

## **Healthwatch Trafford Update November 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
- Trafford General Hospital
- Altrincham 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
- Mental Health Exchange Forum
- CCG Public Reference and Advisory Panel (PRAP)
- GP Education Events
- Primary Care 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 meetings
- 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
- Quality Surveillance Group ( NHS England LAT)
- D C 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.

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

GM Healthwatch Network has representation on the Committee in Common.

### **Greater Manchester Devolution.**

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

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

We are working with the CCG and Local Authority communications teams on the development of a plan to inform the citizens of Trafford about GM Devolution and the Locality Plan for Trafford.

### **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.

Monthly drop -ins are scheduled to take place at Trafford General Hospital and Altrincham Hospital.

At a recent drop- in at Manchester Eye Hospital we engaged with 150 patients. Many of these posted information on our Patient Experience Platform. Overall patients were very positive about the clinical care received. Negative comments related to length of waiting times and accessibility issues by visually impaired patients.

At the last 3 Drop-ins which took place at Altrincham 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.

### **Young People involvement in Primary Care**

Local and national evidence highlights that there are still barriers to accessing GP surgeries for young people. These include:-

- A lack of knowledge about /awareness of GP services and their rights when accessing those services.
- Difficulties experienced in accessing GP services appropriate to their needs.
- Little involvement in the design of future services.

Healthwatch Trafford aims to work with GP practice staff and young people to support GP practices to meet the national “Your Welcome”- quality criteria for young people friendly services (DoH 2011) ensuring services are accessible, appropriate, confidential and non judgemental for young people.

13 Trafford GP practices have expressed an interest in engaging with Healthwatch Trafford on this scheme 5 young people have been recruited so far. The young people will be involved in mystery shopping and appraisal of Practice websites.

### **Mental Health Exchange Forum**

A meeting of this group took place at the end of September. The theme of the meeting was Crisis. 25 members of the group attended a mixture of users of MH services and providers.

Superintendent Jim Liggett gave a presentation on the Home Office Innovation Fund Specialist Mental Health Practitioner Pilot and its role out in Trafford. Joanne Harding from Self Help Services gave an update on the work of the Sanctuary in dealing with low level mental health crisis.

### **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 planned Enter and View visit to Beverley Park Nursing Home took place in October and 2 planned visits will be made to Care Homes in Trafford before the end of the year. The report of the visit to Beverley Park will be published on the Healthwatch Trafford website once we have received their comments.

We are currently working in partnership with Manchester Healthwatch and have recently paid Enter and View visits to wards 7 8 9 at Manchester Royal Infirmary. A report of the visit has been submitted to CMFT and once their comments have been received the report will be available on the Healthwatch Trafford website.

### **Patient Experience Platform**

Healthwatch Trafford has been working with the CCG and the LMC on the roll out of the Patient Experience Platform to all GP Practices in Trafford.

Widget details have been sent to all Trafford GP's and should be embedded on to all Practice websites.

### **Information and Signposting: (Period -- 18 August to 14 November)**

- Since the last update there have been 325 contacts with the public.
- There have been 48 instances of signposting or information requests from the public.
- There have been 18 concerns / complaints logged with us in this time.

- There have been 140 experiences logged on the Patient Experience Platform. 15 of these being from non Trafford residents.
- **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

**Web site:**

- There have been 1,555 visits to our website
- 2,970 pages have been viewed
- We have had 1,233 users
- We have published 75 new stories
- We have listed 8 events and 3 consultations
- E&V Reports available 12
- How to guides and explanations. 10

**Signposting directory**

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

Ann Day  
Chair Healthwatch Trafford  
November 2015