

Healthwatch Trafford

Annual Report 2014/15



We will be making this annual report publically available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the license agreement.

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Note from the Chair



Welcome to our 2nd Annual report which covers the activities of Healthwatch Trafford in 2014/15

This annual report describes some of the ways in which Healthwatch has involved local people in helping to shape and improve health and social care services. In particular it highlights our work with young people and the deaf community.

Increasing our staff team at the start of the year has enabled us to increase our contact with local people, young and old and those from the more diverse communities.

Over the past year we have seen many changes nationally in the Health and Social care systems. This has led to local cuts in health and social care whilst demand is increasing.

We have had a winter that has been challenging for our health systems, our local hospitals have seen rises in Accident and Emergency attendance, increases in emergency admissions and significant delays in hospital discharge. Given these huge pressures on services, change is inevitable.

It has been more important than ever that we should hear your views and experiences of local services. Healthwatch plays an important role in ensuring that you the users of these services can influence change.

We report these views, good and bad, to the health and social care decision makers in order to give them the opportunity to understand the impacts of their decisions. We use every opportunity to champion the case for improved health and care services with good outcomes. We thank those organisations for listening to us.

Your views can make a difference so please keep talking to us, contacting us by email or posting feedback on our website.

2015/16 will bring even more challenges as we see the implementation of Healthier Together and Devolution Manchester.

Do let us know your views.

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 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

Healthwatch Trafford Chair



Note from the Chief Officer

This year has been an extremely busy one and has seen Healthwatch Trafford make real strides in achieving our key objectives.

The recruitment of a Community Engagement Worker has enabled us to greatly increase the amount of work we are doing with groups and individuals, in particular those that have been hard to hear in the past. It has enabled us to clearly identify issues and to focus our efforts where we feel they can be most effective. We have undertaken consultation and research and presented findings and recommendations through several well received reports (these can be accessed in the 'Resources' section of the website or by contacting the office).

It's often easy to overlook some of the work we do on a daily basis, in particular all the signposting that we do when members of the public contact us. What may seem like a simple task can often make a massive difference to an individual; it can be the first step on the ladder to resolving a long standing issue and the impact of this should not be underestimated.

We undertook the first of our Enter & View (E&V) visits at local Extra Care facilities this year. This is a core element of our work and provides a valuable insight into how care is delivered in Trafford. We have now laid the groundwork for an ongoing programme of E&Vs.

We have done a lot of work this year on redesigning the website to make it as user friendly as possible, as well as making it a useful resource for the public. In addition we introduced the Feedback Centre in November. This allows the public to leave feedback on any health or social care service in Trafford directly through our website. As this becomes more established it will help to provide a rich source of information about services that we can then share with our partners and stakeholders to both champion good practice and to highlight areas that require improvement.

I'd like to extend my thanks to the staff and volunteers for all their hard work. They have done fantastic work this year and we are really starting to see the impact of the work that Healthwatch Trafford does, none of which would happen without their dedication.

Andrew Latham

Healthwatch Trafford Chief Officer



About Healthwatch

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our vision/mission

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

Provide information about health and care services in Trafford.

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.

Alert Healthwatch England to concerns about specific care providers.

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

Play an integral role in the preparation of the statutory Joint Strategic Needs Assessments and joint health and wellbeing strategies.

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

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

Our strategic priorities

- 🌱 To facilitate the improvement of health and social care services within Trafford
- 🌱 To effectively engage with the people of Trafford, including hard to reach 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

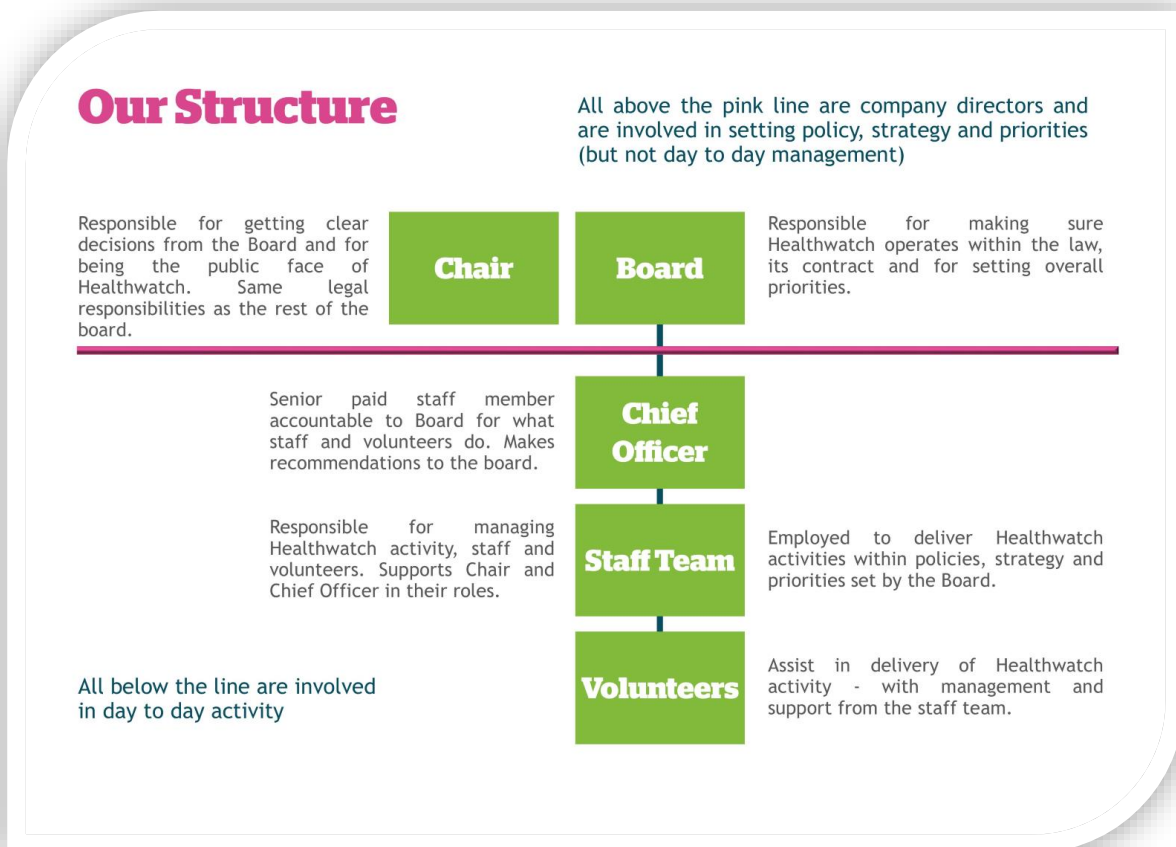
including setting an overall vision and making strategic decisions.

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.

Management structure

The bureau is governed by its board of directors, who are also the Members of the Company. 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,

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.



The Team



Our Healthwatch Team (from left to right): Andrew; Marilyn; Adam; Holly.

Andrew Latham - Chief Officer

Andrew has been with Healthwatch Trafford since 2013, and has focussed on building upon key relationships in the past year. “If I didn’t think Healthwatch could make a difference for the people of Trafford, I wouldn’t be here”

Marilyn Murray - Development worker

Marilyn has been with Healthwatch Trafford since it started and has spent much of the past year in training volunteers, setting up an enter and view programme and dealing with many of the signposting requests and complaints/concerns that have been brought to us. “I am here to make a difference by improving people’s quality of life”

Adam Webb - Communications and Information Officer

Another that has been with Healthwatch since the beginning, Adam has focussed much of his efforts on creating a well-resourced and easy to access website and building the social media presence, as well as keeping the organisation up to date with developments in health and social care landscape. “I want to make important information about health and social care as widely accessible as possible”

Holly Wheeler - Engagement Officer

Holly has been with the team a year now and in that time has really driven our collection of patient experiences, spread the word of Healthwatch and produced some important reports. “I want to help those who are not usually heard to find a voice”



Engaging with people who use health and social care services

Overall engagement

Engagement was carried out in person at a diverse range of events and locations including community and education events in colleges, parks and leisure centres as well as visits to local community groups meeting in libraries, churches, supported housing settings and community centres.

Between April 2014 and March 2015, 1909 Trafford residents engaged with our Community Engagement Worker and a total of 433 patient /service user experiences (relating to NHS health and social care services) were listened to and recorded.



Face to face engagement aims

- To listen to and record the experiences and views of Trafford residents re local NHS health and social care services;
- To encourage people to report experiences of health & social care to us (via website, telephone or in person at our drop ins);
- To increase awareness of Healthwatch Trafford;
- To signpost people to relevant health /social care services.

Long term desired outcomes for Healthwatch Trafford:

- To collate and monitor qualitative patient experience data regarding a range of health / social care services;
- To identify where local services are working well and where improvements can be made;
- To work with service providers to encourage positive change to service design and delivery where possible;
- To share and promote examples of good practice locally, regionally and nationally.



Regular, sustained community engagement with diverse communities

Libraries

Young families and elderly residents were engaged with at community groups meeting in Davyhulme, Altrincham, Partington, Urmston and Lostock libraries.

Hospital drop-ins

4 drop-ins were carried out over December 2014 to April 2015 at Trafford General Hospital.

Patients, their family members and carers were given Healthwatch leaflets, engaged in discourse by Healthwatch volunteers and staff and patient feedback was sought by giving out our patient feedback forms. These forms mirror the online Feedback Centre on the Healthwatch Trafford website; respondents are asked to rate the service using a five star rating system for overall satisfaction, given the option to rate specific elements of the healthcare service and to leave comments (anonymously if they wish).

Our reports with collated patient experiences relating to Trafford General Hospital have been shared (anonymously) with hospital patient experience and presented at hospital Equality Forum, Clinical Effectiveness meeting and Leadership & Management team meetings. In addition, where specific clinical areas have been mentioned, patient feedback has been shared with nursing staff with the aim that they consider feedback (positive and where there are improvements required) in any future transformation / improvement work.

Our drop-ins at Trafford General are continuing over 2015 and 2 drop-ins have been carried out at the old and new Altrincham General Hospital and we will be feeding back patient experience to hospital staff in the near future.



Broomwood residents

The Broomwood estate is one of the most deprived in the country (in the bottom 10% of Lower Super Output Areas). Engagement with residents from Broomwood was carried out by Healthwatch at the Broomwood Wellbeing Centre.

Stroke Association

Our strong partnership work with the Stroke Association team has led to the development of an aphasia friendly (easy read) patient feedback form, which Healthwatch created with support from the Stroke Association staff, service users and speech and language therapists.

We have attended Stroke Association events and we are responsible for collating and analysis of patient feedback from stroke survivors that is monitoring the recent improvements in



the stroke treatment pathways, along with Trafford CCG.

Engaging with people whose voices are often unheard

BME Engagement

Sustained engagement with LMCP Care Link, a local charity supporting older South Asian persons and their carers in Trafford, was established in August 2014 with 3 visits to the LMCP Care Link weekly Old Trafford community drop-in over August 2014 to March 2015.

Further engagement was carried out with attendees at a Trafford Muslim Association group (a provider of day care support and recreational activities for Muslims over the age of 50 years).

Engagement with these two groups allowed Healthwatch Trafford to meet with 60 residents and record their patient experiences. Many of these experiences echo what other Trafford residents are reporting about a range of local health services, but some issues, distinctive to residents of South Asian heritage were highlighted. These include:

- Lack of cultural awareness within GP and hospital services, e.g, no recognition of the Islamic principle that a person must be buried as quickly as possible after death
- Language barriers, e.g. GP Surgery answer phone messages for appointment bookings are in English creating barriers for patients for whom English is not their main language and don't speak English well

- Cultural barriers meaning services are not reflecting needs and preferences of patients (outlined in the NHS Constitution), e.g female residents want access to a female GP with shared cultural heritage (including shared language) is limited due to lack of diversity of GP Practices
- Lack of awareness amongst members of the community around patient rights to translation services in primary care and potential failures of primary care services to provide equitable provision that is responsive to the needs of all patients

These experiences will be shared with local organisations and Primary Care Services to influence change, dovetailing publication of the new NHS England Quality Standards for Interpreting and Translation Services (due summer 2015) in Primary Care.

Engagement with Carers

Engagement with Alzheimers UK and Age UK groups, in addition to community groups such as the Trafford Deaf and Blind Group, as well as our hospital drop-ins has enabled Healthwatch Trafford to speak to a wide range of carers.

We have also attended Trafford Carer events.



Engagement with Children

Engagement with 12 children at a local community Centre in Sale Moor over summer 2014 provided valuable patient experiences and led to the School Nurse Pilot Project (see below).

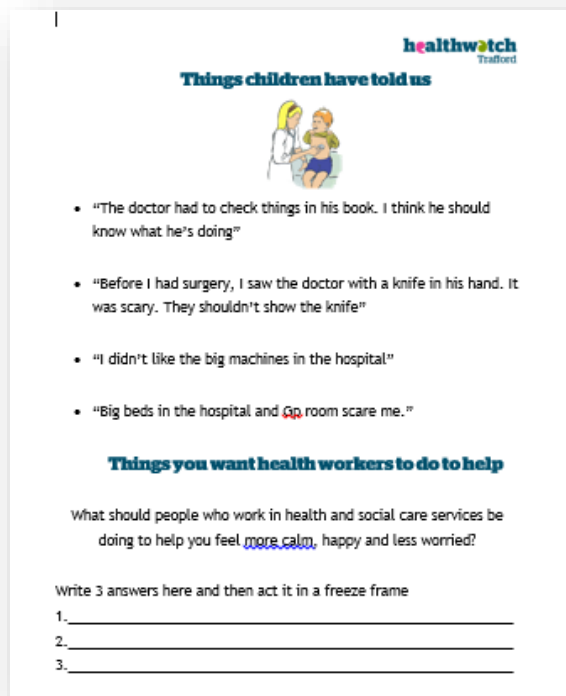
In March, 2015, Healthwatch Trafford engaged with 48 children at Trafford’s Primary School Conference, delivering drama and written activities. This has led to the development of the top 7 tips for healthcare professionals dealing with children, which was published on our website. Comments included:

“I like the hospital I go to because they think of younger and older people because they have a waiting room for children and a separate one for older people.” - 11 year old, Sale



Healthwatch Trafford delivering drama activities with children at Trafford Primary School Conference, March 2015

“I think it is important that you are paid attention when you are hurt, ill or have a bad tooth. Although you may be too young you need to be told what is happening.” - 10 year old, Altrincham



Drama activity at Primary School conference

Primary School Nurse Pilot Project

Healthwatch Trafford’s community engagement with children, (aged 8 - 14 years of age), at the Sale Moor Community Learning Centre in 2014, revealed a lack of awareness and knowledge amongst the children about their School Nurse Service.

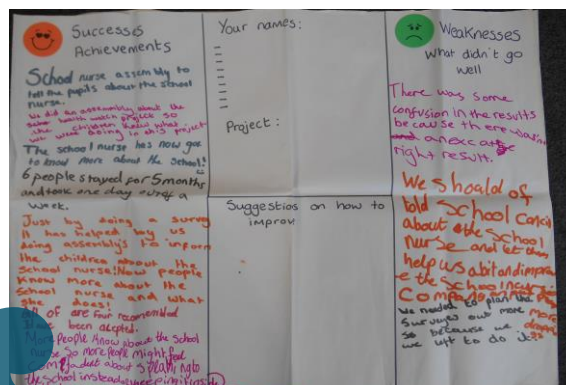
Keen to address this gap, Healthwatch Trafford carried out a pilot project with Firs Primary School, (attended by two of the Sale Moor children), to determine the extent to which the school nurse service met local and national best practice guidelines regarding health service design and delivery for children / young people.



Twelve Firs Primary School children were trained and engaged by HWT over four months to carry out peer led service evaluations using surveys and then develop their own recommendations. The children called themselves **Healthwatch Juniors**.

Results from 98 children surveyed at Firs Primary revealed:

- 50% had met their school nurse team & described staff as “caring”, “helpful” and “explains things well”
- 62% think it is not easy to see the school nurse team
- there is a lack of knowledge & awareness regarding:
 - how to access the school nurse service (72%),
 - what the service provides (72%)
 - the service confidentiality policy (49%)
- feeling nervous, scared, embarrassed or worried, were other motives preventing children from visiting the school nurse
- some see the service as providing support for issues such as emotional wellbeing, growing up, weight & bullying



Healthwatch Junior’s evaluation of the pilot project

Outcomes

Two recommendations made by the children, (Healthwatch Juniors), aimed at addressing the lack of awareness / knowledge of the service and raising children’s confidence to access it have been implemented:

- The Firs Primary school nurse team have delivered a school assembly with content suggested by Healthwatch Juniors
- Healthwatch Juniors have developed posters advertising the service.

Additionally:

- The Trafford School Nurse team have committed to carrying out assemblies (including the content suggested by Healthwatch Juniors) in **all** primary schools with established school nurse drop-ins
- This executive summary will be shared at a Trafford Primary Head Teachers Conference in June 2015
- Healthwatch Juniors planned and delivered a school assembly sharing their survey findings and recommendations with their peers



Outstanding recommendations, (agreed to by Firs Primary School Head), include placing the posters (designed by Healthwatch Juniors) and arrows directing children to the school nurse drop-in around the school around school and putting information about the service on the school website and newsletter.



5 Healthwatch Juniors from Firs Primary School, Sale

- Service user led evaluations of the School Nurse service to continue in all primary schools across the borough

Healthwatch Trafford would like to thank and acknowledge the hard work of the Healthwatch Juniors and extend thanks to the School Head, Nerys Hitchcock and School Nurse, Kim White, for their co-operation and support.

Moving forward, Healthwatch Trafford recommends:

- Repeating the service user led evaluation of the school nurse service at Firs Primary school in September 2015 to evaluate the impact of the work carried out
- Implementation of the 4 Healthwatch Junior recommendations¹ across all Trafford school nurse teams and primary schools

¹ The four recommendations: school assemblies (with suggested content by Healthwatch Juniors) to be delivered by school nurse team, posters promoting the school nurse service designed by children (with



specific content) to be put around the school, arrows directing pupils to the school nurse drop-in venue to be placed around school and school nurse service information to be placed on school website & newsletters.



Engagement with Young People

On a number of occasions this year young people have chosen to collaborate with us.

🌱 Young people working with Uprising! (a national young people's leadership programme) wrote and developed a Healthwatch Trafford promotional video for our website and gave us invaluable tips for future engagement with local young people

🌱 Two Health & Social Care students from a local college chose us for their week long work placements. Both students gave input into our media engagement with young people and, after highlighting mental health as an important issue for young people, one student developed a mental health survey (available on our website) that was later approved and promoted by Trafford Youth Cabinet.

🌱 The Youth Cabinet are currently campaigning to improve the emotional health and well-being of children and young people in Trafford and have used the responses to our online mental health survey in their report to the Youth Parliament Select Committee, (a British Youth Council (BYC) initiative, supported by the House of Commons). The Youth Select Committee is currently embarking on an inquiry focusing on Mental Health identified as a priority and voted for by the UK Youth Parliament in the House of Commons in November 2014. Healthwatch has helped the young people to create a coordinated and unified voice



The responses to the mental health survey will also contribute to the service user evaluation of Trafford CAMHS service currently taking place.

🌱 Our presence at the Trafford Secondary Schools conference allowed us to engage with over 50 students and gather patient experiences via paper feedback forms and our online patient feedback centre

🌱 Presentations to students in health & social care classes as well as engagement with new students and the offer of our free stress balls at two Trafford College Induction days contributed to our efforts to raise young people's awareness of Healthwatch Trafford

Trafford Youth Cabinet present to Trafford CCG

The video and presentation created by Trafford Youth Cabinet in partnership with Healthwatch Trafford was presented to a number of key clinicians at Trafford CCG and will also be viewed by multi-agency professionals at a CAMHS (Children & Adolescent Mental Health Service) stakeholder event in June 2015. *See page 20 for more details*



Engagement with Deaf people

Following consultation with members of Trafford Deaf community, our recently published report, **Getting it Right for Deaf people in Trafford**, outlines the issues faced by local Deaf people using local healthcare services:

- 🌱 barriers to contacting hospital & GP services to make appointments and collect test results;
- 🌱 a range of problems with bookings for BSL interpreters and quality of interpreters used by health services;
- 🌱 lack of Deaf awareness among health and administration staff shown by poor communication methods, often leading to missed appointments and unacceptable delays in assessment and treatment of health conditions.

Taking these important issues forward, Healthwatch Trafford have made a number of recommendations, including take up of deaf awareness training by all medical, support and administrative staff in health services.

Having presented this report at a recent GP Practice Managers Event (alongside a presentation from two local Deaf organisations giving further information and advice on how best to meet the needs of Deaf patients), we can report the following outcomes:

- 🌱 HWT has signposted several GP Practices to relevant local organisations including Trafford CCG and Genie Networks
- 🌱 Trafford CCG are supporting practices in accessing Deaf awareness training for staff

- 🌱 HWT has received commitments to service improvement from several surgeries and comments indicating increased deaf awareness, including:

“I found your session [Healthwatch Trafford with Genie Networks and Trafford Deaf Partnership] very interesting and has given me a couple of things I would like to change in our practice. Certainly the issue advising that not all deaf people are as literate as hearing people was news to me and I will cascade all that I learnt onto my staff together with the information supplied in your brochure [HWT interim report for the event]. My plan is that at least one of my staff will attend the sign language course in May, just waiting for GP approval. I hope I can improve the experience of visiting our surgery for our current 2 deaf patients and for any future ones we may get.”

Conway Road Medical Practice,
Timperley



HWT made sure that the voices of our local Deaf residents, outlined in our report, were listened to by the NHS England Primary Care team in the development of the Interpreting and Translation Services - Quality Standards for Primary Care Services, (due to be published in summer 2015). We did this by sharing our report with the professionals responsible for the development of these quality standards and attending an NHS England event where we advocated the views put forward by local residents in order to influence the quality standards.

We look forward to continuing to work closely with local Deaf organisations and local healthcare services to drive positive change over 2015 - 2016. The full report: Getting it Right for Deaf People in Trafford is available in the 'About us/our reports' section of our website.

We want to give our sincere thanks to Genie Networks, Deaf Health Champions, Trafford Deaf Community Network and Trafford Deaf Partnership for their invaluable help with our work. We hope to work closely with them in the future to continue to monitor the experiences of the deaf community in Trafford.

Find this report, along with any of our others on our website. If you require a hard copy or another format please contact the Healthwatch Trafford office.

Engagement with residents over the age of 65

In addition to work with elderly residents attending LMCP Care Link & a Trafford Muslim Society community group, engagement with residents over 65 years of age took place at a range of venues including:

- High Lee House (sheltered housing), Sale
- Walk and Talk Group, Sale (Age UK)
- Singing for the Brain session, Old Trafford (Alzheimer's UK)
- The Engage Group (Partington)
- Urmston Leisure Centre (Age UK event)
- Dementia Awareness Week events, Urmston (Age UK)
- Community bingo, Broomwood Wellbeing Centre (Blusci)
- Trafford Older People's Week, Altrincham





Engagement with children/young people with disabilities or additional needs

National evidence highlights that there is a tendency for support for young people with disabilities (aged 16-24), to fall away at key transition points as they move from child to adult services, families with disabled children report particularly high levels of unmet needs, isolation and stress and only 4% of disabled children are supported by social services (Trafford Partnership, A Picture of Wellbeing, Joint Strategic Needs Assessment, Young People, 2014 Update).

Our engagement with young people attending Trafford Centre for Independent Living: Transitions Group (supporting young people with disabilities as they move towards adulthood and independence) revealed that the following aspects of healthcare services were most important to them:

1. I feel listened to
2. Friendly & welcoming staff
3. Waiting times
4. Staff use language I can understand
5. Accessible
6. Opening times that suit
7. Easy to make an appointment

Other comments: “they understand and listen to me”

Healthwatch Trafford contributed to the planning and organisation of the Trafford Let’s Talk Special Educational Needs (SEN) Conference - which we attended and gathered a number of patient opinions.

Engagement with adults with disabilities or additional needs

Joint working with local organisation, United Response, (a service providing a range of services for people with learning disabilities, mental health needs or physical disabilities) enabled us to engage two local residents as volunteers.

Fitzroy Centre staff and some service users

Trafford Blind and Deaf Club

Trafford Compass events



Enter & View

Healthwatch Trafford has statutory powers to carry out Enter and View visits to any Health and Adult Social care service in the borough. These visits can be announced, where the service is aware of the visit taking place, or unannounced, where no notice is given.

These visits give us an ability to see first-hand how services are operating.

April and May 2014 saw authorized Healthwatch Trafford Enter & View (E&V) representatives carry out ‘announced’ visits to the Mastercall Headquarters in Stockport and Mastercall’s Out Of Hours service based on the Trafford General Hospital site. The E&V representatives witnessed a dynamic, patient focused service during their visits to both venues. The visits were carried out to get a solid understanding of the processes involved in delivering the Out of Hours service in Trafford.

Healthwatch Trafford have a number of E&V authorized representatives that have been through the Disclosure and Barring Service and the mandatory Healthwatch Trafford E&V training. During 2014/15 three more Trafford residents came forward and successfully completed the E&V training. A drive to recruit more volunteers is currently underway to increase the size of the E&V team to enable us to capitalize on the statutory E&V powers that we have and progress our E&V programme on a larger scale.

January 2015 the E&V representatives carried out a visit to Trafford Housing Trust run Fiona Gardens extra care facility. This was an announced visit (as was the subsequent Newhaven visit) and was to observe and identify good practice in the provision of ‘Extra Care’ housing facilities

for vulnerable or older people who are less able to do everything for themselves.

The main strategic driver for this visit is the ageing population in Trafford requiring extra care facilities. With the same driver in mind, in February 2015 we also carried out an E&V on Newhaven - which is another extra care facility run by Trafford Housing Trust.

These visits resulted in a positive reports from the E&V team that can be viewed on the Healthwatch Trafford website, along with our other Enter & View reports in the ‘About us - Our reports’ section.

As a result of our E&V visit to Newhaven, the service provider has taken on-board the recommendations that were made and has:

- Adapted the hospital admission forms that are completed for every resident to include their medication. This means if paramedics are called, they will have access to any relevant medication or information about it
- Extra signage has been ordered for the car park to make it clearer where are ‘residents parking only’ spaces

We have not found any necessity to escalate any concerns arising from E&V visits.





Development work

Youth Cabinet

Healthwatch Trafford worked closely with the Trafford Youth Cabinet to find out their opinions and experience of health and social care in Trafford. The Youth Cabinet is a group of young people that meet on a weekly basis to discuss issues that impact young people in the borough. The concerns raised by the young people were primarily towards GPs and those that commission some of the GP Services. The aim of the Youth Cabinet presentation was to bring their concerns directly to Trafford Clinical Commission Group (CCG).

From September 2014 we assisted the young people to bring their presentation to fruition and present their findings to Dr Jarvis and Dr Towers of Trafford CCG in January 2015. Members of the Youth Cabinet gave an excellent presentation and possible solutions to address the concerns raised. The presentation produced a lively and comprehensive discourse that resulted in the following actions taken by the CCG.

We would like to thank all the young people that took part for their invaluable help with this project.

Moorside liaison meetings

Healthwatch Trafford meet bi-monthly with Greater Manchester West (GMW) Mental Health Directors based at Moorside Unit on the Trafford General Hospital site. The meetings enable Healthwatch Trafford to speak directly to the providers of mental health services on behalf of local residents

living with mental health condition, their carers and families.

Gathering soft intelligence from local residents enables us to ask relevant questions to the providers. For example during one liaison meeting we asked what the procedure for Trafford patients if they were unable to be admitted to the GMW Moorside unit due to bed shortages. GMW stressed Trafford services users might be accommodated at either Salford or Bolton, however GMW assure Healthwatch Trafford that any service users admitted out of area are transferred back to their local area as soon as a bed becomes available. By continuing to build the communicative relationship between Healthwatch Trafford and GMW as resulted in providing the most update and correct information which has enhance our signpost and information service for Trafford residents. Another example is Healthwatch Trafford input into the HOME consultation process which was eventually dropped for Trafford residents.





Mental Health project

During autumn 2014 a small group of Healthwatch Trafford volunteers came together to form the Mental Health Steering Group. The group chaired by Ann Day were obtaining information from mental health service users informing them that;

‘they do not always know of new services that they may be able to access and changes to existing services’

Having agreed that communication was a source of great concern to services users led the group embarked on a project to provide a mental health forum that would give commissioners, providers and representatives of user groups the opportunity to exchange information.

During the initial planning stage Bluesci User Forum contacted us to say that they too were considering a similar project. This has resulted in both groups working closely together in partnership to establish a Mental Health Exchange Forum.

Mental Health Exchange Forum

The mental health exchange forum will provide commissioners, providers and representatives of user groups the opportunity to exchange information. Representatives of service user’s organization will be able to disseminate relevant information gathered from the meetings to take and inform their membership.

The mental health exchange forum will enable the knowledge and expertise of users of services to identify specific areas of concern, good practice and areas where there is a lack of service provision. The first mental health exchange forum facilitated by Healthwatch Trafford & Bluesci User Forum for Trafford will take place June 2015.





Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social 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.

That could mean instant, always-available online information for some, or a telephone and text message services for others. So with such a huge diaspora of people to cover and only limited staff and funds available, we have worked hard to make our Info & Signposting service as effective as possible.

Here is what we have offered over the past 12 months :

-  Our website - with numerous guides, 'how-to' instructions, the latest news and events in the area, videos and plenty more, it also has the contact details of every GP, Dentist, Hospital and Pharmacy in the borough
-  Our Signposting Directory - containing the contact details of every GP, Hospital, Dentist, Pharmacist and Care home in the borough, plus plenty more info.

-  Leaflets - Including 'Ten top tips to get the best from your GP appointment' and 'How to comment, compliment or complain'
-  Telephone line, open from 9am-5pm Monday to Friday (excluding bank holidays) with an 'always available' answering machine service
-  Text message number facility
-  Freepost address & pre-printed envelopes - to make communicating with us by post easier and cheaper
-  Info@healthwatchtrafford.co.uk email address for all enquiries
-  @healthwatchTraff Twitter account
-  Our Facebook page
-  Our LinkedIn page
-  Newsletters, e-bulletins etc.
-  Stands and staff & Volunteers at local events
-  Features in publications, such as a 'where to go for treatment in Trafford' feature in Trafford Housing Trust's Pulse magazine, which goes out to every one of their tenants.



Healthwatch Trafford Digital Engagement

A core part of the work that we do at Healthwatch Trafford is online. The internet and social media have given us the opportunity to engage with people on a large scale, very quickly.

From daily news stories about developments in health and social care nationally & locally, to signposting guides to help Trafford residents navigate the system, our website has become a powerful resource. Our feedback centre allows people to share their experience of a service from anywhere on a mobile phone, tablet or computer, giving us valuable information on what is going well and where improvements need to be made.

Social media has given us the ability to communicate to thousands of people quickly, easily and inexpensively. It has been an effective resource to gather and spread information amongst local residents, organisations and nationally too.

Here are some statistics to give you some idea of what we have achieved.





Communications and publications

We have continued to produce information in a variety of formats for people to access. In addition to our very popular “Ten top tips to get the most from your GP appointment” and “How to make a comment, compliment or complaint” leaflets which we have continued to supply to individuals and organisations, we have produced plenty of other publications this past year.

Probably most significant is our Health and Social Care Directory, created in conjunction with HC Publications. It is a directory of all GPs, Dentists, Pharmacists, Opticians, Care homes and In Home care providers in Trafford, but also includes information about Healthwatch, plus some useful guides like “understanding the Care Act” and “Choosing a care home”. In all, around 15000 copies of the Directory will be distributed around the area.

We have also produced reports, such as the “Getting it right for Deaf people in Trafford - Report on access to health services for Deaf people in Trafford” and “Primary School Nurse Report - Report on access to school nurse service in primary schools.” We have also published our Enter and View reports. These and more are available on our website, but we can supply hard copied if required and we will also make them available in other accessible formats such as Easy-Read upon request.

Also available on our website are a number of guides, how-to’s and other resources, including:

- 🌸 How to complain about NHS or Social Care services
- 🌸 How to get to an appointment (and how to book patient transport)
- 🌸 How to get seen by a doctor
- 🌸 How to get the best from a GP appointment
- 🌸 How to decide where to go for treatment in Trafford
- 🌸 How to find a care home
- 🌸 How to use a thermometer properly
- 🌸 How to improve childrens health care experiences
- 🌸 Guide to the care act
- 🌸 Trafford Acronym guide
- 🌸 NHS Jargon buster
- 🌸 Guide to the NHS constitution
- 🌸 Gide to the Friends and Family test
- 🌸 And more being added all the time.

We are also happy to provide printed copies of any of this information if requested.

We have placed an information banner with leaflets in every library in Trafford and have also have our information available in places such as leisure centres, the town hall and even with meals-on-wheels services.

Our newsletter went out to more than 300 people and organisations both in hard copy and electronically and is also available on the website.





Case Study

92 year old, 'not eligible' for hospital transport

Background

The Healthwatch Trafford Engagement Worker delivers a regular (6 weekly) drop in with elderly residents at a local community centre. At the drop in, attendees are made aware of Healthwatch Trafford and encouraged to share their experiences, positive or negative. One resident reported her experiences of patient transport to local hospitals and these were recorded by the Engagement Worker.

Patient Experience - Mrs X

“I'm 92 years old, have to visit hospital about every three months and can't walk very far. For a long time I was getting hospital transport to Altrincham Hospital, Trafford. But, this year I was transferred to Withington Hospital and told by the hospital that because I'm not in a wheelchair that I'm not eligible for hospital transport.

To get to Withington Hospital costs a fortune in a taxi so I have to take 2 buses and walk the rest of the way. It's especially difficult in bad weather. Sometimes when you get to the hospital there's a two hour wait when you get there. On these days it's like a full days' work just to go to one appointment!”

Actions taken by Healthwatch Trafford

- 📍 With Mrs X's consent, her patient experience was recorded on the national Patient Opinion website for other local residents to read and with the potential for service providers to respond.
- 📍 A telephone call was made by Healthwatch Trafford to Arriva Patient Transport bookings to clarify the eligibility criteria for patient transport. Arriva advised that Mrs X was likely to be eligible and recommended that she phone the booking line directly.
- 📍 Healthwatch Trafford phoned Mrs X and spoke to her and her daughter to relay the information received from Arriva and passing on the contact details for the booking line.

Outcomes for service user

A week later, Mrs X phoned Healthwatch Trafford to thank us for our help and reporting that she had confirmation that she was eligible for patient transport for her hospital appointments.

Two weeks later, Mrs X phoned Healthwatch Trafford a second time to give us her feedback on the quality of service she's received from Arriva patient transport. She thanked us again for our help and also stated “They've put me on the register in case I need the service again.” Mrs X is therefore now able to access patient transport in the future.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

We have used our reports and gathered intelligence as tools to influence local service provision. This has been done via meetings and consultation with appropriate commissioners and providers, and in forums such as those listed on these pages. All our reports are available on our website.

Putting local people at the heart of improving services

It is important that we establish and maintain relationships with the key stakeholders in health and social care, to ensure that the public and patient view is represented. We achieve 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. For example we attended Healthier Together External Reference Group as well as holding regular liaison meetings with Central Manchester Foundation Trust (CMFT), Greater Manchester West Mental Health Foundation Trust (GMW)

and University Hospital of South Manchester (UHSM).

Trafford Health and Wellbeing Board

The Healthwatch Trafford Chair has a statutory seat on the Board and has a regular agenda item in order to report back on our progress and issues arising from engagement with the residents of Trafford. Membership of the Board allows us to have input into the Joint Strategic Needs Assessment and the Health and Wellbeing Strategy as well as ensuring the views of the people of Trafford are represented.

Health Overview and Scrutiny Committee

We meet bimonthly with the chair and vice chair to brief them on emerging issues.

Clinical Commissioning Group

Healthwatch Trafford has a place on the CCG Board.

We have a good working relationship with the CCG and have regular meetings with the Patient Experience Team. We have been involved in several of their projects including major service redesign of Trafford's health services, review of locally commissioned services, the Integrated Care Redesign



Board and recruitment of members of the public to the Public Reference and Advisory Panel.

Care Quality Commission

We have a good working relationship with the inspectors and managers for the Trafford area and meet on a regular basis. We have not made any formal requests to the CQC to undertake investigations of services. We are notified of any inspections upcoming in our area and of any reports due to be published on any services within Trafford

Greater Manchester Healthwatch Network

This is a forum where Greater Manchester and Healthwatch issues are discussed and joint action taken. We have recently completed a survey on Patient Transport Service and currently we are working together to collate our responses to a major redesign of in hospital services across Greater Manchester. We are also involved with a wider North West Healthwatch Network.

Safeguarding

We have membership of the Strategic Adult Safeguarding Board. Healthwatch staff, Board members and volunteers have undertaken Level 1 Children's safeguarding training and an update of Deprivation of Liberty and the Mental Capacity Act.

Quality Surveillance Group

HWT attends the bimonthly meetings of this group. This a group set up by NHS

England Local Area Team as directed from the National Quality Board.

It brings together different parts of the system to share information and intelligence to safeguard the quality of care that people receive.

Our membership allows us to bring the views of the people of Trafford to the attention of the statutory bodies who have the powers to instigate change.

Patient Led Assessments of the Care Environment

Our volunteers have taken part in the PLACE Assessments in the local hospitals that serve our community.

Working with others to improve local services

We share reports with Healthwatch England and the wider Healthwatch network by uploading them to the Healthwatch Hub. We also share them with national networks where appropriate, such as the Communications and Information Officers Network meetings.

- We did not make any recommendations to the Care Quality Commission (CQC) this year to undertake special reviews (themed investigations) or investigations (responsive inspections).
- Subsequently the CQC did not undertake any special reviews or investigations as a result of Healthwatch Trafford recommendations.



Our plans for 2015/16

Public Engagement

Deliver a clear engagement plan and ensure continued contribution to Trafford Join Strategic Needs Assessment and Health & Wellbeing Strategy.

- Continue to capture views and experiences of Trafford residents accessing health and social care services.
- Public engagement to focus on key groups and locations; social care, young people and young families (in areas not previously covered), hard to hear groups and individuals.
- Maintain existing relationships with community groups and attendance at local forums and groups (where appropriate).
- Support local groups and individuals to work with providers to make service improvements.
- Patient Experience Platform (PEP); integrate with manually captured data to identify areas of concern.
- Collaborative work; continue engagement and data sharing with key partners.

Communications & Information

- PEP: launch & publicity drive. Maintain provider database and rating system to contribute to signposting function.
- Raise media profile
- Regular distribution of HWT newsletter and online newspaper
- Produce and distribute briefings on key issues for Trafford residents (for example personalisation, Better Care Fund, Social Care Act etc).

- Produce and distribute information and advice leaflets
- Maintain good working links with Trafford Information Network and Healthwatch England

Enter & View

- Conduct a programme of Enter & View visits; focusing on a mix of social care, hospitals GP surgeries & Extra Care facilities.
- Recruit and train additional E&V volunteers
- Publish reports and recommendations
- Continue work with providers to act on recommendations and facilitate improvement to services

Strategic Partnerships

- Work with key partners to ensure that service design and provision is appropriate and accessible to the residents of Trafford. Regular liaison meetings and attendance at other identified meetings & events.
- Maintain representation and existing contacts.

Devolution Manchester

- Ensure Trafford is represented at all stages of development and implementation
- Work with other GMHW to ensure representation for Trafford during development.
- Work with external parties (TCCG, TMBC et al) to identify Trafford strategy and establish ongoing communication channels.





Governance

● Recruit additional board members

● Review company structure to ensure the most effective vehicle for long term sustainability

Case Study

In the dark about 95 year old's care

Background

Mr X telephoned Healthwatch Trafford about his 95 year old mother, who had been diagnosed with terminal cancer. She was in Trafford General Hospital (TGH) and they have given her a 'rapid palliative discharge' which hadn't yet been activated. Mr X wanted his mother to be transferred to a particular Hospice as this is where his father was before he died and the mother was familiar with it and the care that is given. Mr X stated that TGH didn't seem to want his mother to go there. The principle question He was asking was 'can he make that referral to TGH for his mother to go to the Hospice? If so, how?'

Mr X also had questions about cost implications given the current economic situation and where he stands with his desire for his mother to be transferred to the Hospice and safeguarding the family home. He feels he was not getting very far with TGH administrators though he had not complained.

Action taken by Healthwatch Trafford

The Healthwatch Development Worker spoke to Age UK Trafford and was given information about the Hospice, which is a charity and carries no costs but referral must be made by a medical personal i.e. GP/Consultant or a Macmillan Nurse.

They also stated although in this case a person's condition is terminal it was not critical for TGH to consider a hospice. The need was for a palliative care home in Trafford that specializes in this type of care and they gave details for two such homes, including costs. They advised that if the mother was already accessing continual care then this will continue on discharge from TGH to nursing home and the NHS will pay the nursing home fees.

Healthwatch Trafford then contacted Mr X and explained the situation and he stated that the information fit with the latest information he had received from TGH that afternoon. He said he was was relieved that he was much better informed now and in a better position to move forward with obtaining the nursing care his mother required.

Mr X thanked Healthwatch Trafford for listening, for obtaining information on his behalf and telephoning him back to speak to him.



Our governance and decision-making

Our board



Ann Day

Bonnie Hadfield

Jean Rose

Brian Wilkins

Ahmed Lambat

Yvonne Mackareth

Sandra Griesbach

Advisory members (non voting)



Tony McDermott

Anna Booth

Karen Duffy

Who replaced

Karen Bridge

in September 2014

How we involve local people and volunteers

Our Sub Committees and Steering Groups comprise of a representative of the Board and members of the public as volunteers. These committees report into the Operations Committee and the full Board.

They are as follows:

- Adult Health and Social Care
- Media and Communications
- Finance, Governance and HR
- Children and Young Families
- Mental Health
- Enter & View Panel



Financial information

Healthwatch Trafford Finances for the year 2014/2015

INCOME		£
Income from Trafford MBC		£158384
Total income		£158384

EXPENDITURE		
Staffing costs		£110208
Chair's Remuneration		£7500
Operational Costs		£27562
Equipment		£2737
Total expenditure		£148008
Balance brought forward		£10376

Please note that these figures are produced from our management accounts and have not been independently verified. Final verified accounts for 2014/15 will be published later in the year.



Contact us

Get in touch

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Like us on Facebook:	Search Healthwatch Trafford
Find us on LinkedIn:	Search Healthwatch Trafford

your
voice
counts



We want to hear about the treatment and care you received here today.

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Trafford website today. You can even leave feedback anonymously.

