

The image features a background collage of numerous small, semi-transparent photographs of diverse individuals of various ages and ethnicities. Overlaid on this is a large, semi-transparent teal rectangle. In the top right corner of this rectangle is the 'healthwatch Trafford' logo, with 'healthwatch' in white and 'Trafford' in white below it. The 'h' in 'healthwatch' is pink, and the 'a' is green. In the center of the teal rectangle, the title 'Healthwatch Trafford Annual Report 2016/17' is written in a large, bold, pink font with a white outline. A large, semi-transparent green circle is positioned in the lower half of the page, overlapping the teal rectangle and the background collage. The overall color palette is dominated by teal, green, and pink.

healthwatch
Trafford

***Healthwatch Trafford
Annual Report 2016/17***

Acknowledgements

We would like to say a huge thank you to our team of committed volunteers that have given up their time to help us accomplish so much this year.

We are also hugely grateful to the people of Trafford for speaking up about their experiences and views, without which we couldn't be an effective local Healthwatch.

You can contact us at Healthwatch Trafford in whatever way suits you - via the phone, email, text, social media or by post. You can do so anonymously if you wish.

We want to hear your feedback.



Visit -

Healthwatchtrafford.co.uk



Email -

Info@healthwatchtrafford.co.uk



Telephone -

0300 999 0303



Text -

07480 615 478



Tweet -

[@healthwatchtraff](https://twitter.com/healthwatchtraff)



Write to -

Sale Point, 126-150 Washway Road, Sale, M33 6AG



Facebook



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Our year at a glance

This year we've reached more than 2,200 people on social media



Our volunteers gave 3575 hours to help us with everything from research to Enter & View visits



We've visited 19 local services



Our reports have tackled issues ranging from ME/CFS and Fibromyalgia to Parent & Toddler groups



We've listened to 1000+ people on ME/CFS.



We've met hundreds of local people at our community events



Message from our Chair

Welcome to the Annual Report from Healthwatch Trafford for the year 16-17. It has been a year of change in both Health and Social care services...

The change that has had the most impact came out of the Devolution Program with the creation of the Greater Manchester (GM) Health and Social Care Partnership.

Healthwatch organisations across the 10 GM Boroughs worked together to make sure that the voice of the people was heard at a strategic level. Healthwatch Trafford have played our part in this particularly in the development of the Mental Health and Healthier Together programs. We will continue to ensure that the voice of Trafford is heard through our membership of the GM Healthwatch Network.

Even though we were involving our staff and volunteers, especially our Board members, in the developments across GM our main focus continued to be on issues in Trafford and the concerns residents raised with us. We know that ahead are changes nationally to both Health and Social care provision and we need to hear your views and how they affect you as a Trafford resident. Please keep on talking to us.

This report describes some of the methods we have used to gather the views of local people. In particular it highlights our reports on services for patients with Fibromyalgia, ME/CFS and the views on health services of parents and grandparents



attending toddler groups across Trafford. The findings in these reports have been shared with health and social care decision makers.

Special thanks go to our volunteers for their time and commitment allowing us to extend the reach of Healthwatch across all our communities. They play a key role in our engagement with the public and impact on our reports.

I would like to make a special mention of the members of the Board that stood down in 2016. Bonnie Hadfield, Brian Wilkins, Ahmed Lambat and Yvonne Mackereth. I thank them for their expertise, their support and for their years of service.

In March 2017 I came to the end of my tenure as Chair of Healthwatch Trafford. I would like to thank the Healthwatch Trafford Team and my fellow members on the Board past and present for their support over the years.

Special thanks go to current team members Andy, Marilyn, Adam and Katherine for their hard work over the year. It's not always easy!

A handwritten signature in black ink that reads "Ann Day". The signature is written in a cursive, flowing style.

Ann Day

Message from our Chief Officer

2016-17 turned out to be another year of change for Healthwatch Trafford.

In the Autumn of 2016 we entered a competitive tender process with Trafford Council to bid for the right to deliver the local Healthwatch contract from April 2017 onwards and I am delighted to say that we were successful in our bid and will continue to deliver these services in Trafford for at least the next two years. Part of the tender process involved us developing a work plan showing how we intend to deliver services in 2017-18 and beyond. You can find the interesting and exciting work planned for 2017/18 on page 20 of this report.

Our work with external stakeholders such as Trafford Council, Trafford Clinical Commissioning Group and the many providers of health and social care services within Trafford has been vital in enabling us to keep up with what is happening across the borough and even more so in ensuring that we can bring our influence to bear.

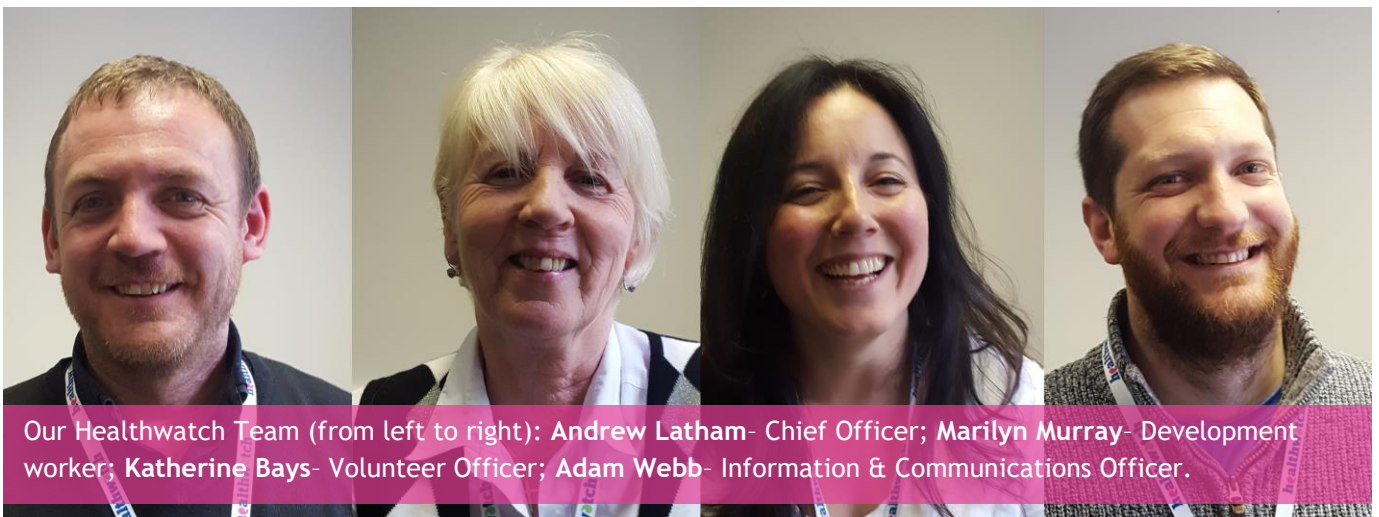
We continue to look at new ways in which to gather information and feedback. Please continue to provide us with your experiences of all the health and social care services that you access throughout the year and take a moment to sign up to our new Healthwatch 100 initiative!

Our Engagement Worker Holly left us this year, after first going on maternity leave and then relocating out of the area following the birth of her daughter. Holly did some fantastic engagement work with us and whilst we are sorry to see her go, we wish her all the very best in her new life.

Finally, a huge thank you to our staff team of Marilyn, Katherine and Adam that put so much hard work in throughout the year and a special mention to our outgoing Chair, Ann Day, who has worked tirelessly on behalf of Healthwatch since it began.



Andrew Latham



Our Healthwatch Team (from left to right): Andrew Latham- Chief Officer; Marilyn Murray- Development worker; Katherine Bays- Volunteer Officer; Adam Webb- Information & Communications Officer.

Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

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

To provide information and signposting for health and social care services in Trafford.

To 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.

To alert Healthwatch England to concerns about specific care providers.

To participate in decision-making via the local authority's health and wellbeing board.

To play an integral role in the preparation of the statutory joint strategic needs assessments (JSNA) and joint health and wellbeing strategies.

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

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



Our priorities

- To facilitate the improvement of health and social care services within Trafford
- To effectively engage with the people of Trafford, including seldom heard 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 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

Management Structure and decision making

The organisation is governed by its board of directors. These directors are drawn from the local community and local community based organisations. The board of directors is collectively responsible for the governance of Healthwatch 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.

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.

Our board meeting dates are made public and members of the public can submit questions in advance. The meetings themselves can be attended by members of the public as they are officially ‘meetings held in public’, however the public is allowed to observe but not participate as they are not ‘public meetings’.

Our board

Our board of directors comprises of:

Ann Day (*Chair until March 2017*)

Heather Fairfield (*Chair from April 2017*)

Jean Rose

Sandra Griesbach

Brian Hilton

Tom Tomkins

Retired members:

Bonnie Hadfield (*stepped down April 2016*)

Brian Wilkins (*stepped down June 2016*)

Ahmed Lambat (*stepped down December 2016*)

Yvonne McKereth (*stepped down January 2017*)

Your views on health and care

Listening to local people's views

In order to capture the views of a diverse array of people from across the borough, we employ a number of different methods to gather feedback (see page 10 for a map showing where we have engaged).

- We have held 'drop-in sessions' at a number of locations, giving members of the public the opportunity to talk to us face to face. We have spoken to hundreds of people at our local hospitals and health centres, talking to those that are actively using services. This helps us also capture the experiences of those that live outside of Trafford, but use services here. We have also held drop-ins at non-healthcare locations, such as libraries.
- At this year's Trafford 'Let's Talk Youth' schools' conference, we spoke to lots of young people about health and social care and recruited new young volunteers. Our young volunteers have collected experiences from school and encouraged feedback via our media squad.
- We visited five Parent and Toddler groups to gather experiences of health and care services from young parents.

Visiting services

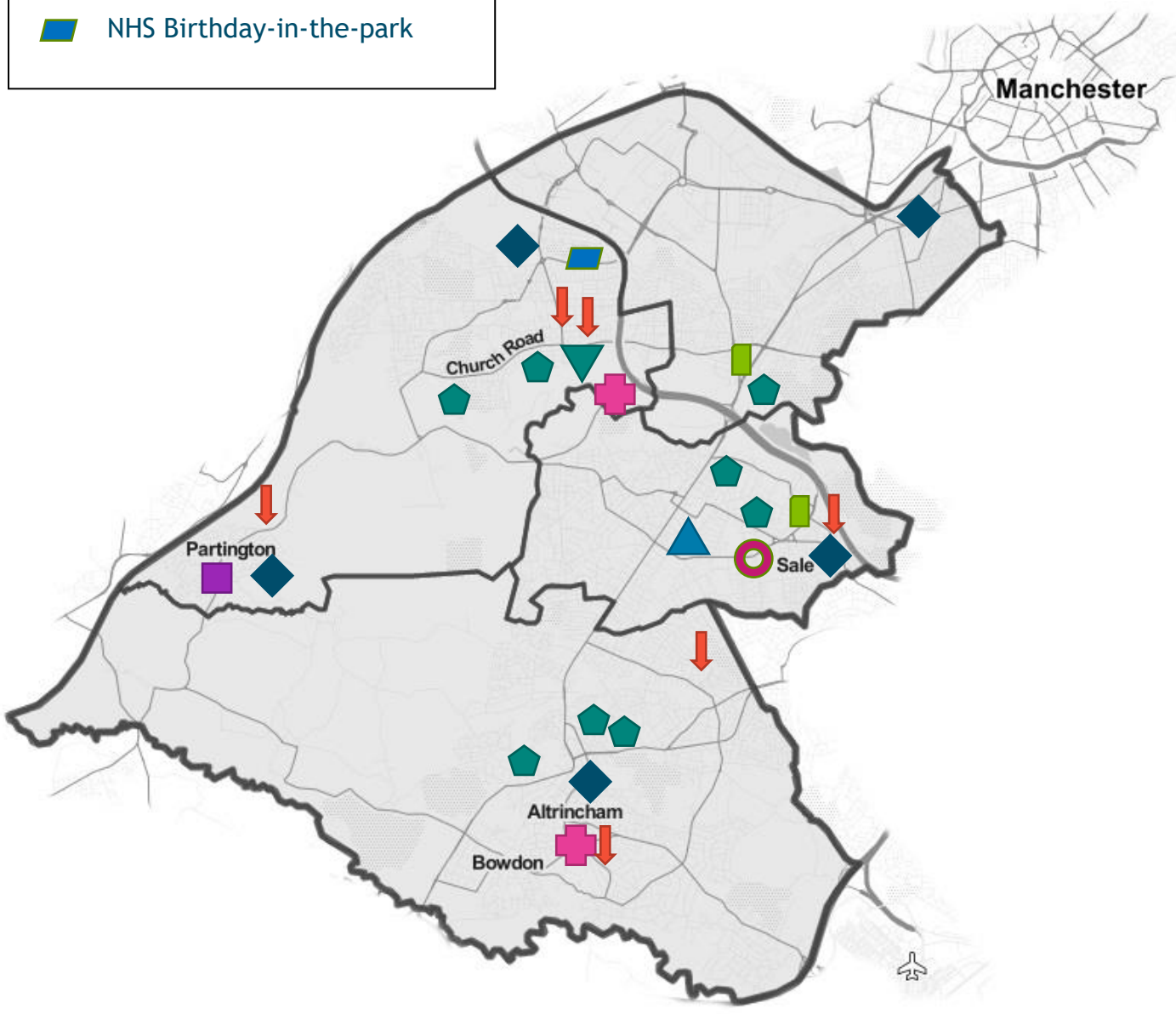
- We carried out six Enter & View (E&V) visits, focussing on care homes and nursing homes as our aim for this year has been to look at social care settings.
- In addition to the E&V visits, we also carried out six 'Dignity in Care' (DiC) visits along with Trafford Council to nursing and care homes.

All around Trafford



In our quest to hear from people from all across the borough, we have travelled around and listened to what people have had to say.

From the drop-ins at hospitals, where we hear straight from people using the services, to our Enter & View visits where we listen to people in their homes, we have endeavoured to gather feedback from a mix of demographic background.



Our Enter & Views - in detail

During 2016-17 Healthwatch Trafford has concentrated its Enter and View visits on care and nursing homes in Trafford. These visits were part of an ongoing planned series of visits to capture the experience of residents living at these homes and the views of their relatives on the quality of care being provided.

One motivation for our visits was to make sure that the Care Quality Commission's [CQC] dignity and wellbeing strategy is upheld, ensuring that homes are providing care and treatment in a way that protects people's dignity and treats them with respect.

Our dedicated team of volunteer lay authorised representatives carried out Enter and View visits to six care homes within the four localities of the borough.

These were not formal inspections. Rather they provided a lay person's snapshot of care on the day of the visit.

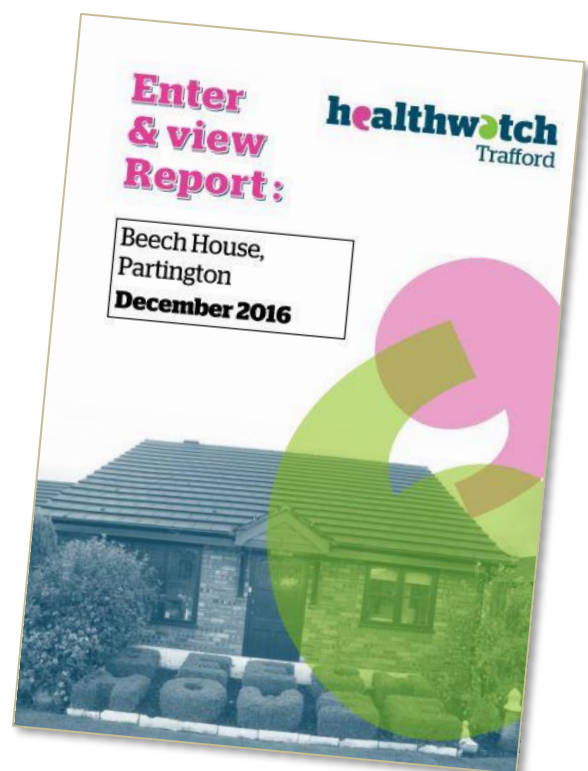
Handsworth Residential Care Home, Bowdon was visited in July. We concluded that the home had a happy and relaxed atmosphere. The Enter and View team did not put forward any specific recommendations. However, they did ask the manager to respond to further questions on issues raised within the report on residents' choices on bathing and breakfasting.

Mayfield Care Home, Sale was visited in September. We spoke to a small number of residents over the age of 65 years. Most of the comments we received from residents were positive. We asked the manager for further clarification on 'how do residents complain to the manager if they have any

issues and does the home provide information for residents on arrival'

Beech House is a dual registered home providing residential care and nursing care in the Partington area of Trafford. The Enter and View team carried out a visit in December. We received several positive comments from residents who were happy living at Beech House. The negative comments we received from residents were on issues of toileting.

Timperley Care Home, was visited in January 2017. Timperley Care Home is a nursing home that also provides palliative care for 'end of life' residents. A butterfly is posted on the resident door when 'end of life' care is being provided to alert staff and visitors. The Enter and View team felt that this was a 'best practice' by the home that could be shared with other care homes in the borough. We made two specific recommendations in relation to people with Parkinson's.



Shawe House is situated in Flixton and provides care and support for people living with mid-to advanced dementia. The decision to visit Shawe House in January 2017 was made following a recent poor review by the Care Quality Commission's inspection of the home. The Enter and View team observed that the home décor and design was shabby. However, staff on the day of the visit were observed to be caring when supporting residents.



Following the visit three recommendations were put forward.

Flixton Manor is a nursing and residential care home in Urmston. The decision to visit Flixton Manor in February 2017 was made following a recent poor review by the Care Quality Commission's inspection of the home and the recent change of manager. We received a mixture of comments from the residents and visitors on the day of the visit. The main cause of concern was

around toileting for residents. Following the visit the Enter and View team made seven recommendations. The home has responded to several of the recommendations put forward following the Enter and View visit.

The full reports on these E&Vs, including our recommendations and responses from care home managers, can be found on our website

healthwatchtrafford.co.uk/our-reports.

We made 12 specific recommendations to the homes visited. Many of these related to bathing, toileting and nutrition.

Healthwatch will follow up on these visits in due course to see if our recommendations have been followed up.

These reports are shared with the CQC, Trafford Council, Trafford CCG and Healthwatch England as well as care home managers.

Our Enter & View authorised representatives



Our Team of Enter and view representatives: *(in order)*

Joseph Burke, Bonnie Hadfield, Susan George, Georgina Jameson, Anna Kotsonouris
Ann Day, Jacqueline Blain, Catherine Barber, Lisa Fletcher, Sandra Griesbach
Marilyn Murray, Barbara Richardson, Pat Lees, Brian Wilkins, Jean Rose

Dignity in Care Awards Review

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 Award



must result in improved outcomes for service users and carers.

The Healthwatch Trafford volunteers involved in the reviews are members of our Enter and View team and found the visits helpful to understand how operations were being run and managed and gave a valuable insight to the culture and values of the provider. The visits also proved valuable in terms of raising the profile of Healthwatch, particularly amongst frontline staff and fostering a relationship with care providers. The providers visited certainly knew more about Healthwatch when they left than they did when they arrived.

From October to the end of November 2016 Healthwatch Trafford authorised volunteers visited six care homes and two homecare providers to undertake the Dignity in Care six-month reviews on behalf on the local authority. The care homes we visited were: **Ferrol Lodge** Sale, **Beverley Park** nursing home Stretford, **the Fairways** Urmston, **Wyncourt** Timperley, **the Knoll**

Urmston, **Oldfield Bank** Bowdon. The two homecare providers were **Imagine Act** and **Succeed** who deliver services for residents at Fiona Gardens Extra Care facility in Sale and **TLC Homecare** who deliver homecare services for residents living at Newhaven Extra Care facility in Timperley.

Be a part of the Trafford Healthwatch 100!

We have created a project called the Trafford Healthwatch 100 to find out directly from the people of Trafford what they think about local health and social care

These surveys will be quick to fill in and relatively simple, so you will never have to spend a long time filling them in. Some will be general, suitable for everyone to fill in, like this first one about GP appointments and some will be targeted to those that suit certain characteristics - for example on issues that only effect older people, only those of a suitable age would be requested to respond.



The information collected will always be anonymised so you wont be identifiable by your answers, meaning you can be completely open and honest. The demographic and contact information is used only by Healthwatch Trafford to send out surveys to the right people and to make sure that our information is as representative of the people in the borough as possible. Your details will never be passed on or supplied to any other organisation and we will only ever use it for the purposes of the Trafford Healthwatch 100 project. You can unsubscribe at any time and we will remove all details upon request.

By giving us your details, we can send you the next appropriate survey when it is available and you can ensure your experiences and views matter.

By participating in the Trafford Healthwatch 100 you can help us make health and social care better for the people of Trafford.

Find it at healthwatchtrafford.co.uk/the100 or contact the office.

Our reports

How your experiences are helping influence change - Our reports 2016/17

In the past year we have published reports on ME/CFS (Myalgic Encephalitis/Chronic Fatigue Syndrome), Fibromyalgia, Parent and toddler groups as well as an updated version of our report on Manchester Royal Eye Hospital. We have also released quarterly highlight reports for the public to show what we have been doing throughout the year.

Myalgic Encephalitis/Chronic Fatigue Syndrome (ME/CFS)

Our role is not to investigate individual complaints and we do not provide an independent advocacy service in Trafford. However, when a Trafford resident got in touch with us to tell us about a series of negative experiences they had suffered in their treatment which they believed was down to the fact that they had ME/CFS, we listened when they said they knew of many others with the condition who were also experiencing poor treatment. We decided to find out what the situation in the area was really like.

With the help of the person that had come to us, we created a survey designed to find out about people's real experiences with the aim of being able to identify areas that



could be improved and good practice that could be shared.

The survey was available online using SurveyMonkey and a paper version was made available for those that do not use the internet. It was promoted via local support groups and social media as well as with national ME charities.

There was a much bigger response to the survey than we anticipated. Not only did more than 130 people across Greater Manchester take part in the survey, but there were well over 1000 respondents from the UK and abroad, in total. It became clear that ME/CFS is a subject that people with the condition feel incredibly strongly about.

Due to the number and complexity of responses that we received, we enlisted the help of Manchester Metropolitan University to assist us in analysing the results and to lend credibility to our findings. We then created a comprehensive report which included many worrying issues, including the fact that 76% of respondents felt that their GP was not knowledgeable about ME/CFS and that this had an adverse impact on their health and wellbeing.

The reception to our report has been very positive both in Trafford and Across the UK. We sent the report to all local NHS trusts and support groups as well as our MPs. We also sent it to National ME charities.

“We’d like to formally commend you on the very clear way you have set out the report, with a concise and informative summary”

Trafford Clinical Commissioning Group

Trafford CCG responded to tell us that they were looking at the recommendations we presented saying they would welcome further dialogue with Healthwatch Trafford to help them develop an action plan to address the issues raised. Since then they have started looking at ways of implementing some of the recommendations - including making arrangements for us to speak at an upcoming GP education event on the subject. We are now working alongside Trafford CCG together with Manchester and Salford CCGs in a project to feed in local patient stories to the GM Devolution team, with the aim of creating clear pathways and mapping services as well as being able to

provide reliable information to those with the condition.

Fibromyalgia



In the production of the ME/CFS report, it became apparent that many of the same problems were being felt by those with Fibromyalgia, leading us to undertake a similar project with a dedicated intern, Joanna Melville from Manchester University.

We produced a report about the experiences of services for people with Fibromyalgia after receiving feedback from residents with the condition. We heard from 71 people from Greater Manchester (almost a thousand from the UK as a whole) and produced a report with a number of recommendations which have been taken to local hospital trusts and Trafford CCG, as

well as Healthwatch England, National Fibromyalgia charities and local support groups. As many of the issues raised were similar to those raised in the ME/CFS study as indicated earlier, the recommendations can be taken forward together.

Parent and toddler groups

Our Adult Health and Social Care group looked at ways to hear from families in the area and created our report 'Opinions on health and social care voiced at Parent and Toddler groups in Trafford'. This group was made up of volunteers comprising a mixture of experience, from board members, ex professionals and service users and gave an all-round view of how things work.



The main findings were:

- 78% of respondents found it easy or quite easy to get a GP appointment. However, this masked a large variation as in Old Trafford only 54% of respondents found it easy or quite easy to obtain an appointment.
- 56% of comments received on maternity services were positive. Respondents wanted to see more post-natal help, some respondents felt maternity services were under resourced and there was some concern expressed on the location of maternity services.
- 65% of people were unsure of how to access social care. No respondents identified the local council as an organisation to contact about social services
- 62% of respondents commented that if they needed to access mental health services they would know how to do this via their GP or health visitor.

Recommendations made in the report will be followed up in due course.

Making a difference together

In this section we highlight some of our achievements in 2016/17. We aim to provide an effective economic, efficient and sustainable local Healthwatch service that the people of Trafford can trust.

Our relationships with providers, commissioners and scrutiny bodies are crucial to us being able to effectively fulfil our aims and objectives. It is vital that we establish and maintain relationships with the key stakeholders in health and social care whilst, at the same time, maintaining our independence and fulfilling our obligation of scrutiny. We have achieved this in a variety of ways, through meetings with individuals, attendance at forums and consultation events. We regularly attend the Governing Body of the Clinical Commissioning Group, the Health and Wellbeing Board, the Health & Overview Scrutiny Committee. We also engage with those external partners who are responsible for delivering services to the residents of Trafford. This includes the hospital trusts and we attend Greater Manchester-wide events such as Healthier Together. We have been involved in the development of Healthier Together and we are members of of the Clinical Alliance responsible for development of clinical pathways.

This year saw the embedding of the Health and Social Care Partnership (HSCP) sometimes called devo-Manc, which is now

responsible for spending £6 billion of public monies.

Healthwatch Trafford has representation on the HSCP Mental Health Executive Group. We are also members of the Crisis Care Concordat, which during its first year, has introduced mental health workers into the Police Control Room so that people experiencing mental health difficulties can have the benefit of the expertise of trained mental health practitioners.

During 2016/17 we provided feedback on:-

- The Trafford Locality Plan
- All our major provider Trusts' Quality Accounts
- Trafford General urgent care changes
- Child and Adolescent Mental Health Service's review
- The Director of Health's Annual Report
- The pharmaceutical needs assessment
- The single hospital service review

We participated in the Equality Delivery System grading event for the Clinical Commissioning Group and we created a Dementia Declaration Action Plan stating what Trafford is committed to doing.

We have worked in partnership with all key agencies and with the 10 local Healthwatch in Greater Manchester, developing a memorandum of understanding on how we will work together to bring more impact to our findings and reports.

Trafford and Manchester have teamed up to form a Patient Participation Group to listen to views of those who use cross border services.

We have made 12 specific recommendations to improve the care provided to people in care homes in Trafford. Overall, the homes we visited were judged to be providing good quality care.

We also received positive feedback from our drop-ins about the hospitals Trafford residents use, although waiting times remain an issue as well as delayed transfers of care when people are ready to go home; hence our focus on intermediate care services in 2017/18.

Communication and engagement is an important aspect of our work and we have produced a number of 'How to' guides which have proved extremely popular. We will continue to produce these so that we can provide easy and understandable information for the public.

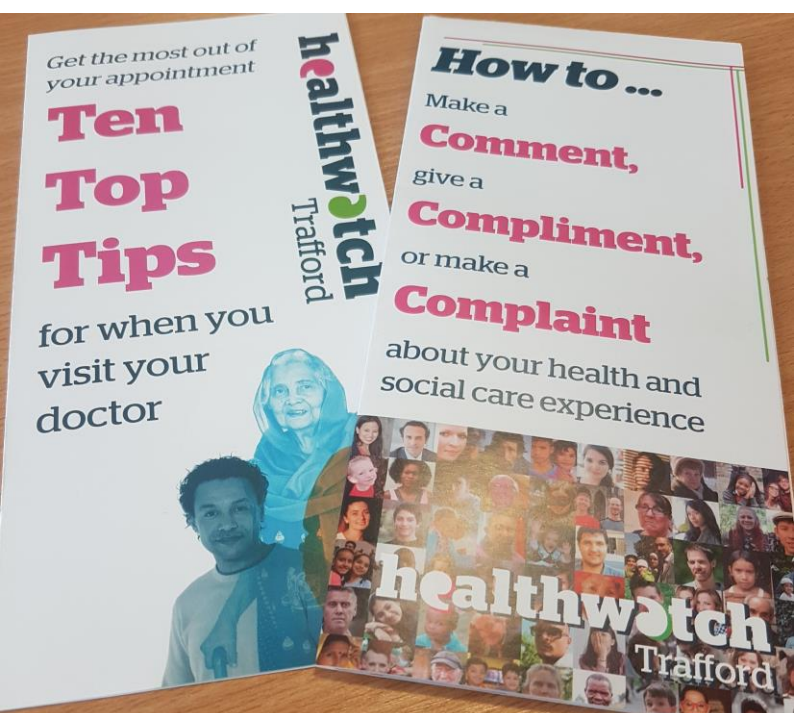
How we have helped the community access the care they need

A core part of the service we provide to our local community is our information and signposting service. However as this community is a very diverse one, we need to ensure that we use every possible suitable means to reach as many people as possible in the borough, but also to make sure we are as useful as we can be for everyone.

Our website is a centre of information, containing the details of every GP practice, dental surgery, pharmacy, hospital and care home in the borough. It also contains "how-to guides" on a number of subjects (such as how to make a complaint or how to find a care home), as well as many other resources, including a jargon buster and acronym guide.

Our website was visited more than 22,000 times over the year, with our 'How to get seen by a Doctor' guide being the most popular page (other than the home page), showing there are a lot of people needing this information (over 3000 visits!). News pages were also very popular, showing that people are using our website as a regular and reliable source of news in health and social care.

We have distributed the new updated version of our Trafford Health and Social Care Signposting Directory which includes the contact details of all the local services and other useful health and social care related information in a booklet format.



We have updated and refreshed our ‘How to make a comment, compliment or complain about health and social care services’ leaflet to reflect changes in processes and providers. We have also updated and republished our ‘ten top tips for when you see your doctor’ leaflet, reflecting its popularity. Our other leaflets including ‘what can Healthwatch Trafford do for you’ are also very popular.

What next?

Over the coming year, we intend to become an even more visible presence in Trafford. We will conduct more Enter and View visits to publicly-funded health and social care premises than in previous years (we aim for a minimum of ten), while streamlining the process to ensure that we get both resident and carer views and feedback. We will continue to conduct public drop-in sessions in hospitals, libraries and public events and will seek to develop a more targeted approach, sending trained volunteer champions to community groups to raise awareness of our organisation and listen to their experiences. We will maintain our public enquiry helpline and signposting service, developing at least two new ‘how to’ guides.

“I found Healthwatch very informative and a really good resource and feel it would be a very beneficial tool to our service.”

Tracy Chapman, Senior District Nurse

We will connect with residents and service users through our project, **the Trafford Healthwatch 100**. By signing up to be part of our quick-fire anonymous survey panel, they can respond to monthly short surveys to give us their perspective on a variety of topics - some decided by our workplan, some created in response to hot topics and headline-making news. We aim for a minimum of 100 people to form the panel, with a good geographical and demographic spread across the borough. A panel of volunteers will help us to steer the project, design the survey questions and assist with reporting the results and recommendations.

Our young volunteers will design and create their own website, which they hope will become a popular and respected source of information for young people in Trafford - providing information on local health and social care services and support as well as enabling young people to ask questions and give feedback. They will source the content themselves and discuss it with local providers prior to publication. We will increase our number of young champions trained to seek the views of fellow pupils in their secondary school / sixth form.



Our work programme

Our key projects for the coming year:

- Study of intermediate care in the Trafford area starting with our bed base at Ascot House and Trafford General.
- Men's health - supported by an internship awarded by the University of Manchester
- Evaluate 24/7 mental health crisis care for adults and children
- Survey regarding new CAMHS services mental health offer in Trafford, focusing on the transition to adult services.
- Evaluate impact on disabled people no longer eligible for Personal Independence Payments
- Survey two groups rated as red/amber under the Equality Diversity System
- Liaise with the new Trafford Coordination Centre to identify issues of concern
- Contribute to the equality and diversity annual grading for NHS providers

We will monitor the impact of our work from previous years, checking on the actions local commissioners and organisations have taken in response to our recommendations. This includes actions arising from our CFS/ME and Fibromyalgia reports, our reports on the experience of local deaf people and parents with young children and our visits to Manchester Royal Infirmary and the Royal Eye Hospital.

In response to patient concern, we will undertake an in-depth look at phlebotomy

later in the year - once local hospitals have had time to embed their new choose and book blood testing services and we will conduct a series of drop-ins at their clinics.

Communication & engagement

We will continually look at ways to improve communication and engagement and represent Trafford people's views.

In order to do this we will produce bi-monthly reports for our key partners. We will continue to share information with the Care Quality Commission when we look into any serious complaints or incidents reported to us. We will also provide any intelligence and evidence on services they are inspecting or investigating.

We will also continue to supply information gathered from our Enter and View visits to social care settings to the local authority and Trafford CCG to arrive at our recommendations for change. We will also work closely with Healthwatch England on a number of topics including the GM devolution agenda.

Finally, we will continue to produce a quarterly highlight report for the public so they are kept up to date with what we are doing. Our current distribution reaches more than 1000 people and we aim to increase this number significantly in 2017/18.



Our finances

The figures in the table below are a summary of the full Unaudited financial statements for the year ended 31 March 2017 which have been filed at Companies House:

<https://beta.companieshouse.gov.uk/company/08466421>

INCOME	2016 - 2017	2015 - 2016
Funding received from local authority to deliver local Healthwatch statutory activities	£121,072	£158,384
Additional income	£5200	£0
Total income	£126,272	£158,384
EXPENDITURE		
Staffing costs	£99,060	£117,601
Chair's remuneration	£0	£6,996
Office costs (administration & overheads)	£9461	£11,002
Other direct service delivery costs	£13,990	£15,442
Total expenditure	£122,511	£151,041
Surplus or (deficit) for the year	£3761	£7,343
Opening funds	£85,373	£78,030
Closing funds	£89,134	£85,373



We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with 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 licence agreement.

If you require this report in an alternative format please contact us at the address above.

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