



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Trafford

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

Last year, I anticipated many challenges in the year ahead, and that has indeed proved to be the case. However, let's start with the positives!

As the 10 Healthwatch in Greater Manchester, we have formed a network working to a single all age strategy aimed at ensuring that the voice of the public is listened to by leaders who commission and provide health and care services. We have established good links with the new Integrated Care System and its constituent Boards. We now have a seat on the integrated Care Partnership which produced its strategy earlier in the year and three quality boards which sit under the Integrated Care Board which is responsible for developing a plan for meeting the health needs of the GM population, managing the NHS budget, and arranging for the provision of health services.

We were successful in our case of need to the Integrated Care Board (ICB) to establish a coordinating function so that we could report on the issues which concern our public most. Last year, you will recall, it was access to GPs and Dentistry. These topics have not gone away but there are green shoots of recovery.

This additional funding for the Healthwatch network is enabling us to appoint a Chief Coordinating Officer who will act as a single point of access. Their role will be to work with all 10 Healthwatch, who remain independent statutory organisations, to draw together all the good work we do into a single repository. We will then be able to report back directly to the ICB which will significantly strengthen the voice of the public. So, please do continue to tell us what things you approve of as well as those you don't like.



In Greater Manchester, despite some successes, there have also been areas where improvements need to be made. Some of these are financial, some workforce and some relate to becoming more efficient at what we do. The Integrated Care system is addressing these issues, but it will not necessarily be a 'quick fix'. It will require all of us to work closely together."

Message from our Chair cont.

In Trafford, we continue to work closely with the local ICB, which replaces the Clinical Commissioning Group (Trafford CCG). We sit on the Trafford Locality Board and numerous other Boards and Committees. For a full list you can see our 2022/23 Impact report which has recently been published. This records our achievements and challenges. Our Impact report also includes our work plan for 2023/24. Our priorities remain children and mental health and these priorities are echoed by all 10 Healthwatch in Greater Manchester.

In 2022/23, we moved to home working, although we anticipate coming together face to face at least once a week from July 2023. Whilst technology has been beneficial in many ways, it does not trump sitting down together and sharing information and further developing relationships. We continue to be indebted to our volunteers and to Youthwatch who provide us with so much insight. We are also grateful to those members of the community who join focus groups, respond to surveys and attend special events. We have engaged with almost 1500 individuals through drop-in sessions and engagement events. Almost 25,000 people have visited our website.

Our staff and volunteers continue to provide first class support and for that I am extremely grateful.

It would be remiss of me not to record the challenges we face, both as Greater Manchester and of Trafford.

In Greater Manchester, despite some successes, there have also been areas where improvements need to be made. Some of these are financial, some workforce and some relate to becoming more efficient at what we do. The Integrated Care system is addressing these issues, but it will not necessarily be a 'quick fix'. It will require all of us to work closely together. However, one of Healthwatch statutory functions is one of scrutiny and that is why we will not shy away from passing on your concerns and potential solutions where we think improvements can be made. So please keep contacting us and telling us your stories.



Heather Fairfield
Healthwatch Trafford Chair

About us

Healthwatch Trafford is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

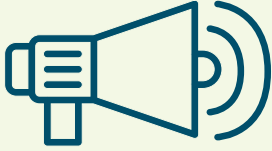


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out



87 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

24,876 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

Making a difference to care

We published

4 reports

about the improvements people would like to see to health and social care services.

Our most popular report was all about

Occupational Therapy Services: Assessments Adaptations, and Equipment

which highlighted the experiences of people trying to access occupational therapy.



Health and care that works for you



We're lucky to have

30

outstanding volunteers who gave up **47** days to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£124,500

which is the same as the previous year.

We currently employ

4 staff

(2 full time, 2 part time) who help us carry out our work.

How we've made a difference this year

Spring



We re-started a programme of face-to-face engagement, connecting with local people across the borough.



We drew attention to the issue of the NHS website not showing an accurate list of dental practices with open and closed lists.

Summer



We created a joint strategy with the other Healthwatch in Greater Manchester to share information and expertise to transform health and social care services.



We supported an intern from the University of Manchester who worked with us on our successful Occupational Therapy project.

Autumn



We took a closer look at parental mental health and reported on the experiences of people around the birth of their children.



We took part in The Big Conversation, helping improve the ICP strategy for Trafford.

Winter



We released a report on Occupational Therapy. Our recommendations were integrated into an action plan, and we attend service improvement meetings.



We achieved a formalised pathway for our reports at the Local Authority and Integrated Care Partnership, which will make a real difference to how our we are heard.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our everyone that stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Phlebotomy

We conducted research into issues around accessing phlebotomy and made recommendations which helped influence a change to the way people accessed blood test appointments.



ME/Chronic Fatigue

Our report into Myalgic Encephalomyelitis/Chronic Fatigue Syndrome fed into an evidence review by the National Institute for Clinical Excellence. It also featured in a peer-reviewed academic paper published by BioMed Central in collaboration with Manchester Metropolitan University. We hope that this work has led to increased awareness, and further research.



North Trafford

Following our look into inequalities in the north of the borough, we've had ongoing involvement in long-term improvement work and have helped expand an emerging body of work on the topic.



Long COVID

We worked with local commissioners to improve information provision and access to Long COVID support across the borough.



Urgent Care

We conducted analysis as part of an urgent care review by the ICP and will continue to represent the voice/experience of the people as part of the service redesign project.





Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Three ways we have made a difference for the community

Getting in touch with Integrated Care

On 1st July, Integrated Care Systems (ICS) replaced Clinical Commissioning Groups in the NHS.



Trying to reach the right person for locality-related issues proved difficult. Using the general enquiry number available on the GM Integrated Care website (at the time the only number listed), we rang the ICS and reached a person who did not identify themselves or their role. They forwarded us to another unknown contact who did not respond to a voicemail message.

We recommended that to build the confidence of the public around the ICS, these initial points of contact with the public be reviewed and signposting activities strengthened.

The Big Conversation

We provided a dedicated support phone line for seven weeks to enable members of the public to contribute views and opinions on the Integrated Care Partnership's strategy.



This public consultation was called the 'Big Conversation'. We also assisted in the analysis of the data gathered for the second phase of this work. Including other areas of Greater Manchester. 421 participants were reached through our work.

The final reports for all Greater Manchester areas are to be used to help inform the GMICP five-year plan which is a statutory plan that Integrated Care Boards must take account of when commissioning services.

Improving care over time: North Trafford

Following our work on health inequality in the North Trafford area, we continue to be involved in this emerging area of research.



We originally started work on this topic in 2021 following response to the enquiries and feedback we had about health and care services in North Trafford. We heard primarily about problems with access to GP and dental services, among other issues. It was agreed we would continue to meet stakeholders involved in provision of care in the North Trafford area following our report. The group decided to focus on diabetes prevention this year and an event was held to this effect. Further work will be ongoing.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

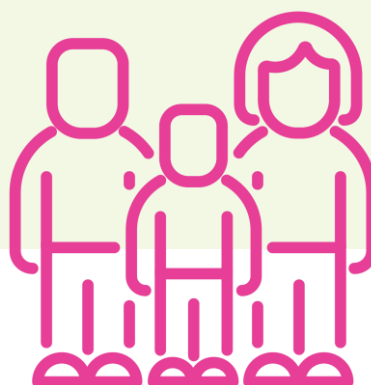
This year we have reached different communities by:

- Attending and connecting with seldom heard community groups across Trafford.
- Modified our visual communications to reflect our desire to hear from all residents and create an inclusive forum for receiving feedback.
- Running community-specific focus groups.
- Investigating inequalities in North Trafford.

Groups and communities that we have connected with through our work

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

- Ukrainian refugees
- Asian families at Asian Family Rights Day
- Pakistani Resource Centre Peer Support Group
- AgeUK Trafford's Memory Loss Advice Service
- Young people requiring mental health support via:
 - Calm Connections: providing support to families of children and young people with mental health and wellbeing challenges.
 - Children and Young People's Suicide Prevention Conference
- Drawing social group set up to ease isolation in the North of the borough
- Those supporting people experiencing malnutrition
- People with diabetes at North Trafford Diabetes Event
- Sale West Community Urban Trust: for local families going through difficult situations needing support
- Rehoboth for Families Group: faith-based organization supporting families' mental and emotional wellbeing
- Volunteers in Trafford via:
 - VCFSE Strategic Forum
 - Stretford Volunteer Fair
 - Sale Volunteering Event
 - UA92 Volunteer Fair
- Afro-Caribbean Care Group





Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information that people can trust across our channels.
- Producing several new leaflets, ensuring those who struggle digitally also have a reliable source of information and advice.
- Attending community events to inform people and listen to their concerns.
- Running surveys to understand the concerns of people in the borough.
- Signposting people to help them find the support they need.

Help accessing much-needed home adaptations

Our Occupational Therapy report highlighted some issues for local residents who needed home adaptations. One such resident contacted us, after they and their spouse were left waiting for equipment to be installed following a home assessment.



A Trafford resident contacted us about home adaptations they needed due to deteriorating health of themselves and their spouse. Waiting a long time for necessary adaptations can lead to conditions worsening and in the case of this resident that meant falls. They were worried that further injuries might lead to hospitalisation, especially for their spouse who was undergoing treatment for cancer at the time. They had had difficulty getting hold of the right person to get a timescale.

Healthwatch Trafford contacted the occupational therapy team and highlighted the problem to multiple agencies who were able to help move the case along. We also raised the need for improved communication, and lack of clarity around how to contact the relevant team.

Providing advice and information to help a resident find mental health support

We were contacted by an individual in mental health crisis who felt that they were not getting the support that they needed, despite being in contact with several health service providers.

They had made multiple requests for assistance to service providers but did not feel that things were progressing, and they were becoming increasingly frustrated, to the point where they had mentioned considering self-harm. In the first instance we escalated this to Greater Manchester Mental Health and put the caller in touch with GMMH Crisis Support Line, who were able to talk to the patient at length.

Through extended dialogue we identified that the patient's diagnosis is an uncommon one and information on help and support is not easily found through traditional sources. We also identified that the caller would benefit from advocacy and put them in touch with a local advocacy organisation. We were able to source information about a group of Clinical Psychologists that could potentially provide the help and support the patient required, along with information about submitting an NHS Individual Funding Request (IFR). We spoke to the patient about their options should they wish to make a complaint about their experience, allowing them to make better informed choices as well as increasing their understanding of the processes involved.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Attended strategic meetings across Trafford like Pharmaceutical Needs Assessments, the Trafford Nutrition and Hydration steering group, Health and Wellbeing Board meetings, and COVID Q + A sessions.
- Took part in the 2022 Patient Led Assessments of Care Environments (PLACE). This informed an assessment report which has now been published on the NHS website.
- Undertook urgent Care Review Survey testing for the Integrated Care Partnership.
- Attended an event aimed at supporting Ukrainian refugees in Trafford facilitated by Trafford Council.
- Participated in Youth Focus North West training and inspections.
- Acted as a readers panel for our reports.
- Gave feedback on our workplan and strategy for next year.

We asked our volunteers five questions about their experience working with Healthwatch Trafford:

Research volunteer

What was your motivation for starting to volunteer?

"I want to help people."

How has the role benefitted you personally?

"Volunteering gives me a purpose."

What difference do you think you have made?

"I hope my work helps, inspires, encourages and supports others."

In 3 words sum up what volunteering means to you?

"Rewarding, purposeful and involved."

What advice would you give to someone who is considering volunteering?

"Give to a go!"

Aung

What was your motivation for starting to volunteer?

"As a new person in UK, I faced many challenges including health care. As [a] volunteer, I would like to support the community like me."

How has the role benefitted you personally?

"I can get [...] health knowledge [...] and other valuable things."

What difference do you think you have made?

"I could share the health knowledge I received working as [a] volunteer, to my family and friends."

In 3 words sum up what volunteering means to you?

"Sharing is caring."

What advice would you give to someone who is considering volunteering?

"Volunteering is beneficial not only for the community but also for ourselves, our planet and our future."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



healthwatchtrafford.co.uk



0300 999 0303



info@healthwatchtrafford.co.uk



Healthwatch Hero



Celebrating a volunteer in our local community

Jean has volunteered for Healthwatch Trafford as a Director, Vice Chair of the Board and Community Champion since 2013. A background in education has meant that Jean has always been very supportive and interested in the work we do with children and young people, especially our young volunteers (Youthwatch).

Jean brings experience and enthusiasm to our work in equal measure, which means she is able to represent us at numerous levels. She has been heavily involved in identifying issues within the community and helping us to develop those into research projects, in particular our work on phlebotomy services. She represents Healthwatch on the Live Well Board and as a community champion, Jean attends many engagement events and is always looking to talk to the public about their experiences and to let them know about the work that Healthwatch does. Jean is also part of the readers panel that checks our reports before they are published.

In recognition of Jean's long-standing contribution to Healthwatch Trafford, we nominated her as a Healthwatch volunteer representative to attend the 75th anniversary of the NHS celebration at Westminster Abbey. Thank you, Jean!

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Local Authority	£124,500	Expenditure on pay	£130,846
Additional income	£11,408	Non-pay expenditure	£4026
		Office and management fee	£3068
Total income	£135,908	Total expenditure	£137,941

Additional income is broken down by:

- Externally commissioned work: £11,408

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the elective waiting list and outpatient backlogs needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers when accessing care, regardless of whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Mental Health
2. Children and Young People's Services
3. Discharge to Assess



Statutory statements

Healthwatch Trafford, 12-14 Shaw's Road, Altrincham, Cheshire, WA14 1QU.

Healthwatch Trafford uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of eight members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met five times and made decisions on matters such as approving the organisational budget and finalising the work plan, ensuring it is in line with our remit as stated in our Articles of Association.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and send to Healthwatch England as well as Trafford Metropolitan Borough Council and Greater Manchester Integrated Care Partnership.

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area and the wider GM area for example we take information to: Health and Social Care System Reform Board, Health and Social Care Delivery Programme Board, Clinical and Practitioner Senate, ICS Communication and Engagement Group, Trafford Provider Collaborative Board, Trafford Locality Board; Trafford Health Scrutiny; Trafford Health & Well Being Board; Trafford Local Dental Committee, Local Pharmaceutical Committee, and Local Medical Committee; Trafford Council; and the Care Quality Commission.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Trafford is represented on the Trafford Health and Wellbeing Board (HWBB) by Heather Fairfield, Chair of the Board of Directors. During 2022/23 our representative has effectively carried out this role by attending two of the three meetings held during the year. Heather also attended independent reviews of the role of the HWBB and attended workshops to determine future priorities.

Healthwatch Trafford is represented by our Chair and Chief Officer on Greater Manchester Integrated Care Partnerships by and Trafford Integrated Care Boards. Our representatives are members of (and attend) the following strategic level meetings: One System Board, Health and Social Care System Reform Board, Health and Social Care Delivery Programme Board, Clinical and Practitioner Senate, ICS Communication and Engagement Strategy, Trafford Provider Collaborative Board.

Enter and view

This year, we made no Enter and View visits. We made no recommendations or actions as a result of this activity. **Please note that Enter and View visits were suspended due to the COVID-19 pandemic and have not yet re-started.**

2022–2023 Outcomes

Project/ activity	Changes made to services
Occupation Therapy Services: Assessment, adaptations, and equipment	<ul style="list-style-type: none">• Final report was shared with system leaders and was picked up by the Managing Director of Trafford Local care Organisation (TLCO).• Invited to attend regular service improvement meetings.• Our recommendations were integrated into an action plan, which is reviewed at every meeting and will document any positive changes.
New formalised reporting pathway	<ul style="list-style-type: none">• Agreement in principle with the Programme Director for Health and Care at Trafford Council & NHS GM that our reports would follow a formal governance pathway to ensure they are acknowledged and reviewed, and recommendations are picked up and acted upon where possible.
Parental mental health	<ul style="list-style-type: none">• Report fed into a national report published by Healthwatch England, helping to create a body of evidence that allows Healthwatch England to lobby for identified changes at parliamentary level.
Webinar work and e-Learning	<ul style="list-style-type: none">• Research and Projects Officer co-delivered webinars with Healthwatch England staff on Survey Design and Qualitative Analysis.



healthwatch
Trafford

Healthwatch Trafford
12-14 Shaw's Road
Altrincham, Cheshire
WA14 1QU

www.healthwatchtrafford.co.uk

t: 0300 999 0303

e: info@healthwatchtrafford.co.uk

@HealthwatchTraf

[Facebook.com/HealthwatchTrafford/](https://www.facebook.com/HealthwatchTrafford/)