



healthwatch
Trafford

Performance Report

1st April 2021
-31st May 2021



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Chair's report - 1st April - 31st May 2021

April and May have seen a reinstatement of many of the groups we would normally attend, which is welcome.

We have produced a Communication and Engagement Strategy and a Volunteer Strategy with the help of our volunteers, who have been kept very busy during the lockdown period undertaking a range of tasks from mystery shopping to a meeting with the North West Ambulance Service which was warmly received.

Youthwatch has worked on a mystery shop survey of Kooth, a mental health voluntary organisation which addresses children's mental health needs, and their report will be published in early July.

We have published our annual End of Year Impact Report as well as a GP website review report.

Maddie and Mara may only just have joined Healthwatch, but they have made an immediate impact working well with both Alex and Kaf. Along with many other organisations, much of our staff's contact has been via Zoom and we look forward to being able to meet face to face again. We are still exploring where we will be able to set up office at an affordable rent having had to move twice in the past two years.

We have lost one Director who has relocated to a new job in Dubai but have been fortunate to recruit a very experienced person in her stead and welcome Anna Gaughan to our Board of Directors.

I have attended all the Trafford One System Board meetings which have been held as well as all the workshops. There has been a good flow of ideas about how Trafford can move forward, and it has been good to engage with an even wider range of people than previously. I have put together a proposal on behalf of the 10 Healthwatch in Greater Manchester to Sarah Price the Chief Officer of the GM Partnership in relation our potential involvement in the development of the GM Integrated Care System and a meeting has been arranged for late July.

In relation to dentistry, Healthwatch England have used the outputs from all English Healthwatch feedback to challenge Government and this was reported both in national newspapers as well as on the BBC news.

Our Chief Officer (Andrew Latham) continues to attend both the Trafford Covid-19 Public Engagement and the Covid Engagement Coordination Group and raises issues shared with Healthwatch by members of the public.

We have been invited to join the Children's Commissioning Board and I have taken over the membership of the Start Well Board to ensure continuity. Our grateful thanks go to Ann Day who has previously undertaken the latter role. I have also met with senior Directors of both children's commissioning and provider



organisations as part of my induction. We have also joined the Learning Disabilities workstream.

Work still progresses on our Inequalities Report for North Trafford, and we hope that the findings and recommendations from this report will help to facilitate further discussion and influence positive change. We hope to feed these findings back to groups currently working on changes to the delivery and design of services, particularly at this time, when many are being reviewed in light of the move out of restrictions imposed due to Covid 19. Although our report focuses on North Trafford, due to long standing evidence of inequality between that locality and others in Trafford, we were reminded at Health Scrutiny that there are other areas in Trafford which are deprived and thankfully our report has acknowledged this! However, we hope that there will be issues we can draw upon from this work for the whole of Trafford. The report will be published shortly.



Heather Fairfield
Chair
HEALTHWATCH TRAFFORD



Appendix 1.1- Workplan 2020-21

Project	Time	Detail	Outcome
Inequalities in Health and Care in North Trafford	November 2020 - June 2021	<p>Review existing data to identify current inequalities between North Trafford and the rest of the Borough.</p> <p>Engage with A representative sample of the population in North Trafford.</p> <p>Identify barriers to health and care services.</p> <p>Identify areas of good practice.</p>	<p>Identification of key barriers to accessing health and care services in the identified area.</p> <p>Identify areas of best/good practice.</p> <p>Produce public report.</p> <p>Report discussed with commissioners and providers of services.</p> <p>Work with providers and commissioners on any service redesign or development to facilitate positive change.</p>
Learning disability project	July 2021 -	Local Authority are interested in understanding the experience of those accessing Learning Disability support services in the area.	Recommendations made to help inform future provision of LD day care services
HW100 - Priorities	April-July 2021	Conducted a HW100 on people's priorities for the coming year, we asked about service areas and how they should be prioritised.	There will be a report and a short summary report.
HW100 - Long Covid	July 2021 -	There will be a HW100 survey on Long Covid (LC).	Better understanding of the public perception of LC and associated support services, enabling TMBC to deliver effective comms and services.
Covid 19 Survey 2	Feb-21 - August 2021	A second follow-up survey on continued experiences during the pandemic.	This builds on the original survey and incorporates new questions around the vaccine. Data gathered will be fed back into the Covid Engagement Groups.
GP website review	February 2021 - April 2021	During this period when face to face information has been hard to access, our volunteers undertook a mystery shop of GP Practice websites in Trafford to review the availability and clarity of information available.	We worked with the Local Medical Committee and their members across the five Primary Care Networks in Trafford to address any findings and to champion good practice identified.



Appendix 1.2- Additional activities

Income Generation

Focus of Work:

- Raising the profile of HW Trafford.
- Development of contacts
- Creating a portfolio of work to illustrate available functions that can be commissioned.

Desired Outcomes:

- A portfolio that can be used to pitch for external research and report writing work by the end of the financial year.
- Work commissioned by external providers.

Commissioned Work:

- Personal Health Budgets Information Service (CCG funded): HWT is the first point of contact for enquiries around PHBs. We ensure that enquiries are signposted effectively so that both the public and professionals can access the information they need.
- HW England Work: Smart Survey - we are working with HW England on developing a pilot system for local HW across the GM region. There will be 7 GM HW taking part. The work should begin July 2021.
- External training: We delivered a web-based training session on 'Designing surveys' and 'Analysing Qualitative Data' for Healthwatch England. As of April, we have signed up to deliver 6x more sessions until the end of the year 2021.

Core Activities

Communications, Information and Signposting

- Audit of digital 'How-To' guides with a view to improving our digital and physical resources
- Ongoing website maintenance and development
- Performance, Impact, and Annual reporting
- Working to make our information more consistent and accessible.
- 'Reset' of our Healthwatch 100 list in accordance with GDPR regulations.
- Ongoing signposting and informing via social media.

Engagement

- Zoom workshop with volunteers to agree strategic priorities for the next two years and identify new methods of engagement.



- Development of a Communication & Engagement Strategy built around four key ‘pledges’ with a view to reaching a more representative cross-section of the Trafford population, use a wider range of engagement methods, and become more intelligent with the resources we use.
- Ongoing relationship building with HSC partners across Trafford: Social Prescribers, local political leaders, MFT Patient Experience team, and Trafford Care Navigators.

Reports Published:

- General Practice in Trafford: Website Review- Published April 2021
- End of year performance and impact report 2020-21- Published May 2021

Volunteering

- Specific tasks as per the current year’s Volunteer Strategy.
- Recruitment (advertising, interviews, references)
- DBS checks where appropriate
- Inductions; training
- Supervision
- Virtual get-togethers (in accordance with COVID safety measures)
- Bulletins
- Maintenance of documentation
- Virtual engagement work including the GP website review
- The volunteer readers’ panel continue to assist with the production of our reports, including our publicly available performance reports

Governance

- Schedule regular board meetings, minutes, and action logs
- Produce Annual Report and other performance and monitoring reports
- Maintain contract monitoring and relationships with external stakeholders
- Review organisational handbook and policies/procedures
- Submit all statutory returns
- Ensure subscriptions are maintained
- Undertaking training as part of a wider GDPR audit to ensure staff and board members are aware of our responsibilities and are making changes as per the audit ‘action plan’ to ensure compliance with current regulations



Appendix 2- Public engagement

	2020-21 Totals	2021- 22 to date	Apr- 20	May- 20	Jun- 20	Jul- 20	Aug- 20	Sep- 20	Oct- 20	Nov- 20	Dec- 20	Jan- 21	Feb- 21	Mar- 21
ENGAGEMENT														
Engagement activities -total	23	3	2	1										
Number of public contacts ¹	2699	68	10	58										
FEEDBACK & SURVEYS														
Number of feedbacks received via website	71	5	3	2										
Number of complaints/concerns recorded	81	19	11	8										
Number of public signpostings	155	51	24	27										
Healthwatch 100: # of NEW people	191	44	RESET	44										
Healthwatch 100: # of surveys conducted	2	1	0	1										
Healthwatch 100: # of survey responses	331	26	0	26										
VOLUNTEERS														
Number of new volunteers (total)	10	0	0	0										
Number of volunteer hours	465	71	40	31										

¹ 'Public contacts' are defined as members of the public engaged with at public events or through targeted work (this excludes all other public contact e.g., regarding complaints/concerns, signposting, HW100, social media tweets/shares, visits to website - so does not duplicate other figures in this table)



Business support	59	0	0	0															
Engagement/ Outreach	16	20	20	0															
Research	125	10	3	7															
Strategic	92	35	12	23															
Vol management/training	173	6	5	1															
WEBSITE																			
Unique page views (people viewing webpages)	162,265	12,903	6137	6766															
Reports published (minus performance reports)	8	1	1																
SOCIAL MEDIA																			
Twitter																			
New followers		16	9	7															
Impressions (people reached)		6893	3004	3889															
Facebook																			
Page likes		224	+0	+0															
Facebook posts		7	0	1															
Reach (people reached)		N/A	1698	2261															
Youthwatch page likes		29	29	29															
Youthwatch posts		0	0	0															
Youthwatch reach		N/A	1	0															
Instagram																			
Posts		7	1	2															
Reach		N/A	137	143															
Followers		856	+0	+0															



Appendix 4 - Healthwatch 100

Health and Social Care Service Priority Areas

Status of information	Output	Key findings
Survey closed, report and infographic in draft	Report and infographic	<ul style="list-style-type: none">• When asked about priority areas, the most popular response was for all service areas to receive attention.• Below this, three priority areas were identified: GPs, community mental health services, and hospital outpatient services.• Respondents highlighted a need for more clinical staff and improved access relating to the location of services.• The comments we received showed a desire for health and care services to quickly return to pre-pandemic levels of operation.• Comments also showed support for improvements to services based on convenience for patients, good quality care, well-funded services, and access for all.



Appendix 5 - Feedback and Signposting from CIVI CRM

Enquiry detail summary

Dental related

- There were fourteen enquiries related to dentistry over the period.
- All the calls were to request an NHS dentist for themselves or family.

GP related

- There were two calls related to GPs.
- One caller wished to make a complaint and the other asking for advice due to being removed from the practice list.

Hospital

- There were four calls related to hospital services, two issues of which were related to appointments, one discharge from hospital, and one concern over treatment of an ongoing condition.

COVID-19

- There was one call about vaccines and trouble getting a second dose of the same brand.
- Care homes: There was one call about discharge to a care home and the subsequent decision of whether to remain or come home.



Appendix 6 - Website analytics

The top 5 most visited website pages and areas (*not including the home page*):

Page type	Page	Link
News story and information	NHS test and trace service & the new 119 telephone number	https://healthwatchtrafford.co.uk/news/nhs-test-and-trace-service-the-new-119-telephone-number/
Coronavirus information page	COVID-19 Vaccination	https://healthwatchtrafford.co.uk/covid-19-vaccination/
Resources and How-To	NHS 111 Call-first Frequently Asked Questions (FAQs)	https://healthwatchtrafford.co.uk/resources/nhs-111-call-first-faqs/
Resources and How-To	How to Get seen by a doctor	https://healthwatchtrafford.co.uk/how-to/how-to-get-seen-by-a-doctor/
Service page	Barrington Medical Centre at Altrincham Health & Wellbeing Centre	https://healthwatchtrafford.co.uk/services/barrington-medical-centre-cheshire/