







# Highlights report

## Autumn edition

Covering July - September 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).

Over the summer we have busy gathering your views on health and social care services. We have had stalls at Trafford Clinical Commissioning Group's AGM and at the Trafford General Hospital open day and attended the Trafford Age UK Dementia Hub drop-in.

### The 100

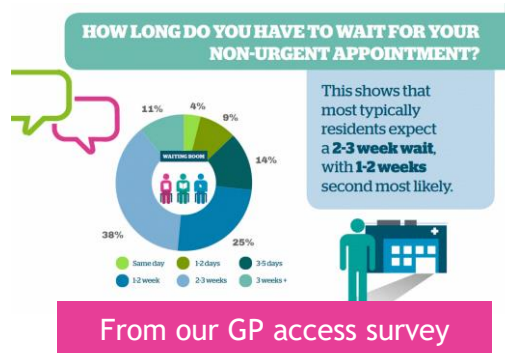
Our Online survey project, the Trafford Healthwatch 100, has given us lots and lots of really useful information about how Trafford residents use and view health services. In July, we asked about Men's Health, so we could gather information for

our report (more overleaf), in August we wanted to hear about your experiences with getting an NHS dentist and in October it was all about allergies. We also published the results of our first survey on GP access, [which you can find on our website](#).

We currently have more than 160 people signed up, but we are always looking for more. Keep an eye on our website for more information.

### Enter & View

We carried out Enter & View visits of two care homes in the area. In July we visited Lynwood Lodge care home in Sale. In August we visited Woodend care home in Altrincham. You can read the reports of these visits and any others we have published [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 effect 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)

## Men's Health

In June and July we had Jenny, an intern from the University of Manchester, with us to create a report into Men's health in Trafford.

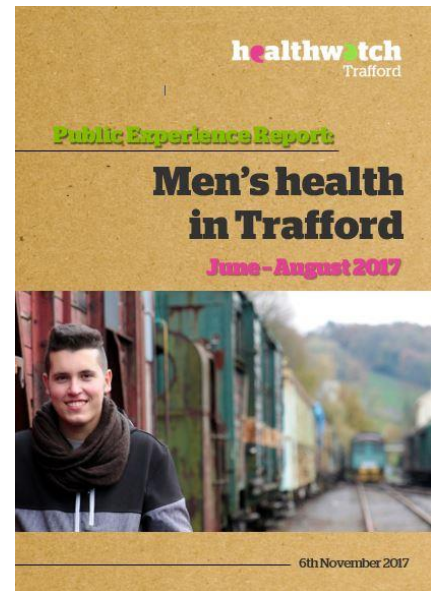
To do this, Jenny undertook a variety of ways to gather the information, including one to one interviews, group sessions, drop-ins and online surveys (including the Healthwatch 100).

Hearing from 200 men from an array of social and economic backgrounds, the report gives an insight into a group that we have not heard much from in the past. It gives a number of recommendations which we felt would improve services for the men that use them.

[You can find the full report on our website.](http://healthwatchtrafford.co.uk)

## Women's Health

Following on from this, we will be using the Healthwatch 100 survey to look at women's health. This will give us the opportunity to compare directly with the results from men, as well as give us a solid evidence base to look at the population of Trafford as a whole.



## Advisory Group

We have created a new advisory group to help inform and direct the work we do, and we are looking for people to be a part of it. If you think you might be interested or want to find out more, please **contact us** or [see our website](http://healthwatchtrafford.co.uk).

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**  
Trafford

**Call us on : 0300 999 0303**

**Text or WhatsApp: 07480 615 478**

**Email: [info@healthwatchtrafford.co.uk](mailto:info@healthwatchtrafford.co.uk)**

**Tweet to: [@healthwatchtraf](https://twitter.com/healthwatchtraf)**

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