

HIGHLIGHTS FROM HEALTHWATCH ACTIVITIES

July - September 2016

healthwatch
Trafford

Healthwatch Trafford is the independent local watchdog for local health and social care services. We provide information and signposting for local services and gather views and experiences from people that can be used to help providers improve.

Healthwatch Trafford helps local people get the best out of local health and social care services by:-

- providing information and advice about care choices and how to navigate health and social care systems
- listening to and taking people's experiences of health and social care to services to hold them to account
- making recommendations about how services can be improved
- involving people in monitoring local health and social care services

We listen to what people tell us through a variety of means such as drop-ins, surveys, enter and view visits and feedback to our website info@healthwatchtrafford.co.uk.

In this quarter we have spoken to 420 people face to face or by telephone, collecting 193 patient experiences. We held drop-in sessions at Trafford General Hospital, Stretford Library, Altrincham Hospital and had a stand at both the 'NHS Party in the park' and Trafford CCG AGM.

This quarter, we have had more than 6,500 visits to our website and our tweets reached an audience of 52,000 people through our 1700+ followers.

You may have seen us at one of our drop-ins, where people came and had a chat with us about their health or social care. We use the information we gather from people at these drop-ins, as well as from feedback left on our website and experiences people contact us with, to see what services are doing well and what they need to do better. When we see common problems and patterns emerging, we will investigate them and produce a report with recommendations. You can find our current reports on our website at Healthwatchtrafford.co.uk.

After receiving a number of comments from people about the Manchester Royal Eye Hospital (MREH), we held a week-long drop-in there last August, in conjunction with Healthwatch Manchester, where we gathered the experiences of people using the service. We then published a report containing our findings and made recommendations for the hospital to improve. As a result of this, the MREH have agreed with all our recommendations and will implement a number of changes to address them. You can read all about this in the report on our website.

Following a number of people expressing concerns and reporting negative experiences of treatment of fibromyalgia in the area, Healthwatch Trafford decided to undertake a project to find out what the





situation in Trafford and Greater Manchester was like for those with the condition. Working with the University of Manchester, we took on Joanna Melville, a second year student at the University, on an 8 week funded internship to work with us to carry the project out.

Learning from our ME/CFS project, we created a survey which was distributed on social media, to support groups, charities and to departments in the area that treat those with the condition. In total there were over 700 responses from around the country, plus a few from abroad, showing the strength of feeling on the topic for those that suffer with it. Focussing on the responses from Trafford and Greater Manchester, Joanna has produced a report, which will be used to inform those that commission, design and deliver those services on the issues facing patients. We would like to say a huge thank you to Joanna for her hard work.

We have visited four parent and toddler groups in the last three months, speaking to over 100 people to gather the experiences that young families have had when using health services. This is part of a project by our Health and Social Care Group to target specific groups of residents that we may not otherwise hear from.

In this quarter we have carried out two Enter & View visits of care homes, which is where we visit a service and report on what we see and what people we speak to in the service. Following the visit we produce a report which we pass on to Trafford Council and the Care Quality Commission to aid in their inspection programmes. The reports are also published on our website to help inform members of the public that are considering using the service (either themselves or for family). In this period we have visited Handsworth Care Home and Mayfield Care Home and the reports can be found on our website.

Our new service directory, detailing all the health and social care services in Trafford, from GPs and dentists to care homes and pharmacies, has been signed off and has gone to print. It will be delivered in bulk to all the services within it, as well as libraries, meals-on-wheels services and many more. If you would like a copy, please get in contact with us.

We have a number of volunteering roles available and we are always on the lookout for people that could be a great fit with us, so if you are interested in volunteering, please contact us using the details below or see the 'Get Involved' section on our website.

Our Healthwatch Trafford Media Squad, who are aged between 14 and 18 years of age, continue to do great work and have been designing a new website specifically for younger people to inform and interact with them about health and social care, which we hope to launch in the new year. They have also been running our young people's Twitter and Facebook accounts. You can follow them at <https://twitter.com/YouthWatchTraff>.



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