

Performance Report

1st April - 31st May
2019



Published: June 2019



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Chair's report - 1st April to 31st May 2019

GREATER MANCHESTER HEALTHWATCH DEVELOPMENTS

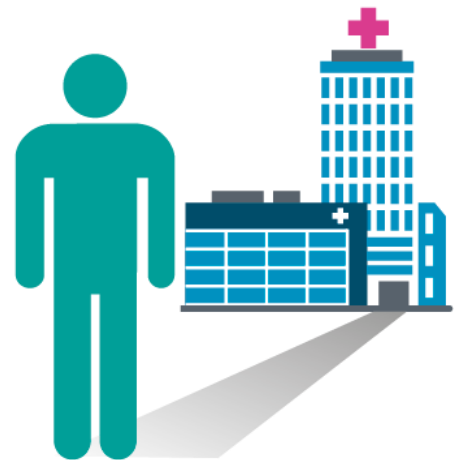
We commented in our last report that work was going ahead to develop a commissioning framework for the 10 Healthwatch in Greater Manchester. This work is now progressing but is quite complex given the different make-up and funding settlements across the ten.

An action plan is in place for the commissioning group with strong representation by commissioners. The output will be the development of options for a GM Healthwatch model to include structure, funding, governance and agreement on priorities across the footprint.

The one positive is that local Healthwatch are very much supported and that the prospect of a 5 year contract would allow for more effective planning and delivery of Healthwatch England Quality Standards.

URGENT CARE

We are now members of the Urgent Care task and finish group looking at options to deliver improved access. We have advised on a questionnaire to gather direct patient and public understanding of the circumstances in which they would use urgent care. We have separately just completed a HW100 questionnaire on Trafford General Hospital trying to ascertain the public's knowledge of what services are delivered from this site to inform decision- making and results will be available shortly. A very initial review seems to indicate that the public are unaware of what specific services are provided at this hospital.



ENTER AND VIEW VISITS TO CARE HOMES

Our usual programme of enter and view visits continues. This year we have been asked to undertake Dignity in Care visits for the local authority and planning for these has taken place during the period. It is anticipated that the first of these visits will take place in June 2019.



QUALITY ACCOUNTS

We coordinated the Quality Account responses on behalf of GM Healthwatch for Greater Manchester Mental Health NHS Trust (GMMH) and Pennine Care NHS FT(PCT). We worked with Healthwatch Manchester to respond to the Manchester University NHS Foundation Trust (MUFT) publication.

In the case of GMMH, there were largely positive responses with the exception of the number of deaths that had occurred during the year. Both GMMH and PCT are adopting a structured judgement review tool to monitor unexpected deaths which is a welcome initiative as it will allow benchmarking to take place. In the case of PCFT there were concerns in relation to lengthy waiting times for Improving Access to Psychological Therapy in some parts of the footprint.

There were many positives for MUFT but also a fair amount of negatives. These negatives included the Emergency Department at Wythenshawe, the number of falls, data requirements compliance as well as compliance with mandatory training. Like Healthwatch Trafford, Wythenshawe has large numbers of volunteers. Healthwatch comments on all QAs will be available on the individual Trusts' websites in due course.

HEALTHWATCH TRAFFORD'S ADVISORY GROUP

There were several comments passed in relation to difficulties in several of Trafford's services, all of which are being addressed. These included delays in authorisation to opticians for diabetic retinopathy screening, the difficulties the public appear to have in using the Trafford Directory of Services, out of hours access to GPs and the public's knowledge of what to do and where to go in the case of emergencies.



A&E signposts were highlighted as still being used when there were only either walk in centres or urgent care centres. The group felt that a simple sheet of what to do in an emergency would be useful. They also wanted to see an improvement in clerking in procedures at Altrincham Hospital. They wanted to know whether any evaluations were taking place in relation to social prescribing initiatives.



The Group spent considerable time in looking at the proposed survey of the public currently being discussed by the Urgent Care Task and finish group. On the whole, this was felt to be too complex and was unlikely to get a good response.

Ongoing issues yet to be satisfactorily addressed:

- Healthy Young Minds - where we hope to see additional and significant improvements in investment in 2019/20 as part of the prevention agenda.

Issues raised during April/May

- Concerns have been raised about Trafford social services assessment procedures and eligibility criteria compared to legal obligations.
- Concerns about difficulty in getting mental health assessments.
- Phlebotomy - we continue to get complaints and comments about the difficulties in relation to the appointments telephone system. Some people have tried over a number of days to make contact. Urgent appointment system is not being explained to patients by GPs.

Chair
Healthwatch Trafford



Appendix 1 - Public engagement

	2018-19 Totals	2019-20 to date	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
<i>Engagement activities -total</i>	55	13	5	8										
<i>Locality 1</i>	8	3	1	2										
<i>Locality 2</i>	20	3	1	2										
<i>Locality 3</i>	12	3	1	2										
<i>Locality 4¹</i>	11	3	1	2										
<i>Outside Trafford (e.g. Manchester)</i>	4	1	1	0										
<i>Number of public contacts²</i>	1,905	254	70	184										
<i>Number of complaints / concerns recorded</i>	26	8	4	4										
<i>Number of public signpostings</i>	83	16	6	10										
<i>Healthwatch 100: # of people signed up</i>	307	311	0	4										
<i>Healthwatch 100: # of surveys conducted</i>	7	1	0	1										
<i>Healthwatch 100. # of survey responses</i>	N/A	83	N/A	83										

¹ The four localities 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)



	2018-19 Totals	2019-20 to date	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Number of new volunteers (total)	(48)	0 (45)	0 (46)	0 (45)										
Number of volunteer hours	1,209	193	117	109										
Business support	162	26	14	12										
Engagement/ Outreach	462	57	13	44										
Research	312	98	65	34										
Strategic	104	20	10	10										
Vol management / Training	168	26	16	10										
Number of feedbacks received via website	304	45	28	17										
Website visits (inc. Youthwatch)	34,872	6291	3232	3059										
Reports published (not inc. performance reports)	16	2	1	1										

Online and social media statistics 1st April - 31st May 2019

Twitter 

New followers : 14
 Total followers : 2193
 Youthwatch followers : 278
 Impressions : 35.1k people

Facebook 

Likes : 1301
 Following : 207
 Posts : 11

Instagram 

Posts : 4
 Likes : 334
 Followers : 667

Website 

Visits : 6,097
 Page views : 7,415
 News articles : 52
 Youthwatchtrafford.co.uk : 192 visits

Appendix 2 - Feedback analysis

Feedback by service type 1st December 2018 to 31st January 2019

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	23	51.11	3.91	4.61	4.67	4.12	4.50	4.65	3.75
GPs	16	35.56	3.56	4.27	3.80	3.00	3.62	3.50	3.00
Dentists	1	2.22	1.00	3.00	1.00	1.00	1.00	1.00	
Opticians	0	0.00							
Community Based	1	2.22	3.00						
Emergency Care	0	0.00							
Pharmacies	0	0.00							
Social Care	2	4.44	4.00	5.00	5.00	5.00	5.00	5.00	5.00
Other	2	4.44	3.00	5.00	3.00	3.00	5.00	5.00	5.00

Total reviews: 45

Overall feedback across all Trafford services

Category	Average rating	Number of reviews
Overall rating	3.67	45
Cleanliness	4.46	37
Staff attitude	4.14	37
Waiting Time	3.54	35
Treatment explanation	4.06	32
Quality of care	4.09	34
Quality of food	3.83	12

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

Area	Count	% of feedback	Average of feedback
Altrincham	5	11.11	3.80
Sale	6	13.33	3.67
Timperley	2	4.44	3.00
Old Trafford	4	8.89	1.75
Hale	1	2.22	3.00
Stretford	3	6.67	4.00
Urmston	4	8.89	4.50
Partington	1	2.22	5.00
Davyhulme	0	0.00	
Flixton	0	0.00	
Bowden	0	0.00	

Appendix 3 - Healthwatch 100

Trafford General Hospital

Status of information	Output	Key findings
Survey open	Report.	Information being collected

The NHS Long Term Plan

Status of information	Output	Key findings
Survey closed Analysis being undertaken	Report.	Report due July 2017

Children & Adolescent Mental Health Services

Survey closed	Output	Key findings
Survey closed Analysis being undertaken	Report.	GM report due in Q2. Local analysis to follow.

Maternal Mental Health

Status of information	Output	Key findings
Survey closed Analysis being undertaken	Report.	To be announced.