

TRAFFORD COUNCIL

Report to: Health and Wellbeing Board
Date: 1st July 2014
Report for: Information
Report of: Healthwatch

Report Title

Healthwatch Trafford Update June 2014

Purpose

To update the Health and Wellbeing Board on current activity of Healthwatch

Recommendation(s)

That the Health and Wellbeing Board note the progress

Contact person for access to background papers and further information:

Name: Robina Sheikh
Extension: 1361

Healthwatch Trafford Update June 2014

The staff and Board of Healthwatch Trafford (HWT) continue to meet with local groups and residents of Trafford as well as having our scheduled meetings with stakeholders, local commissioners and providers of services.

Work of our Engagement Officer Holly Wheeler

Since coming into post at the end of April Holly has had 37 engagement opportunities during which she met with 177 Trafford residents, 23 of these being young people between 14-21 yrs.

She has heard 24 patient stories which have been recorded on Patient Opinion.

She has met with Stretford Parents and Toddlers groups, Davyhulme knitting group, Timperley Library Reading Group and the Children in Care Council.

She has met with Trafford Compass, Stroke Association and the Centre for Independent Living.

During Dementia Awareness week she attended the Human Library event and the Age UK event in Davyhulme.

Additional activity

Monthly drop in sessions have been commenced at the Broomwood Centre in Timperley.

Staff and Board members have attended the Health and Wellbeing Workshops.

The following meetings have also taken place.

- Attended Trafford Information Network
- Attended the Trafford General Quality Forum.
- A meeting took place in May with CMFT Patient Experience Team.
- involvement in the ongoing Patient Care & Coordination Centre tender process
- Trafford's Personalisation Co-production group meeting
- Meeting with Health Overview and Scrutiny Chair.
- Attended the HOSC meeting
- Attended the Diverse Community Board
- The BME SIP
- AQUA
- Public Reference Group
- Development of the PRAP
- Market Management and CQC meeting.
- ICRB
- Ageing Well Partnership
- Greater Manchester West Mental Health
- NHS England GM Quality Surveillance Group

Care Quality Commission

Chair and Development Officer, Marilyn Murray have attended two CQC consultation meetings which were held in Manchester to look at the new inspection processes.

Healthier Together

We continue our involvement with the Healthier Together Program. We continue to attend the External Reference Group meetings and the Communications workshops.

GM Healthwatch Network

We continue to attend the monthly meetings of the GM Network.

The GM wide Arriva Patient Transport Service survey has now been presented to Arriva and the commissioners of the service.

The report was released to all our stakeholders, local MPs and the media on the 9th June.

It has been the subject of discussion on BBC Radio Manchester and an article in the Manchester Evening News

A Trafford only report is available.

Healthwatch England

A Healthwatch England committee meeting was held in Liverpool on 14th May. Healthwatch Trafford attended the Chairs and Chief Officer's workshop which took place prior to the meeting. Topics for discussion were involvement of young people, complaints and advocacy.

Healthwatch England has launched a special enquiry into unsafe discharge which will report in September 2014.

Healthwatch Trafford is taking part in this and is currently collecting patient stories and will be holding several focus groups to gather further information.

Enter and View

An Enter and View visit to the Mastercall Headquarters and Trafford Walk in Centre took place in May. A report of the findings from these visits will be available to the HWB, HOSC and the CCG once a response has been received from Mastercall

A program for Enter and View visits of both health and social care services is planned for 2014 /15. We will inform the Local Authority and the CCG Patient Experience team of services we plan to visit.

Information and Signposting Function

Since the last update there have been 16 instances of signposting or information requests from the public.

There have been 7 concerns / complaints in this time.

- 3 related to GP practices in Trafford
- Access to Sexual health services
- Physiotherapy services in Trafford.
- Fertility Services in Trafford.
- Medication problems for patient with long term condition during stay in hospital.

A more detailed account of complaints/ concerns received is shared with the Patient experience team at the CCG.

Web site activity for 2013/14

We have continued to develop the Healthwatch website throughout the year and recognise that for many people it is the first point of contact with HWT and therefore need to make it as clear and interesting as possible. The Communications Officer, Adam Webb, continues to adapt the site and add new content as and when it is available

Activity in 2013/14

- *3562 users*
- *30045 page views*
- *Average 5 pages per session*
- *Bounce rate 0.94% (represents the percentage of visitors who enter the site and bounce (leave the site) rather than continue viewing other pages within the same site. The lower the rate the more effective the site at retaining visitors)*
- *60.2% were new visitors*

HWT leaflets and newsletters can be down loaded from the website.

There is an access portal for Patient Opinion on the front page of the website which allows members of the public to leave feedback on their experiences of health and social care providers.

Ann Day

Chair Healthwatch Trafford.

June 2014