

TRAFFORD COUNCIL

Report to: Health & Wellbeing Board
Date: September 2015
Report for: Information
Report of: Healthwatch Trafford

Healthwatch Trafford Update

Purpose

To provide an update to the Health and Wellbeing Board on the work of Healthwatch Trafford since the last report June 2015

Recommendations

Health and Wellbeing Board note this report

Contact person for access to background papers and further information:

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Healthwatch Trafford Update September 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
- Altrincham Community 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)
- Co- Commissioning committee
- HW Information & Signposting Group
- Personalisation Co-Production Group
- Locality Partnership Board (North)
- Greater Manchester Healthwatch Meeting
- North West Healthwatch Meeting
- Youth Cabinet meeting
- 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
- Sale West Health Group Meeting
- Quality Surveillance Group (NHS England LAT)
- D C Primary Care Quality Surveillance Group. (NHS England LAT)
- Healthier Together
- NHS EXPO

Healthwatch Trafford Board Recruitment

We have recruited 3 new members to the Healthwatch Trafford Board.

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. We are in the process of recruiting to the membership of this group.

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

GM Healthwatch Network has representation on the Committees in Common.

Devolution Manchester.

Greater Manchester Healthwatch Network continues to work with the Devolution Manchester Team.

G M Healthwatch has representation on the Strategic Plan Leadership Group and the Communication and Engagement Group.

Chronic Fatigue Syndrome / ME Survey

Following a number of complaints and concerns brought to us by Trafford residents about the barriers to accessing services from those in the area that suffer with ME/CFS, we decided to carry out an experience gathering survey to get some background on the subject.

The survey has proved immensely popular, with well over 800 people responding from around the country and even a few from around the world. There is an obvious problem with the way the condition is treated and the results will give us some local, regional and national information from sufferers of this condition on how they feel treatment can be improved.

Due to the size and depth of the survey, the results will take a while to gather and interpret - there is a large amount of quantitative as well as qualitative data to analyse - but will provide a deep insight into the problems that exist.

Results from other localities will be passed to the relevant local Healthwatch to interpret and act upon as seen fit and we hope the issue will then be escalated by Healthwatch England to address on a national level.

We are already involved with several GM CCG's on a ME patient liaison panel looking at available services and how they will fit in the GM Devolution agenda.

Drop-Ins

We continue our drop-ins in healthcare settings. These enable us to engage with patients, carers and visitors in a variety of healthcare settings. They provide us with a wealth of information to what is seen as good or requires improvement in the services provided for Trafford residents.

A recent drop-in at Manchester Eye Hospital we engaged with 150 patients. Many of these posted information on our Patient Experience Platform.
At the 3 Drop-ins which took place at Altrincham Community Hospital information was gathered from 325 people.
All information gathered is shared with the relevant providers and a formal report is submitted to them for comment.

Reports from both of these drop-ins will be available on the HWT 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.

We are actively recruiting Enter and View volunteers. Four new recruits are currently undertaking training.

A recent visit was paid to Davyhulme Medical Centre. The report can be found as an attachment to this update

There are planned visits to 3 Care Homes in Trafford starting in September.

We are currently working in partnership with Manchester Healthwatch to carry out Enter and View visits to 3 wards at Manchester Royal Infirmary.

All Enter and View reports are available on Healthwatch Trafford Website.

Information and Signposting- Social Media

- Since the last update there have been 700 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 78 experiences logged on the Patient Experience Platform.
- **Twitter.** We have 95 new followers making a total of 1335 followers.
- We have been mentioned 93 times We have made 270 tweets
- Impressions (number of people our tweets are visible to) 60500
- Profile visits 1118
- **Facebook.** We have 83 likes. Posts 15
- We have had 2 stories in the local newspapers.
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Web site:

- There have been 5083 visits to our website

- 10,131 pages have been viewed
- We have had 3700 users
- We have published 115 new stories
- We have listed 8 events and 10 consultations
- We have created 2 new information pages.
- Reports available 12
- How to guides and explanations. 10
- We have 4 active surveys;-
 - ME/CFS survey responses= 888
 - Children and young people's mental health: 12
 - Trafford Deaf Peoples consultation: 37
 - "How can we get better": 20

Signposting directory

- 16,500 copies of our new signposting directory have been distributed.

Ann Day
Chair Healthwatch Trafford
May 2015

