

TRAFFORD COUNCIL

Report to: Health & Wellbeing Board
Date: 3rd December 2013
Report for: Information
Report of: Chair, Healthwatch Trafford

Report Title

Healthwatch Trafford Update December 2013

Summary

The report provides an update on the work of the NHS Trafford Clinical Commissioning Group and provides information and progress on key commissioning activities.

Recommendations

1. The HWB notes the Healthwatch update

Contact person for access to background papers and further information:

Name: Ann Day, Chair Healthwatch Trafford

Staff and Board Recruitment.

Since the last Healthwatch Trafford Update we have appointed a new Chief Officer, Andrew Latham who commenced employment on 18th November. Andrew is a resident of Stretford and was previously Chief Officer of Citizens Advice in Accrington.

We currently have 5 vacancies for members of the Healthwatch Trafford Board. A recruitment campaign took place during September and October and interviews will be taking place in late November.

Activities.

We continue to meet with local groups and residents of Trafford as well as our scheduled meetings with stakeholders, local commissioners and providers of services.

We continue our involvement with the New Health Deal for Trafford and Healthier Together Programs.

The Healthwatch Trafford Development Worker has met with LMCP South Asian group to talk about Healthwatch Trafford and issues in the BME communities. She has also met with the Voice of BME in Old Trafford and will be attending the next BME service improvement partnership to talk about Healthwatch Trafford and its work.

Healthwatch also attends the Old Trafford Liaison Group monthly meetings.

The Older people's event in October was not well attended but those present felt that an older people's forum was needed but it was important to be clear about its structure and function. Another meeting is planned for January.

Mastercall

In November we met with Chief Executive and Marketing Manager of Mastercall. Mastercall provides the Walk-in-Centre at Trafford General and the Out of Hours Service for Trafford residents.

The Young People's health and wellbeing project.

We are continuing our work with the Trafford Youth Cabinet who have raised a variety of concerns that they feel impact on Trafford's young people's health and wellbeing. These include poor access to Child and Adolescent Mental Health Services (CAMHS), no access to dieticians for those with weight problems and lack of easily accessible health information for young people on GP websites.

Enter and View

Healthwatch Trafford Development Worker and the Chair of the Enter and View Panel attended the Enter and View training day hosted by Healthwatch England. DBS registration of the Enter and View team is now complete. A local training event will take place in January which will include dementia, DOLs and MCA training. This will be offered to existing and new members of the team.

North West forum for older people

We also attended the Northwest Forum for older people's conference at the Kings House Manchester. Guest Speaker at the event was Esther Rantzen promoting the "silver line" a help line for older people suffering from, isolation, loneliness and abuse.

Respiratory Work Program

We have been asked by the CCG to seek the views of patients with respiratory disease about their experience of care and treatment.

We are doing this by questionnaire, focus group work and interviews.

Healthwatch Website

We have added Browse Aloud to our website to make it more accessible to those with sight impairment and reading difficulties. It is a service which can do a number of things to assist with reading and understanding the text on our site, including speaking the text out loud, highlighting sections and words and offering a translation service. It is all done in high contrast colours and is free.

Our November newsletter is in circulation and includes information on the changes at Trafford General Hospital as well as other articles.

Information and Signposting Function

Since the last update there have been 20 instances of signposting or information requests from the public.

There have been 11 concerns / complaints in this time 7 of these are ongoing.

Example of concerns recently received:

- Elderly resident raised concern about care given after hip surgery. Felt care givers lacked compassion, food was "disgusting cold and inedible." On day of discharge was put into a chair at 6 10am, bed was stripped and not made up she had to remain in the chair until discharged at 6 15 pm. She was in pain and discomfort.
- Pregnant mum attending anti- natal clinic at 11weeks was unable to find parking space at the hospital and because of this was 15 minutes late for appointment. On arriving at the booking in desk and explaining the situation to the staff member another person on reception, without listening or looking at Mrs X, told her colleague to rebook Mrs X appointment. Mrs X returned home very upset as new appointment was made and she would by then be 15 weeks pregnant.

Both these concerns were reported to the Director of Nursing and Head of Midwifery at the hospitals concerned.

Ann Day
Chair Healthwatch Trafford.
Nov 2013