

Healthwatch Trafford Update June 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)
- Trafford General Hospital

We have now commenced a regular drop in at Stretford Leisure Centre and Altrincham Community Hospital.

In partnership with Healthwatch Manchester we are arranging to have a drop-in at Manchester Eye Hospital.

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

- CCG Locally Commissioned Services Review Group
- CMFT Trafford Division Liaison Meeting
- Moorside MH Unit Liaison meetings
- 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
- Youth Cabinet meeting
- Integrated Care Redesign Board
- TCCC Comms and Engagement Implementation Group
- Trafford Information network
- Health & Well Being Board
- Information & Signposting Meeting GM
- Trafford Signposting and Accessibility Delivery Group
- Diverse Communities Board
- Ageing Well Partnership Board
- Sale West Health Group Meeting
- Quality Surveillance Group (NHS England LAT)
- Primary Care Quality Surveillance Group. (NHS England LAT)
- Healthier Together

2. Below is an update on specific areas of work and involvement since the last update.

Healthier Together

We continue our involvement with the Healthier Together Program. We are involved with the Patient, Carer and Community Advisory Group. Currently we are in the process of recruiting the membership of this group.

HWT Chair represents this group on the Clinical and Patient Safety Group

Devolution Manchester.

Greater Manchester Healthwatch Network has been engaging with the Devolution Manchester Program.

Engagement with Young People.

Mental Health Survey

A Health & Social Care student, (Trafford College), on work placement with Healthwatch Trafford, highlighted mental health as an important issue for young people. She was supported by Healthwatch Trafford staff to develop a mental health survey to find out more about local young people's views and knowledge of mental health services. Recognising that mental health is a priority for Trafford Youth Cabinet, Healthwatch Trafford then shared the survey with Youth Cabinet members to ask for feedback to ensure it was appropriate and didn't duplicate existing work.

The survey was approved by Trafford Youth Cabinet, published on the Healthwatch Trafford website and promoted on social media. Two young Healthwatch Trafford volunteers visited Trafford College to encourage more young people to complete paper copies of the survey.

Impact

Trafford Youth Cabinet has used the young people's responses to the Healthwatch Trafford mental health survey in their report to the Youth Parliament Select Committee, (a British Youth Council (BYC) initiative, supported by the House of Commons).

The Youth Select Committee is currently embarking on an inquiry focusing on Mental Health. This was identified as a priority and voted for by the UK Youth Parliament in the House of Commons in November 2014.¹

The responses to the mental health survey will also contribute to the service user evaluation of Trafford CAMHS service taking place over summer 2015.

¹The Youth Parliament Select Committee mirrors the UK Parliament Select Committee structure and gives young people the chance to scrutinise issues and hold inquiries on public matters they find important.)

Primary School Nurse Pilot Project

Healthwatch Trafford's community engagement with children, (aged 8 - 14 years of age), at the Sale Moor Community Learning Centre in 2014, revealed a lack of awareness and knowledge amongst the children about their School Nurse Service. Keen to address this gap, Healthwatch Trafford carried out a pilot project with Firs Primary School, (attended by two of the Sale Moor children), to determine the extent to which the school nurse service met local and national best practice guidelines regarding health service design and delivery for children / young people. Twelve Firs Primary School children were trained and engaged by HWT over four months to carry out peer led service evaluations using surveys and then develop their own recommendations. The children called themselves Healthwatch Juniors.

The results of this project can be found in Appendix1

Engagement with Deaf people

Healthwatch Trafford Engagement Officer, Holly Wheeler, has been working with the local Deaf community and BSL interpreters looking at the issues faced by local deaf people using local healthcare services in Trafford

Our recently published report, "Getting it Right for Deaf people in Trafford", outlines the issues faced by local Deaf people using local healthcare services:

- barriers to contacting hospital & GP services to make appointments and collect test results;
- a range of problems with bookings for BSL interpreters and quality of interpreters used by health services;
- a lack of deaf awareness among health and administration staff shown by poor communication methods, often leading to missed appointments and unacceptable delays in assessment and treatment of health conditions.

Taking these important issues forward, Healthwatch Trafford have made a number of recommendations, including take up of deaf awareness training by all medical, support and administrative staff in health services.

The report was presented at the April Trafford GP Practice Managers Event (alongside a presentation from two local Deaf organisations giving further information and advice on how best to meet the needs of Deaf patients).

HWT ensured that the voices of our local deaf residents, outlined in our report, were listened to by the NHS England Primary Care team in the development of the Interpreting and Translation Services - Quality Standards for Primary Care Services, (due to be published in summer 2015). We did this by sharing our report with the

professionals responsible for the development of these quality standards and attending an NHS England event where we advocated the views put forward by local residents in order to influence the quality standards.

We look forward to continuing to work closely with the local Deaf organisations and local healthcare services to drive positive change over 2015 - 2016.

The full report: “Getting it Right for Deaf People in Trafford” is available in the news section of our website.

Enter and View

A schedule of Enter and View visits of health and social care areas has been arranged to take place in 2015.

A recent visit was paid to Trafford General Acute Medical Unit on May 15th. We are due to pay a visit to Davyhulme Medical Centre on 28th May.

We are currently working in partnership with Manchester Healthwatch to carry out Enter and View visits to secondary care providers that both our residents access.

Mental Health Exchange Forum

Working with Blusci User Forum we have been engaging with commissioners and providers of mental health services to promote better communication between service providers and user groups.

Our aim is to provide a discussion forum in which users, carers and providers of mental health services can be informed of service changes, raise areas of concern and identify areas of good practice.

The first meeting was held in April and was well attended by providers and commissioners of services. It is intended to meet bi monthly and will include a representative from the user groups. The next meeting will take place in June.

Healthwatch Trafford Board Recruitment

Healthwatch Trafford is currently recruiting 3 new members to the Board.

Information and Signposting- Social Media

- Since the last update there have been 900 contacts with the public.
- There have been 44 instances of signposting or information requests from the public.
- There have been 14 concerns / complaints logged with us in this time.
- There have been 104 experiences logged on the Patient Experience Platform.
- Twitter. We have 169 new followers making a total of 1238 followers. We have been mentioned 186 times We have made 544 tweets
- Facebook. We have 73 likes. Posts 40
- 15,000 copies of our new signposting directory have been distributed
- We have had 2 stories in the local newspapers.

- We have had 4 active surveys;-
ME/CFS survey responses: 663
Children and young people's mental health: 12
Trafford Deaf Peoples consultation: 37
"How can we get better": 20

Web site:

- There have been 5541 visits to our website
- 11832 pages have been viewed
- We have had 3989 users
- We have published 327 new stories
- We have listed 18 events and 10 consultations
- We have created 17 new information pages.
- Reports 8
- How to guides 7

Ann Day
Chair Healthwatch Trafford
May 2015

APPENDIX1

Results from 98 children surveyed at Firs Primary revealed:

- 🌸 50% had met their school nurse team & described staff as “caring”, “helpful” and “explains things well”
- 🌸 62% think it is not easy to see the school nurse team
- 🌸 there is a lack of knowledge & awareness regarding:
 - how to access the school nurse service (72%),
 - what the service provides (72%)
 - the service confidentiality policy (49%)
- 🌸 feeling nervous, scared, embarrassed or worried, were other motives preventing children from visiting the school nurse
- 🌸 some see the service as providing support for issues such as emotional wellbeing, growing up, weight & bullying

Impact and Outcomes

Two recommendations made by the children, (Healthwatch Juniors), aimed at addressing the lack of awareness / knowledge of the service and raising children’s confidence to access it have been implemented:




- 🌸 The Firs Primary school nurse team have delivered a school assembly with content suggested by Healthwatch Juniors
- 🌸 Healthwatch Juniors have developed posters advertising the service.

In addition,

- 🌸 The Trafford School Nurse team have committed to carrying out assemblies (including the content suggested by Healthwatch Juniors) in **all** primary schools with established school nurse drop-ins
- 🌸 This executive summary will be shared at a Trafford Primary Head Teachers Conference in June 2015
- 🌸 Healthwatch Juniors planned and delivered a school assembly sharing their survey findings and recommendations with their peers

Outstanding recommendations, (agreed to by Firs Primary School Head), include placing the posters (designed by Healthwatch Juniors) and arrows directing children to the school nurse drop-in around the school around school and putting information about the service on the school website and newsletter.

Moving forward, Healthwatch Trafford recommends:

-  Repeating the service user led evaluation of the school nurse service at Firs Primary school in September 2015 to evaluate the impact of the work carried out
-  Implementation of the 4 Healthwatch Junior recommendations² across all Trafford school nurse teams and primary schools
-  Service user led evaluations of the School Nurse service to continue in all primary schools across the borough

Healthwatch Trafford would like to thank and acknowledge the hard work of the Healthwatch Juniors and extend thanks to the School Head, Nerys Hitchcock and School Nurse, Kim White, for their co-operation and support.

² The four recommendations: school assemblies (with suggested content by Healthwatch Juniors) to be delivered by school nurse team, posters promoting the school nurse service designed by children (with specific content) to be put around the school, arrows directing pupils to the school nurse drop-in venue to be placed around school and school nurse service information to be placed on school website & newsletters.