

**PERFORMANCE
REPORT**

1st October – 30th November 2018

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Chair's report - 1st October to 30th November 2018

Health Scrutiny Committee

We continue to work closely with Health Scrutiny Committee and during this period a visit was paid to Ascot House. We continue to undertake drop-ins and hear what carers and relatives feel about the quality of service. We hope to work with Health Scrutiny over the next year with a focus on community services and other topics of shared interest.

Mental Health in Trafford

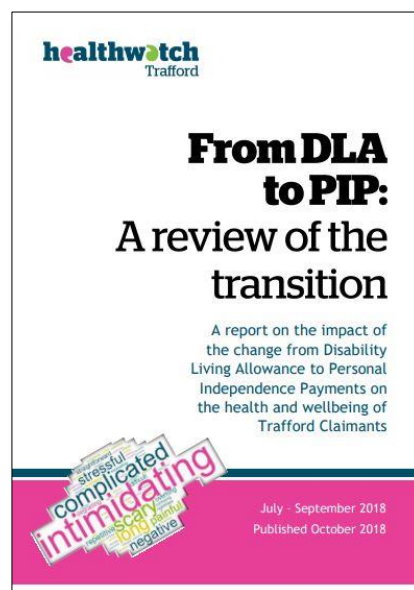
We continue to represent all 10 HW in GM in relation to mental health and so have the widest possible view of progress in this area. We are working with HW England in relation to maternal mental health and will be undertaking some focus groups with new Mums in the New Year.

There are some Trafford concerns in relation to Advocacy and the new arrangements with Advocacy Focus who gave a presentation to our Board in October. Feedback from service users point out that advocacy is only offered to people on a section of the mental health act and that as soon as this has been lifted so too has support as part of the contractual arrangements entered into. We have previously drawn attention to the dearth of welfare rights advice in the borough and this continues to be the case. Vulnerable members of our community need help and support in accessing their rights.

It has also been drawn to our attention that links with housing are crucial. Often people remain on acute wards because their onward destination cannot be secured and with high bed occupancy this is an important area for some work. We were pleased, therefore, at meetings with GMMH at Prestwich and also at Moorside that there are initiatives in train which would provide mental health expertise and practical support for people in this regard but this would need to be prioritised by the CCG and Council as part of winter pressures funding. We also heard that there was an in depth piece of work taking place to follow through the whole pathway of mental health service users. Again, this is very welcome

Personal Independence Payments (PIP)

In my last briefing I reported that we had a Manchester University intern working with us for 8 weeks to look at the experiences of people moving from Disability Living Allowance to PIP. 86 per cent of survey respondents described their overall experience as either 'poor or very poor'. We have made a number of recommendations in relation to MP support, transport, medical evidence financial support from Trafford



Council and better information which is easily accessible for people wishing to claim for this benefit.

The North West has one of the largest number of reassessed DLA claimants which constitutes half of the overall PIP caseload, Trafford had 12,494 PIP claim registrations of which 11,702 had been cleared. 6,216 people were granted PIP but not necessarily at the level of funding they had previously received, causing hardship as exemplified by some of the case studies in the report.

Phlebotomy

Following publication of our report, an appointment system has been implemented. Whilst we were pleased to see these arrangements put in place, we were less pleased that only part of our report has been implemented. Whilst two-thirds of our survey respondents wanted to see such a system, the remaining third wanted the option to have drop in clinics, including out of hours offers. We realise that these changes affect thousands of people and understand that further work is being undertaken by the CCG to explore all the options. We will continue to monitor and work with the CCG to assess patient opinion if we are invited to do so.

New website launch from Healthwatch Trafford young volunteers

Healthwatch Trafford's young volunteers are delighted to announce the launch of www.youthwatchtrafford.co.uk - a website created by young people for young people to help them understand health and social care. We hope that this will become the trusted guide to services for those under the age of 21. This website will continue to be developed by our young people and any help in promoting this site would be grateful received. This was presented to the Youth Parliament recently where 90 young people were present and who we hope will publicise this website in their schools and colleges as well as on social media.



Healthwatch specific issues

We held a facilitated workshop in November to look at how, as a Board, we function. We looked at our vision and values, our management structures and our strategic direction. It was also a good introduction to Healthwatch for our new members and the evening was positively received with Board members thinking about how they could continue to work together to the best effect. It was also fun with some challenging exercises undertaken.

Greater Manchester Healthwatch

For some months now, we have been participating in a GM-wide review of the 10 Healthwatch undertaken by two independent Consultants under the auspices of the GM Health and Care Partnership.

We received the report in mid-November and this was followed by meetings with Jon Rouse and Imelda Redmond, the Chief Executive of Healthwatch England. Trafford will be considering this report at its 6 December Board meeting but it is clear that improvements to how we work as a network will be pursued at pace largely to reflect the changing landscape of health and care services generally. We will have a clearer idea of what the future holds in the New Year.

Healthwatch Trafford Advisory Group

At our September meeting, our Chair, Jean Rose, who is particularly keen on physical activity, gave good feedback on the discussion which took place at the Health and Wellbeing Board and its sub-groups, as well as the Health Scrutiny Committee's work. The Advisory Group continues to provide useful and constructive feedback on public engagement which complements our other initiatives such as HW100.

Healthwatch national conference

I attended this 2 day event in Stratford upon Avon for the first time this year. We were able to meet our new Chair, Sir Robert Francis, who went out of his way to involve all the 400 plus delegates. We had video links with Simon Stevens and also Sarah Wollaston, Chair of the Health Select Committee. We also had more than 40 senior health and care speakers which made for a diverse and contemporary view of health and social care.



Comings and goings!

We said our farewells to Matt Colledge following his stint as the CCG Chair, we welcomed Dr. Sally Johnston as the new Chair and were pleased to welcome Dr, Martyn Pritchard as the new Accountable Officer for the CCG and record our thanks to Anthony Hassall as the interim Accountable Officer who has supported the senior leadership team at the CCG during some challenging times.

Ongoing issues yet to be satisfactorily addressed:

- Healthy Young Minds - where we hope to see additional and significant improvements in investment in 2019/20 as part of the prevention agenda.

Issues raised during October/November

- We have had various pleas for us to seek to influence the provision of welfare rights for people. Some of our population do not have access to computers, nor the skills to complete complicated forms. One of the ways to impact on poverty would be to ensure that people get the help, advice and benefits they are entitled to. This is especially important in relation to housing and ongoing support for mental health service users who are informal patients'.



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	33	3	5	5	6	0	5	5	4				
<i>Locality 1</i>	11	3	1	0	0	2	0	0	2	0				
<i>Locality 2</i>	16	8	1	1	3	0	0	3	0	3				
<i>Locality 3</i>	9	8	0	2	2	3	0	1	2	1				
<i>Locality 4¹</i>	16	5	1	2	0	1	0	1	1	0				
<i>Number of public contacts²</i>	1977	1429	145	148	139	451	0	133	274	139				
<i>Number of complaints/ concerns recorded</i>	49	17	4	4	3	1	1	1	3	0				
<i>Number of public signpostings</i>	82	36	6	7	4	7	1	3	5	3				
<i>Healthwatch 100 (# of people signed up)</i>	195	305	45	35	10	18	2	-2	0	0				

¹ 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.

² '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)

	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>Healthwatch 100 # of surveys conducted</i>	9	5	1	1	0	1	1	0	1	0				
<i>Number of new volunteers (total)</i>	(42)	(48)	0	3	0	0	6	6	1	1				
<i>Number of volunteer hours</i>	1058	664	99	91	97	153	90	134	138	81				
<i>Business support</i>	98	113	11	18	16	12	14	9	16	18				
<i>Engagement/ Outreach</i>	411	330	33	43	35	67	0	63	50	39				
<i>Research</i>	278	240	27	25	33	16	46	12	60	21				
<i>Strategic</i>	137	65	3	2	12	18	18	1	12	0				
<i>Vol management / Training</i>	134	135	25	4	1	40	12	49	0	4				
<i>Radio interviews</i>	2	0	0	0	0	0	0	0	0	0				
<i>Website visits</i>	22672	8288	1943	1765	2154	2426	2496	1903	2889	2009				
<i>Reports published*</i> <i>(*not inc. performance reports)</i>	8	10	0	0	3	1	3	1	1	1				

Online and social media statistics 1st October - 30th November 2018


Twitter
 New followers : 24
 Total followers : 2128
 Youthwatch followers : 260
 Impressions : 34.7k people



Facebook
 Likes : 166
 Following : 160
 Posts : 8



Instagram
 Posts : 2
 Likes : 179
 Followers : 490



Website
 Visits : 4,845
 Page views : 9,788
 News articles : 41
 Youtwatchtrafford.co.uk : 265 visits



Appendix 2 - Feedback analysis

Feedback by service type 1st October to 30th November 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	42	41.18	4.05	4.68	4.52	3.55	4.45	4.54	3.27
GPs	39	38.24	4.56	4.74	4.51	4.31	4.69	4.66	3.56
Dentists	2	1.96	5.00	5.00	5.00	4.50	5.00	5.00	5.00
Opticians	7	6.86	5.00	5.00	5.00	5.00	5.00	5.00	3.67
Community Based	0	0.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Emergency Care	0	0.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pharmacies	1	0.98	3.00	5.00	3.00	3.00	3.00	3.00	N/A
Social Care	1	0.98	5.00	4.00	5.00	4.00	5.00	5.00	5.00
Other	10	9.80	3.10	4.29	3.71	2.71	3.43	3.29	4.50

Total reviews: 102

Overall feedback across all Trafford services

Category	Average rating	Number of reviews
Overall rating	4.24	102
Cleanliness	4.69	95
Staff attitude	4.49	99
Waiting Time	3.90	98
Treatment explanation	4.51	96
Quality of care	4.52	92
Quality of food	3.63	27

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

Area	Count	% of feedback	Average of feedback
Sale	8	7.84	3.25
Altrincham	31	30.39	4.74
Timperley	6	5.88	4.50
Stretford	3	2.94	5.00
Urmston	6	5.88	4.50
Hale	7	6.86	4.57
Flixton	1	0.98	5.00
Partington	2	1.96	3.00
Old Trafford	5	4.90	3.00
Davyhulme	1	0.98	5.00
Bowden	0	0.00	N/A

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
Information being analysed	Likely to inform information products eg. Guides and leaflets	So far: <ul style="list-style-type: none"> • 120 replies. • Many suggestions for improvements to local services. • More money wanted for NHS services.

Care home information

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

Phlebotomy

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



Pharmacy & prescription services

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

