

Performance Report

1st June – 31st July
2019

healthwatch



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Chair's report - 1st June to 31st July 2019

Greater Manchester

During the period under review much time has been spent in consolidating the work of the past few months. We have now completed the Greater Manchester (GM) work for Healthwatch England in relation to GM surveys and focus groups on the NHS Long-Term Plan. The results of our engagement have been described as 'enlightening' and we are pleased to note that it was described as 'very professionally completed'.



Across England 500 focus groups were held and 30,000 people were engaged overall through a variety of methods, including the focus groups we held here in Trafford on the subjects of Cancer and Autism.

Children and Adolescent Mental Health Service (CAMHS)



We have also published our review of Pennine Care NHS Foundation Trust's CAMHS services (Healthy Young Minds) for Rochdale, Trafford, Bury and Oldham and provided the Greater Manchester Health and Social Care Partnership with a detailed response to their initial comments about overall progress and developments achieved in this service.

Whilst we have applauded some of the GM-wide initiatives such as crisis services, it remains the case that patients are dissatisfied particularly around access and waiting times. Around one third of the

comments received were from Trafford. We believe that this work will be beneficial in that it will give an indication of what improvements Manchester University NHS Foundation Trust need to aim for when they take over the service later this year.

Annual Report

We published our Annual Report as required by the end of June. This was distributed widely and is available on our website.





Youthwatch Trafford young volunteers

Our Youthwatch continues to grow and develop. In July one of our young champions gave a presentation to our Advisory group about the Youthwatch website and what the young volunteer programme is all about, which was well received.

Our Advisory group also discussed the topic of urgent care and gave some pointers on patient behaviour and expectations to the NHS Trafford Clinical Commissioning Group representatives which we hope will prove useful.



Enter and View

Our programme of Enter and View visits to care homes continues to provide insight into Trafford's health and social care settings. In June, we undertook six Dignity in Care Visits at the request of Trafford Together, where we record observations of the required criteria as an independent third party. These were all positive.

Partnerships

We attended several Partnership meetings including AGMA, the Quality Board and the Mental Health Board.

We have been working with an independent Consultant in order to firm up plans around the future of GM Healthwatch in response to the review which took place in 2018 at the request of the Partnership.



We have developed a GM Commissioning framework which will be supported by a business plan. We have worked positively with the commissioner representatives and look forward to a positive outcome.



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.
- 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.

Issues raised during June/July

- We understand that the Autism and Social Communication Pathway is being implemented from September and that referral times to CAMHS may be impacted positively; we are unclear however how this will be done.
- We also understand that Kooth has been asked to stop promoting their service due to an overload of referrals. This may adversely affect young people awaiting a CAMHS assessment.

Issues Raised at the Healthwatch Advisory Group Meeting in July

- Obtain the perspective of parents with young children when accessing Urgent Care (raised as part of a discussion with James Gray, Head of Unscheduled Care and Tracy Clarke, Engagement Specialist at Trafford CCG).

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	24	5	8	5	6								
<i>Locality 1</i>	8	5	1	2	1	1								
<i>Locality 2</i>	20	5	1	2	0	2								
<i>Locality 3</i>	12	6	1	2	1	2								
<i>Locality 4¹</i>	11	7	1	2	3	1								
<i>Outside Trafford (e.g. Manchester)</i>	4	1	1	0	0	0								
<i>Number of public contacts²</i>	1,905	581	70	184	67	260								
<i>Number of complaints / concerns recorded</i>	26	15	4	4	5	2								
<i>Number of public signpostings</i>	83	33	6	10	9	8								
<i>Healthwatch 100: # of people signed up</i>	307	320	0	4	3	6								
<i>Healthwatch 100: # of surveys conducted</i>	7	2	0	1	0	1								
<i>Healthwatch 100. # of survey responses</i>	N/A	106	N/A	83	0	23								

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)	3 (44)	0 (44)								
Number of volunteer hours	1,209	479	117	109	82	170								
Business support	162	73	14	12	14	33								
Engagement/ Outreach	462	162	13	44	40	66								
Research	312	165	65	34	18	49								
Strategic	104	30	10	10	2	8								
Vol management / Training	168	49	16	10	8	15								
Number of feedbacks received via website	304	72	28	17	19	8								
Website visits (inc. Youthwatch)	34,872	15,136	3,232	3,059	4,050	4,795								
Reports published (not inc. performance reports)	16	4	1	1	2	0								

Online and social media statistics 1st June – 31st July 2019

Twitter
 New followers : 18
 Total followers : 2,211
 Youthwatch followers : 280
 Impressions : 36.5k people



Facebook
 Likes : 175
 Following : 210
 Posts : 9



Instagram
 Posts : 5
 Likes : 103
 Followers : 706



Website
 Visits : 8,615
 Page views : 16,317
 News articles : 55
 Youthwatchtrafford.co.uk : 230 visits



Appendix 2 - Feedback analysis

Feedback by service type 1st June 2018 to 31st July 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	16	59.26	3.06	4.40	4.11	3.33	4.50	4.13	2.75
GPs	11	40.74	3.27	4.00	3.64	3.80	3.73	3.64	3.67
Dentists	0	0.00	-	-	-	-	-	-	-
Opticians	0	0.00	-	-	-	-	-	-	-
Community Based	0	0.00	-	-	-	-	-	-	-
Emergency Care	0	0.00	-	-	-	-	-	-	-
Pharmacies	0	0.00	-	-	-	-	-	-	-
Social Care	0	0.00	-	-	-	-	-	-	-
Other	0	0.00	-	-	-	-	-	-	-

Total reviews: **27**

Overall feedback across all Trafford services

Category	Average rating	Number of reviews
Overall rating	3.15	27
Cleanliness	4.19	21
Staff attitude	3.85	20
Waiting Time	3.58	19
Treatment explanation	4.05	19
Quality of care	3.84	19
Quality of food	3.14	7

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

Area	Count	% of feedback	Average of feedback
Altrincham	4	14.81	2.75
Sale	4	14.81	3.75
Timperley	0	0.00	#DIV/0!
Old Trafford	1	3.70	4.00
Hale	0	0.00	#DIV/0!
Stretford	4	14.81	3.50
Urmston	6	22.22	3.33
Partington	1	3.70	1.00
Davyhulme	0	0.00	#DIV/0!
Flixton	1	3.70	4.00
Bowden	0	0.00	#DIV/0!

Appendix 3 – Healthwatch 100

Trafford Star Services

Status of information	Output	Key findings
Survey open	To be confirmed	Information being collected

Trafford General Hospital

Status of information	Output	Key findings
Survey closed Analysis being undertaken	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 completed	Report.	Report Published August 2019

Children & Adolescent Mental Health Services

Survey closed	Output	Key findings
Report completed	Report.	Report published in July 2019

Maternal Mental Health

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