

Performance Report

October–November 2021

Activities during reporting period Oct–Nov 2021

RESEARCH

- We published our **Long COVID report** looking at people's experiences and understanding of the condition. The resulting [report](#) led to discussions with GMHSCP and the production of an information page on our [website](#).
- **Enquiry and signposting audit** – We conducted an internal audit during October to better understand the types of enquiries we have had over the past year and where we typically signpost people. We discussed shared learning for the team.
- **Healthwatch Trafford 100** – we have opened a survey looking at people's experiences with [Occupational Therapy](#) in the borough, based on **Age UK Trafford** receiving feedback from approximately 100 people that they had problems getting appointments. The survey went live November 29th.

COMMUNICATIONS

- The Healthwatch Trafford website has undergone several changes to improve content and accuracy, including a full **website audit** conducted by volunteers of our [How to Complain](#) section; we are actioning their recommendations.
- A **Long COVID** information page had been produced following work with Trafford Clinical Commissioning Group (CCG). We continue to collaborate with them on Long COVID.
- We have introduced regular meetings to discuss **service feedback** from the public with the **Care Quality Commission**. This involves sharing intelligence and discussion about service providers in Trafford including GP Practices.
- During October and November, our Healthwatch Trafford website was accessed by 18,955 people, and Youthwatch Trafford saw 667 unique page views.

ENGAGEMENT

- **Healthwatch Trafford On Tour** saw our informative display travel round several community sites in Trafford including Altrincham, Coppice, Partington and Stretford Libraries as well as Trafford General and Altrincham Grammar School for Girls. This enabled



over 2,250 people to learn about our work and how to get in touch if they need help.

- Healthwatch Trafford took part in the **RESET 2021** youth mental health conference attended by 185 professionals, parents, and young people. This was an opportunity to demonstrate our youthwatchtrafford.co.uk signposting website which contains information about mental health support for young people. We learned more about what various organisations within the borough are working on and discovered opportunities to work together. Youthwatch volunteers also created a video for the 100 voices exhibition at the event.
- We spoke with over 80 young people at the **Let's Talk Youth: Trafford Secondary school conference** 2021 in November. We gathered experiences of individual local services and raised awareness of Youthwatch and our volunteering opportunities.
- Age UK kindly allowed us to accompany their **Trafford Health Bus** to two locations and we were welcomed by the **Take a Break** group of over 50s women in Altrincham. These occasions enabled us to hear about local residents' recent experience of healthcare, which in part led to our survey on Occupational Therapy.



VOLUNTEERING

- Our Youthwatch team of young volunteers aged 14-18 'took over' the Limelight **Covid-19 vaccination clinic** on 27th October. Their tasks included assisting clinical staff by welcoming and directing patients, taking their temperatures, observing patients, and sanitising chairs and equipment. They received fantastic feedback from Trafford Council's community engagement team, and we hope it will help promote youth volunteering in vaccination clinics.
- We inducted **three new volunteers**, bringing our total number of volunteers to 36.
- We published the results of **Youthwatch's** [mystery shop of Kooth.com](https://mysteryshopofkooth.com), including Kooth's response to each recommendation. We intend to follow up in one year.
- Our volunteers have met monthly and undertaken a variety of tasks, giving a total of **133 hours** over this period. These tasks have included (other than the engagement and research) capturing service feedback, participating in our readers' panel looking at our reports and attending two Public Health Q&A for VCSE on Covid-19.



From the Trafford community

KEY CONCERNS

- **Dentistry** continues to be a focus for the public. We received 15 enquiries around this subject between Oct 1 and Nov 26th, 2021.
- Several people have contacted us with questions relating to **COVID vaccines**. For example, information around allergies, clinic locations, and age-related issues. We have worked with the CCG to resolve some of these queries.
- The forthcoming **Integrated Care System (ICS)** means a new structure and the development of new relationships between Healthwatch Trafford and health and social care partners. It may take time to adjust and see what effect this has on local services.
- **Children's services** remain a concern, particularly those involved in **mental health**.
- Access to **General Practice, Intermediate Care**, and **adult mental health services** are also key issues.

RECOMMENDATIONS

- We will populate this section with the recommendations arising from our published reports.
- At this time, all recommendations made by us in our investigations and reports have been actioned or responded to by the relevant organisations

PERSONAL STORIES

An enquirer called on behalf of his partner, who has multiple allergies. After undergoing open heart surgery, she was very keen to have her **Covid-19 booster**.

Prior to her first and second Covid-19 vaccinations, her GP reassured her that Astra Zeneca would be suitable. She tried to contact her GP practice six times to ask about the booster but **could not get an answer**. The practice stated they would get back to her, but no information was forthcoming. Eventually, a receptionist stated, "*Doctor says just get it*", which did not reassure her.

The enquirer sought advice from us on her behalf about **how to make a complaint to their GP practice**, and where to **find information on vaccine ingredients**. We shared our 'How to Complain' guide and, on the recommendation of one of our volunteers, shared the anaphylaxis.org.uk website.

The enquirer rang us the following week to tell us they had put in an official complaint to the practice manager. After reading the allergy information we signposted to, they were so reassured that his partner had booked and received her booster jab.

Strategic updates

STRATEGY

- We agree a **work plan** in January/February each year which is informed by public feedback and to which partners are invited to contribute.
- As part of our work plan for the year and as part of our transition from a contract to a grant with the **Local Authority (LA)**, we agreed to conduct two pieces of work this year that would tie in with the Local Authority priorities for the year. The first of these was a project looking at support for those with **Learning Disabilities**, in particular, whether the LA offer to those people was appropriate and sufficient to enable those with Learning Disabilities to achieve their aspirations. We submitted a proposal for this work in July but have been unable to begin the project as subsequent planning meetings with relevant LA officers have not taken place to the extent where we have a clear brief for the work and appropriate support in place from LA officers. This work is now intended to start in the New Year. Subsequently the second planned project is delayed and yet to be confirmed, most likely being carried forward into next year's work plan.
- We conducted a **strategy development session** with officers and members of the board at Altrincham Town Hall on 18th October. This will provide the basis for our overarching strategy, following the production of workstream-specific ones earlier this year.
- We completed an **audit** of our 2021/2 work plan and, despite the constraints within which we have all had to work including adjustments to working practices, we are pleased to report that most of what we set out to do has been accomplished or will be by the end of this financial year. Unfortunately, (and for understandable reasons) we have not been able to implement our project plan for people with **learning disabilities** who use day services. Our work on providing information to the public on **personal health budgets** has unfortunately been withdrawn, along with the resource.
- At a Greater Manchester Healthwatch level, we have been working with **AQuA** to strengthen our governance in readiness for the Integrated Care System at all levels in the new structures. **Healthwatch England** have agreed to our request to ask AQuA to support GM Healthwatch in developing our joint strategy, our memorandum of understanding and the development of a single point of access
- We have held two meetings with the GM Partnership to put forward our case to champion the public's views on our health and care systems.

- We have had **changes in personnel** at both a Greater Manchester Healthwatch and a Healthwatch Trafford level, and some of these changes have brought new perspectives and opportunities.
- This new form of reporting allows us to focus on what we feel is important to our Trafford public and patients and to share these findings more effectively with partners in a simplified and more accessible format.

FINANCES

- For the second time in two years, we have had to **change offices**, once from Sale Point and once from Stretford Mall. We have explored several options for relocation but have decided to work from home indefinitely, with all staff meeting once a week in a physical location.
- **Staff costs** represent the majority of our expenditure. During 2020/21, we used some of our reserves to fund an Engagement Officer. She has now left following a successful time with us. Our staff complement is now 3.4 FTE, and we have 36 volunteers including eight Directors who represent different areas of the Borough and diversity, including those with lived experience.

FUTURE PLANS

- Looking to the future, the 10 Greater Manchester Healthwatch will produce a **joint strategy** with two agreed priorities for consideration by the ICS. Each Healthwatch will then have the option to produce a 'local' strategy and we propose doing so for Trafford.
- In January we will be conducting a piece of work for **Manchester Foundation Trust (MFT)** and the **Community Diagnostic Centre (CDC)** around barriers to accessing health and care services, this is part of a wider piece of work looking to increase public take up of diagnostic services.

Representation

We are reviewing our participation in the following groups:

<i>INTEGRATED CARE SYSTEM</i>	<i>HEALTH AND WELLBEING GROUPS</i>	<i>MENTAL HEALTH AND LEARNING DISABILITY GROUPS</i>
One System Board	Health and Wellbeing Board	GMMH Liaison Group
Health and Social Care System Reform Board	Start Well Board	Moorside Liaison Group
Health and Social Care Delivery Programme Board	Living Well Board	Trafford Integrated Mental Health Transformation Group
Clinical and Practitioner Senate	Age Well Board	GM Mental Health Strategic Advisory Delivery Group
ICS Communication and Engagement Strategy	Vaccination Programme Board	Mental Health Review Steering Group
	Health Inequalities Group	Learning Disability Transformation Group
	Waiting Well Working Group	Learning Disability Services Review
	Nutrition and Hydration Steering Group	
<i>PUBLIC AND PATIENT GROUPS</i>	<i>OTHER STANDING GROUPS</i>	<i>CHILDREN'S SERVICES</i>
Patient Reference Advisory Board (PRAB)	GM Quality Board	Children's Commissioning Board (see also Start Well Board)
Health Scrutiny Committee	Local Medical Committee Sub-Group	Trafford Safeguarding Policy and Procedures Sub-Committee
Carers Partnership Board	Quality, Finance and Performance Group	
Voluntary and Community Sector Provider Collaborative	Primary Care Committee	
Trafford Deaf Partnership	CCG Governing Body	
<i>ACUTE SERVICES</i>	<i>COMMUNICATION AND ENGAGEMENT GROUPS</i>	
Trafford General Hospital Liaison Group	Public COVID Engagement Group	
MFT Single Hospitals Group	COVID Communication and Engagement Group	

