

Healthwatch Trafford Update February 2015

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.

We continue our regular, monthly drop-ins at

- Broomwood Wellbeing & Community Centre
- Trafford Centre for Independent Living
- LMCP drop in (Trafford Community Centre, Shrewsbury St)

We also continue our Face to Face Engagement with young people to promote Healthwatch Trafford and gain young people's experiences of using services by working with members of Trafford Youth Cabinet (consulted for guidance on engaging young people as young volunteers) and the young women attending Sale Moor Young Women's Project and Trafford College.

We currently have 2 young people from Trafford College on work placement with us.

Healthwatch staff and volunteers have attended the following events, meetings and forums:

Ongoing Events

- CCG Locally Commissioned Services Review Group (Previously Enhanced Services Review Group)
- CMFT Liaison Meeting
- Moorside MH Unit liaison meetings
- CCG Public Reference and Advisory Panel (PRAP)
- HW Information & Signposting Group
- Personalisation Co-Production Group
- Locality Partnership Board (North)
- Greater Manchester Healthwatch Meeting
- North West Healthwatch Meeting
- External Reference Group of Healthier Together
- Youth Cabinet meeting
- Integrated Care Redesign Board
- PCCC Project Group
- Trafford Information network
- Health & Well Being Board
- Integrated Patient Reference Group
- Information & Signposting Meeting GM
- Trafford Signposting and Accessibility Delivery Group
- Diverse Communities Board

- Ageing Well Partnership Board
- Sale West Health Group Meeting
- Quality Surveillance Group (NHS England LAT)
- Primary Care Quality Surveillance Group. (NHS England LAT)

2. Below is an update on specific areas of work and involvement since the last update in January.

Healthier Together

We continue our involvement with the Healthier Together Program. We were involved in the production of the ERG report to the Committees in Common.

Working with young people

Primary School Health Champions

- The young health champion's project with pupils at a primary school in the Sale area has been completed. The project was very successful and received positive feedback from the children, school nurse and head teacher.
- We are looking at ways that this project could be progressed in other primary schools across the borough.

The Mental Health Survey for young people.

- Young people in Trafford are constantly telling us that mental health is an important issue to them
- We are very grateful to a student on work placement with us from Trafford College who has created a mental health survey for young people to help us find out about how well they feel supported by services. This survey is on the HWT website.
- Trafford Youth Cabinet members have approved this survey and have told us they hope it will provide useful evidence for their ongoing work with schools and other services to provide better support for young people's mental health.

Enter & View

- We have now undertaken two Enter & View visits to Trafford Housing Trust (THT) extra care facilities at Fiona Gardens and Newhaven. These were successful visits that were well received by the respective managers. No areas of major concern were identified and we are in the process of compiling the reports, which we will then share with the providers for comment ahead of publication on our website.

CMFT/Trafford General

- We have now completed 3 drop-ins in public locations at Trafford General and have spoken to 270 people. We have agreed to look at future dates and including other sites such as Altrincham Hospital. A report has been circulated on the drop-ins and has been well received by the Head of Nursing) and Clinical Effectiveness & Patient Experience Lead.
- We are also now in the process of agreeing dates with both volunteers and CMFT for HWT to conduct Enter & View visits on the Orthopaedic Centre, Day Surgery, Outpatient's Dept and Acute Medical Unit/Medical Assessment Unit.

Patient Experience Platform (PEP)

- There has been some progress on the development of the PEP.
- Partners have agreed to joint fund the informatics reporting element of the PEP (circa £10k).
- AQuA (Advancing Quality Alliance) has built the cost of a pilot of the sentiment analysis (£5k) into their business plan for 2015/16, which has been approved. The two pilot areas being Trafford and St Helens.
- We have also presented the PEP to the Associate Clinical Directors at Trafford CCG and they have asked us to look at how we can progress it with the Associate Director of Corporate Services and OD. Discussions are ongoing.

Quality Checkers

- The Chief Officer met with the co-ordinator of the Trafford Quality Checkers and we have agreed to share information about our respective 'visit' schedules. This was a very useful and informative meeting that gave us both a much clearer understanding of what the other does. As their role is much closer to our E&V than the CQC, it is important that we liaise on schedules so that we can both make our schedules as efficient and effective as possible.

Patient Care Co-ordination Centre (PCCC)

- We continued our involvement in the procurement process for the PCCC. Now that the successful bidder has been announced we will continue to be involved in the implementation phase of the project.

Prime Minister's Challenge Fund

- The Chair has been involved as lay assessor for the PMCF bids (GM).

3. Information and Signposting Function. Social Media.

- Since the last update there have been 320 contacts with the public.
- There have been 44 instances of signposting or information requests from the public.
- There have been 7 concerns / complaints logged with us in this time 3 of these are ongoing.
- There have been 90 reviews on the PEP
- We have had 1,236 hits on the website
- Twitter. We have made 1,014 tweets and have 100 followers.
- Facebook. We have 54 likes.

Ann Day

Chair Healthwatch Trafford

February 2015