social Care partnership hosted a visit to Trafford in early December. This was the penultimate visit around the 10 boroughs and only one of two visits which had invited a person with dementia. Whilst there were many good examples of practice there were, nevertheless, areas of improvement that were highlighted. Delayed transfers from mental health providers was one, as was improvements to care homes and increasing the numbers of people diagnosed with dementia which, although exceeding the original government targets, was below other areas of Greater Manchester.

Enter and View Visits

We have continued our programme of enter and view visits to care homes and these are provided to the Joint Quality meeting. We also visited Trafford General Hospital orthopaedic ward. Unfortunately, our report has been somewhat delayed because we received a substantial amount of staff comments two months following the visit and we felt that it was important that these should be incorporated. We anticipate that the final report will be published in February. Overall it was a positive visit particularly in respect of inpatients. There were a few recommendations in relation to outpatient attendances.

Partnership working – we have met with Chairs of PRAP and Health Scrutiny to improve collaboration and communication. We jointly agree that a master plan for communication as well as other means of engaging the public and providing the necessary scrutiny and challenge is required.

We have seen headline news during the period relating to people with mental health needs (across GM) having to travel long distances to have their needs met and, of course, the local CQC review.

We continue to be concerned about how the necessary CCG savings will impact on the public's health and wellbeing and will do whatever we can to facilitate engagement. We also agreed with the CQC findings in terms of strengthening both Health Scrutiny and the Health and Wellbeing Board but this does not absolve the need to improve effectiveness of all partners, including Healthwatch and PRAP.

We have met with the Chief Executive of Wythenshawe Hospital and also Diane Eaton and Paula Lee from Pennine Care. At both meetings we discussed the intermediate care report and our 2018 work plan so that we can provide engagement and feedback on the key issues facing Trafford's health and social care services.

Healthwatch Trafford Report on Bed Based Intermediate Care

Please find embedded below a copy of our recent report on Bed Based Intermediate Care.



HWT Report on Bed
Based Intermediate

Quarter 3 2017/18 Highlights Report

Below is a copy of our most recent Highlights Report for information. This report is distributed to the public (primarily electronically) and gives brief updates of our activities within the specified quarter.



HWT Highlights
Report Q3 2017/18

HW100

We continue to run our monthly Healthwatch 100 (HW100) surveys, which provide valuable insights into health and social care issues affecting Trafford residents. We have already published the results of our GP survey and will publish the results of surveys on allergies, NHS Choices, Dentistry, Women's Health and Pharmacies in the next couple of months.

Report on Dentistry

Following receipt of several complaints from Trafford residents about difficulties in registering with an NHS dentist, we conducted a survey and a mystery shopper exercise to try and establish the extent of the problem. The findings of this work are due to be published in a report in the next few weeks along with our recommendations. The report found that there are clear issues to address, the details of which will be released on publication.

Chair
Healthwatch Trafford