

Annual Report 2018-19



Published: June 2019



Contents

Message from our Chair	3
Changes you want to see	5
About us	6
Highlights from our year	8
How we've made a difference	10
Changes made to your community	11
Case Study: Phlebotomy	11
Case Study: Personal Health Budgets	11
Case Study: Enter and View visits	12
Listening to our community	13
Case Study: CAMHS	13
Case Study: Intermediate care (Ascot House)	13
Helping you find the answers	14
What services do people want to know about?	15
How we provide people with advice and information	16
Case study: Youthwatch Trafford website	16
Case Study: Residents of St Andrew's Court	17
Our volunteers	18
How do our volunteers help us?	19
Case study: The NHS @ 70	19
Backing us up with research	19
Meet our volunteers	20
Our finances	22
How we use our money	23
Our plans for next year	24
Message from our CEO	25
Our Team	26
Thank you... ..	27

Message from our Chair

Role of Healthwatch in our community

Our key role is to engage with our community and represent their views so that we can seek to influence Trafford's health and care services for the better. We do this in a number of ways, either through direct contact with our public at the various events initiated by ourselves, or those initiated by others that we attend or participate in. We set up an Advisory Group spanning the Trafford footprint, and this has been influential in talking to us about what matters to them. We also initiated the Trafford Healthwatch 100 (HW100) surveys where we ask those members of the public signed up to this initiative about their views and this has allowed us greater insight in relation to various topics. Many of these HW100 surveys have indicated the need for us to take a more in depth look at particular concerns and have resulted in reports or infographics. Our reports are on our website.

Our staff and volunteers remain our biggest asset. We are fortunate in that we have the largest volunteer workforce of any Greater Manchester Healthwatch. Their insight both as volunteers and members of the public are invaluable in keeping us in touch with what is important to our population.

What is important to people in our area?

2018 saw the NHS 70th birthday celebrations and we engaged with our community and produced a report on people's views. These were largely positive and a testament to the breadth of care provided. Many of the responses reflected the real strength of feeling and demonstrated how protective of the NHS the public is. However, concerns also do remain about the preservation of local services and funding both within Trafford and across health and care services in Greater Manchester and nationally. There are also many concerns about social care services and the care home sector, intermediate care and care at home are perhaps the biggest areas. We produced a report 'The Care Home information report' based on our HW100 survey. This showed that people were unclear where to go for information. There is also a big gap in understanding in relation to funding streams with half of our respondents not knowing about continuing health care or NHS funded nursing care. Whilst there may be some good resources there is very little signposting. There are also difficulties for those people who are not on-line.

Access to welfare advice has been a recurring theme throughout the year particularly for the most vulnerable in our society.

We were pleased to be represented on three sub-groups of the Health and Wellbeing Board in relation to the development of a dementia strategy and plans to improve the physical fitness of our population which is poor with high levels of obesity leading to lower life expectancy and morbidity.

Trafford Healthwatch biggest achievement in 2018-19

Our staff would possibly point to our report on phlebotomy which triggered the change from a drop-in service (about which there were numerous complaints) to an appointment system. Whilst this new way of



Chair Heather Fairfield speaking on behalf of Trafford at the national Healthwatch England conference in October

organising blood screening has brought about a big change, it was disappointing that we have yet to see GPs taking on this role and the provision for out of hours testing.

Our Youthwatch Media Squad of young volunteers have been fantastic and have developed a website which is age appropriate and deals with the topics that our young people feel is a priority. Apollo is the name of the parrot which has been chosen as the new website's 'brand'. The feedback we have had from schools in particular has been heartening.



How is Healthwatch making care better for people?

Because we sit at the heart of governance structures in Trafford, we are able to help shape improvements to services. It is a testament to the management of Trafford Together for Health and Social Care, as the newly formed integrated commissioning organisation, that we have a seat on almost 30 Boards or groups where we can use our knowledge to influence change. Many of the messages and recommendations we make in our reports, walk rounds and Enter and View visits of care homes have been acted upon. We are also fortunate in that we have a seat at the table of the Health and Wellbeing Board and the Health Scrutiny Committee where we discuss priorities and share our work plans. So, we work at two levels - the strategic and the operational and one feeds directly into the other.

How changes in funding have affected our work

We have a good relationship with our commissioners. Despite the fact that we are the third lowest funded Healthwatch in Greater Manchester we, nevertheless, provide good value for money and have a challenging work plan. As part of reviewing Healthwatch across Greater Manchester's 10 Healthwatch we are looking to longer term contracts and a new funding formula which will provide a more equitable funding baseline. Additionally, we are looking to take on more funded work from a number of sources as we fully recognise the stresses and strains that local authorities are under.

2018-19 summed up!

It has been a challenging year in Trafford brought about by many changes in management and through organisational change. However, we have worked through this and remain optimistic that health and care services will blossom in the years to come.

A handwritten signature in black ink, appearing to read 'Heather Fairfield', is written above a thin, curved line that tapers at both ends.

Heather Fairfield

Chair, Healthwatch Trafford

Changes you want to see

Last year we heard from more than 1,900 people who told us about their experiences of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



Waiting times to see the GP are too long and getting appointments should be easier.

“[I’d prefer] not having to get up before eight o’clock in the morning and hanging on the phone for ages to get an appointment to see my GP.”



You value Trafford General Hospital and want to see more services there, but are afraid of what the future holds for it.

“Keep Trafford General open for the local people - after all it was the very first NHS hospital - and the locals still live here and pay into the system to enable them to receive treatment locally.”



You feel there should be more up-to-date information available about care homes for when you need to find one for yourself or a loved one.

“I think there should be a central easily accessed list of [care] homes available in the area with the ratings and staff ratio available to the community.”



You are really unhappy with the long waiting time before being able to access Children and Adolescent Mental Health Services (CAMHS) and want much quicker help with fewer barriers.

“You need to be ferocious in fighting for the assessments needed. It has taken many years of fighting to keep going.”

About us

Healthwatch is here to make care better.

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Trafford, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

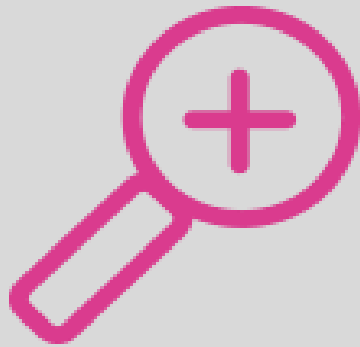
Our vision is simple

Health and care that works for you. People in Trafford want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country.

The evidence we gather also helps us recommend how policy and practice can change for the better.



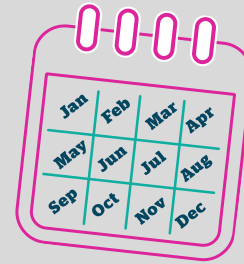
Highlights from our year



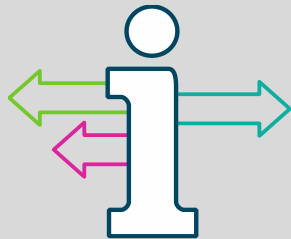
Find out our resources and the way we have engaged and supported more people in 2018-19.
Our resources:



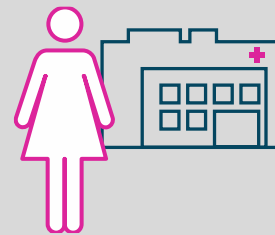
Over 1,900 people shared their health and social care story with us.



We have 48 volunteers helping to carry out our work. In total, they gave up over 1,200 hours.



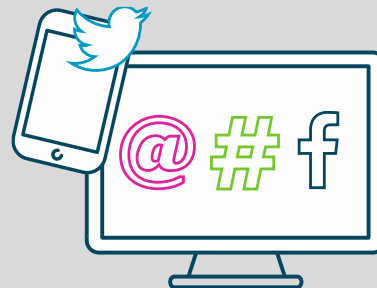
34,872 people accessed Healthwatch advice and information on our website, 12,200 more than last year.



We visited 11 services to see and understand people's experiences of care. We have created reports for each of these including recommendations for improvements.



We have carried out 7 Trafford Healthwatch 100 surveys, gathering more than 300 responses.



We have shared 363 news articles, consultations and events on our website via social media to our 3,200+ followers.



We have held or attended 55 public engagement events to speak to the public in person.



We have published 16 reports, covering phlebotomy services, Personal Independence Payments (PIP), service visits, care homes and pharmacy services.

How we've made a difference



Changes made to your community

Case Study: Phlebotomy

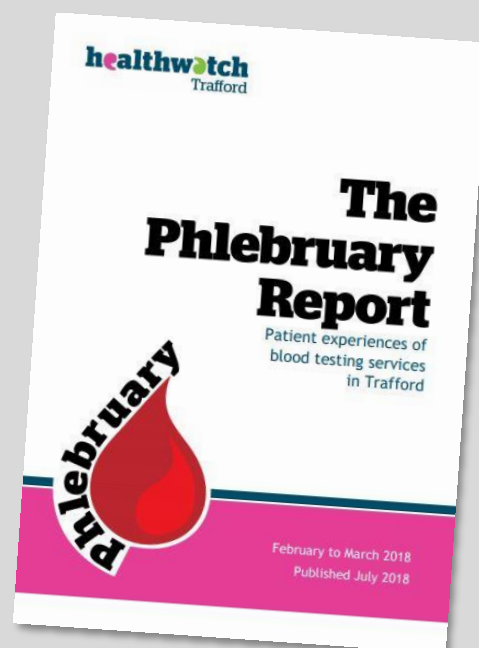
In February 2018 Healthwatch Trafford carried out a survey of people using blood testing services across the borough. The 'Phlebruary' project was created following feedback received from people in the area having issues with the drop-in system that was being used at the local hospitals.

Having gathered more than 300 responses to our survey and attended every blood clinic in the borough, we created a report that was published in July. Our findings included the fact that 67% of respondents said they would rather book an appointment for a blood test than turn up on the day and wait. More than a third of people had to wait longer than an hour for a blood test, with one in 25 waiting for more than three hours.

This report analysed the findings of the survey responses and contained six recommendations, which included the suggestion that an appointment system be made available.

Following the publication of our report, it was announced that blood testing in Trafford would move to an appointment-based system.

You can find our report on our website at <https://healthwatchtrafford.co.uk/our-reports/>



Case Study: Personal Health Budgets

Healthwatch Trafford provides an information service for Personal Health Budgets (PHBs) in the borough. Our role is to help people understand what PHBs are, what they can be used for, if they or someone they care for is eligible for one and how to go about applying for them.

Awareness of PHBs is spreading and we are answering an increasing number of calls from people interested in knowing more about them and wanting to get going with applying for one.

There appears to be a shortage of information about PHBs nationally, and as a result of that we have taken calls from people across the country wanting to find out more (our info appears to be prominent on the internet, which may explain it).

One of the people who called us to find out more info on behalf of their child said:

“I really appreciate you taking the time to explain it all so thoroughly. Everything I’ve heard about them up until now has been really vague.”

Because of our role in information providing, more people in Trafford are able to make informed choices about their care.

Case Study: Enter and View visits

Healthwatch Trafford has in the last 12 months carried out 10 Enter and View visits to care homes and nursing homes across all four localities in the borough. For each of these visits, a questionnaire was sent out to each resident's family giving them the opportunity to tell us their experiences of care anonymously. This information, along with what was gathered by our team on the visits themselves, allowed us a unique insight into the experiences of life in those facilities from the point of view of those who live there and their loved ones.

Following these visits, we produced reports that summarised what we found and often came up with recommendations for how things in the homes might change to improve the experiences of the residents. Below are some examples of where our report has sparked some action:

Recommendation: 'Improving communication between Management and relatives.'

Action: *The Manager informed us that he had changed the time regularity of the resident and relative meetings increasing relative participation. The home has reinvigorated their open-door policy and uses a number of formats to correspond with relatives, including memos, letter post and operating a group e-mail for relatives.*

Recommendation: 'Consider reviewing if all residents with dementia can access tactile stimulation.'

Action: *We were informed that the home has implemented specific zones, areas and stations promoting tactile stimulation such as sensory toys including wall mounted sensory activity boards.*

Recommendation: 'Review the laundry processes to ensure that all residents' clothing is labelled and returned to the right person and consider how staff can ensure that residents are appropriately dressed and in their own clothes.'

Action: *Manager's response: "The home has introduced individual baskets for residents in our laundry area to help ensure that clothes go back to the correct area."*

Recommendation: 'Review how care staff can encourage and support residents to walk and move around following surgery.'

Action: *Manager's response: "We have a monthly exercise theme now and these are part of our regular activities. We also have move it/music Mondays every week and have regular external companies coming in such as Music for health, Kidley Dively [music to promote mobility in adults], and a Zumba class all of which encourage movement."*

Recommendation: 'Double check best practice policies to prevent any potential spread of infection and signage within the home.'

Action: *Manager's response: "The home now uses a small red triangle sign on a bedroom door of a resident who needs to be barrier nursed."*



Healthwatch Trafford intends to continue to build upon the success of the Enter and View visits and to nurture the relationship within the social care environment in Trafford. Over the last 12 months the providers' willingness to engage with the findings of Healthwatch Trafford reports has been encouraging and this bodes well for the residents of our care homes, their families and the many, many dedicated members of care staff whom we have encountered during our visits.

Listening to our community

Listening to those we need to hear

Case Study: CAMHS

Four local Healthwatch across Greater Manchester that share a service provider for Children and Adolescent Mental Health Services (CAMHS) began a combined piece of work to find out the experiences of those who had used the service. As part of this project, to add to the information in our area, we held some focus groups in areas across Trafford to listen to the experiences of parents and carers of children that had used CAMHS.

These groups were created to be intimate and private to encourage those in attendance to be as open and honest as possible. Our staff and volunteers listened to the often sensitive and traumatic personal stories, ensuring that the attendees understood that they could be honest, that they will not be identified by their answers and that their voices will be heard.

The experiences collected have all been added to the evidence used in creating a report on the service, which will be presented to commissioners and providers with recommendations, due to be published in the summer.



Monitoring patient experiences

Case Study: Intermediate care (Ascot House)

We have visited Ascot House a total of 11 times in 2018-19 and spoken to patients there to see how they feel they are being treated, as well as engaging with family members and friends, collecting their experiences on an ongoing basis.

We produced a report on intermediate care in 2017 and have continued to gather information on the service with a view to monitoring the quality of care and experience of those who are being cared for there. We have received 58 responses to our relative questionnaires in the past year, with 96% saying they felt that their relative was receiving appropriate care, 92% saying they felt listened to and their concerns were addressed and everyone who answered felt that their relative was treated with kindness and compassion.

We have also made recommendations to Trafford Together for Health and Social Care in relation to developing a nurse led model in future.

Helping you find the answers



What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:

How to make a complaint



We are contacted most often by people wanting to know how to go about making a complaint about their treatment or care. We provide information about who to speak with, what the process is, what their rights are and what organisations can support them through the process.

How do I find an NHS dentist?

A recurrent enquiry is from people who are trying to get an appointment, or even to get registered with, an NHS dentist. We did a report on the subject last year, but it seems from the number of people who contact us about it, that little has changed and a shortage of NHS dentists in the area persists. We provide information on their rights, as well as signposting them to dentist surgeries or NHS England.



Can I (or do I have to) change GPs?



We combine enquiries from people wanting to know if they can change their GP following an issue with those who contact us because their GP has told them they are being removed from their list, despite having often been with the same GP for decades. We provide information on people's rights and what alternative surgeries they might be able to register with.

Personal Health Budgets

We provide an information service about Personal Health Budgets and receive plenty of enquiries about eligibility, the process of applying for a PHB, who can help and provide brokering services, as well as giving general information about what they are and can be used for.



How we provide people with advice and information

Giving reliable information to those who need it

Case study: Youthwatch Trafford website

We have a group of young volunteers we call our Media Squad, who help us create Healthwatch Trafford information and communications for children and young people.

They made it clear to us that the first port of call for young people to find information in this day and age is via the internet, or more specifically, using social media or google. They also identified a real lack of accessible and reliable local health and social care information for young people in Trafford.

With this in mind, we set about working with them to create an online resource that contained accurate and useful information for young people's health and social care issues, that was verified by professionals but **written by young people, for young people**. This took the form of a website, which over the course of a year, our Media Squad researched, designed, wrote content for, consulted with professional bodies to verify information and tested.

At the Trafford 'Let's talk youth' conference at the Life Centre, Sale in November, it was officially launched. Ahona and Yousuf of our Media Squad and Hania, one of our Young Champions, were on hand to talk to over 90 children and young people as well as the leader of the council, representatives from organisations such as UA92 university, Youth Mental Health Matters, Gorse Hill Studios and Kooth, plus plenty more, and tell them about our new youthwatchtrafford.co.uk website.

Ahona and Hania took to the stage to introduce and explain what it is all about, who it is for and how it can be a fabulous resource to help young people when they need information. After giving their presentation they received a big round of applause, and then continued to help on the Healthwatch Trafford drop-in stand along with Yousuf, another of our Young Champions, to gather experiences of health and care services and to give more information about Youthwatch Trafford.



Following the launch, the website has proved to be highly valued by Trafford's young people and even amongst schools, with one, Stretford High School, adding it to their pupil and parent app. Trafford College has added it to their intranet site and it is now a part of Trafford Council's Trafford Directory.

We received an email message in February from the mother of an 11-year-old girl who had found the site whilst looking for emergency first aid and resuscitation information to help her daughter in becoming a babysitter. She was so glad to find our quality, trustworthy information for young people online that she got in touch.

Youthwatchtrafford.co.uk continues to grow and other areas of health and social care that are of particular interest are being written and researched as we speak, so please do take a look.

Spreading the word in the community

Case Study: Residents of St Andrew's Court

Our volunteers have helped us to spread the word about Healthwatch Trafford and talk to people about how important it is to have their voices heard in a variety of situations.

One great example of how this has worked is when we were contacted by a lady who had been given one of our promotional stress balls at a drop-in session we had run at Altrincham hospital. She called our office asking if perhaps she could purchase a few more stress balls from us as she runs exercise and activity sessions for the residents of her sheltered housing complex St. Andrew's Court in Hale, and the balls had proved popular in the chair-based exercise session. So, we agreed to let them have some (for free!) in return for us being able to come and speak to them at one of their sessions about Healthwatch, and to hear their stories of health and social care.

We arranged a date to go in and our volunteers Georgina and Martin gave a presentation about what Healthwatch Trafford is and how we can be useful to them, before gathering some experiences from a number of the attendees. The residents' group were keen to be heard and the session was really well received. We gave out leaflets on how to make the most out of a GP appointment, chatted about what was happening in the area, let them know about our website and phone number where we can help them find information on services and lots more.

Following the session, the lady got in touch with us again to thank us and to ask if we would come back to do another session in the future. We also received a request for information on health services from another of the residents who had attended the presentation, having seen that we would be the right people to find out what they wanted to know.



A Healthwatch Trafford information stall at a community event. We attended 55 events in 2018-19

Our volunteers



How do our volunteers help us?

Healthwatch Trafford couldn't help services to make improvements or to share good practice without the support of our committed and enthusiastic volunteers:

- Engaging with Trafford residents at hospitals, libraries, community centres and public events - listening to their experiences of health and care.
- Undertaking administrative and training tasks or supporting the team with governance on our Board of Directors.
- Giving talks to community groups around the borough to raise awareness of Healthwatch Trafford's services and encourage discussion.
- Collecting, inputting and summarising feedback, which forms the basis of our reports and recommendations.
- Planning and undertaking Enter and View visits of local services.

Case study: The NHS @ 70

Our champion volunteers helped us to listen to over 200 people at several large public events in Trafford during the summer of 2018, including Trafford Live and the NHS Birthday Party in the Park.

Trafford General (formerly known as Park hospital) is the birthplace of the National Health Service, so the NHS's 70th birthday was of particular significance to Trafford.

Our volunteers used the opportunity to ask for personal experiences of NHS (published in our Trafford Healthwatch 100 NHS @ 70 report), the results of which demonstrated widespread misconceptions about the services available at Trafford General hospital, which had led us to run a specific survey about the hospital during 2019-20.



Backing us up with research

We have a research group made up of volunteers with a variety of experience in different disciplines. They lend us their abilities to create and enhance research that we use to produce reports and look at avenues for future work.

Everything we do at Healthwatch Trafford needs to be evidence based, and our research group are a key part of creating that bank of evidence. They have enabled us to interrogate statistics in new and innovative ways, cover more ground in looking for information and sometimes produced whole reports. They have also carried out tasks in assisting Healthwatch England to build their nationwide reports library.

Meet our volunteers

Our fantastic volunteers come from a wide variety of backgrounds, ethnicities and areas of our borough. Some volunteers have been with us since we began six years ago, some have only just started - we closed the 2018-19 year with 48 volunteers, aged from 15 to 79. We caught up with a few of our volunteers to explore how their time with Healthwatch Trafford benefits them whilst supporting us to help make care better for their communities.

Pete, 69

Since I retired some years ago, I decided I wanted to become involved with the local community and one of the best ways to do this is to volunteer on a regular basis. So I joined the Healthwatch Trafford team as a volunteer nearly two years ago. I help in the office providing Business Support. The role is very varied and interesting and rewarding, and I can draw on my previous work experiences to help me with the tasks. It's such a friendly working environment because the team are just fabulous to work with. If you are looking around for a stimulating volunteering opportunity, then Healthwatch Trafford has many different volunteering roles.



Catherine, 68

Volunteering for Healthwatch Trafford has been a very rewarding experience for me. It has offered me so many, varied opportunities to support others by being there to listen to their experiences and feelings at difficult times in their lives. I've also made new friends and increased my own understanding of the wide range of issues around Health and Social Care.

Sohail, 15

I started volunteering with Healthwatch Trafford at the age of 13 as I wanted to help understand experiences of young people and make a difference. My confidence has improved through delivering presentations and running promotional stands. I am glad their views are being heard.



Maha, 16

I started volunteering with Healthwatch Trafford for something to do during the long summer holidays and ever since then, helping to create the Youthwatch Trafford website, and knowing that it will help young people in the local area, has been a very enjoyable and fulfilling experience.

Yousuf, 17

I was immediately drawn to this volunteering opportunity after seeing an advert in the local paper. I have had excellent training and support which has enabled me to promote Healthwatch Trafford at my school for a number of years and help out at community meetings. I have helped children and teenagers get their views across and be heard, which makes such a difference. So not only do I now have an increased awareness of the challenges, my communication skills have developed considerably. I am enjoying the experience and hope to continue for as long as I can.



Volunteer with us

Help make a difference to the health and care your community receives.

Three reasons you should become a Healthwatch volunteer:



healthwatchtrafford.co.uk/volunteer

0300 999 0303

Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £120,506.

We also received £7,333 of additional income from Trafford Clinical Commissioning Group and Healthwatch England.

Income	£ (2018-19)	£ (2016-17)
Funding received from local authority to deliver local Healthwatch statutory activities	118,500	118,500
Additional income	7,333	4,019
Total income	125,833	122,519
Expenditure		
Chair's remuneration	3,000	2,000
Staffing costs	100,168	98,298
Office costs	7,127	9,299
Other direct service delivery costs	10,211	15,008
Total expenditure	120,506	124,605
Balance brought forward	91,010	85,683

The figures in the table are a summary of the full unaudited financial statements for the year ended 31 March 2019 which are being filed at Companies House.



Our plans for next year



Message from our CEO

Looking back:

This year has been another busy one for us at Healthwatch Trafford. We have worked hard on our core activities and it is gratifying to see that our voice and our reports are now both welcomed and respected by our partners and stakeholders both at strategic and operational level. We have continued to develop our Enter and View reports as well as our Healthwatch 100 survey work and both have contributed towards service redesign during the year.

As well as our core priorities, we have contributed to work across the Healthwatch network with localised surveys and focus groups on the NHS long term plan. We also undertook work on the Children and Adolescent Mental Health Service (CAMHS) in Trafford (Healthy Young Minds) in a joint project with other local Healthwatch in Greater Manchester (GM) that receive their CAMHS service from the same provider. The report is due to be published in the first half of

2019-20 and highlights numerous areas for improvement. We will look to take the learning from that project into discussions with the new service provider (Manchester University NHS Foundation Trust) later in this calendar year.

We have had to remain responsive in a changing environment and this has meant that some of the work that we intended to undertake was superseded by external events. This is to be expected and we maintain a structure that allows us to respond to this as well as any new intelligence about a service or provider, which may cause us to prioritise work on a particular area.

Looking ahead:

In the coming year we will look to both consolidate and build upon our reputation as a trusted partner and constructive critic with our stakeholders. We have identified several areas of work on which to focus, including access to social care assessments and I am delighted that our partnership with Manchester University will continue this year when an intern joins us for the summer to undertake a project on this topic.

Alongside this we will undertake follow up work on previous projects, to try and gauge what difference our reports and recommendations have made.

Barriers and opportunities:

Each year we review the areas of focus for the coming year and this is always directly related to the amount of funding and resource that we have available. Like most social enterprises and third sector organisations, we know that we could do a lot more work on identified areas of need if we had more resources. Therefore, we decide very carefully what work we will focus on and we have a defined process for doing this. It is important that we work within our means in order to safeguard our future sustainability. Similarly, we cannot always attend every forum or event that we are invited to, so it is



Chief Officer Andrew talking to volunteers at Trafford Town Hall

equally important that we target those activities where we think our voice (and that of the public) can be most effective.

Part of the work that we have undertaken at a GM level is to improve the infrastructure of the Healthwatch network and that brings with it some opportunities for us to both attract additional income and benefit from shared knowledge and experience. In partnership with our colleagues in GM and Healthwatch England, it is proposed that Healthwatch Trafford will lead on developing a Research Hub for Healthwatch in GM; this is an exciting development, which we hope in time will enable the network to bid for external contracted work, which in turn will reduce our reliance on Local Authority funding and enable us to undertake further work where we do not currently have the resource to do so.

Thank you:

As always, huge thanks go to our dedicated staff team and volunteers for all the hard work that they have put in over the last year. They are at the core of all that we do, and I am enormously appreciative of their efforts. I look forward to continuing our work and to welcoming new volunteers in the coming year.



Andrew Latham

Chief Officer, Healthwatch Trafford

Our Team



Thank you..

Thank you to everyone who is helping us put people at the heart of health and social care, including:

Members of the public who shared their views and experience with us

All of our amazing staff and volunteers

We would also like to recognise the help that certain people in the following organisations have given us and to give thanks:

NHS Trafford Clinical
Commissioning Group

Trafford Council

Manchester University NHS
Foundation Trust

- Trafford General Hospital
- Altrincham Hospital
- Ascot House
- St Mary's Hospital
- Wythenshawe Hospital

Pennine Care NHS Foundation
Trust

Age UK Trafford

Trafford Housing Trust

Limelight Old Trafford

U3A Hale & District

Trafford College

The Stroke Association

Trafford Carers Centre

Life Centre, Sale

Timperley Ladies

Ladies Link Timperley

St Andrews Court residents

The Coppice Library

The Fuse, Partington

The Mayor of Trafford -
Tom Ross (2018-19)

Urmston Library

The Macmillan Centre

Altrincham Library

Trafford Data Lab

Friends' Meeting House, Sale

Manchester University





#SpeakUp



Healthwatch Trafford

Sale Point

126-150 Washway Road

Sale

Greater Manchester

M33 6AG

- **0300 999 0303**
- info@healthwatchtrafford.co.uk
- [@healthwatchtraf](#)
- healthwatchtrafford.co.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us.

Companies House Reg No. 08466421.

Registered in England and Wales

healthwatch
Trafford