

TRAFFORD COUNCIL

Report to: Health and Wellbeing Board
Date: 1st April 2014
Report for: Information
Report of: Healthwatch

Report Title

Healthwatch Trafford Update April 2014

Purpose

To update the Health and Wellbeing Board on current activity of Healthwatch

Recommendation(s)

That the Health and Wellbeing Board note the progress

Contact person for access to background papers and further information:

Name: Adrian Bates
Extension: 5558

Healthwatch Trafford Update April 2014

Staff and Board

Healthwatch Trafford have appointed to the vacant Engagement worker post.

The first Healthwatch Board meeting took place in February. Future meetings will take place in public. The schedule of meetings will be available on the Healthwatch Trafford website.

The Board and volunteers are working on the business and work plan 2014/15. This will be submitted to the April Healthwatch Board for approval.

Board and volunteers received a presentation on the Care Bill, Better Care Fund and Early Intervention and Wellbeing Hub from local authority staff.

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 continued to meet with a small number of residents in Stretford Mall, Urmston Square and Old Trafford to seek their views on the changes at Trafford General and other health and social care issues.

As reported in the last update to the Board the main issues still being raised were still not knowing what services were being provided at Trafford General, when to use the Urgent Care Centre and availability of GP appointments. A new concern being raised was about the future of Wythenshawe Hospital due to recent media articles.

Healthier Together

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

We are also promoting the CCG consultation on the Local Conversation via our website, Twitter and at meetings.

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.

The Young people are giving a presentation to Healthwatch Board and members in April.

GM Healthwatch Network

We continue to attend the monthly meetings of the GM Network. The GM wide Arriva Patient Transport Service survey is now completed and will be presented to Arriva prior to wider distribution.

The network has previously had presentations from and discussions with the Independent Complaints Advocacy Service (I.C.A.S.). We have also met with the GM commissioners of this service.

Future meetings of the GM Healthwatch network will include meetings with the GM commissioners of NHS 111, the Patient Experience lead at Christies Hospital and NWAS.

Healthwatch England

A Healthwatch England meeting for Local Healthwatch organisations in the North of the country was held in Manchester in February. The theme of the meeting was consumer rights and responsibilities.

Healthwatch Trafford also attended the LGA and Healthwatch meeting in Leeds to further discuss the outcomes and impact tool.

A NW Healthwatch meeting was held in Warrington in March. This was attended by Department of Health and Healthwatch England representatives. Theme of this meeting was Annual Reports / opportunity to put question to DOH.

Additional activity

- Attended Trafford Information Network
- Representatives from NICE (National Institute for Clinical Excellence) met with HWT team
- Attended the Trafford General Quality Forum.
- A meeting took place in February with CMFT Patient Experience Team.
- involvement in the ongoing Patient Care & Coordination Centre tender process
- Trafford's Personalisation Co-production group meeting
- Meeting with Health Overview and Scrutiny Chair.
- Attended the HOSC meeting
- Attended the Diverse Community Board
- The BME SIP
- AQUA
- NHS EXPO
- Public Reference Group
- TLAP Board
- Market Management and CQC meeting.
- ICRB
- Ageing Well Partnership
- Local Government Association meeting in Leeds
- Greater Manchester West Mental Health

Enter and View

An arranged Enter and View visit to the Mastercall Headquarters and Trafford Walk in Centre is to take place in the next 2 weeks.

A program for Enter and view visits in 2014/15 is planned.

Information and Signposting Function

Since the last update there have been 16 instances of signposting or information requests from the public. 8 of these have been for smoking cessation service, There have been 11 concerns / complaints in this time 4 of these are ongoing.

Ann Day
Chair Healthwatch Trafford.
April 2014