

Performance Report

April – May – June 2025

Contents

Activities during reporting period April – June '25.....	2
RESEARCH.....	2
ENGAGEMENT	2
VOLUNTEERING	3
From the Trafford community	4
Strategic updates.....	5

Activities during reporting period April – June '25

RESEARCH

- Following our agreed **Work Plan**, we have been in the early stages of scoping, planning and meeting with partners regarding upcoming projects for the next year; these include **Women's Health, Oral Health in Under 5s** and **Palliative and End of Life care**.
- Following on from plans outlined in the last quarter, we are conducting an **evaluation** of the **Feel Better Partington** and **Healthier Happier Me** programmes. We have conducted interviews with colleagues from partner organisations and have gathered case studies of individuals who took part. These are currently being analysed, alongside supplementary data captured by partners, and a report is taking shape. We hope that the strengths and challenges identified in this report can be used to inform similar programmes in future.
- For this ongoing project we have been asked to **evaluate the Changing Futures (CF) programme**. Whilst there are plans to capture participants' experiences further down the line, we have now opened a survey for professionals working across the Trafford borough with the aim of gathering views on how effectively individuals who face multiple disadvantages are supported. We then plan to follow this up at the end of the project to assess any potential impact the CF programme will have.
- We have been preparing for our **summer intern** from the University of Manchester to join us for eight weeks at the end of June. We will be working on a project looking at **Patient Participation Groups**.

ENGAGEMENT

- In April, we attended the **South Neighbourhood Network Meeting** where we learnt more about inequalities in the borough. We heard that concerns included **low vaccine and cancer screening rates** among people with learning disabilities, as well as **low levels of employment**.
- We were present at the **Trafford Deaf Partnership** and **West Neighbourhood Network** meetings, where we spoke about our current projects, including oral health in under 5s, and long-term conditions. We also presented a summary of the information shared with

us by the Deaf community as part of our community engagement work. We also **shared this insight with system leaders** and are looking at which forums to present it to as part of the governance pathway.

- We met with the Communications and PPIE (patient and public involvement and engagement) Lead at NHS **North West Genomic Medicine Service Alliance** to discuss a joint engagement plan for the Trafford area. We have reached out to community groups and venues in Trafford to look at hosting a **Genomic Café** to increase awareness and educate people about the importance of the topic.

VOLUNTEERING

- Our Enter & View Representatives continued to contribute to our plan to **Enter & View a GP practice** in the summer. Together, volunteers and staff have worked to plan the process and timeline, as well as made decisions on location and scope.
- In June we got the chance to advertise our volunteer opportunities at the **Trafford Volunteer Showcase Fair** in Sale. We also got to promote the present projects we're working on.
- We were able to represent the Trafford community and their needs via our readers panel during the development of **Manchester University NHS Foundations Trusts' (MFT) Visitor Policy (5th ed.)**. The policy will be adopted across MFT sites and will apply to family, carers and friends visiting patients at their hospitals.
- 50 volunteers from 6 local organisations including Healthwatch Trafford came together for the **Volunteers' Week Stretford Volunteer social** and were entertained by BlueSci's very own ukelele band!

From the Trafford community

- We gathered feedback from over 50 Trafford residents who had been **deregistered as NHS patients by a local dental practice without notice or consultation** and were told they would need to **register as a private patient or find a new practice**. We contacted the practice manager and while we did receive an initial response, it contained no detail. We followed this up with a request for more information but heard nothing further. We will now write again noting the obligation of the practice to respond to formal requests from local Healthwatch within 21 days. We hope the practice will reply and that we will be able to gain insight on the situation.
- We heard from the family member of a patient who was concerned about the plans for discharging them from hospital. With permission, we contacted Manchester Foundation Trust (MFT) Patient Services on the family's behalf but before we received a response, the patient was sent home. They were discharged with the understanding that a District Nurse would make daily visits. No visits were received, and the patient was re-admitted 3 days later. An MFT representative suggested this may have been an **unsafe discharge**. We were able to share with MFT the family member's desire to be involved in decisions around the patient's care, specifically to prevent discharge before arrangements were discussed with the relevant care teams.

As a result of both the family member's efforts and our intervention, the patient was able to remain safely in hospital with assurances that they would not be discharged at this time.

We also raised the issue with the Director of Nursing for Quality and Patient Experience, identifying the key issue of patients and family not knowing how or who to contact to discuss such situations.

Strategic updates

The first quarter of the year is generally a period of transition, where we have one eye looking back at what we achieved in the preceding 12 months and the other looking forward to delivering on our Work Plan for 2025–26.

The review process for 2024–25 culminated in the publication of our Annual Report in June and prior to that the publication of our Impact & Outcomes Report. It's pleasing to see that the work we undertook last year (and in some cases from previous years) continues to have impact and to be used to help shape the future delivery of services in health & social care.

Looking forward, as you can see from the main body of this report, we have begun to set out project plans and to liaise with external partners to deliver on our work plan. We will be looking at quite a wide variety of topic areas this year, many of which will complement the priority areas identified by both TMBC and TICP.

We are delighted to have Adella Tobing join us as an intern from Manchester University for the summer months. Adella will be working on a project looking at Patient Participation groups within Trafford; this will include looking at how many are active, how they operate, how effective and how representative they are. We hope to engage with GP Practices and Health Centres across Trafford and to highlight best practice but also to look at what could be done to help improve the flow of patient led feedback.

Both our Chief Officer and I attended the recent symposium of the Health & Well Being Board and Trafford Locality Board. This was a well-attended event with key partners from all sectors having the opportunity to both hear about and commit to the planned and ongoing work towards driving forward neighbourhood integration for health and social care. We look forward to supporting this work as it is developed into a draft action plan that we can collectively use to hold ourselves to account.

I met with the new independent chair of ILED which was useful and pleasing to see under the new arrangements, positive progress being made.

Some of the GMICB meetings have been stood down pending the publication of the 10-year plan. We continue to monitor changes taking place in the NHS both nationally and locally leading up to the publication of the plan and the Dash Report on quality; I attended the Confederation Conference and heard from both Sir James Mackay and Dr. Penny Dash on this.

The Age Well Board met and took an initial look at priorities which will be refined at its next meeting. The meeting was well attended and many useful ideas were put forward.

A handwritten signature in grey ink, appearing to read 'Heather Fairfield', written above a horizontal line.

Heather Fairfield

Chair of Directors

