



# Highlights report

## Winter edition

Covering October – December 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).



The last few months of 2017 were a busy time for Healthwatch Trafford. We spoke to lots of you at our drop-ins, Enter & View visits and stalls at events and have been gathering lots of your opinions and experiences online. It was a great way to end 2017, but we

are hoping we will hear a whole lot more in 2018!

### Men's Health

In November we published our much anticipated report on Men's Health in Trafford.

Jenny Capel, an intern working with us for 8 weeks over the summer from the University of Manchester, used a number of methods to gather experiences from a wide variety of men in the borough.

We created the report to find out more about how men use health services. The finished report includes conclusions and

recommendations for how services can be improved to work better for the men of Trafford.

### Advisory Group

Our second bi-monthly Advisory group meeting took place in late November and was well attended. The main topic for the evening was a discussion with Dr Mark Jarvis, Medical Officer/Clinical Director for Quality from Trafford Clinical Commissioning Group about new models of primary care, including plans to ensure quality, safe services and spending NHS money wisely.

Our next advisory group meeting is due to take place on 25<sup>th</sup> January 2018, with another on 29<sup>th</sup> March. If you would like to attend, please [contact us](#) and we can give you more information.



### Enter & View

We have visited two care homes in this quarter.

Shawe Lodge nursing home in Urmston, which can provide care for up to 41 residents with dementia, was visited in October. [You can see the published report here.](#)

Serendipity care home, also in Urmston, which can provide care for up to 45 residents with dementia, which we visited in December. The report for that visit will be available in [the reports section of our website](#) soon.

In addition to the care homes, we also carried out an enter & view visit on the Manchester Orthopaedic Centre at Trafford General Hospital. The centre provides planned day-case and in-patient surgery for patients

from Trafford, Salford and Manchester in a purpose-built facility, and the ward consists of a 20-bedded in-patient area and a 25-bedded day-case area. The report for that visit will be available in [the reports section of our website](#) soon.

### Intermediate care

We published a report on intermediate care at Ascot house as part of our aim to look at intermediate care provision in Trafford and to contribute to the Care Quality Commission's new style of review.

[The report can be found here.](#)

### News in brief :

- We were at the amazing opening of Limelight Old Trafford.
- We presented at the inaugural Greater Manchester Healthwatch conference.
- We held drop-ins at Trafford General & Altrincham hospitals as well as the Trafford Age UK dementia hub and Trafford Youth Cabinet conference.
- Our young volunteers presented to classes, schools and to Trafford Youth Cabinet.

# The Trafford Healthwatch 100

Last year we launched our 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 trying to capture as much information from people that use (or could use) services in the area as possible, 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. So far, we have covered GP Access, Men's Health, Women's health, Allergies, NHS dentists and more. But there is so much we need your help with.

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)

You can find Healthwatch 100 news at [healthwatchtrafford.co.uk/blog/](http://healthwatchtrafford.co.uk/blog/)

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