

Performance Report

August – September 2022



Activities during reporting period August–September 2022

RESEARCH

- In August we welcomed a **student intern** from the University of Manchester. They worked with us for several weeks on a major piece of work on **Occupational Therapy** and reablement in the area. The report will be finalised later in the year.

COMMUNICATIONS

- We met with the **Greater Manchester Local Pharmaceutical Committee** to discuss the issues currently faced by pharmacy staff. The result of the meeting is the development of an informational leaflet as well as information sharing between organisations. Pharmacy staff are particularly struggling with aggression from patients which is leading to leading to low staff retention.
- Our bi-monthly **newsletter** was sent to our mailing list, where we share our updates as well as some information from other organisations relevant to the borough. The list has grown since we recommenced our Healthwatch 100 email campaign, increasing the number of responses to our surveys.

ENGAGEMENT

- Healthwatch Trafford attended **three** engagement activities in the months of August and September.
- We managed stalls at an **employment support** event for Ukrainian refugees run by Trafford Council, a **drop-in** at Stretford Public Hall, and we also attended the Calm Connections **RESET 2022** event. With help from staff and volunteers we undertook **10hrs** of engagement. At all events, we listened to feedback on health and social care matters and promoted our volunteering opportunities.
- We continue to assist the Greater Manchester Integrated Care Partnership (GM ICP) in the **Big Conversation**, a project aimed at informing a five-year plan to address health and care needs across Greater Manchester. The plan hopes to improve healthcare and wellbeing, reduce inequalities in health outcomes and experiences, and improve access to services. We have organised and run a number of engagement events in Trafford to gather information for this project, connecting with people and community groups across the borough.

VOLUNTEERING

- Volunteers are gradually easing into **face-to-face** activities again but most still prefer engaging and supporting our work remotely. Throughout August and September, our volunteers have helped at **event stalls**, helped to **encourage responses** to the GM ICP Big Conversation questions, and attended our **monthly catchups** online where we discuss health and social care updates.
- Our **reader's panel** have been providing feedback on our upcoming occupational therapy report.

From the Trafford community

KEY CONCERNS

- We heard about a range of issues during this period, though no area was of significant concern compared to others.
- There were two enquiries relating to difficult **accessing a GP appointment**.
- We also heard from two callers about their search for an **NHS dentist**. We have had fewer calls around this topic recently. One caller had gone to the GM urgent dental care line but was struggling to find a dentist for follow-up care. The other was not accepted by the urgent dental line and could not find another care elsewhere either.
- One caller that did not get the **hospital care** they expected, and another caller was unhappy with the aftercare at a private hospital.
- One call relating to **home care** was passed to the Care Quality Commission (CQC).

PERSONAL STORIES

We conducted a Healthwatch 100 survey on parental mental health and heard the following experiences of note:

"The health visitor was good in following the questionnaire system in place and was very personable but I wish she had the ability to think outside the box - because I wasn't in the right place to do it for myself. The children's ward at Wythenshawe were brilliant in all ways. The staff at my doctors surgery were good."

"The midwife asked me a question about mental health very flippantly like it was a tick box exercise while I was pregnant. The health visitor did a questionnaire with me which I apparently failed but she didn't take any action or follow up, I said I was fine but I wasn't, I think she was probably very over stretched. But if she'd encouraged me to get help other than just saying that help was available I might have taken it."

Strategic updates

STRATEGY

- We were pleased to see the early appointment of the Corporate Director of Social Care and Wellbeing which will allow for an effective transition to a very busy role.
- We were also pleased to see the appointment of Councillor Jane Slater to the Integrated Care Partnership. Our Chair will be representing the 10 Healthwatch at the ICP's first formal meeting.
- We were present at Health Scrutiny when the announcement was made in relation to holding a review of urgent care services and will be represented at the Urgent Care Communications Group which is scheduled to meet on a 2-weekly basis. We support this review as it should enable equitable access to all of Trafford's citizens based on need and the ambition to reduce health inequalities. We also support the delay in re-opening the minor injuries unit at Altrincham given the shortage of specialist staff who will be more effectively employed at Trafford General and Wythenshawe hospitals over the winter period.
- There was a meeting between Louise Ansari, the national director of Healthwatch, Sir John Oldham a HWE Director, our Chair of the network Tracey McErlain-Burns and Warren Heppolette to discuss a variety of issues including a draft Partnership Agreement between GMHW and the ICB, and our business case for a Chief Coordinator to provide a single point of access going forward. Both items will be discussed by the ICB on the 19 November. Whilst the business case provides a small additional sum to each Healthwatch (£1800) to cater for the additional work which will be required, this does nothing to provide equitable funding and we would hope that this inequity can be addressed as part of our Partnership Agreement over the course of our 2022-25 strategy.
- Our current HWE Chair has resigned his post, but this will not take effect until our November HW conference has taken place. We are told by Sir Robert Francis that there is a good field to replace him, but an announcement must be made by the Secretary of State.
 - Our volunteer force has diminished. It was difficult to engage people through the pandemic. We have developed an engagement strategy and we hope to launch this shortly. A lot will depend, however on what Covid and Flu levels pertain over the

coming months and how confident people feel about extended contact with the community.

- As part of the Big Conversation, we joined up with our locality to respond to the questions set by the ICB communications team to inform the ICS strategy to be published in January 2023. It was nice for our staff and directors to engage directly with the public. We had stalls at Stretford Mall, at the Suicide Prevention Conference, Limelight and we will be going to the Pakistani Resource Centre shortly. We will be preparing a report for Trafford and possibly Wigan who wish to commission us to analyse their results. We are also attending PLACE assessments.

