

HIGHLIGHTS FROM HEALTHWATCH ACTIVITIES

January - March 2017

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 hundreds of people face to face or by telephone, collecting 111 patient experiences. We held drop-in sessions at Trafford General Hospital, Sale Waterside Library and Altrincham Hospital.

Over the last three months we have had more than 6,000 visits to our website and our tweets reached an audience of 51,000 people through our 1800+ followers (or 2000+ including our [@Youthwatchtraff](https://twitter.com/Youthwatchtraff) young people's twitter account!).

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 January and February the Healthwatch Trafford Enter and View (E&V) volunteers undertook visits to three care homes and nursing homes in Trafford. We visited Timperley care home in Timperley and Shawe House & Flixton House in Flixton. The reports on Timperley care home as well as the one for December's E&V to Beech House were published and are available on the reports section of our website.





In March we published our long awaited report on the experiences of services for ME/CFS patients in Trafford. Following a person with the condition reporting problems to us that they had encountered in healthcare because of their condition, we decided to look into how much of an issue it was for those in Trafford and the Greater Manchester area with ME/CFS.

We created a survey and the reception to it was much bigger than we anticipated, with it receiving over a thousand responses, with respondents from as far and wide as Sydney, Missouri and Oslo.



This meant that the sheer amount of information that needed to be sorted through and analysed was huge and complex, so we enlisted the support of Manchester Metropolitan University, whose support we are very grateful for. This meant that the project took almost two years from start to finish to produce, but upon its release the reception for it was overwhelmingly positive, resulting in several of the Clinical Commissioning Groups (CCGs) in Manchester committing to working with us to address the problems highlighted in the report - including Trafford CCG. Additionally, we have had many positive comments from both our local support group and national M.E. charities. You can find the report summary and full report on the reports section of our website at healthwatchtrafford.co.uk/our-reports.

We also published our report on opinions of health and social care services voiced at parent and toddler groups in Trafford. The report was created after our volunteers gathered experiences of young families at five parent and toddler groups around Trafford and highlighted issues around GP access, blood testing and maternity services. You can also find this report on our website.

The most recent version of our service directory, detailing all the health and social care services in Trafford, from GPs and dentists to care homes and pharmacies, has been distributed around Trafford. Thousands of copies of the guide, which includes some useful guides and information, as well as a social care jargon buster, have found their way to various health settings, libraries, and local authority buildings, as well as a number being delivered via meals-on-wheels services and other direct mail. 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.

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



0300 999 0303



07480 615 478 (text or WhatsApp)



info@healthwatchtrafford.co.uk



[@healthwatchtraf](https://twitter.com/healthwatchtraf)



Healthwatchtrafford.co.uk



Floor 5, Sale Point

126-150 Washway Road

Sale, M33 6AG

healthwatch
Trafford