

Performance Report

April – May 2022

Activities during reporting period April-May 2022

RESEARCH

- April saw the launch of our **occupational therapy services report**. This was the result of a **Healthwatch 100** survey into the topic.
- We opened a new Healthwatch 100 on **parental mental health**. The survey opened in May and will remain open through July due to being given extra opportunities to gather feedback.
- There was continued work on our planned work with the council on **Learning Disability** services, where we contributed to survey design and overall project planning.
- We also continued to plan for our second project with the council on **Mental Health** services.
- In May we met with other local Healthwatch from Greater Manchester to discuss the future of data sharing in the area due to the coming Integrated Care System in July. The meeting was well attended, and we arranged some mini polls in to capture people's thoughts. The resultant **Greater Manchester Healthwatch data repository** is still being worked on.

COMMUNICATIONS

- In April we migrated to the brand new Healthwatch England **website** template, one of three local Healthwatch to access the Drupal 9 platform in advance of the entire network moving over next year. Despite some teething problems, the site is working well, and people are continuing to access it in search of information.
- We developed two new **informational leaflets**, concerned with making complaints and getting started with a GP.
- During April and May, our Healthwatch Trafford website was accessed by 6819 people, with people most interested in **NHS 111 FAQs**, our **news** and **reports**, and advice on how to get **seen by a doctor**.

ENGAGEMENT

- Face-to-face engagement activities started to pick up in **May** following the commencement of our new Volunteer and engagement Officer, Bolu. We are thrilled to

have him on board, and excited to start building relationships with the community again.

- Our Chief Officer gave a presentation to the **Parkinson's Society** in April to raise awareness of our services.
- We attended Old Trafford wellbeing centre's **connect café** during their mental wellbeing week on the 12th of May. Healthwatch Trafford staff spoke with other attendees to promote the work we do, dropped off our leaflets, and enjoyed a game of bingo!
- We have started to fix engagement activities on our **engagement calendar** for the coming months. Engagement activities like stalls at events, drop-ins, focus groups and more are upcoming for promoting our work.

VOLUNTEERING

- Volunteering activities were **paused** during April while we ran recruitment. However, we continued to email volunteers with updates and relevant information to make sure they stayed informed.
- Our volunteers met with our new officer for 1-1 catch ups and performed other tasks accumulating to over **10 hours** in May.
- In preparation for **volunteers' week**, our adult volunteers produced quotes about their volunteering experience and advice to prospective volunteers. One Youthwatch volunteer produced a video promoting volunteering with us as well.
- Volunteers were informed about the Trafford college group level 1&2 volunteer **training** opportunity and general updates on upcoming events in our bulletin.
- Volunteers have gradually been getting involved in activities as we resume more **in-person engagement** in coming months.

From the Trafford community

KEY CONCERNS

- We had 11 dental related enquiries during the period. In three cases, patients had been removed from a practice NHS register and left needing to find somewhere new. We also heard of difficulties when needing minor procedures that do not qualify for the emergency dental stream, due to the lack of open NHS dental lists.
- We heard from one person that the waiting list for mental health support was too long.
- One patient was refused entry to their appointment due to not wearing a mask. This was despite having pre-arranged to do so with the doctor.

RECOMMENDATIONS

- Following our survey on occupation therapy services, we found a mixed set of results: some residents had difficulty getting access, whilst others had been able to receive treatment that they found was beneficial. While improvements could be made in the ease and timeliness of service access, once through the door support was felt to be greatly beneficial.

PERSONAL STORIES

Many of the people contacting Healthwatch Trafford have been unable to find a dentist and have struggled to see which practices are or are not taking on patients. Often this means spending hours calling every practice in the area, and many outside it, and doing so multiple times over the course of months or even years to find out if lists have re-opened. We found that the NHS website did not show an accurate record of practices with open and closed lists, as the practices themselves are required to update this information. Information for the public on why the situation is difficult at present could have been made available much sooner. Making sure that there is an accessible source of information that is being kept up to date would make a substantial difference to the wellbeing of local people.

Strategic updates

STRATEGY

- The Greater Manchester Healthwatch network continues to make progress. We have drafted a paper for the Integrated Care System (ICS) as to how we can take forward a single point of access including a funding proposal. We have also drafted a Partnership Agreement to realise our shared ambition of improving the health and wellbeing of GM citizens. This should formalise the ways of working between the 10 Healthwatch and the ICS. We have elected a network chair and Healthwatch Trafford chair Heather Fairfield has agreed to be the deputy.
- We were pleased to see that the Deputy Director of Public Health is taking a leading role in children's services over the next year, and we look forward to offering whatever help we can.
- We attended the Health and Wellbeing Board in May and were pleased at the new direction of travel proposed. Two workshops are planned for July and September, and we have nominated people with the appropriate knowledge and skills to attend.
- Heather attended the inaugural meeting of the GM System Quality Group where it was suggested that these should become bi-monthly meetings with 'wicked issues' being explored at workshops.
- Our Chief Officer Andrew Latham and Heather Fairfield met with Kate Green, MP for Stretford and Urmston, at her request to discuss what progress was being made in relation to the ICS. We were able to paint a positive picture for Trafford so that she could be briefed for her meeting with other North West MPs and the ICS leadership.
- We welcomed Akintola Boluwatife Bankole as our new engagement and volunteer officer. He has made a strong start in his new role.
- We attended the final Governing Body meeting. We would like to extend our best wishes to all those who will be leaving Trafford or transferring to the ICS on 1 July 2022. We have had changes in personnel at both a Greater Manchester Healthwatch and a Healthwatch Trafford level, and some of these changes have brought new perspectives and opportunities.

FUTURE PLANS

- With the **ICS** finally coming into existence, we will look to work closely with both old and new colleagues to assist and maintain relationships during the transition wherever possible.
- There will be a period of bedding in for the new organisation and it is vital that this does not impact negatively on the public. We will continue to work with all our **strategic partners** in Trafford, as we have been doing in the lead up to the ICS implementation; we want to ensure that in both the transition to the ICS and in future developments, the **voice of the public** is included in the discussions around services and delivery that will affect them.

