

HIGHLIGHTS FROM HEALTHWATCH ACTIVITIES

October - December 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 332 people face to face or by telephone, collecting 92 patient experiences. We held drop-in sessions at Trafford General Hospital, Sale Waterside Library, Altrincham Hospital and Partington Wellbeing Centre. We also had a stand at the Trafford Carers Rights day.

This quarter, we have had more than 6,600 visits to our website and our tweets reached an audience of 56,000 people through our 1750+ 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 that 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.

During October and November Healthwatch Trafford enter and view volunteers undertook visits to six care homes and two homecare providers in Trafford as part of Trafford Council's Dignity in Care Award six monthly reviews. The Dignity in Care Campaign was launched in 2006 by the Department of Health to generate an emphasis on improving quality of care and experience of citizens using Health and Social Care services. The Trafford Dignity in Care Award provides an opportunity for providers to take this commitment a stage further by evidencing that their service meets the requirements of the ten Dignity Challenges. The role of the Healthwatch Trafford volunteers was to provide Trafford Council with observational evidence on how the care



Feature on Healthwatch Trafford in Pulse, the Trafford Housing Trust magazine





home/provider were currently meeting the Dignity Challenge. The reports of the eight visits were submitted to the Local Authority on 14th December 2016.

In December we published our report on the Experiences of services for fibromyalgia patients in Trafford. Following a number of people expressing concerns and reporting negative experiences of treatment in the area, we 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.

We carried out an enter and view visit to Beech House care home in Partington in December and we also published the report on the visit we carried out in the last quarter to Mayfield care home.

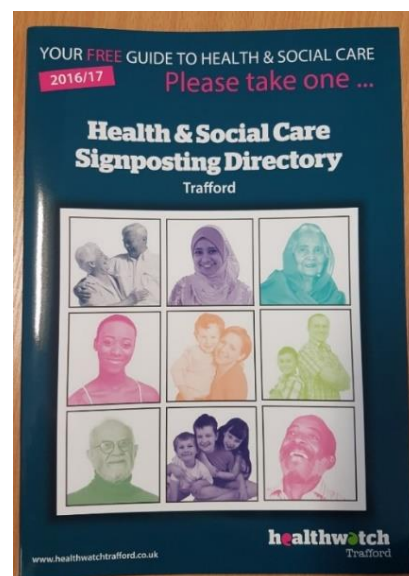
Our patient experience report on Manchester Royal Eye Hospital was updated with responses and commitments from the hospital and published in October. This and all the reports mentioned above can be found on the 'reports' section of our website.

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 published and 15000 copies are being distributed around Trafford. It includes some useful guides and information, including a social care jargon buster. We have also been distributing our updated 'How to make a comment, compliment or complaint' leaflet. The leaflet, which has been one of our most popular publications, details in a simple flow chart who to speak to if you wish to contact someone about your care, as well as how to go about it. If you would like a copy of either of these, 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.

Finally, we are delighted to be able to announce that we have been successful in our tender bid to run Healthwatch Trafford for a further two years. That means we will continue to deliver the service until at least April 2019, giving us the ability to build on the work we have done so far and undertake new projects to increase the influence of those that use health and social care services, on the way they are designed and delivered.

If you require this in an alternative format, please contact the Healthwatch Trafford office.



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