

## **Healthwatch Trafford Update February 2014**

### **Staff and Board Recruitment.**

Healthwatch Trafford will be advertising for an Engagement worker post over the next few weeks. We hope to have this post in place by March 2014.

An induction program for new Board members is in place and will commence in early February.

The Board are working on the business plan for Healthwatch Trafford.

### **Activities.**

We continue to meet with local groups and residents of Trafford as well as our scheduled meetings with stakeholders, local commissioners and providers of services.

The Chair has met with a small number of residents in Stretford Mall and Urmston Square to seek their views on the changes at Trafford General and other health and social care issues.

#### *Healthier Together*

We continue our involvement with the Healthier Together Program, attending the External Reference Group and the Communications workshops.

#### *Greater Manchester West Mental Health Foundation Trust*

Chair met with Greater Manchester West in December to discuss the consultation on changes to home services and dementia in patient care which commenced on January 6<sup>th</sup> 2014

A further meeting was held with Healthwatch Trafford Board members and volunteers took place in January.

A visit to see the refurbishment that has taken place at the Moorside Unit took place in December.

*The Top Ten Tips project* leaflet has been completed and the leaflets have been printed. Distribution to GP practices and other venues is ongoing.

#### *Respiratory Work Program*

1444 questionnaires are being distributed via their GP Practice to residents of Trafford with a diagnosis of Chronic Obstructive Disease.

The results of this survey should be completed by middle of March 2014.

#### *The Young People's health and wellbeing project.*

We are continuing our work with the Trafford Youth Cabinet who have raised a variety of concerns that they feel impact on Trafford's young people's health and wellbeing. These include poor access to Child and Adolescent Mental Health Services (CAMHS), no access to dieticians for those with weight problems and lack of easily accessible health information for young people on GP websites.

### *GM Healthwatch Network*

We continue to attend the monthly meetings of the GM Network.

The network is currently conducting a GM wide survey of patient's experience of the Arriva Patient Transport Service.

### *Additional activity*

- Attended Trafford Information Network
- Board members and CO met with Paul Hulme of the CCG (Assistant Director for Corporate Services)
- Several members of HWT met with representatives of HW England and the Local Authority to discuss how best to use the HW Outcomes Toolkit
- Representatives from NICE (National Institute for Clinical Excellence) met with HWT team
- Met with Independent Complaints Advocacy Service for Trafford to discuss how we can work together.
- Attended Equality Delivery System2 Workshop
- Met the manager of the Broomwood Community Health & Well Being Centre (Timperley) to discuss the possibility of conducting outreach sessions at their centres
- Healthwatch had an information stall at the opening of the Broomwood Community Health & Well Being Centre on 15<sup>th</sup> January
- A meeting took place in December with CMFT Patient Experience Team. These will now take place bimonthly.
- HWT team met with Chief Executive Dr Attila Vegh and Chief Nurse Mandy Bailey at Wythenshawe Hospital.
- All HWT staff met with Jonathan Cross to discuss HWTs involvement in the ongoing Patient Care & Coordination Centre tender process
- Trafford's Personalisation Co-production group meeting
- Meeting with Health Overview and Scrutiny Chair.
  
- Meeting with local PR Agency promoting HW Trafford
- CCG customer care team bi monthly meetings
- Diverse Community Board
- The Voice of BME
- Ageing Well Partnership
- Centre for Independence (CIL)
- Local Government Association
- NICE
- Greater Manchester West Mental Health

### **Enter and View**

DBS registration of the Enter and View team is now complete. We have one new recruit who is undertaking training and DBS registration.

A dementia awareness training event took place in January. Members of the Enter and View team as well as Board members and volunteers attended this event. DOLs and MCA training

will take place in February. This will be offered to the Enter and View team as well as other Board members and volunteers.

An arranged Enter and View visit to the Mastercall Walk in Centre at Trafford General is being organised to take place in February.

### **Healthwatch Website**

We have had some problems with the website over the Christmas /New Year period. These have now been resolved.

### **Information and Signposting Function**

Since the last update there have been 7 instances of signposting or information requests from the public.

There have been 8 concerns / complaints in this time 4 of these are ongoing.

Ann Day

Chair Healthwatch Trafford.

Feb 2014