







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.

What have we been up to at Healthwatch Trafford lately? Well...

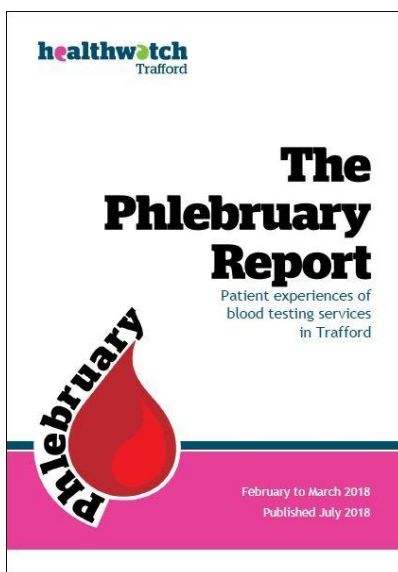
Blood testing

For quite a while now, the one specific issue we have received the most complaints about has been blood testing services. So, in February, we visited every blood testing clinic in Trafford to survey people about their experiences and to ask them how the service could be improved for them.

The survey was also available for anyone that lives, works or uses services in the borough to take part.

In July, we released our full report, which details our findings and makes

recommendations for how the service could be improved.



Phlebotomy services across Trafford are changing from the 1st of November to an appointment led system. We will be keeping a close eye on

how things are going as not all of Healthwatch Trafford's recommendations have yet been implemented.

Advisory Group

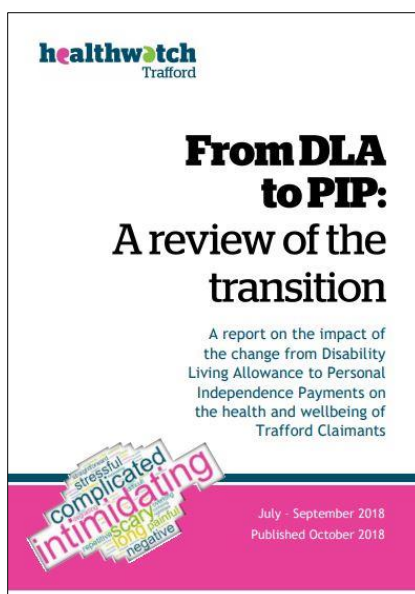
Our Advisory Group met towards the end of July and again in September. There was some useful discussion on a range of topics including the work of the Health and Wellbeing Board, our Annual Report, our report on phlebotomy and we had an interesting talk by Melody Larkins of Advocacy Focus telling us how she is able to advocate for people when things do not go as planned for the patients. We also heard about our forthcoming work on maternal mental health and

how we anticipate hearing the views of parents who experience mental health issues during pregnancy, delivery and in the first few months of parenthood.

The next meeting is scheduled for 29th November at 5.30pm at Sale Point and then 31st January. Please contact us if you would like to attend (contact details overleaf).

Personal Independence Payments (PIP)

We have been fortunate again this year in having a Manchester University intern placed with us for 8 weeks. The topic this year is to discover what the impact has been on people with disabilities who have had their Personal Independence Payment withdrawn and/or downgraded. As well as a survey, individual stories have been recorded, many of which are thought provoking.



The full report was published in October.

Pharmacy survey report

In August we published a report on the Healthwatch 100 survey we carried out on Pharmacy and prescription services. It was to find out how people in the area used pharmacies and what services they were aware of.

Enter & View visits

Since the beginning of this financial year we have carried out Enter & View (E&V) visits to six care homes in the area and published 6 reports. Plenty more planned for the next few months and we have trained several new volunteers to carry them out.

You can find all our reports on our website.

Volunteers

We now have 43 amazing volunteers, clocking up around 700 hours work so far this year helping us in a wide variety of ways. From carrying out Enter & View visits, drop-ins and events to mystery shopping, research and statistical analysis.

We also have several young volunteers who are building a website for young people, to provide them with information on health and social care and collect experiences in a way that is suitable for them.

Keep an eye on our website for the latest developments.

The Trafford Healthwatch 100 project continues to give us lots of useful information about experiences, views and opinions of people who live, work or use services in the borough.

For those who don't know what it is, the Healthwatch 100 is where you can sign up to have occasional surveys about issues that affect health and or social care in Trafford.

No more often than once per month, you would receive a survey that takes just a few minutes to fill in, allowing you to have an input into our work.

Recent surveys have included care home information, blood testing and maternal mental health. You can answer anything that is relevant to you and ignore anything that isn't.

So far, we have over 300 people signed up - but we want to hear from more people. If you would be willing to just give a few minutes of your time every few months, just email info@healthwatchtrafford.co.uk and say you would like to be part of the Healthwatch 100.

Your details will never be shared or used for any other purpose.

#Healthwatch100

The Trafford Healthwatch 100

Get in touch with us:

- Telephone 0300 999 0303
- Email info@healthwatchtrafford.co.uk
- Text/WhatsApp 07480 615 478
- Tweet @healthwatchtraf

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Healthwatchtrafford.co.uk