

Performance Report

April – May – June 2023



Activities during reporting period April – June '23

RESEARCH

- **Personal Health Budgets:** we prepared to begin this project to begin during the reporting period. We met with Merry Leslee – Head of Individualised Care/Personalisation Lead (Trafford) NHS Greater Manchester Integrated Care – in May and following this discussed a letter and survey for Personal Health Budget holders, or their carers.
- **Intern supported project summer 2023:** having been successful in our application to have an intern join us for this year, we began to ready the ground for the project on **digital mental health for young people**. Research about the services on offer was conducted online.
- **Discharge to assess** with the Local Authority: we have been meeting to discuss the shape of a project on discharge to assess. We are still in discussion about further details, but we have been given background information on the discharge process and have looked at patient information that has been given out. It is a complex area with many routes and it may be difficult to speak to people at all points.

COMMUNICATIONS

- Between April and June, the primary communications focus was on producing our **end of year performance reports**. The period saw the release of our 2022–23 End of Year Impact Report, as well as the Healthwatch Annual Report. We've been able to focus on assessing our outcomes and believe this has made our reports more impactful.
- We have raised concerns in response to a discussion in the Healthwatch network about the use of **AI imagery** in Healthwatch communications materials, which I hope will lead people to think more deeply about not utilising generators in their work.

ENGAGEMENT

- We met with groups, participated in workshops, and attended events between April and June 2023. Our presence at the different **engagement spaces** gave us a chance to promote Healthwatch Trafford, gather feedback on health and social care services, and signpost people to appropriate services.
- In May, we met with members of **ESOL Conversation Café** (a group for migrants from Ukraine and Hong Kong learning to speak English) at Stretford Public Hall. A talk about how to get registered with a GP, pharmacy services and how to contact us was told to

the group. We also showed two people how to book appointments with their GP surgery using the practice website.

- Healthwatch Trafford had an engagement stall at **Trafford Live** at Trafford Town Hall in June, where we got a chance to meet people and network with other Trafford organizations.
- We also had representation at the **Trafford Living Well Model Launch** event at Flixton House in June.

VOLUNTEERING

- Our volunteers contributed **20.43 hours** across April, May, and June.
- Volunteers attended our May **volunteer catch-up** where a guest speaker from **Alzheimer's Society** gave a presentation about different types of dementia, new developments in medication, support for people with dementia, and communication strategies.
- We received **support** from volunteers at our stall during Trafford Live. Our volunteers also represented us at Trafford Living Well Model Launch event.

From the Trafford community

KEY CONCERNS

- We continue to receive feedback from people unable to access dental care. The cost-of-living crisis has exacerbated the issue as many often cannot afford complex dental treatments and their condition subsequently worsens. Many of our callers have also had additional conditions which have added pressure to the situation.
- We heard several concerns around GP care. One patient was told they could not discuss multiple issues during their appointment and eventually had to contact 111 for medical assistance. One patient was subject to digital exclusion after resources to support them were only made available online, and their referral for in-person assistance could not be escalated by the GP.
- Two callers outlined poor experiences with hospital care. One felt their mother had been given inadequate care which had led to her condition worsening, and another felt that the hospital was responsible for the passing of their son. In the latter case, they were particularly concerned that the hospital were not giving them the opportunity to meet and discuss the incident. We were able to explain the function of the Patient Advice and Liaison Service in this case, the complaints process in general, and provided information about the Care Quality Commission as well as Parliamentary and Health Service Ombudsman.

Strategic updates

We have now moved to quarterly reporting – this is our first!

Along with colleagues in GMHW, I met with Professor Shanley who is leading the single plan for GMMH, following the Panorama programme on Edenfield. So far, he has listened to more than 150 people, including service users and carers so I am sure that he will have a good idea of what went wrong and what needs to be done.

I also contributed to the GMMH Quality Account. Whilst we know about the challenges, there was nevertheless, some good work which we commended. For some time now, GMMH, the Ambulance Service and the Police have collaborated in diverting people in crisis to the most appropriate service. This has resulted in the Police saving hours of time leaving them to fight crime and this imitative has resulted in a much better experience for service users who are in crisis and their families.

We have also met with our local mental health Moorside service where we were updated about a new Living Well approach which has been launched by two or three other Boroughs in GM and which seems to be having some success. This is being piloted in Trafford and we will learn more about it in a forthcoming workshop at Flixton House.

The NHS celebrated 75 years from its inception which is certainly a great landmark. We should be proud that the NHS was launched in Trafford! I attended the 75th Birthday Party at Urmston. The Mayor of Greater Manchester came, as did the leader of the Council, Tom Ross and the Chair of the Health and Wellbeing Board, Jane Slater. Children from the Park School participated in quizzes and sang for an audience of retired NHS staff. All together it was a special event.

Andrew and I between us are attending the next phase of the urgent care review. These are two-weekly meetings which will conclude in late August, and we expect the final report to be made public in September.

I had my quarterly meeting with Sara Todd, the Chief Executive Officer of Trafford Council in early June. These are informal confidential get togethers where we can both discuss the current state of play about the locality, our work in Healthwatch and related matters. I generally take the opportunity to talk about some of the concerns we might have.

We continue to have GMHW network meetings where we have a full agenda. Our Chair, Tracey McErlain-Burns has concluded her role which she extended by 3 months to allow us to recruit an independent Chair as well as the Chief Coordinating Officer. I am pleased to say that we have appointed to both posts. In the interim period before they take up their posts, I have been filling in.

We have developed a protocol for the "Host" Healthwatch (Bury) which will offer accommodation and undertake all the management tasks required in order to deliver a coordinated approach to the case of need approved by the Integrated Care System (£297,000 over 3 years). We are already being asked to provide reports and further representation at GM ICS Boards.

The Joint Forward Plan required by the government has been submitted following the Integrated Care Board meeting on 21 June. This sets out a 5-year programme to deliver the Integrated Care Partnership strategy which was approved earlier this year. There has been a lot of publicity about this. Andy can provide any further information you require.

You will recall our participation in the Big Conversation which was integral to the development of this strategy to improve the health and wellbeing of our GM population and to recover services (waiting lists etc) following the pandemic. Since then, there have been two notable independent reviews of the GM position looking at how we perform and provide value for money. It is likely that GM will be under surveillance for some time to come until our overall position in terms of finance, workforce, efficiency, and effectiveness improves. There may well be tough times ahead where we see changes to services. We should spare a thought for the 1700 GM NHS employees who have gone through months of concerns about their jobs. I have asked the Trafford Locality Board for a diagram to show us what positions are going to be Trafford based.

I attended the Locality Board where there was a detailed report on Children's services. The position in which we find ourselves with very long waits for some areas like autism assessments and phlebotomy is unacceptable and I made my views on this known. Currently, an all-age mental health strategy is being developed. We also looked at children's crisis services and it has been agreed to follow a child's journey to see whether there are lessons to be learned.

We have published both our Impact Report and our Annual Report as required. This was also discussed at the Locality Board and well received with thanks to our staff and volunteers for all their hard work.

There have been two national events that are worthy of note. The first is the Select Committee's report on dentistry. As you know, we have been vocal as a Greater Manchester network in calling for change. Our Healthwatch England Chief Executive has appeared before parliament on this topic. The other noteworthy national announcement has been around vaping which is of serious concern locally as well. This poses a dilemma in that adult smokers should vape as this is seen as less harmful than cigarettes, but children should desist. A danger here of mixed messages.

My thanks also go to all our staff and volunteers for their continued support without which we would not be able to deliver what we do.

A handwritten signature in blue ink, appearing to read 'Heather', is written above a simple blue curved line that serves as a signature flourish.

Heather

