

Performance Report

December 2022 – January 2023

Activities during reporting period December '22–January '23

RESEARCH

- **Occupational therapy services** – assessment, adaptations and equipment: Following work done in summer 2022 with our intern we were able to publish the **final report** in January 2023. Available here: healthwatchtrafford.co.uk/report/2023-02-08/occupational-therapy-services-assessments-adaptations-and-equipment
- We conducted a **Healthwatch 100** survey during **Autumn/Winter** of 2022 and this report was published in January. The report can be found here: healthwatchtrafford.co.uk/report/2023-01-24/healthwatch-100-autumn-winter-survey-2022
- We continued to have meetings regarding the ongoing **mental health review project** which we plan to write up in March 2023.
- In January we continued to have meetings about the planned **urgent care review** work we will do for the ICP. In February/March we will receive survey and group work data for analysis and report writing on local people's views.
- We were successful in our application to be a host for the coming year for another **Manchester University intern**. Applications will open later in 2023.

COMMUNICATIONS

- This reporting period saw the maintenance of usual communications activities.
- We joined the Trafford **Advice and Information** Action Group, enabling us to be involved with the improvement and production of patient guidance and information platforms.
- We attended a development session for a **Trafford Women's Strategy**. This session was well-attended by members of the public as well as representatives from a number of local organisations and stakeholders. We look forward to seeing the result of this collaboration.
- We finalised our new **leaflet** all about **pharmacies in Greater Manchester**, which was produced alongside the GM Local Pharmaceutical Committee. This leaflet provides guidance to optimise people's experiences getting prescriptions, as well as providing additional information for service users.
- We continued to **support health and social care campaigns** by Healthwatch England as well as Trafford Integrated Care Partnership.

- January saw the development of a **data retention policy**, which will shortly be available on the website following final alterations.

ENGAGEMENT

- Healthwatch Trafford attended **two** engagement sessions in the month of December 2022 and January 2023, and reached over 50 residents. These events were:
 - Drop in with the **Rehoboth** for group for families
 - Stalls at **VCFSE Strategic Forum** event and **Stretford Volunteer Fair**

VOLUNTEERING

- We had our **end of the year get together** for volunteers on the 13th of December 2022 at The Counselling & Family Centre. Staff and volunteers came together to celebrate our contributions and achievements of the year. It was well attended with lots of fun activities and refreshments.
- Our adult volunteers contributed to the following tasks in December 2022 and January 2023:
 - **Extraction of Trafford information and data** from the GM residents survey and GM disabled peoples panel report
 - Trafford Urgent Care Review **survey test** and **completion**
 - **Readers panel** for our HW:100 Autumn/ Winter Report
 - **Summarised** the findings and recommendations from the Trafford Ofsted report
- In December 2022 and January 2023, our **Youthwatch** volunteers participated in the following:
 - **Trafford Council Young People's Participation Strategy** at Gorse Hill Studios
 - **Bee Counted Youth Inspection Training** in partnership with **Youth Focus NorthWest** at St Thomas Centre, Ardwick Green North, Manchester
 - Trafford Urgent Care Review **focus group** online
- **Two new Youthwatch volunteers** joined us in January.
- We received **nine** volunteering **expressions of interest** during the Stretford Volunteering Fair.
- A total of **15** volunteers contributed to our work for the months of December and January with **51.25** hours of work put into tasks, meetings, and engagements.

From the Trafford community

KEY CONCERNS

- Overall, we heard **less** during December and January than usual. This may have been due to the holiday season.
- We had three enquiries about **GP practices**. One resident was concerned about long-term management of health conditions. Another sought advice following deduction from a patient list. The third enquiry was about retrieving documentation for a former GP.
- Two enquiries related to **hospitals**. The first was a concern about communication around a relative's end of life care. The other enquiry related to discharge to care.
- There were two calls about lack of access to NHS **dentistry** during the period.
- We heard about one family's struggle to re-establish contact with **CAMHS** for their daughter following a change of staff.

Strategic updates

- We continued the work around governance of the Trafford Locality Board, and this has now been approved. We also continued providing input into the urgent care needs assessment.
- We have continued our involvement at a Greater Manchester level as members of the GM System Quality Group and the Integrated Care Partnership. In relation to the latter, we have now had sight of the various iterations of the draft Integrated Care Partnership strategy and the 10 Healthwatch will be providing responses in due course.
- We met with Eve Mannerings – Chief Executive/Director of Salford & Trafford Local Medical Committee Ltd – to bring each other up to date. This was a very useful meeting which will become regular. We shared our concerns regarding phlebotomy, and both feel that a review of the pathway would be timely.
- The work of the Health Scrutiny Committee task and finish group continues. This involved a survey of GPs and residents; with Councillors each being asked to survey 5 of their residents.
- Our Chair met with Tom Ross, the Leader of Trafford Council, for an introductory discussion. Our respective priorities broadly matched and in particular we both wanted to focus on children. Councillor Ross offered any assistance which was very much appreciated.
- We have still not had a response from the Integrated Care Board regarding our need to provide a single point of access across all 10 Healthwatch which is disappointing given that this has been in the pipeline for more than a year. We are keen to provide whatever support we can particularly around Mental Health and children's services.
- As a network we are working on defining volunteering opportunities and will try to improve recruitment from the universities. In the meantime, Healthwatch Trafford have submitted proposals to Manchester University to host an intern during the summer as part of our work plan to engage with young people.
- We wrote to Greater Manchester Mental Health offering what help we could following the in-depth independent review of Edenfield which has now been extended to the whole Trust.
- We continue to attend the various groups and Boards of which we are a member.

