

HIGHLIGHTS FROM HEALTHWATCH ACTIVITIES 2014/15

healthwatch
Trafford

Healthwatch Trafford is the independent local consumer champion for local health and care services. We work with Trafford Council and Trafford Clinical Commissioning Group who purchase and provide services on your behalf as well as our local provider trusts (hospitals and community services) and voluntary sector partners.

Healthwatch Trafford helps local people get the best out of local health and social care services by:-

- providing information and advice about care choices and how to navigate health and social care systems
- listening to and taking people's experiences of health and social care to services to hold them to account
- making recommendations about how services can be improved
- involving people in monitoring local health and social care services

The Board of Directors ensure that we meet our statutory responsibilities and our objectives as the local consumer champion. The Directors are all voluntary, with the exception of the Chair due to the additional demands of that role. In addition we have four paid staff and many volunteers. Together, we undertake drop-ins, enter and view visits and carry out surveys. During 2014/15 we engaged with over 2,000 people, with a quarter of those engaged with telling us their experiences of using services.

This publication is a summary of some of the work we have undertaken in 2014/15 and each topic is divided under the following headings:-

We listened

You said

We acted

To find out more about our work or make comments contact Healthwatch Trafford using the details on page 4. You can also access lots of useful information, including our full reports about local health and social care services on our website.

Our thanks go to all those who have supported us over the past year.

Black and ethnic minorities

Trafford's BME communities represent just under 12 per cent of Trafford's total population¹. The largest minority group in Trafford are people who identify themselves as being of Pakistani origin.

We listened

Over 2014 - 2015 we carried out face to face engagement with 60 residents of South Asian heritage attending community groups, listening to and recording their views of health and social care services.



¹ Trafford Joint Strategic Needs Assessment (JSNA) 2012 - 2016





You said

- there is a lack of cultural awareness within hospital and GP services and a lack of cultural diversity amongst practice staff
- language barriers to making appointments at GP Practices exist for some female residents over the age of fifty years due to English language automated telephone messages
- language barriers during medical consultations at GP Practices exist for female residents over the age of fifty years in some areas of Trafford and result in delays to accessing services

We acted

A report outlining our findings was shared with the Trafford Black and Minority Ethnic Service Improvement Partnership (BME SIP). Follow up actions for Healthwatch include reaching out to other BME communities and collaborating with Trafford BME SIP on their 2015-2016 action plan with an emphasis on access to GP services.

Children and Young People



Healthwatch talks to everyone in Trafford's diverse community, including children and young people.

We listened

to children and young people, including those with disabilities, by visiting colleges, community venues, schools and youth groups. We worked with Trafford Youth Cabinet to undertake surveys, delivering activities and engaging with children / young people at their Primary, Secondary and Let's Talk SEN (special educational needs) School Conferences.

You said

Children said they want:

- to feel listened to by health and social care staff
- friendly and welcoming staff
- short waiting times
- staff that use language they can understand
- services that are accessible at times that are suitable
- it to be easy to make an appointment



We supported some local primary school children, called Healthwatch Juniors, to make their own school nurse service recommendations. As a result, school nurse staff delivered a school assembly, Healthwatch Juniors designed and put posters promoting the service around school and information about the service was placed on the school website.

We supported Trafford Youth Cabinet to present their views regarding GP services to Trafford Clinical Commissioning Group. Trafford Youth Cabinet also used evidence from a Healthwatch Trafford young people's mental health survey in their report to the National Youth Parliament Select Committee.





Report on the Deaf community - 'Getting it right for Deaf people in Trafford'

We listened

In response to patient experiences from local deaf people demonstrating barriers to accessing hospital and GP services, Healthwatch Trafford consulted with 36 deaf residents who use British Sign Language (BSL) to explore the issues further. We also asked all our local health care services and BSL Interpreters to tell us how they are working with deaf people in Trafford. Recent national research shows that such difficulties result in health inequalities, including reduced life expectancy for deaf people.

You said

- there are difficulties in contacting hospital and GP services to make appointments and collect test results.
- there are problems with British Sign Language interpreters booked by health services.
- there is a lack of deaf awareness among health and administrative staff leading to missed appointments and unacceptable delays in assessment and treatment.

We acted

We produced a report with twelve recommendations and will continue to work with local deaf residents and local health services to see what recommendations have been implemented and what impact they have had.

Mental Health Exchange Forum

We listened

National and local studies have reinforced that there remains a stigma attached to mental health. People are reluctant to talk about mental health issues and service users can find it difficult to locate and negotiate access to the most appropriate support.

We heard from service users that communication could be improved between themselves and providers of health and social care, including more information given about national and local initiatives to improve mental health and wellbeing.





You said

That you don't always know when existing services change or when new services are introduced which could make a difference to mental health and wellbeing.

We acted

Healthwatch worked in partnership with the BlueSci User Forum to set up the Trafford Mental Health Exchange Forum. Through two way communication about what is happening in our mental health world and beyond, service users will be able to talk about their experiences. We will encourage providers of services including statutory and voluntary service user groups and others with an interest to join the forum for a free exchange of views which we anticipate will lead to a developing understanding between everyone.

Patient experience report Altrincham Hospital

We listened

Over 3 drop-ins at the old and new Altrincham Hospitals, Healthwatch Trafford spoke to 325 patients / members of the public, and 40 patient experiences were recorded. We also gathered people's experiences of using the hospital through phone calls and emails from local residents. A report outlining patient views and Healthwatch recommendations was written and shared with hospital management and staff. Responses to those recommendations can be seen in the report (on the 'About Us' section of our website).

You said

Most were delighted with the new hospital. You commented on the bright welcoming atmosphere and general cleanliness.

Perhaps, as to be expected, when opening a new hospital there were a few grumbles! The main complaints related to procedures and waiting times within the Blood Service, parking (particularly for the disabled) and lack of clear accessible signage inside the hospital.

We acted

By bringing these concerns to the hospital's management team. We presented your suggestions to make improvements in all three areas but particularly in relation to waiting times for the Blood Service. An action plan has been developed by hospital managers and Healthwatch Trafford will keep an eye on progress on your behalf.

[If you require this publication in an alternative format, please contact us](#)



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