

Performance Report

July – August – September 2023

Activities during reporting period Jul- Sept '23

RESEARCH

- An **intern** from Manchester University, Holly, joined us on the 10th of July and worked with us for eight weeks on a project looking at **digital mental health resources for children and young people**. During this time, she and the team met with commissioners and VCFSE, attended engagement events, conducted survey research and a mystery shop exercise, and put together a report which will be published in November.
- As part of the North Trafford Inequalities Group, we agreed a project on diabetes prevention as part of work on **long term conditions in North Trafford**. The scope of this work has now expanded to Long Term Condition prevention and support. We met in person on the 17th of July and received a detailed presentation on the plans by the Integrated Care Partnership. This led to a comprehensive bid (of which Healthwatch Trafford is part) to the ICP led by Trafford Collective.
- In July we continued discussion on the scope for a project on **Discharge to Assess** with the Local Authority and agreed to follow up several lines of enquiry to shape things. The local authority will check their complaints process for information within the past year on discharge to assess and will follow up with the Carers Centre and AgeUK Trafford about any ongoing work they have in this area or possibility for engagement. Healthwatch will follow up with MFT patient experience leads.
- Our **Research and Projects Officer**, Alex Tan, left us in September. We wish him all the best going forward.

COMMUNICATIONS

- We have been researching ways to improve our accessibility and connection to **seldom-heard communities**, particularly in North Trafford. This will form part of our work later in the year to reflect the diversity of the borough in our communication and engagement work and keep us in line with the **Accessible Information Standard (AIS)**.
- We completed some **testing** for Healthwatch England as part of their plans to update our **data collection platform**.
- We have reviewed our communication activities following **recent changes in the social media landscape** to make sure that we are not only continuing to reach the people we need to reach but adhering to data protection regulations and good practice. While

these changes have and will continue to have an impact on the channels we use to communicate, we remain informed and abreast of the situation.

ENGAGEMENT

- During the months of August and September we:
 - Met with **Young People’s Engagement and Participation Group** at the Talkshop in Trafford Town Hall to gather their views and experiences of using **digital mental health services**.
 - Marched with **42nd Street** during the **Manchester Pride** parade to celebrate Pride.
 - Attended **Partington Health Stakeholders meeting** under the Partington Levelling up scheme to improve the health and leisure offer for Partington residents.
 - Had a **drop-in** with **Trafford Veterans’ Breakfast Session** at Flixton Cricket Club.
 - Attended **Central, West and South Trafford Neighbourhood workshops**.
 - Marched at **Manchester Pride** with our young volunteers in August
 - Manned engagement stalls during **NHS Party in the park** at Urmston in July and **Sale West Family Funday** in September.
- We started **Listening Events** in the month of July, visiting different groups (including cultural, minority, religious, disability, and LGBTQIA groups) run in Trafford to hear what they have to say about health and social care services. Our first listening event was with **Mission Impossible Self-Advocacy and Peer Support Group** organized by Advocacy Focus. The group is open to individuals with a learning disability and/or autism in Trafford.

- Our volunteers contributed **31.19 hours** in the months of July, August, and September.
- Five board members attended our July **board meeting**, and four in September.
- We had a guest speaker from **North West Ambulance Service (NWAS)** during our July volunteer catch-up. We learned about the demand for their services and programmes such as the Patient Public Panel (PPP) and Patient Transport Services (PTS).
- Volunteers represented us at workshops, at stalls during community events, and at a number of strategic meetings including co-facilitating our first listening event.
- Four volunteers attended our **Enter & View Revamp Planning meeting** online in August.

VOLUNTEERING

From the Trafford community

KEY CONCERNS

- During the reporting period, we continued to hear about **GP care**. Some of these were due to confusion over which member of staff patients would be seeing at appointments; in some cases, this confusion meant appointments were unsuitable and needed to be re-booked later. This has been recognised at a Greater Manchester level, and the following communications campaign has been released as a result: gmintegratedcare.org.uk/whoswhoatyourgp/. One resident raised concerns about a lack of assistance from staff at their GP practice when they needed to prove residence, despite regular contact with the practice. For several of these patients, inflexible procedures and communication problems meant it was not possible to get the care they needed.
- **Long waiting times for hospital appointments** were mentioned. We provided information on hospital complaints procedures in response to enquiries from the public. The Manchester Evening News claimed during this period that Trafford and Manchester patients have the worst waiting times for hospital treatment in the country¹.
- One notable patient story concerned **nursing and palliative care**: A dementia patient receiving end-of-life care needed to move from their bed upstairs to a specialised bed downstairs. The patient had complex needs, and their spouse could not get upstairs, meaning they were often distressed alone upstairs. While the equipment was already in place, the district nurse was unable to move the patient from one floor to the other. The nurse attempted to contact the multiple organisations across Trafford and Manchester for assistance but had no success, including North West Ambulance Service, Patient Transport, St John's Ambulance, and Manchester Foundation Trust Moving & Handling Department. The latter service is offered in other boroughs excluding Trafford. A private ambulance service was also contacted. In the end, a neighbour came and moved the patient though the nurse noted this was possibly not the safest course of action for either patient or neighbour.

¹ www.manchestereveningnews.co.uk/news/greater-manchester-news/two-areas-greater-manchester-worst-27337567

Strategic updates

July heralded the 75th anniversary of the founding of the NHS. A celebration event held at Urmston Sports Club was a success, with children from Park School undertaking a quiz in relation to 'get to know where to go to find the treatment you need' at which they were remarkably good! An ICS booklet detailing 'Get to Know Where To Go' (GTKWTG)² was distributed which was also excellent.

I attended the central neighbourhood meeting at the Life Centre which gave an insight into their work which has been subsequently built upon in various meetings.

I continue to attend the ICP and the GM System Quality Boards. There was an in-depth discussion themed meeting at the Quality Board on Children and Young People's services in September. Most Healthwatch in Greater Manchester (HWinGM) had highlighted the problems they had with the care pathway to CAMHS including very long waits for assessments for Autism and ADHD. We were told that the Chief Executive of Pennine Acute wanted to see CYP services prioritised for review and Professor Sandeep Ranote (Medical Director and Consultant Child and Adolescent Psychiatrist at North-West Boroughs Healthcare NHS Foundation Trust) promised a deep dive to see where improvements could be made.

Our HWinGM network meetings take place each month where guest speakers provide updates on key topics. Our new independent chair is Heather Etheridge, and the Chief Coordinating Officer is Danielle Ruane, who are hosted by Healthwatch Bury. We have looked at all the work underway in each of the 10 HWinGM and agreed collective priorities on Children and Young People (CYP) and mental health, particularly highlighting menopause. Steering groups have been set up for both.

I have also visited Salford Trauma Centre, Moorside mental health unit and attended Healthwatch England National Conference in London where the focus was on primary care.



Heather Fairfield, Chair of the Board

² gmintegratedcare.org.uk/gtkwtg/

