

# Performance Report

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1<sup>st</sup> December 2019 -  
31<sup>st</sup> January 2020



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## Chair's report - 1<sup>st</sup> December 2019 to 31<sup>st</sup> January 2020

### GREATER MANCHESTER

During December two independent organisations fed back to Dementia United and the Mental Health Programme Development Board their findings having surveyed key stakeholders on progress for these respective programmes.

In both cases there were many positives and a few negatives together with recommendations for consideration. In the case of Dementia United, there was a need to restate the programme, clarify key performance indicators, revisit the communication strategy, update the website, achieve greater engagement with GPs and Clinicians and finally set out the future vision.



In terms of mental health, there was a need to tighten up and make more effective governance processes, better engagement with statutory and voluntary sector in the east of GM, improve data collection and interpretation, develop outcomes for service users to clarify impact. A new GM mental health strategy to be in draft form by the end of February 2020 with an implementation plan by April 2020.

We attended the Quality Improvement in Care Home Board and learned that some GM homes are refusing to take people needing IV. I asked about the deteriorating position where mental health delayed transfers of care were worsening. Care homes pointed to the fact that some of their residents have been in homes for 40-50 years as they needed continuing support and help with finances. We were also told that pharmacies can claim £7 per head if they go into care homes to give flu vaccines. Finally, there is a GP Practice in Wythenshawe which is working across the 10 localities in GM as well as the Ambulance Service to increase awareness of a standardised assessment in relation to SEPSIS. There is also a similar programme for care homes but working to a different package (Restore 2). A programme with AQUA in 3 Manchester care homes is imminent.

Manchester Healthwatch and ourselves met with senior staff at MRI in relation to updating on the governance processes which will apply until 2021 at the latest when there will be a single organisation and contract for acute services in Manchester. We were also updated on sexual health services and how they are improving their digital offer so that patients do not always need to attend clinics.



## TRAFFORD

At the Governing Body in early January, we were pleased to learn of the appointment of the Director of Public Health and subsequently in February the Deputy Director of Public Health. Both appointments are very welcome.

We met with Rebecca Demaine to discuss mental health and our wish to see what Trafford's plans are in meeting the 5- year forward view and the forthcoming GM mental health strategy. We discussed our work plan for 2020/21 and invited suggestions from the CCG on what could be included and agreed that we would meet on a regular basis from the end of February 2020.

We are currently supporting a Healthwatch England campaign called SpeakUp2020. This is designed to encourage people to share their views about how any local health and social care experience can be improved. We have also emailed the Healthwatch 100 survey panel (over 300) to complete a short online survey on this topic and we are using paper copies to engage with people at drop-ins. The survey looks at access and satisfaction with the care provided.

We currently have 6 Youthwatch Champions who are all keen to gather and share the views of their peers. We ask them to share surveys and other key pieces of information in their schools. Discussions have taken place with MFT with regards to conducting a project for young volunteers around what it is like to stay in hospital for a young person and the potential for some mystery shopping exercises!

Our Enter and View programme and Dignity in Care visits continue and are on track. The loss of the CCG's Joint Quality Improvement meetings has removed the most useful platform for discussing these reports with partner agencies. We may wish to re-assess the value of these reports as they are very time consuming. Possible options would be to conduct more Dignity in Care Style visits and we may ask Youthwatch volunteers to conduct visits of other providers from a child's perspective.

Staff have settled into our new offices at Stretford Mall. We are now in the process of updating our website and our general publicity.

During the next few weeks we will be working with the CCG and other key stakeholders in designing our work plan for 2020/21. We will also be producing our end of year report. We will have regard to the 6 pillars contained in the Locality Plan when agreeing what we should be looking at and, of course, discussing potential topics with colleagues in the CCG and social care as agreed at the





January Governing Body. We would however, be keen to do some work around North Trafford and care for the disabled.

At our HW meeting in January, we welcomed Nasima Miah to our Board.



*Heather Fairfield*  
**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	45	5	8	5	6	2	7	7	5				
<i>Locality 1</i>	8	8	1	2	1	1	0	2	0	1				
<i>Locality 2</i>	20	12	1	2	0	2	0	3	3	1				
<i>Locality 3</i>	12	10	1	2	1	2	0	1	1	2				
<i>Locality 4<sup>1</sup></i>	11	14	1	2	3	1	2	1	3	1				
<i>Outside Trafford (e.g. Manchester)</i>	4	1	1	0	0	0	0	0	0	0				
<i>Number of public contacts<sup>2</sup></i>	1,905	1269	70	184	67	260	238	170	131	149				
<i>Number of complaints / concerns recorded</i>	26	38	4	4	5	2	7	3	4	9				
<i>Number of public signpostings</i>	83	74	6	10	9	8	19	4	2	16				
<i>Healthwatch 100: # of NEW people signed up</i>	307	33	0	4	3	6	2	0	0	18				
<i>Healthwatch 100: # of surveys conducted</i>	7	4	0	1	0	1	1	0	0	1				
<i>Healthwatch 100. # of survey responses</i>	N/A	260	N/A	83	0	23	98	16	0	40				

<sup>1</sup> 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).*

<sup>2</sup> '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)	(37)	0 (46)	0 (45)	3 (44)	0 (44)	0 (43)	0 (37)	1 (38)	0 (37)				
Number of volunteer hours	1,209	746	117	109	82	170	44	74	90	60				
Business support	162	128	14	12	14	33	12	7	21	15				
Engagement/ Outreach	462	288	13	44	40	66	19	26	57	23				
Research	312	223	65	34	18	49	5	31	0	21				
Strategic	104	53	10	10	2	8	8	5	10	0				
Vol management / Training	168	59	16	10	8	15	0	5	3	2				
Number of feedbacks received via website	304	146	28	17	19	8	4	10	24	13	16	7		
Website visits (inc. Youthwatch)	34,872	43,489	3,232	3,059	4,050	4,795	4,204	4,249	5,488	4,835	3,828	5,749		
Reports published (not inc. performance reports)	16	14	1	1	2	0	8	0	1	0	1	0		


### Online and social media statistics 1<sup>st</sup> December 2019 - 31<sup>st</sup> January 2020

**Twitter** 

New followers: 4  
 Total followers: 2,249  
 (Youthwatch: 289)  
 Impressions: 12.5k people

**Facebook** 

Followers: 222  
 (Youthwatch: 22)  
 Posts: 2

**Instagram** 

Posts: 3  
 Likes: 8  
 Followers: 718  
 (Youthwatch: 108)

**Website** 

Visits: 9,399  
 Page views: 15,963  
 News articles: 56  
 Youthwatchtrafford.co.uk: 178 visits

## Appendix 2 - Feedback analysis

Feedback by service type 1<sup>st</sup> December 2019 to 31<sup>st</sup> January 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	14	60.87	4.36	4.29	4.43	3.75	4.23	4.15	4.20
GPs	7	30.43	2.71	4.25	3.17	2.60	3.40	3.75	4.50
Dentists	1	4.35	2.00	5.00	-	5.00	3.00	4.00	-
Opticians	0	0.00	-	-	-	-	-	-	-
Community Based	0	0.00	-	-	-	-	-	-	-
Emergency Care	1	4.35	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Pharmacies	0	0.00	-	-	-	-	-	-	-
Social Care	0	0.00	-	-	-	-	-	-	-
Other	0	0.00	-	-	-	-	-	-	-

Total reviews: 37

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

Overall feedback across all Trafford services

Category	Average rating	Number of reviews
Overall rating	3.61	23
Cleanliness	4.15	20
Staff attitude	3.90	21
Waiting Time	3.37	19
Treatment explanation	3.80	20
Quality of care	3.89	19
Quality of food	4.00	13

Area	Count	% of feedback	Average of feedback
Altrincham	2	8.70	3.00
Sale	5	21.74	3.20
Timperley	0	0.00	-
Old Trafford	0	0.00	-
Hale	0	0.00	-
Stretford	2	8.70	4.50
Urmston	1	4.35	5.00
Partington	0	0.00	-
Davyhulme	0	0.00	-
Flixton	1	4.35	3.00
Bowden	0	0.00	-



## Appendix 3 - Healthwatch 100

SpeakUp2020

Status of information	Output	Key findings
Survey open (Feb-March)	Report	To be determined

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.

Trafford Star Services

Status of information	Output	Key findings
Report Published	Report	People are particularly impressed with hospital services, with them claiming more nominations than any other service type

Trafford General Hospital

Status of information	Output	Key findings
Report Published	Report	Lots of misunderstanding about what services the hospital provides, many feel it is being run down.

The NHS Long Term Plan

Status of information	Output	Key findings
Report Published	Report	Report Published August 2019

Children & Adolescent Mental Health Services

Survey closed	Output	Key findings
Report Published	Report	Report published in July 2019

