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**PERFORMANCE  
REPORT**

1st June 2018 - 31st August 2018

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## **Chair's report - 1<sup>st</sup> June to 31<sup>st</sup> August 2018**

### **Health Scrutiny Committee**

Following a meeting with the new Chair of the Health Scrutiny Committee, I am pleased to report that I have been welcomed as a de-facto member and we have agreed that we will be working closely together on a range of issues in the coming months. We believe that this will strengthen scrutiny which was one of the criticisms made in the CQC local review of services' feedback at the beginning of 2018.

We have also agreed with the Executive member for health and social care that our shared priorities will be prevention, quality in care homes and dementia.

There was a presentation on the One Trafford response at Health Scrutiny. This is the second presentation we have attended. Whilst recognising the potential benefits of this pilot we are concerned that, to date, there has been no financial evaluation undertaken. We are told that the main issues identified relate to mental health but we understand also that GMMH have been unable to second a practitioner to this pilot because of pressures on their community staff and that new investment is not available. We are also unclear how, in the longer term, this pilot will fit with the local care alliance preventative work but look forward to further updates over the coming months.

### **Mental Health in Trafford**

In terms of mental health more generally, we believe that there has been a 30% increase in referrals and we hope that more investment will be forthcoming in the Autumn budget to meet identified local priorities, particularly in the community. Healthwatch England is launching a new mental health programme at its October national conference and they have created a survey on maternal mental health aimed at the whole of England. During August Healthwatch Trafford's Healthwatch 100 project is looking at maternal mental health aimed at new parents. Our Advisory Group will be receiving a presentation on the new GM-wide service at the end of September. Healthwatch England will share its data for Trafford and, combined with our August HW100, this should paint a rich picture of how well we are doing on maternal mental health. Healthwatch Trafford has also agreed, as part of its work plan, to engage with Healthwatch England in setting up some focus groups in the New Year.

Later in the year, we will be looking at Healthy Young Minds - particularly at transition - as the Healthcare Safety Investigation Branch has recently published a report stating that only 4% of young people are happy with the care they receive. There is also the Government's response to the Young People's mental health green paper consultation to be considered. We were disappointed that there was insufficient time at the Health and Wellbeing Board to discuss Trafford's plans, although we had passed on our comments prior to the meeting. We continue to be concerned about the level of investment devoted to Healthy Young Minds and to the fact that information to performance monitor the service has been lacking.

### **New board members**

We have appointed two new members to our Board who attended our August Board meeting. They will bring a range of expertise to our deliberations particularly around finance and legal issues.

### **Ageing Well**

There have been several meetings and workshops around the topic of 'Ageing Well'. I attended a workshop on this topic at the Museum of Science and Industry and the Trafford table brainstormed the types of initiatives that would benefit our population. We look forward to seeing the outputs of the day.

The Ageing Well Sub-Board of the Health and Wellbeing Board met to finalise the draft Dementia Strategy - another requirement of the CQC local review - this strategy will be circulated for consultation with the expectation that the recommendations will be included in the appropriate commissioning and provider action plans.

### **Intermediate care**

There have been several meetings with the CCG in relation to intermediate care and services to meet the needs of people with dementia and challenging behaviour in particular. Some progress is being made. We are about to look at the second element of intermediate care by interviewing people who have care provided at home. We will be working with the Council on this topic.

### **Greater Manchester Healthwatch**

I reported in our last update to Governing Body that the 10 GM Healthwatch were being reviewed. Two independent Consultants have been invited to undertake this work which involves a 360-degree assessment, involving the Health and Social Care Partnership, commissioners, providers and other partners across GM. A final report is due in September.

### **Personal Independence Payments (PIP)**

We have been fortunate again this year in having a Manchester University intern placed with us for 8 weeks. The topic this year is to discover what the impact has been on people with disabilities who have had their Personal Independence Payment withdrawn and/or downgraded. As well as a survey, individual stories have been recorded, many of which are thought provoking.

### **NHS at 70**

We attended the unveiling of the Urmston mural by Kate Green, the MP for Stretford and Urmston. This was one of several events we attended to celebrate the 70<sup>th</sup> birthday of the NHS. Ann Day was recognised for her long service as a former children's nurse and former Chair of Healthwatch Trafford by Kate Green and Councillor Joanne Harding.

At the weekend 70<sup>th</sup> NHS celebrations we also held drop ins at the Town Hall asking the public to



provide us with their views on the NHS. We had dozens of responses and a busy day (except during the England football match)! These responses are currently being analysed as part of our HW100. We have also used the HW100 to undertake a survey on information about care homes.

### **Volunteers**

We were also delighted that the Mayor of Trafford offered to host our volunteer get-together on 11 July to help us celebrate the time and commitment given to Healthwatch by our volunteers. We visited the council chamber where the Mayor, Cllr Tom Ross, invited us to take refreshments in his parlour and to visit the council chamber where he helped us present special certificates to Pete Longmire (business support), Georgina Jameson (Engagement), Kevin Costello (Research) and our young champions Yousuf and Sohail Shabbir, students at Altrincham Grammar School for Boys who, between them, helped us to collect 250 patient experiences!



We are also pleased to announce that we now have eight volunteer researchers who will greatly assist us with our reports and surveys.

### **Mental Health in Greater Manchester**

We attended a GM mental health service user conference in Oldham where Andy Burnham and Jon Rouse took questions on the many issues posed by over 100 service users and carers from across GM who attended this event to launch the Greater Manchester service user network.

*Key issues raised included:*

- ❖ Big gaps between physical and mental health (Parity of Esteem)
- ❖ Small amounts of money spent for small lengths of time in the voluntary sector
- ❖ CAMHS and particularly transition, training for foster carers, particularly those looking after children in care.
- ❖ Inequity for people from BME groups
- ❖ social prescribing which was viewed as failing

A full report on the proceedings will be published by the GM Health and Social Care Partnership in due course.

We also attended the service launch of the Greater Manchester Mental Health Trust service user strategy. Again, around 100 people attended, and the Chief Executive gave his personal support to this initiative.

This event was followed by the GM Mental Health Adult Board at which a presentation was made in relation to a 'Deep Dive' on Early Intervention in Psychosis. At the next meeting there will be a deep dive related to out of area

placements which is seen as a key priority and something that Healthwatch Trafford is particularly concerned about.

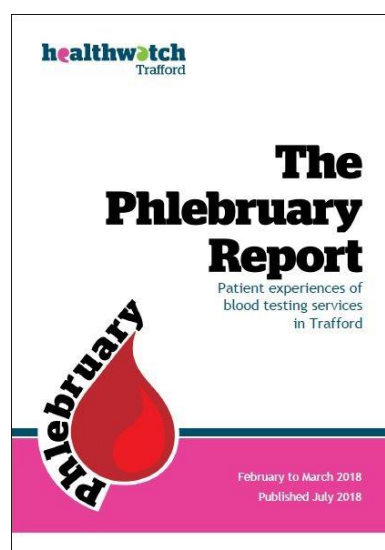
### **Advisory Group**

Our Advisory Group met towards the end of July. Although not as well attended as usual (for which the August holiday season can be blamed) there was, nevertheless, some useful discussion on a range of topics including the work of the Health and Wellbeing Board, our Annual Report and our report on phlebotomy.

### **Phlebotomy**

We published the 'Phlebruary' Report in July providing 327 patient experiences of blood testing services in Trafford. We used the patient feedback we received to make six recommendations on the way forward. 100 people complained specifically about waiting times.

- ❖ People wanted to be able to book specific times to have their bloods taken
- ❖ There was a need to standardise the information provided to patients
- ❖ Some provision for early evening/weekend provision was requested
- ❖ More effective matching of staffing availability to patient demand patterns
- ❖ A preference to have bloods taken at patients' GP practice for a significant majority of those who responded.
- ❖ Increased capacity at Trafford General and Altrincham hospitals and more effective preparation for staff absences.



There are clearly efficiencies to be made through more effective organisation of these services. We were particularly concerned that staff at our two hospitals were reported as being subject to harassment and abuse by patients who were exasperated by the length of waiting times.

We are also aware that patients lose money, particularly if they are on zero hours' contracts and employers must be frustrated at the loss of working time. Abortive visits incur additional expenses for patients, either through repeat attendances or having to move between clinics. What is particularly worrying being when patients just give up waiting thereby potentially impacting on their health and wellbeing as they may not have a clear idea as to why their bloods need to be tested or even view testing as necessary. Our Advisory Group felt that when GPs refer they should indicate whether the bloods are urgent or routine.

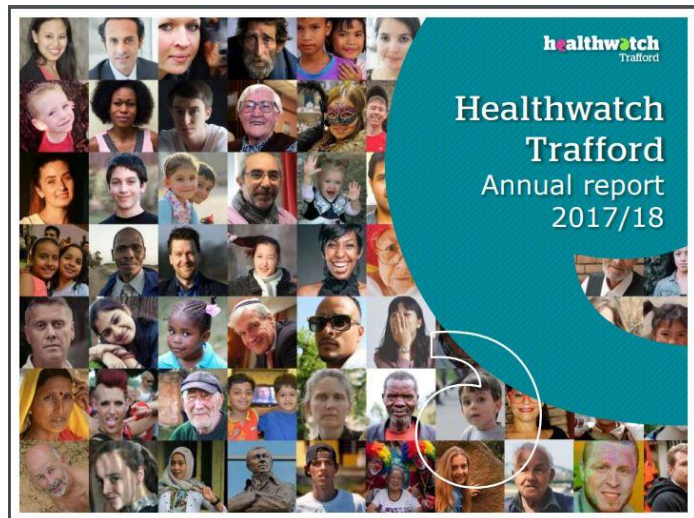
In direct response to our report, the Group Chief Executive of Manchester University Foundation Trust has already indicated that his Trust will move to an appointment system and the Trust will work with the CCG to introduce an electronic resource called the 'hub' appointment system at GP practices to improve information for patients on available services. The Trust is also committed to looking at the potential to introduce an out of hours' phlebotomy service and

more staff have been recruited. There still remains, however, the issue of whether GPs are able to offer blood testing and we hope that the CCG will continue its efforts to encourage such services being provided in general practices across Trafford.

Health Scrutiny Committee has set up a task group to look at our phlebotomy recommendations. As requested at the last Governing Body, we have committed to looking at phlebotomy for children and have had some early discussions with senior staff at Trafford General Hospital.

### **Annual report**

June also saw the publication of our Annual Report which was widely distributed. During 2017/18, we published 13 reports ranging from dentistry to intermediate care. We undertook several enter and view visits to care homes the findings of which we have again shared widely. Our website was visited 22,000 times and the most popular page of all was our guide on 'how to get seen by a doctor'. Healthwatch 100 is also proving a successful means of gauging public opinion - in fact GM Healthwatch would like to adopt it across all 10 boroughs and possibly rename it Healthwatch 1000! In total we had around 900 views using this mechanism, the highest response being on phlebotomy, followed by women's health, allergies and GP access.



We continue to balance 'big ticket' issues as well as representing the views of hard to hear and minority groups. I pay tribute to our staff and volunteers but also to those Directors who continue to provide us with 'hands on' help and support our various activities.

**Ongoing issues yet to be satisfactorily addressed:**

1. Public Consultation processes reinforced by the results of the recent CCG Improvement and Assessment Framework.

**Issues raised during June/July/August**

2. Phlebotomy - where we hope to see the CCG's response in relation to GP surgery provision.
3. Healthy Young Minds - where we hope to see additional and significant improvements in investment in 2019/20 as part of the prevention agenda.



Chair  
Healthwatch Trafford



## Appendix 1 - Public engagement

	2017-18 Totals	2018 - 19 to date	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019
<i>Public drop-ins -total</i>	52	16	3	5	5	3	0							
<i>Locality 1</i>	11	3	1	0	0	2	0							
<i>Locality 2</i>	16	5	1	1	3	0	0							
<i>Locality 3</i>	9	4	0	2	2	0	0							
<i>Locality 4<sup>1</sup></i>	16	4	1	2	0	1	0							
<i>Number of public contacts<sup>2</sup></i>	1977	659	145	148	139	227	0							
<i>Number of complaints/ concerns recorded</i>	49	12	4	4	3	1	1							
<i>Number of public signpostings</i>	82	24	6	7	4	7	1							
<i>Healthwatch 100 (# of people signed up)</i>	197	307	45	35	10	18	2							

<sup>1</sup> The four localities of Trafford are defined as:

Locality 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.

<sup>2</sup> 'Public contacts' are defined as members of the public engaged with at public events (this excludes all other public contact e.g. regarding complaints/concerns, signposting, HW100, social media tweets/shares, visits to website - so does not duplicate other figures in this table)

Healthwatch 100 # of surveys conducted	9	3	1	1	0	1	1							
Number of new volunteers (total)	(42)	(43)	0	3	0	0	6							
Number of volunteer hours	1058	517	99	91	96	141	90							
Business support	98	57	11	18	16	12	14							
Engagement/ Outreach	411	168	33	43	35	57	0							
Research	278	101	27	25	33	16	46							
Strategic	137	34	3	2	12	18	18							
Vol management /Training	134	68	25	4	1	38	12							
Radio interviews	2	0	0	0	0	0	0							
Website visits	22672	8288	1943	1765	2154	2426	2496							
Reports published* (*not inc. performance reports)	13	0	0	0	3	1	1							

## Online and social media statistics June - July 2018


**Twitter**  
 New followers : 37  
 Total followers : 2093  
 Tweets : 266  
 Impressions : 73.4k people




**Facebook**  
 Likes : 147  
 Following : 143  
 Posts : 4



**Instagram**  
 Posts : 2  
 Likes : 415  
 Followers : 434



**Website**  
 Visits : 7,015  
 Page views : 11,429  
 News articles : 70



## Appendix 2 - Feedback analysis

Feedback by service type 1<sup>st</sup> June to 31<sup>st</sup> August 2018

Key: For each row and column green indicates the highest rating and red the lowest.

Service type	Number of reviews	% of reviews	Overall rating	Cleanliness	Staff attitude	Waiting time	Treatment explanation	Quality of care	Quality of food
Hospitals	50	53.76	3.50	4.35	4.19	2.68	4.06	3.98	3.19
GPs	31	33.33	3.58	4.54	3.81	3.37	4.08	3.88	5.00
Dentists	6	6.45	4.17	4.83	3.67	3.17	4.17	4.17	3.00
Opticians	0	0.00							
Community Based	2	2.15	3.00			1.00			
Emergency Care	0	0.00							
Pharmacies	0	0.00							
Social Care	1	1.08	1.00		1.00				
Other	3	3.23	4.67	5.00	5.00	5.00	5.00	5.00	5.00

Overall feedback across all Trafford services

Category	Average rating	Number of reviews
Overall rating	3.57	93
Cleanliness	4.46	78
Staff attitude	4.01	83
Waiting Time	2.98	83
Treatment explanation	4.10	69
Quality of care	3.99	73
Quality of food	3.37	19

Where our feedback has come from in Trafford (where location was given)

Area	Count	% of feedback	Average of feedback
Sale	14	15.05	3.71
Altrincham	21	22.58	3.43
Timperley	12	12.90	3.83
Stretford	2	2.15	5.00
Urmston	3	3.23	2.33
Hale	7	7.53	4.14
Flixton	0	0.00	
Partington	0	0.00	
Old Trafford	5	5.38	3.20
Davyhulme	2	2.15	3.50
Bowden	0	0.00	

## Appendix 3 - Healthwatch 100

### Maternal Mental Health

Status of information	Output	Key findings
Survey open	Possible report.	Info not currently available. Information collection is being carried out via Healthwatch England survey system.

### The NHS at 70

Status of information	Output	Key findings
Survey closed, Information being analysed	Likely to inform information products eg. Guides and leaflets	So far: 120 replies. Many suggestions for improvements to local services.

### Care home information

Status of information	Output	Key findings
Being analysed	Likely to inform information products eg. Guides and leaflets	So far: <ul style="list-style-type: none"> <li>• 20% of respondents have no idea where to get info on care homes</li> <li>• 45% didn't know what NHS funded nursing or what NHS continuing healthcare is</li> <li>• Many want a live database showing where current vacancies are and cost.</li> </ul>

### Phlebotomy

Status of information	Output	Key findings
Report published	Report published July 2018	<ul style="list-style-type: none"> <li>• Two-thirds of the 327 respondents have indicated they would prefer to book a specific time for a blood test.</li> <li>• Most of the qualitative feedback focuses on lengthy waiting times / understaffing. Some respondents turned away from clinics as wait was too long.</li> </ul>



## Pharmacy & prescription services

Status of information	Output	Key findings
Report Published	Report published August 2018.	<ul style="list-style-type: none"><li>• The most prescribed item for respondents was prescription only painkillers and medication, followed by over-the-counter painkillers and medicines.</li><li>• Independent pharmacies were used most (36%) followed by chain pharmacies and those in supermarkets.</li><li>• In the last year, 50% or more had used a pharmacy for disposal of medicines and advice on minor ailments or healthy living.</li></ul>

