

Performance Report

February – March 2023

Activities during reporting period Feb- Mar '23

RESEARCH

- Publication of our **intern supported report** on **Occupational Therapy Services: Assessments Adaptations, and Equipment**. We started this piece of work in the summer of 2022 with support from our student intern. The report resulted in a greater understanding of the service changes during and after the COVID pandemic and ongoing discussion with the local care organisation on plans in place for improvement (<https://www.healthwatchtrafford.co.uk/report/2023-02-08/occupational-therapy-services-assessments-adaptations-and-equipment>)
- Completion of our work on an **Urgent Care review** with the Integrated Care Partnership. We were commissioned to write up an analysis of a review into the use of and views about Urgent Care. The data collected had two main parts, a 600+ response survey and 17 group sessions. The team all contributed some assistance to delivering a well-received report which went to the Health Scrutiny meeting as well as being presented by Healthwatch Trafford at the Locality Board.
- Ongoing discussion about a **young people and mental health** project with the Local Authority and The Collective (representing voluntary community faith and social enterprise groups locally).

COMMUNICATIONS

- We produced a **new leaflet**, 'How to get started with a GP'. It contains useful information patients including how to register, make an appointment, and get a prescription.
- We are preparing for our end of year **Impact Report**, looking back at what we've done over the past year.
- The **Healthwatch 10-year anniversary** runs from the 31st March to the 6th April. We are preparing news items and social media posts for this event.
- We have been continuing our **usual communications and information activities**, include fielding public enquiries and resolving issues with our website.

ENGAGEMENT

- Healthwatch Trafford were present at **six engagement events** in the months of February and March 2023. These engagements were a combination of a workshop, fair, community events and stalls. We reached **over 100 Trafford residents** through conversations and via leaflets. The events we attended were:
 - West Neighbourhood Workshop 3 at AgeUK Trafford
 - Trafford strategic Safeguarding Partnership 2023 –2025 Strategic Priorities Launch Event at Sale Rugby Club
 - Asian Family Rights Day at British Muslim Heritage Centre
 - UA92 Volunteer Fair at UA92 University in Old Trafford
 - Malnutrition Awareness Week Event at Stretford Public Hall
 - Community Event on diabetes at Limelight Wellbeing Hub

VOLUNTEERING

- Our adult volunteers contributed to the following tasks in February and March 2023:
 - Participated in **table discussions** at workshops and events attended.
 - Attended the Hydration and Nutrition **Steering Group** meeting.
 - Completed the Greater Manchester Integrated Care Partnership access to hospital **survey** as Trafford residents.
- Our Youthwatch volunteers participated in the following:
 - Attended the Youth focus North West **Bee Counted Youth Inspections** in-person and online.
 - **Reporting** on outcomes of the Bee Counted Youth Inspections.
- Our volunteer catchup in February was well attended with a guest speaker from **TLC (Talk, Listen, Change)**. We learnt about how young people can exhibit harmful behaviours and the support TLC offers.
- We had our 2023 – 2024 **workplan volunteer feedback session** on the 7th of March. Staff and volunteers went through our draft workplan for the coming year. Volunteers gave their feedback and action plans to follow up on were developed.
- **Two new volunteers** completed induction and joined our team.
- **16 volunteers** completed over **54.33 hours** of tasks, meetings, and engagements.

From the Trafford community

KEY CONCERNS

- Local residents raised concerns at a community event that they were not receiving invitations for regular disease monitoring. While some clinicians said the appointments were going ahead at their practices, patients are not being called in at every site. We have also heard concerns around preventative care and monitoring in our own surveys over the past year.
- We heard via a community Facebook group that people were worried about tonsillectomy appointments for children and young people. We followed up with NHS Manchester Foundation Trust and received a reply in March as follows:

“Due to safety risks tonsillectomies stopped occurring at Trafford General Hospital in line with the COVID restrictions on AGPs.

Additionally, there is no longer any on site paediatric cover at TGH to cover the wards post-operatively to maintain safety post doing true cutting procedures.”

Meetings have been planned to agree a way forward around the lack of access for children and young people waiting for ear, nose, and throat surgeries.

Strategic updates

- We continued to work with the Health Scrutiny Committee's Task and Finish Group to draft an interim report on Access to GPs. Due to forthcoming elections this will not be published in the short term.
- We met with Bill McCarthy, the new Chair of GMMH at his request to discuss the position regarding Edenfield and the reports being prepared by independent bodies and NHS England. This was a useful meeting as it gave GM Healthwatch an opportunity to listen to views and opinions on what had gone wrong and how GM Healthwatch would be willing to get involved in the future over and above the regular meetings we have and our involvement in the Trust's Quality Report. We will be meeting Professor Shanley who is leading the Inquiry in May.
- We were pleased to be involved in the stakeholder interviews for Eleanor's replacement for the new Director of Public Health and look forward to working with Helen Gollins on a range of issues.
- The Integrated Care Partnership's strategy was approved in late March. We requested that an easy-to-read short version be produced as the feedback we have had indicates that people find it hard to understand and relate to the Integrated Care System governance. We met with the ICS representative at our March GMHW network meeting of all 10 Healthwatch and provided written comments as requested. We now look forward to being consulted on the Joint Forward Plan at our end of May meeting.
- GMHW have agreed to appoint an independent GMHW Chair. Our current Chair has agreed to remain until the appointment has been made. We were pleased to have our case of need approved by the ICS. This is to appoint a Chief Coordinating Officer and support to take forward our strategy and work plan more effectively.
- We wrote to the Mayor of Greater Manchester and senior leaders in the ICS regarding dentistry services which we have for some time complained about. We had a helpful response from the Mayor, in which we were told that a new dental scheme to improve access will be implemented by June 2023. We were also invited to write to him directly with any issues of concern.

