

## TRAFFORD COUNCIL

**Report to:** Health and Well Being Board  
**Date:** 1<sup>st</sup> October 2013  
**Report for:** Information  
**Report of:** Director for Public Health

### Report Title

Healthwatch Update – September 2013

### Summary

This report sets out the recent activity of Healthwatch Trafford since the last meeting of August meeting of the Health and wellbeing board

### Recommendation

1. That the Health and Wellbeing Board note the report.

### Contact person for access to background papers and further information:

Name: Abdul Razzaq, (Director of Public Health). Ext. 1300.

During the period August to October 2013 Healthwatch Trafford undertook the following activities;

#### Governance

The Board met on 3 occasions to work on the development of the Healthwatch Business Plan for the period 2013-2015.

The draft work plan was completed and will be discussed with the Advisory Group Board members and volunteers at the 26th September meeting.

#### Staffing

Recruitment for Chief Officer is ongoing with interviews taking place on the 19<sup>th</sup> and 23<sup>rd</sup> of September.

Staff members currently employed by VCAT and seconded to Healthwatch will be transferred to Healthwatch Trafford employment from 1<sup>st</sup> October 2013.

#### Recruitment of Healthwatch Board

Further recruitment for new Board member's commenced on the 16<sup>th</sup> September with a closing date of 9<sup>th</sup> October. Interviews will take place week commencing the 21<sup>st</sup> October.

We have advertised in the local press, on the council website, Healthwatch website and in the latest Healthwatch newsletter as well as emailing and writing to all

Healthwatch participants. Posters have been displayed in the Old Trafford and Partington areas.

## **Activities**

Healthwatch continues its involvement with the Youth Cabinet.

The Healthwatch Development worker has met with the Engage group in Partington and members of the former Senior Community Action to discuss the need for an older people's forum. There will be a public meeting on 9<sup>th</sup> October to bring the older residents of Trafford together to discuss forming the Forum.

We have continued our involvement with the Healthier Together program. Members of the Board have attended meetings of the External Reference Group, Primary care and Surgery Patient Panels. The Chair will represent the Greater Manchester Healthwatch group at the option appraisal events on the 4<sup>th</sup> and 11<sup>th</sup> October. We continue to be represented on the Integrated Care Redesign Board and the Trafford Strategic Program Board.

We have continued our program of meetings with Communities of Interest groups. Recently we have met with Trafford CIL, Victim Support and Macmillan Cancer Support Group.

Healthwatch Trafford has been chosen as a test site for the outcome and impact tool being developed by the Local Government Association and Healthwatch England.

## **Information and signposting function.**

Healthwatch Trafford provides information and advice about access to services and support for making informed choices to the residents of Trafford. This service has now been in place for six months. A variety of requests for information and advice have been received. No trends have yet been identified.

*Below is a snap shot of the requests for information and concerns raised.*

Since the Healthier Together Trafford meeting we have received five requests for information on the link between the New Health Deal for Trafford and the Healthier Together program.

We have had two requests for information on NHS dentists taking on new patients in the area.

*Concerns that have been raised about health and social care services have included:*

Dissatisfaction with the reablement services after discharge from the stroke unit. Patient expressed concern about the treatment of a bed sore by the District Nursing Service. Concern was raised about a GP practice advising a patient, who requested an appointment with her GP, to seek advice from local Pharmacy.