

**Activity report for
Quarter ending
31st December 2016**

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Healthwatch Trafford narrative report for Quarter Three 2016/17

This is our report on the activities Healthwatch Trafford conducted over the course of the last three months. It is targeted at our commissioner Trafford Council and key committees such as Trafford Clinical Commissioning Group (CCG) Governing Body, the Health and Wellbeing Board and Overview and Scrutiny. A separate Highlight Report is circulated to the public and for use as promotional material at the various Trafford events in which we participate.

As with our previous reports, Appendix 2 shows our progress against specific indicators from our work plan for the year, including Enter & View visits, engagement targets and surveys.

During October and November Healthwatch Trafford enter and view volunteers undertook visits to six care homes and two homecare providers in Trafford as part of Trafford Council's Dignity in Care Award six monthly reviews. The Dignity in Care Campaign was launched in 2006 by the Department of Health to generate an emphasis on improving quality of care and experience of citizens using Health and Social Care services. The Trafford Dignity in Care Award provides an opportunity for providers to take this commitment a stage further by evidencing that their service meets the requirements of the ten Dignity Challenges. The role of the Healthwatch Trafford volunteer was to provide Trafford Council with observational evidence on how the care home/provider were currently meeting the Dignity Challenge. The reports of the eight visits were submitted to the Local Authority on 14th December 2016.

In addition to these, we conducted an enter and view visit to Beech House care home. The visit was a positive one and the report will be published on our website soon. We also in this quarter published our Enter and View report on Mayfield care home, which can be found on the 'Reports' section on our website.

Also in the 'Reports' section of our website our updated report on Manchester Royal Eye Hospital, which we carried out alongside Healthwatch Manchester, can be found. The updated report includes the hospital's response and commitments to the recommendations we made.

In December we published our report on the Fibromyalgia patient experience survey. Produced by Joanna Melville, an intern funded by Manchester University, the report is available on our website.

We are very close to publishing our eagerly anticipated ME/CFS patient experience report. Produced from a survey that received over 1000 responses from around the world, we have worked with Manchester Metropolitan University on analysing the data. Currently in draft form, the report will be published with a press release in the coming weeks - keep an eye on our website news pages for more information.





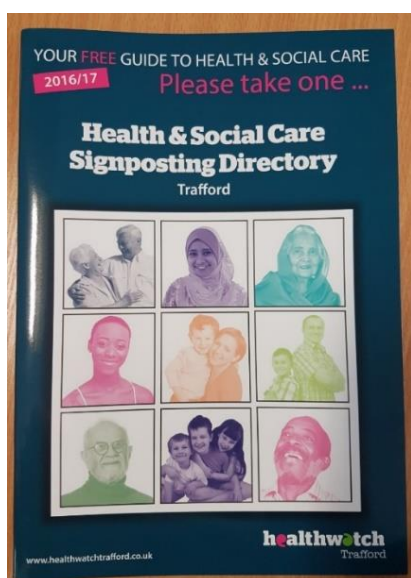
We are also close to producing a report on the project undertaken by the Adult Health and Social Care group (AHSC) on the opinions of health and social care services from parents and carers. Created with face to face engagement at parent and toddler groups, the report focusses on a number of key areas, including access to services such as GPs, blood tests or mental health care.

Healthwatch Trafford has agreed to co-Chair the new Manchester and Trafford Sector Patient Participation Group along with Healthwatch Manchester and the first meeting of this group was held in October. As part of the development of a new model of services for general surgery in the Manchester and Trafford Sector (MaTS), a commitment has been given to ensure that patients have the opportunity to offer perspectives on the model of care in partnership with single service teams in each locality.

Healthwatch Trafford attended a number of events in the quarter, covering a range of topics and organisations. We had a stall at the Trafford 'Let's talk youth' conference, where we spoke to a number of young people about their experiences and opinions about health and social care and recruited a few potential volunteers. At the other end of the spectrum, we also had a stall at the Trafford carers rights day event, where we provided information about Healthwatch Trafford and signposted to other local services.

We attended Trafford Clinical Commissioning Group's (TCCG) equality system 2 grading event, which identifies challenges and improvements within healthcare with key stakeholders for the coming year. An action plan will be developed by the TCCG as a result of this to look at ways to address any issues raised. We also attended the Advancing Quality Alliance (AQuA) Experience and Engagement event on shared decision making. These events are led by members of the Lived Experience Panel and provide a forum for members to discuss experience of care topics, as well as develop understanding in how they can advance this complex and challenging agenda.

We also attended a Sustainability and Transformation Plans (STPs) briefing at Salford University, where NHS trusts from around the region gathered to talk about implementation and consultation strategies for their plans. For Greater Manchester it was confirmed that the plans submitted last year for devolution would be used as the STP for the area. You can see the plan at <http://www.gmhsc.org.uk/delivering-the-plan/>



During the quarter, we have been distributing our new health and social care signposting directory, with around 15000 copies being given out around the borough. The directory lists contact details of GP surgeries, pharmacies, dentist surgeries, opticians, residential care, care homes and nursing homes in Trafford. It also includes useful guides and information on a range of subjects including carers rights, NHS continuing healthcare funding and also includes a social care jargon buster.

We have also been distributing our updated 'How to make a comment, compliment or complaint' leaflet. The leaflet, which has been one of our most popular publications, details in a simple flow chart who to speak to if you wish to contact someone about your care, as well as how to go about it. If you would like a copy of either





the leaflet or the signposting directory, please contact us. You can also find digital versions on our website.

Our public engagement this quarter has taken many forms. Our active team of volunteers has helped us to conduct four drop-in sessions to gather the views and experiences of those using services. These have been in Sale Waterside library, Partington wellbeing centre, Altrincham hospital and Trafford General hospital, and have given us the opportunity to speak to large numbers of people.

We also had a full page feature in Pulse magazine. Pulse, the magazine produced by Trafford Housing Trust (THT), goes out to every THT property, office and building across Trafford and featured in its Christmas issue an article all about Healthwatch Trafford. It explained what we do and also gave information about how to get in touch for anyone interested in volunteering with us.

Our young volunteers continue to help us connect to the younger members of Trafford's population. The Healthwatch Trafford Media Squad have been helping us design communications for younger people, running our young persons' social media channels as well as designing a website specifically aimed at young people. They have undergone training sessions in the use of social media and have added an Instagram account to their channels and have held a competition to encourage more followers, with the prize-winner to be drawn in February.



Our young volunteer Yusuf has been spreading the word about Healthwatch Trafford among his fellow students and teachers at Altrincham Grammar School for Boys and even ran a stand for Healthwatch Trafford at their Christmas fete. He also gave an assembly about us & what we do, and has collected more than 30 patient experiences so far.

Finally, we are delighted to be able to announce that we have been successful in our tender bid to run Healthwatch Trafford for a further two years. That means we will continue to deliver the service until at least April 2019!

Ann Day
Chair

Andrew Latham
Chief Officer



Appendix 2: Outcomes as per the Healthwatch Contract with Trafford Council

Progress to date					
Communications Outcomes	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Comments/ Remedial Action
At least 2 drop ins within each locality per year ¹	Locality 1 = 2 Locality 2 = 0 Locality 3 = 1 Locality 4 = 1	Locality 1 = 2 Locality 2 = 0 Locality 3 = 1 Locality 4 = 0	Locality 1 = 1 Locality 2 = 1 Locality 3 = 1 Locality 4 = 1		
Quarterly distribution of Highlight report to approximately 1,000 people	In production	Q1 Complete and on website	Q2 Complete and on website		On track
A minimum of 2 radio interviews during the year e.g during mental health week	0	1 (Trafford Sound)	0		
HWT staff to respond to public enquiries within 48 hours	Complete and ongoing	Complete and ongoing	Complete and ongoing		
Progress towards achievement of targets will be reported to commissioners via the monthly activity report which will be discussed at each HWT Board and then published within 1 week.	Complete and ongoing	Q2 activity report due October 2016	Q2 activity report published, Q3 due January 2017		On track

¹Locality 1 - Old Trafford, & Stretford, - Gorse Hill, Longford, Stretford and Clifford, Locality 2 - Sale - Bucklow St Martin's (Sale) Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's, Locality 3 - South Trafford - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village, Locality 4 - Urmston & Partington - Bucklow St Martin's (Partington), Davyhulme East, Davyhulme West, Flixton and Urmston.

Engagement Outcomes	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
All survey results to be incorporated into the monthly activity report which will be discussed at each HWT Board meeting, published within 1 week and shared with commissioners and participants via the HWT website.	Complete and ongoing	Q2 activity report due October 2016	Q2 activity report published, Q3 due January 2017		
All outcomes included in the Annual Report and, if appropriate, provided to Trafford Council, Ofsted, Healthwatch England, Trafford CCG and CQC.	Complete	Complete	Complete		
6 Enter and View visits to be undertaken following consultation with commissioners and reports published within 6 weeks and sent to CQC, commissioners and providers.	1	2 (3 in total)	1 (4 in total)		On track
Increase volunteer numbers from 15-20 by December 2016.	30	31 (total number)	39 (total number)		
Half yearly analysis of complaints to ICAS - July and December 2016	No data received from ICA (CiL)	Q1 stats received from ICA, requested further detail	Q2 stats received		Analysis ongoing
A report from the Health and Social Care Steering Group on Phlebotomy Services - end September *Changes to service already made. Review need for further work.					On hold

Governance Outcomes	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
<p>Director representation (and named Deputies) will contribute to the Health and Wellbeing Board, Trafford CCG, Greater Manchester Healthwatch, any Social Care Forums and other key groups as agreed between the parties. Membership of forums and groups will be reviewed regularly to ensure that HWT is adding value.</p>	Complete and ongoing	Complete and ongoing	Complete and ongoing		
<p>HWT will provide an Annual Report by 30 June 2016. This will report on work undertaken in accordance with the requirements of the Department of Health and will be circulated to the British Library, Companies House, Healthwatch England, Ofsted, commissioners and providers in Trafford. This will also be placed on the HWT website. HWT will routinely review its accounts and its Articles of Association. It will performance manage this work plan in accordance with HWT's contract with Trafford Council commencing 1 April 2016 for a one year period.</p>	Complete	Complete	Complete		



Appendix 3: Summary of meetings attended in Quarter Three

- Independent Complaints Advocacy - This contract is now held by Trafford Centre for Independent Living (CiL) and we meet with the Trafford advocate on a regular basis to discuss sharing progress and statistics on referrals to ICA.
- Advancing Quality Alliance (AQuA) - Experience and Engagement event [see page 4]
- Sustainability and Transformation Plans briefing @ Salford University - Interesting briefing on methods of engaging the public in STPs and consultations, as well as background and legal responsibilities [see page 4]
- Trafford Clinical Commissioning Group Equality system 2 grading event [see page 4]
- Healthier Together: Manchester and Trafford Sector Patient Participation Group (MaTS PPG) - [see page 4]
- Suicide Prevention conference - Key actions were to spread good practice and evidence of effectiveness and thereby reduce variability. Looked at risk factors and statistics. The draft suicide prevention strategy was shared
- Greater Manchester Healthwatch Network mental health group - To ensure Healthwatch' influence would be strengthened under the devo-Manchester arrangements in terms of implementing the GM mental health strategy. A Healthwatch Trafford director chairs.
- Greater Manchester Mental Health Implementation Executive - Discussed progress on children and young people, dementia, suicide prevention, work and health and adult mental health.
- Dementia United : 1 year on meeting - Discussed shortfall of funding, dementia strategy and Dementia Action Alliance (DAA) work.
- Greater Manchester Crisis Care Concordat - Discussed Children's care, pathways and examples of good models. Also changes in legislation and street triage.





Appendix 4: Analysis of complaints, comments and compliments

Central Manchester University Hospitals NHS Foundation Trust (CMFT)

Altrincham Hospital

Altrincham Hospital received an average of 3.5 out of five over the period, with four feedback submissions citing long waiting times as an issue and two specifically that comment on the poor waiting times for blood tests. There were also two negative comments about poor communication, but three positive about the reception staff.

Sentiment: 50% Positive; 25% Negative; 25% Neutral.

Trafford General Hospital

Receiving an average 4 out of five rating in the quarter, all but one feedback was positive, with long wait times and 'very busy' being the only negatives factors mentioned.

Sentiment: 85% Positive; 0% Negative; 15% Neutral

Manchester Royal Infirmary

Only one piece of feedback was received about MRI in this period. It was negative and talked about the poor cleanliness of the hospital environment that was observed.

Sentiment: 100% Negative

University Hospital of South Manchester NHS Foundation Trust

Wythenshawe Hospital

All the feedback captured about Wythenshawe hospital in quarter 3 was positive, receiving three 5 star reviews.

Sentiment: 100% Positive

GP Surgeries

Very mixed comments about GP practices this quarter with 38 pieces of feedback giving an average rating of 3.8 out five. Positive experiences of staff were most commented on and 20 people rated their experiences 5/5. Most negative comments were about long waiting times, issues with receptionists and problems booking appointments.

Sentiment: 68% Positive; 11% Negative; 21% Neutral

Experiences of other services were collected but were either too different to identify themes or were too few to make scalable comparisons meaningful.





**Your
voice
counts!**



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