



# Highlights report

April – June 2017

**Healthwatch Trafford** is the independent local watchdog for local health and social care services. We provide information and signposting for local services and gather views and experiences from people that can be used to help providers improve.

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

We listen to what people tell us through a variety of means such as drop-ins, surveys, enter and view visits and feedback to our website [info@healthwatchtrafford.co.uk](mailto:info@healthwatchtrafford.co.uk).

We have had an eventful start to the 2017/18 year, with events outside the world of health and social care having an impact upon our work.

## Drop-ins

Due to the bombing at the Manchester arena in May, we were forced to cancel some of our engagement activities. However we did manage to reschedule our drop-in sessions and have conducted four in the quarter, including a library, a hospital drop-in and two focussed on the new Urgent Care centre at Trafford General. We also distributed

information on services to help those affected by the bombing.

## Online

Our website got more than 5,300 visits, with the 'How to get seen by a doctor' page being the most popular, showing there are a huge amount of people that need help from Healthwatch Trafford to access basic services. Our news pages are also very popular, providing a place where people in Trafford can go to find reliable, up to date information on health and social care.

Our social media remains a popular way for people to follow us and keep up to date with news, events and consultations. We have 1870 Twitter followers, over 100 Facebook followers and 120 on Instagram. Find the details on how to follow us overleaf.

## Enter & View

We carried out two Enter & View visits of care homes in the area. In May we visited Faversham House care home in Urmston. You can read the report of this visit in the 'Reports' section of our website.

# The Trafford Healthwatch 100

We started the year by launching our new initiative to hear more about the experiences, views and opinions of those people that live, work or use health and social care services in Trafford.



The project, called the Trafford Healthwatch 100, aims to get as many local people as possible to sign up and give their views on various topics to do with health and social care on a regular basis.

We want to do this to capture as much information from people that use (or could use) services in the area so that we can use it to direct our work to the issues that matter.

The surveys are always quick and simple to complete, so you will never have to spend a long time filling them in. Some will be general, suitable for everyone to fill in, like our first one, which was about GP appointments, and some will be targeted to those that suit certain characteristics - for example on issues that only affect men, only they would be requested to respond.

To take part you can sign up via our website or get in touch with us and we can send you a paper version. Join today at [healthwatchtrafford.co.uk/the100](http://healthwatchtrafford.co.uk/the100) and you could ...

**win a £50 Amazon voucher!**

In June we visited Shawe Lodge care home, also in Urmston. We will return to carry out a full E&V visit later in the year.

We had a stall at the Trafford Live event at Trafford Town Hall in Stretford, where we were able to talk to people about our work, provide information and answer questions.

## Internship

In June, our project on Men's health began with our intern Jenny Capel from the University of Manchester joining us.

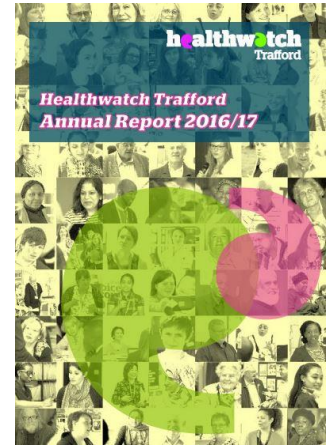
Following on from the successful internship project we ran last year to investigate the experiences of Fibromyalgia patients, this year we will be looking at a group of people we have not heard much from in the past few years.

Over the next two months, she will be running a project to understand the state of men's health in Trafford by gathering real lived experiences and opinions of men that live, work or use health services in the area. She will then be producing a which we will then publish and use to

recommend improvements to make services better.

## Annual report

We have recently published our annual report, which covers our work from April 2016 to March 2017.



It describes our achievements over the year and also explains what we plan to do over the course of the next year and beyond. You can find it in the reports section of our website.

We always want to hear about your experiences of using services in Trafford, and our website makes it really quick and simple to leave feedback for a service when you have used it.

You can access it on a mobile phone, a tablet or a PC/Laptop and your input helps us see where things are working well and where things need to improve. Find it and find out more at

[healthwatchtrafford.co.uk](http://healthwatchtrafford.co.uk)

**healthwatch**  
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