

Performance Report

1st April 2020 –
31st May 2021

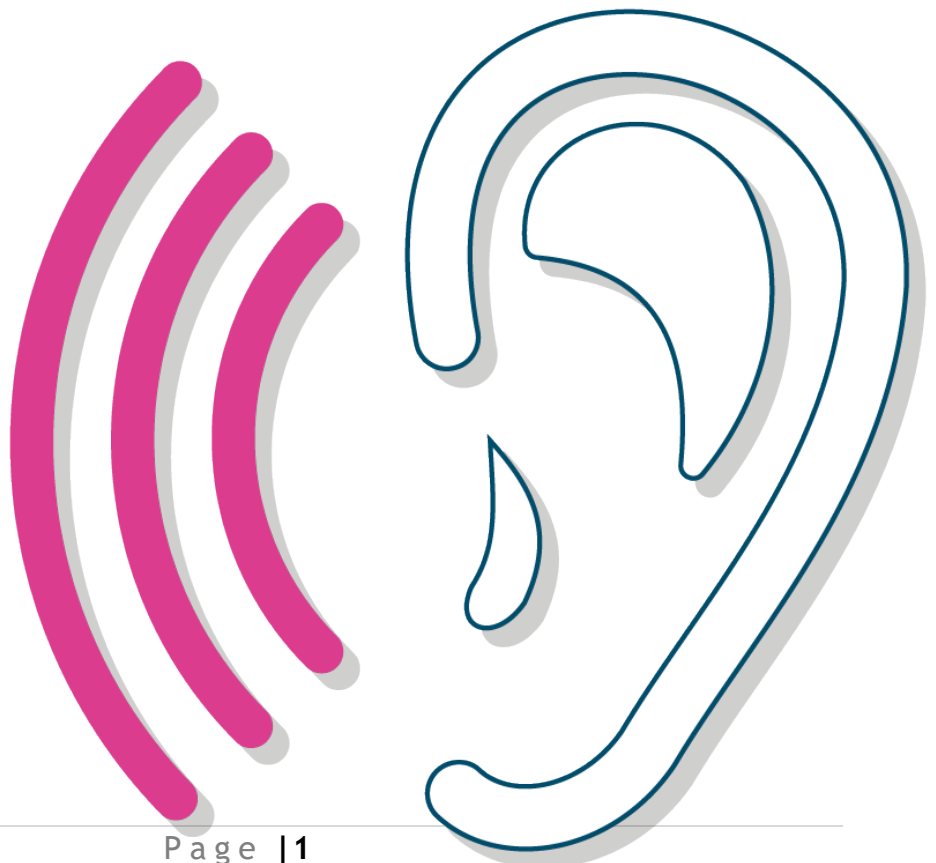


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Chair's report - 1st April - 31st May 2020

During the period of lockdown Healthwatch staff have predominantly worked from home and undertaken some voluntary work in the community delivering food and medicines.

We have taken the opportunity to firm up on our governance whilst still working with the Local Authority and the CCG in terms of virtual attendance and contributions to a variety of groups. We have also continued to work in this way with Greater Manchester Partnership Boards and Manchester University Foundation NHS Trust. We continue to contribute to the work of the Local Care Alliance.

We have also attended on behalf of all GM Healthwatch the Quality Improvement and Best Practice in Care Homes group which has provided us with a useful appraisal of the care home sector, its challenges and how it has addressed these.

We produced our end of year impact report and also our Annual Report for Healthwatch England. These reports detail our activities and findings over the course of the last year. We also finalised some reports from 2019/20, including a report (pre-COVID-19 and all the changes which have occurred since) in relation to GP and Dental Access, as well as a report about relatives' views on the intermediate care facility Ascot House, which provided almost 70 responses.

Given the impact of COVID-19 on the Trafford populace and its ability to access services in the area, we created a comprehensive resource on our website to give reliable and up to date information. This resource included information about subjects such as which community services were running, changed or suspended, what arrangements were for hospital appointments or what rules for visiting hospitals are, as well as how to recognise symptoms, how to get a test or what to do to look after your mental health. In addition to this, we created a similar resource for young people on the Youthwatch Trafford website, where we also published a guide to young people living during the pandemic, written by one of our young volunteers.



We have worked on developing a CoVID-19 survey with partners in the CCG and others and this has now been distributed. We were pleased that the CCG is facilitating even wider distribution of this survey than might normally be the case. The survey will be open for 2 months and an initial report will be ready by September 2020. Other Healthwatch are undertaking similar work and we will look to see whether we can additionally provide a GM response.



We published a Mental health and wellbeing in Trafford guide and directory. Featuring information designed to help people get the help they need from local and national services, the guide also included a specific COVID-19 help section.

We also produced a social media and online graphic (right) to help signpost young people to mental health services they or their family or friends might benefit from.

Our new researcher, who will also deputise for our Chief Officer, has already been successful in attracting work to Trafford from Bolton and Bury Healthwatch. This work will increase our ability to generate additional income. We will look to cast our net wider in the coming months as we return to the new ‘normality’ so that other agencies can use our services.

We have also developed our work plan and the outline plan is shown at Appendix 1. As will be seen our principal priorities are to look at inequalities in North Trafford, mental health and children’s services. We will provide updates on a regular basis.

We were pleased to be invited to join the Boards and groups seeking public views and opinions on health and care services. We remain ready and willing to join any design groups or Boards that would benefit from our experience.

Heather Fairfield
Chair
 Healthwatch Trafford
 HEALTHWATCH TRAFFORD

Trafford Mental Health Services
for young people

School Nurse Discuss Mental Health & Can Refer You to Other Services 	GP Can Assess You & Refer You Further 	Trafford Talkshop @talkshoptrafford A Specialist Advice, Support, & Information Centre 11-19/25yrs	Trafford Sunrise justpsychology.co.uk Support For Managing Stress & Emotional Wellbeing 5-12yrs
Childline @childline_official 24/7 Online Support ChildLine 0800 1111 Under 19yrs	Trafford Directory trafforddirectory.co.uk Can Help You Find Local Mental Health Services Any Age	Kooth @kooth_uk Free, Safe, Anonymous Online Support 11-18yrs	42nd Street 42ndstreet.org.uk Offer one-on-one or group interventions 13-25yrs
Counselling and Family Centre thecfc.org.uk Helps Children Face the Challenges of Growing Up 5-17yrs	Beat @beat.eating.disorders Support for Eating Disorders Any Age	Papyrus @papyrus_uk National Suicide Prevention Charity Under 35yrs	Healthy Young Minds (CAMHS) healthyyoungminds.pennine.nhs.uk Range of Mental Health Services Up to 18yrs

Youthwatch Trafford @YOUTHWATCHTRAFF



		<p>visibility and accessibility of community hubs).</p> <p>Effect of lockdown and changes to services on the mental health of respondents.</p>	<p>Report shared with coordinators of Trafford's Covid 19 response (TCCG, TMBC etc) and used to identify learning and help shape future provision of services.</p> <p>Work with providers and commissioners on any service redesign or development to facilitate positive change.</p>
Mental Health	October - December	<p>Provision and access of mental health services during lockdown and at present.</p> <p>Particular areas of interest; crisis response, CAMHS and suspension of Autism and Social Communication pathway. Access to community services and established referral pathways, which may have been suspended or removed. Resumption of services post lockdown and the anticipated increase in demand for mental health services.</p>	<p>Report published, identifying key issues and making recommendations to stakeholders for improvements and sharing of any identified best practice.</p> <p>Work with providers and commissioners on any service redesign or development.</p>
Disabled Access to Health and Care Services	Scoping Exercise July 2020	To identify evidence of the issue and to explore what existing work is being undertaken by partner agencies within Trafford/GM.	
Cardiovascular Issues in Younger People	Scoping Exercise July 2020	To identify evidence of the issue and to explore what existing work is being undertaken by partner agencies within Trafford/GM.	

Additional activities

1. Income Generation

Timescale:

- Ongoing throughout the year but with some key milestones, such as having a portfolio/brochure by the end of the year to illustrate what we can do with some examples of work conducted this year.

Focus of Work:

- Raising the profile of HW Trafford.
- Development of contacts
- Create portfolio of work to illustrate available functions that can be commissioned.

Desired Outcomes:

- A portfolio that can be used to pitch for external research and report writing work by the end of the financial year.
- Work commissioned by external providers.



2. Follow Up Work

- Healthwatch 100: Follow up on reports and associated recommendations made in 2019 (and earlier where applicable)
- Phlebruary: Follow up on recommendations in light of ongoing work by TCCG in 2020-21.
- CAMHS: Follow up recommendations with new provider and consider in relation to this year's projects.

3. Core Activities

Information and Signposting

- Communications: Production of leaflets, 'How To' guides, Highlights Report, Performance Reports, Impact Report.

Engagement

- Engagement: Develop alternative methods of engagement for the public (e.g online focus groups), Healthwatch 100 Surveys

Volunteering

- Volunteer Activities: Specific tasks as per the current year's Volunteer Strategy. Throughout the year: recruitment (advertising, interviews, references); DBS checks where appropriate; Inductions; training; supervision; get-togethers; bulletins; maintenance of documentation.

Governance

- Governance: Schedule regular board meetings, minutes and action logs; Produce Annual Report; maintain contract monitoring and relationships with external stakeholders; review organisational handbook and policies/procedures; submit all statutory returns; ensure subscriptions are maintained; ensure legal compliance with regulations such as GDPR.

4. Commissioned Work

- Report writing (external organisations)
- Personal Health Budgets Information Service (CCG funded)
- HW England Work (Civi CRM development) – to be determined by HW England



Appendix 2 - Public engagement

	2019-20 Totals	2020-21 to date	Apr 2020	May 2020	June 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
<i>Engagement activities -total</i>	55	0	0	0										
<i>Locality 1</i>	9	0	0	0										
<i>Locality 2</i>	14	0	0	0										
<i>Locality 3</i>	12	0	0	0										
<i>Locality 4¹</i>	19	0	0	0										
<i>Outside Trafford (e.g. Manchester)</i>	1	0	0	0										
<i>Number of public contacts²</i>	1,490	0	0	0										
<i>Number of complaints / concerns recorded</i>	52	5	3	2										
<i>Number of public signpostings</i>	108	10	8	2										
<i>Healthwatch 100: # of NEW people signed up</i>	33	0	0	0										
<i>Healthwatch 100: # of surveys conducted</i>	5	0	0	0										
<i>Healthwatch 100. # of survey responses</i>	260	0	0	0										

¹ The four neighbourhoods of Trafford are defined as:

Locality 1 - Old Trafford, & Stretford, - Gorse Hill, Longford, Stretford and Clifford; Locality 2 - Sale - Bucklow St Martin's (Sale) Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's; Locality 3 - South Trafford - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village; Locality 4 - Urmston & Partington - Bucklow St Martin's (Partington), Davyhulme East, Davyhulme West, Flixton and Urmston. *Note that we also now visit venues outside of Trafford (e.g. Wythenshawe in Manchester).*

² 'Public contacts' are defined as members of the public engaged with at public events (this excludes all other public contact e.g. regarding complaints/concerns, signposting, HW100, social media tweets/shares, visits to website - so does not duplicate other figures in this table)



	2019-20 Totals	2020-21 to date	Apr 2020	May 2020	June 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Number of new volunteers (total)	(39)	2 (41)	1	1										
Number of volunteer hours	947	61	33	28	0	0	0	0	0	0	0	0	0	0
Business support	147	7	0	7	0	0	0	0	0	0	0	0	0	0
Engagement/ Outreach	357	5	1	4	0	0	0	0	0	0	0	0	0	0
Research	268	19	14	5	0	0	0	0	0	0	0	0	0	0
Strategic	81	18	18	0	0	0	0	0	0	0	0	0	0	0
Vol management / Training	94	13	1	12	0	0	0	0	0	0	0	0	0	0
Number of feedbacks received via website	195	9	7	2										
Website visits (inc. Youthwatch)	55,035	9796	5253	4543										
Reports published (not inc. performance reports)	16	2	0	0	2									

Online and social media statistics 1st April 2020 - 31st May 2020

Twitter New followers: 10 Total followers: 2,259 (Youthwatch: 293) Impressions: 15.5k people	Facebook Followers: 254 (Youthwatch: 26) Posts: 4	Instagram Posts: 3 Likes: 14 Followers: 739 (Youthwatch: 143)	Website Visits: 9,796 Page views: 19,860 News articles: 63 Youthwatchtrafford.co.uk: 198 visits
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Appendix 3 - Feedback analysis

Feedback by service type 1st April - 31st May 2020

Key: For each row and column green indicates the highest rating and red the lowest.

Service type	Number of reviews	% of reviews	Overall rating	Cleanliness	Staff attitude	Waiting time	Treatment explanation	Quality of care	Quality of food
Hospitals	0	0.00	-	-	-	-	-	-	-
GPs	8	88.89	4.38	5.00	4.86	4.71	5.00	4.86	5.00
Dentists	0	0.00	-	-	-	-	-	-	-
Opticians	0	0.00	-	-	-	-	-	-	-
Community Based	0	0.00	-	-	-	-	-	-	-
Emergency Care	0	0.00	-	-	-	-	-	-	-
Pharmacies	1	11.11	1.00	4.00	2.00	1.00	1.00	1.00	1.00
Social Care	0	0.00	-	-	-	-	-	-	-
Other	0	0.00	-	-	-	-	-	-	-

Total reviews: 9

Overall feedback across all Trafford services

Category	Average rating	Number of reviews
Overall rating	4.00	9
Cleanliness	4.75	4
Staff attitude	4.50	8
Waiting Time	4.25	8
Treatment explanation	4.43	7
Quality of care	4.38	8
Quality of food	3.00	2

Where our feedback has come from in Trafford (*where location was given*)

Area	Count	% of feedback	Average of feedback
Altrincham	0	0.00	-
Sale	1	11.11	5.00
Timperley	0	0.00	-
Old Trafford	0	0.00	-
Hale	0	0.00	-
Stretford	0	0.00	-
Urmston	2	22.22	3.00
Partington	5	55.56	4.00
Davyhulme	0	0.00	-
Flixton	0	0.00	-
Bowden	0	0.00	-

Comments collected:

There were 9 x comments

8 related to GPs

- Total of 6/8 related to (named) Practice.
- Overall positive, people appreciated the practice responding in a reassuring manner during this time.
- One comment mentions telephone service being fast and accessible.
- One comment mentions getting access to needed medication fast.
- Negative comment related to prescription by text message, not seen as good enough, need to review. This was resolved when consulting a second doctor.

1 related to pharmacies

- Positive experience, reassuring receptionist and able to get the assistance needed for a family member.

Appendix 4 - Healthwatch 100

Covid-19

Status of information	Output	Key findings
Survey open	Report	To be announced.

SpeakUp2020

Status of information	Output	Key findings
Survey closed	National Report	Available from the Healthwatch England website

Booking Appointments

Status of information	Output	Key findings
Survey closed	Report	Waiting times are the biggest issue, along with difficulty getting through on the telephone. Majority want to book appointments by telephone or online.

Appendix 5 - Feedback and Signposting from CIVI CRM

Enquiry detail summary:

COVID 19 related

- There were 5 enquiries related to COVID 19
- Of these 4 were related to GP practices; concern over a practice whether a member of staff should self-isolate, shielding letter that had not arrived, whether blood tests are being carried out as needed by a care home during covid, getting access to see a GP face to face alongside new covid-safe practices being difficult,
- One was related to Oncology; cancer screening cancelled and concerns about this.

Information related

- A lack of support for ME sufferers and request for locally based groups/information.
- Request for information related to care home fees.
- Whether PIP is affected by the end of a personal health budget.

Complaints

- The effect of boundary changes for a GP practice - loss of registration.
- Ambulance arrival time considered too slow when called.
- A resident felt communication and treatment of his wife were poor at North Manchester General Hospital.
- Access to dental care for a patient, wished to escalate the concerns.