

## **Healthwatch Trafford Update October/ November 2014**

The staff and Board of Healthwatch Trafford (HWT) continue to meet with local groups and residents of Trafford as well as having our scheduled meetings with stakeholders, local commissioners and providers of services.

We continue our regular, monthly drop-ins at

- Broomwood Wellbeing & Community Centre
- Trafford Centre for Independent Living
- LMCP drop in (Trafford Community Centre, Shrewsbury St)

We also continue our Face to Face Engagement with young people to promote Healthwatch Trafford and gain young people's experiences of using services by working with members of Trafford Youth Cabinet (consulted for guidance on engaging young people as young volunteers) and the young women attending Sale Moor Young Women's Project

**Healthwatch staff and volunteers have attended the following events, meetings and forums:**

### **Ongoing Events**

- CCG Locally Commissioned Services Review Group (Previously Enhanced Services Review Group )
- CMFT Liaison Meeting
- Moorside MH Unit liaison meetings
- Safeguarding Adults Operational Board
- Safeguarding Adults Strategic Board
- CCG Public Reference and Advisory Panel (PRAP)
- HW Information & Signposting Group
- Personalisation Co-Production Group
- Locality Partnership Board (North)
- Greater Manchester Healthwatch Meeting
- North West Healthwatch Meeting
- External Reference Group of Healthier Together
- Youth Cabinet meeting
- Integrated Care Redesign Board
- PCCC Project Group
- Citizens Reference Board
- Trafford Information network
- Diabetes Network
- Health & Well Being Board
- Integrated Patient Reference Group
- Information & Signposting Meeting

- Market Management, CQC & Safeguarding Trafford Meeting
- Trafford Signposting and Accessibility Delivery Group
- Diverse Communities Board
- Health Overview & Scrutiny Meeting
- Ageing Well Partnership Board
- Sale West Health Group Meeting
- Quality Surveillance Group ( NHS England LAT)

**Below is an update on specific areas of work and involvement since the last Health and Wellbeing Board update in September 2014.**

### **Healthier Together**

We continue our involvement with the Healthier Together Program. We continue to attend the External Reference Group meetings.

We are continually promoting the Healthier Together Consultation and have distributed over 1500 consultation documents during the consultation period. We have a HT briefing on our website and “Tweet “regularly.

We have attended all public meetings that have taken place in Trafford.

We also promote at our drop-ins and have attended several community and voluntary groups.

The Chair has also attended public and staff meetings in other areas of Greater Manchester for the External Reference Group.

### **CMFT/Trafford General**

Chief Officer met with Head of Nursing and the Clinical Effectiveness and Patient Experience Lead at Trafford General Hospital to discuss how best to create a continual flow of information from the public that use Trafford General. This was an extremely productive meeting that resulted in the following outcomes:

- HWT were invited to conduct Enter & View visits on the Orthopaedic Centre, Day Surgery & Acute Medical Unit initially with a view to an ongoing programme of visits.
- HWT could host regular (monthly) drop in sessions in communal area such as the restaurant.
- Trafford General will have new out patients standards from April 2015. HWT have been invited to mystery shop outpatients after that date to report on how the hospital is adhering to the new standards.
- It was agreed to give HWT a dedicated notice board in corridor (exact location to be determined) and to display other HWT publicity materials (including banner) where appropriate/possible.
- Discussed possible joint Enter &View visits with Manchester Healthwatch at other CMFT locations.

### **Care Quality Commission**

- Chair and Development Officer attended the September CQC and LHW Advisory Group meeting in Birmingham. Subject of meeting was joint working and GP Inspection program commencing in October.
- Chief Officer and staff met with Inspection Manager for Social Care and agreed for HWT Enter & View teams to conduct joint visits/inspections of social care providers with CQC

inspection teams. We have arranged a meeting in November with HWT volunteers and the CQC Social Care inspectors to progress this.

- We are also in discussion with the Local Authority Market Relationship Officers (MROs) with a view to establishing a similar arrangement (which has already been agreed in principal).

#### **Patient Experience Platform (PEP)**

- We are nearing the end of the implementation stage and expect to have a test site launched in the next 2-3 weeks.
- There remains significant interest from external partners.
- We have identified a potential funding bid through North West Interactive Healthcare Fund for the sentiment analysis part of the Patient Experience Platform.

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

- A meeting was held with GMW to discuss how we could share complaints and concerns data. This was a useful meeting and we have agreed to undertake follow up work with the GMW Customer Care Team. For example how we might work with them to capture and share the experiences of Trafford residents that are referred to their secure units in Prestwich.

#### **LGBT Project**

- We were approached by a non-Executive Director at Trafford Housing Trust about the possibility of taking part in a research project on accessing health and wellbeing services for older members (over 50) of the LGBT community in Trafford. With the support of the Lesbian & Gay Foundation we submitted a joint bid to Trafford Voluntary Sector Grants Scheme. This bid was successful and the project was awarded £3000 of the £5000 requested. We are now in the planning stage of what is intended to be a 6 month project initially and are looking at the detail of how this will be conducted. For example it includes mapping existing support services and groups within Trafford and HWT facilitating focus groups for members of the LGBT community to share their experiences. We feel that this is an important piece of work that will provide valuable information with the potential for further ongoing work.

#### **General Medical Council**

- HWT met with the General Medical Council Regional Liaison Adviser for the North West to look at how best to work together and to share information. They are particularly interested in any data that we capture that may highlight potential problems and act as an early warning system. We have agreed to share complaints data where appropriate and at the appropriate level.

#### **Arriva (non emergency patient transport)**

- Chief Officer recently met with the Patient Experience Lead from Arriva to discuss what changes had been made since the publication of the GM Healthwatch report. A number of patient information leaflets have been produced. We are encouraged by the measures implemented thus far. We have agreed to share complaints and concerns about Arriva directly with them (where appropriate) and they have agreed to share their own data on complaints with us in future.

### **Pennine Care**

- Those Healthwatch that operate in areas where Pennine Care deliver services met with the Director of Service Development & Partnerships to discuss a joint working protocol & to look at how to work more closely with each other. This was a fruitful meeting and we have now met twice with a draft protocol produced.

### **Healthwatch England**

- Special report by Healthwatch England "Suffering in Silence" on listening to consumer experiences of the health and social care complaints system was launched at a Houses of Parliament event on the 14<sup>th</sup> October.

### **Information and Signposting Function**

- Since the last update there have been 802 contacts with the public.
- There have been 44 instances of signposting or information requests from the public.
- There have been 58 concerns / complaints logged with us in this time 6 of these are ongoing.
- 180 volunteer hours ,

### **Ann Day**

**Chair Healthwatch Trafford**

**October 2014**