

Healthwatch Trafford Update January 2015

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
- Trafford Information network
- Health & Well Being Board
- Integrated Patient Reference Group
- Information & Signposting 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 November 2014.

Healthier Together

We continue our involvement with the Healthier Together Program. We continue to attend the External Reference Group meetings and are involved in the production of the ERG report to the Committees in Common.

Working with young people

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.

A young health champion's project has been commenced with pupils at a primary school in the Sale area. This is a pilot project and if the outcomes are successful it is hoped that it will be launched in other schools across Trafford.

CMFT/Trafford General

The first drop in at Trafford General Hospital Outpatients Department took place on 18th December. Healthwatch staff and volunteers were present in the Orthopaedic Outpatients area as well as General Outpatients. They had contact with 40 people on the day. Information gathered is still being collated and will be shared with CMFT and the CCG patient experience Team.

Care Quality Commission

In December, Healthwatch Chair and Chief Officer met with the regional manager for the GP inspection teams. We received an update on the inspections due to take place in Trafford in the coming months.

Patient Experience Platform (PEP)

The patient experience platform is now on the Healthwatch Trafford website. It is still in its testing stage. 60 residents have already accessed the site. A formal launch will take place in January.

Local Pharmaceutical Committee

We attended the December meeting of the Local Pharmaceutical Committee. Issues discussed were the NHS Flu service and 7 day prescription packs.

The Trafford Parkinson's Support Group.

Concerns about the lack of a Parkinson's Specialist Consultant at Trafford General are still being raised by the group. Patients are having follow up appointments cancelled and new patients are attending Manchester Royal Infirmary. This issue has been raised with CMFT but no resolution

seems imminent. HWT will be meeting with the group in January to discuss the implications of this loss of service.

Information and Signposting Function

- Since the last update there have been 320 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.

Ann Day

Chair Healthwatch Trafford

December 2014