

The Trafford Healthwatch 100

Trafford General Hospital

A report looking into
the public perception of
Trafford General Hospital



May to June 2019

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Introduction to Healthwatch Trafford

This report has been produced by Healthwatch Trafford. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Trafford. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Trafford people tell us.

We have produced several reports in the past covering many elements of health and social care in Trafford. These can be found on our website at

<https://healthwatchtrafford.co.uk/our-reports/> or by contacting us directly using the details on the back cover.



Executive summary

Healthwatch Trafford carried out a survey in into the perceptions of people in Trafford about Trafford General Hospital following misconceptions about it and fears for its future.

This report contains our findings based solely on the results of the Healthwatch 100 survey undertaken in May and June of 2019.

83 people responded to our survey, which comprised the following questions:

1. Which of the following services do you think Trafford General Hospital provides?
2. Trafford General Hospital has an Urgent Care Centre. Do you know what the difference is between this and an Accident and Emergency [A&E] department?
3. Do you know what specialisms that Trafford General Hospital has?
4. When did you last visit Trafford General Hospital?
5. How do you keep up to date with what is happening at Trafford General Hospital?
6. If you or a family member needed urgent care in the middle of the night, what would you do?
7. What do you think the future hold for Trafford General Hospital?

Key findings:

Our survey found that there was a significant proportion of respondents that believed that they could use services at the hospital that are in fact not available there. For example, a substantial percentage of people [32.9%] believe that Trafford General Hospital has an Accident and Emergency (A&E) department. This could influence their behaviour in the event of an emergency, potentially having negative effects on time-sensitive injuries and illnesses.

24.3% believe that there is a Maternity department, despite this department not having been at Trafford General Hospital since 2010. This belief was highest amongst those with school aged children, who themselves are likely to have used the services that used to exist.

Responses from the survey show us that there is a lot of misunderstanding of what an Urgent Care Centre (UCC) is, how it operates and when it is open. Worryingly, a small percentage when asked the question; “if you or a family member needed urgent care in the middle of the night, what would you do”, have stated they would go to Trafford General Hospital. An A&E is a 24 hour service, whereas the UCC is open from 8am to 8pm.

The misunderstanding of what an UCC can deal with could have potentially negative effects on where people choose to go when they are ill or injured. A quarter (25%) did not identify that the opening hours are different, between an A&E and an UCC, 10.6% thought

children and babies could not be treated there, 4.7% thought that they were the same just named differently and one respondent thought you needed an appointment for the UCC.

The survey shows us that many people are unaware of the specialisms that Trafford General Hospital provide. The survey has also revealed that there is a large percentage of local people who feel that the hospital is being wound-down to the point of closure.

This all demonstrates a necessity for Manchester University NHS Foundation Trust to address this misinformation and to provide clear and accessible communications which will help people make well informed choices about where to go for the right care. In doing so, it would likely reduce the number of inappropriate visits to other local A&E departments and give people clearer direction for the services they require.

Questions and Recommendations

1. Which of the following services do you think Trafford General Hospital provides?
 - Publicise what the hospital does and does not offer, and where the best place to go for problems might be. Particular audiences to aim for include parents of school age children and minority groups.
2. Trafford General Hospital has an Urgent Care Centre. Do you know what the difference is between this and an Accident and Emergency [A&E] department?
 - Look at new ways of educating people on what an Urgent Care Centre is, and reasons why it may or may not be suitable for various illnesses or emergencies.
3. Do you know what specialisms that Trafford General Hospital has?
 - Look at opportunities to educate patients and relatives/carers in relation to what services exist at TGH. An improvement in the signage and a review of displayed information at Trafford General Hospital, to help people find their way around but also to maximise the impact of the information displayed in waiting rooms, reception areas, corridors and clinical rooms.
4. When did you last visit Trafford General Hospital?
 - No recommendations.



5. **How do you keep up to date with what is happening at Trafford General Hospital?**
 - Look at opportunities to educate users of the hospital and the general public about future developments at TGH and good news stories.
6. **If you or a family member needed urgent care in the middle of the night, what would you do?**
 - Create easily accessible public facing information so that people can be made aware of where they will need to go in the event of them needing services not provided at TGH. This must include opening times for these services.
7. **What do you think the future hold for Trafford General Hospital?**
 - Look at ways of promoting the hospital's investments and developments as well as its achievements to help allay concerns that the hospital is 'winding down' or on the way to being closed down.

Background

In the summer of 2018, Healthwatch Trafford carried out a two-question survey as part of its engagement work, collecting opinions from people that attended public events and Healthwatch drop-in sessions at hospitals and other locations. The survey was also put out online as part of the Healthwatch 100 survey project.

The two questions, designed around the NHS 70th birthday year celebrations, were simply “What has the NHS in Trafford done for you?” and “If you could change one thing about the NHS in Trafford, what would that be?”.

Answers to the former question included lots of people being very grateful for treatment they had received at Trafford General Hospital, as well as some who said they had saved theirs or their families’ life, with lots of positive feeling about the hospital’s past. However the answers to the latter question were often full of negativity and misconceptions about the Hospital, which we felt required further investigation.

With that in mind, we used our Trafford Healthwatch 100 survey programme to carry out a survey about the perceptions of Trafford General Hospital, its services and its future. The survey was available online, promoted to Healthwatch 100 participants via email, shared via social media and responses collected in person (with paper forms) at drop-in sessions and events.

This report is for the hospital, Manchester University Hospital NHS Foundation Trust, those that commission this hospital and those that are responsible for communications involving the service, with a view to finding ways to improve public perceptions of the hospital and its future direction.

Methodology

This project utilised surveys as the tool for collecting information, using our Trafford Healthwatch 100 programme. Questions were designed to understand specific issues that were uncovered by our previous NHS @ 70 survey, as well as incorporating our standard demographic questions.

The majority of answers could be selected from multiple choice answers, with just two questions (what specialities do you think Trafford General Hospital has and what do you think the future holds for Trafford General Hospital).

The survey was run for two months with data collection closing in July 2019.

Data collection

The surveys were available both online and in paper format. The online SurveyMonkey survey was shared via the Healthwatch Trafford website and social media platforms (Twitter, Facebook and Instagram), as well as via email to the Trafford Healthwatch 100 members and our volunteers.

Paper forms were taken out to our drop-in events, where members of the public could fill them in if they were able, or be helped to complete them if required.

Data was then entered into SurveyMonkey. Once the survey was closed, it was downloaded and all personal identifiable information was removed. Following this, the information was then shared with the Healthwatch Trafford staff and selected research volunteers to analyse.



Analysis of data

Quantitative analysis was carried out using the statistical software R, which allowed us to break down the answers to each question by each demographic group. The full analysis is available at <https://healthwatchtrafford.co.uk/wp-content/uploads/2019/08/Trafford-General-Hospital-survey-statistical-breakdown.pdf>.

Qualitative analysis was performed using Microsoft excel and involved coding responses. The full freetext answers that the coding was produced from is not included in this report as it may contain personally identifiable information.

Points to note

Bias

The demographics of respondents to the survey are not a perfect representation of those of Trafford or even those that use Trafford General Hospital. It must be noted that this will have a bearing on the overall results for each question.

The breakdown by demographics for each question should allow deeper examination of this phenomenon.

Limitation of responses

83 responses could be seen as relatively few for a statistical study, and there were extremely few responses within certain demographics. In addition to this, several people that responded to the survey did not give demographic information. For example, there was only one response from someone aged 80+. This has made it difficult to draw conclusions regarding the perceptions amongst these demographics within the Trafford population.

All statistics have been examined and only mentioned in particular where we felt the results were statistically significant.



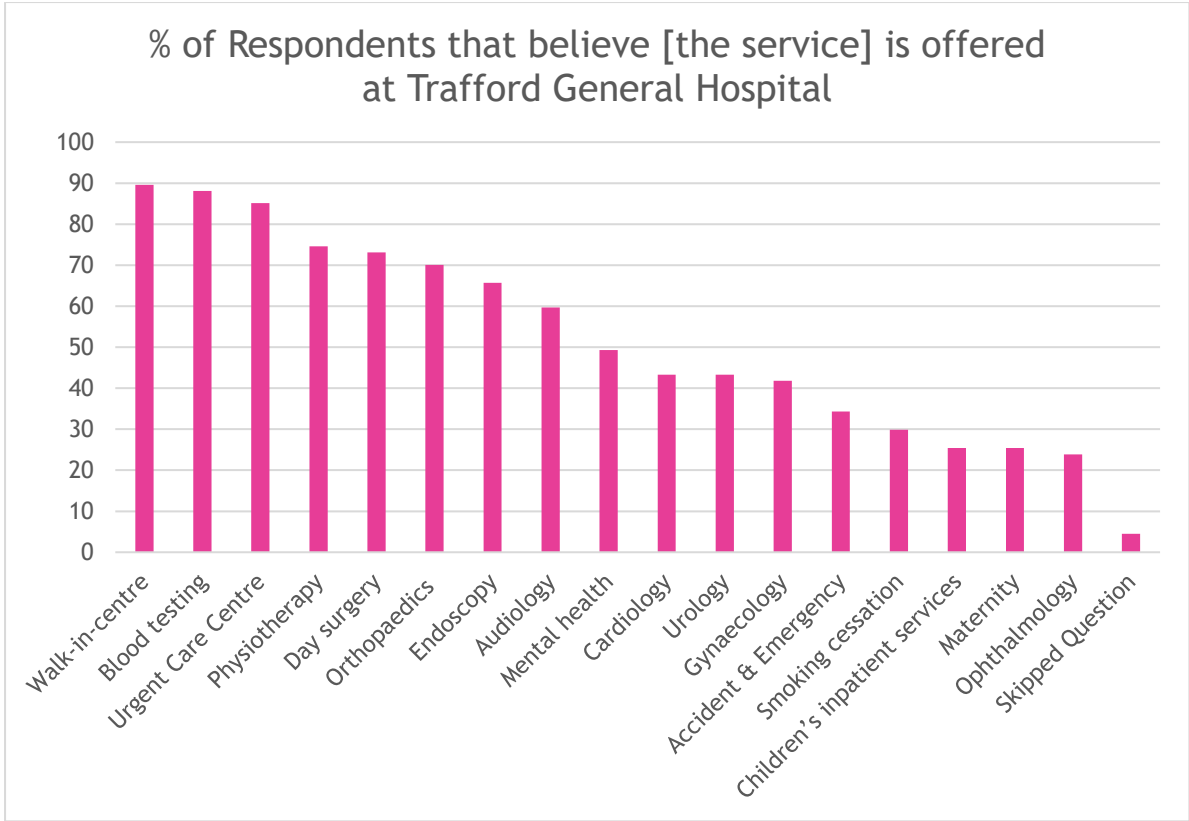
Results

Demographics and the full statistical breakdown of what was analysed quantitatively in this report are available as Appendix 2.

Qualitative analysis published does not include any information that has been removed due to potentially containing personally identifiable or sensitive information.

Q1. Which of the following services do you think Trafford General Hospital provides?

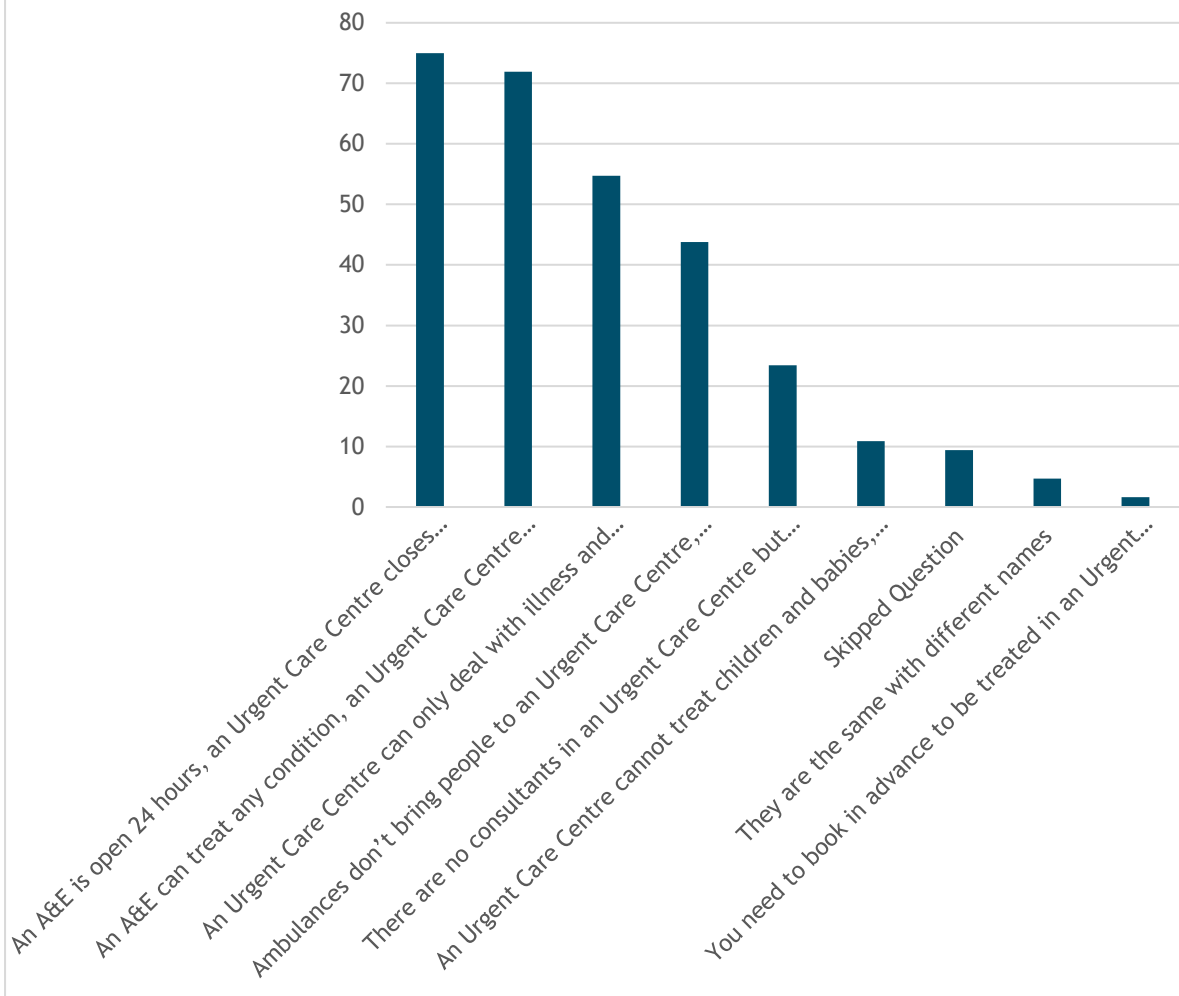
Response to Question	Response Count	Respondents	Surveyees
Walk-in-centre	60	89.6	85.7
Blood testing	59	88.1	84.3
Urgent Care Centre	57	85.1	81.4
Physiotherapy	50	74.6	71.4
Day surgery	49	73.1	70
Orthopaedics	47	70.1	67.1
Endoscopy	44	65.7	62.9
Audiology	40	59.7	57.1
Mental health	33	49.3	47.1
Cardiology	29	43.3	41.4
Urology	29	43.3	41.4
Gynaecology	28	41.8	40
Accident & Emergency	23	34.3	32.9
Smoking cessation	20	29.9	28.6
Children's inpatient services	17	25.4	24.3
Maternity	17	25.4	24.3
Ophthalmology	16	23.9	22.9
Skipped Question	3	4.5	4.3



Q2. Trafford General Hospital has an Urgent Care Centre. Do you know what the difference is between this and an Accident and Emergency (A&E) department?

Response to Question	Response Count	Respondents	Surveyees
An A&E is open 24 hours, an Urgent Care Centre closes overnight	48	75	68.6
An A&E can treat any condition, an Urgent Care Centre cannot treat life threatening conditions	46	71.9	65.7
An Urgent Care Centre can only deal with illness and minor injury	35	54.7	50
Ambulances don't bring people to an Urgent Care Centre, but they will to an A&E	28	43.8	40
There are no consultants in an Urgent Care Centre but there are in an A&E	15	23.4	21.4
An Urgent Care Centre cannot treat children and babies, whereas an A&E can	7	10.9	10
Skipped Question	6	9.4	8.6
They are the same with different names	3	4.7	4.3
You need to book in advance to be treated in an Urgent Care Centre	1	1.6	1.4

% of Respondents that ticked [the answer]



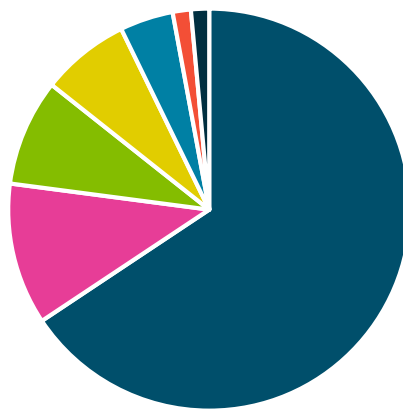
Q3. Do you know what specialisms that Trafford General Hospital has? (That is, services that Trafford General Hospital are specialists in for the region.)

Do you know what specialisms that Trafford General Hospital has? (That is, services that Trafford General Hospital are specialists in for the region.)	Number of Responses
No	29
Orthopedics	16
Diabeties	4
Dermatology	2
Respiratory	1
Rheumatology	1
Nephrology	1
ENT (inc hearing)	2
Neurology	1
Pain management	1
Cardiology	2
Gastroenterology	1
Mental Health	3
Long term Dementia Care	1
Care of the Elderly	1
A&E	2
Phlebotomy	1
Stroke	1
Most Specialisms	1
They don't have any	1
No answer given	25

Q4. When did you last visit Trafford General Hospital?

Response to Question	Response Count	Respondents	Surveyees
In the last 6 months	46	71.9	65.7
7 months - a year ago	8	12.5	11.4
Skipped Question	6	9.4	8.6
1 - 2 years ago	5	7.8	7.1
2 - 5 years ago	3	4.7	4.3
More than 5 years ago	1	1.6	1.4
Never	1	1.6	1.4

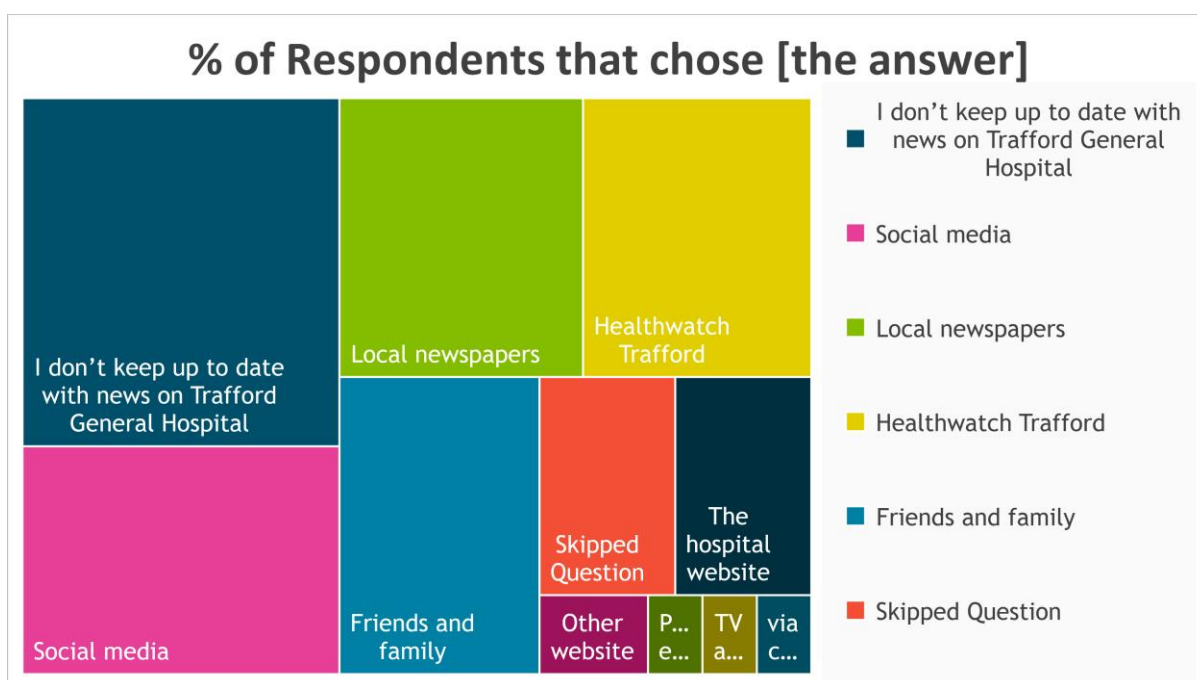
% of Respondents answering when they last attended Trafford General Hospital



- In the last 6 months
- 7 months - a year ago
- Skipped Question
- 1 - 2 years ago
- 2 - 5 years ago
- More than 5 years ago
- Never

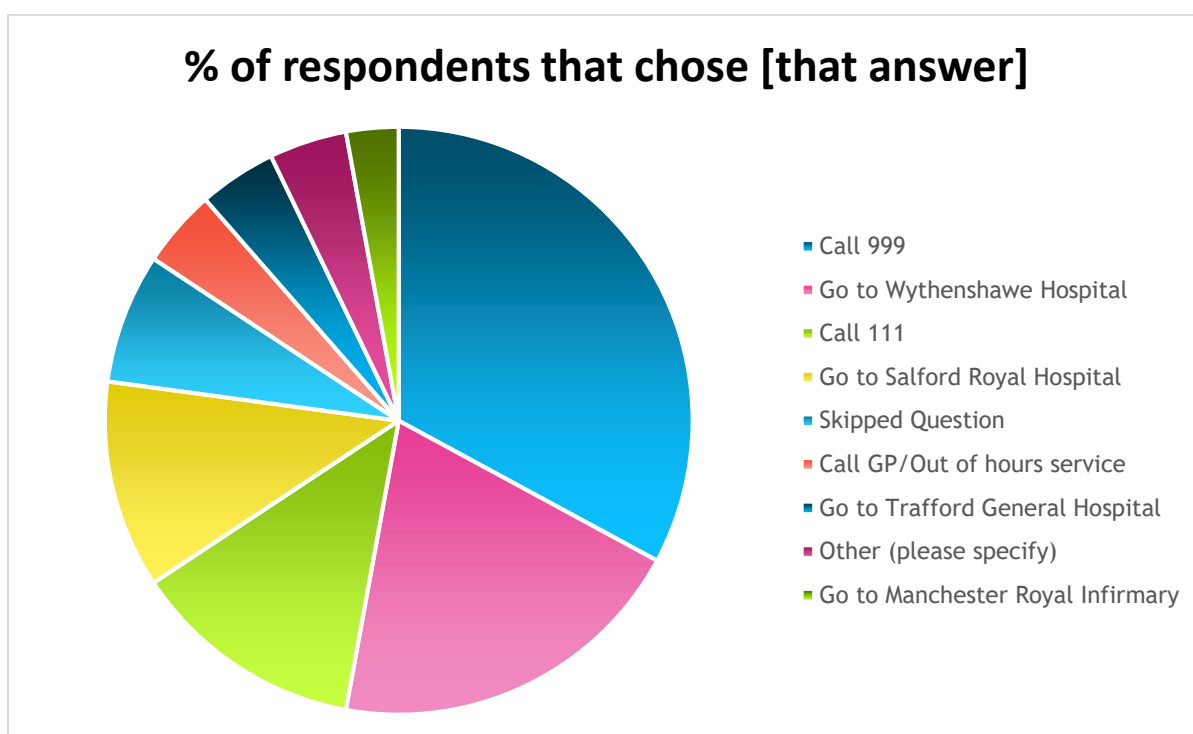
Q5. How do you keep up to date with what is happening at Trafford General Hospital?

Response to Question	Response Count	Respondents	Surveyees
I don't keep up to date with news on Trafford General Hospital	26	41.3	37.1
Social media	17	27	24.3
Local newspapers	16	25.4	22.9
Healthwatch Trafford	15	23.8	21.4
Friends and family	14	22.2	20
Skipped Question	7	11.1	10
The hospital website	7	11.1	10
Other website	2	3.2	2.9
Personal experience	1	1.6	1.4
TV and/or Radio	1	1.6	1.4
via colleagues	1	1.6	1.4



Q6. If you or a family member needed urgent care in the middle of the night, what would you do?

Response to Question	Response Count	Respondents	Surveyees
Call 999	23	35.4	32.9
Go to Wythenshawe Hospital	14	21.5	20
Call 111	9	13.8	12.9
Go to Salford Royal Hospital	8	12.3	11.4
Skipped Question	5	7.7	7.1
Call GP/Out of hours service	3	4.6	4.3
Go to Trafford General Hospital	3	4.6	4.3
Other (please specify)	3	4.6	4.3
Go to Manchester Royal Infirmary	2	3.1	2.9



Q7. What do you think the future holds for Trafford General Hospital?

What do you think the future holds for Trafford General Hospital?	No. Responses
More services offered	6
Full A&E services will be offered	6
It will remain open offering essential services/ similar to now	21
Uncertain due to current circumstances/do not know	8
Cutback in funding	3
Closure	16
Will treat low level conditions/ reduction in specialties	3
Get children's care back	1
Become a centre of excellence for orthopedics	2
Have only the specialisms and patients that MRI does not want	2
Rehab prior to discharge, non-trauma elderly med, out patient services	1
Taken over privately	1
Get maternity care back	3
No Answer Provided	15

Findings

Which of the following services do you think Trafford General Hospital provides?

Of those surveyed

32.9% of people believed that Trafford General Hospital has an Accident & Emergency department. This included a higher proportion of younger people (44 - 17 & under) and all of those that responded who identified as non-white British. People with school aged and pre-school aged children were most likely to expect there to be an A&E dept.

24.3% believed that there was a Maternity department. This figure was highest amongst those up to 44 years of age, the most likely cohort to need maternity services. Those with secondary school aged children were most likely to think there was a maternity department, probably because they were likely to have had a child at the hospital in the past.

These services listed above are not available from TGH.

The following services are available at TGH: Ophthalmology (23%), Smoking Cessation (29%), Gynaecology (40%), Urology (41.4%), Cardiology (41.4%) and Mental Health (47%).

The data appears to show that a meaningful proportion of people, who took part in the survey, were still unaware that A&E and maternity services ended several years ago.

Also, a range of services that are provided through TGH are not well known by a large proportion of those surveyed.

Issue:

Not being aware of the full range of services on offer at TGH could devalue the brand of what TGH stands for and its value to the public. Potential for risk to patients who are brought to the hospital believing there is an A&E department when the UCC is not appropriate. Potential needless confusion for people that will need to be redirected by the hospital to services at other hospitals.

Trafford General Hospital has an Urgent Care Centre. Do you know what the difference is between this and an Accident and Emergency (A&E) department?

75% of respondents correctly identified that an A&E is open 24 hours a day, whereas the Urgent Care Centre (UCC) is closed overnight.

71.9% identified the fact that a UCC cannot treat life threatening conditions, unlike an A&E.

54% answered that a UCC can only deal with minor injury and illness, which isn't entirely true.

43.8% said that ambulances do not take people to a UCC, but will to an A&E.

23.4% stated that there are no consultants in a UCC, but there are in an A&E, which is the case.

10.9% answered that a UCC cannot treat children and babies, whereas an A&E can. This is incorrect, although children and babies cannot be admitted.

4.7% thought they were the same thing, just with different names.

1.6% thought an appointment was necessary for the UCC.

Issue:

There is a lot of misunderstanding of what an UCC is and who it can or cannot help, how it operates and when it is open.

When did you last visit Trafford General Hospital?

An interesting issue was that in relation to age, the majority (32 out of 42 respondents) were aged 65yrs and below which would seem to suggest that it is not older people who are the primary users of TGH services (at least amongst our respondents). Those that identified as carers were more likely than those who do not to have attended more recently. Men were also less likely than women to have been recently.

The information indicates a large proportion of respondents have visited the hospital recently (84.4% in the last year) suggesting that perhaps opportunities lie in the hospital itself in educating patients of what it provides.

How do you keep up to date with what is happening at Trafford General Hospital?

Whilst a large proportion of people do not keep up to date regarding TGH, the role of social media as a means of finding and sharing information is an area to explore, although those that identified as carers or as disabled were **more likely to keep up to date than those that don't**.

Social media was the most popular way of keeping up to date in those aged 18-34, whereas for those 45-65 it was shared pretty equally between social media, local newspapers, friends and family and Healthwatch Trafford and those aged 66-79 were most likely to use local newspapers.

The data does not make it clear if it was TGH's own Facebook page or personal accounts that are used. TGH has a Facebook site where people can place reviews, comments and photos. However, there were no posts of news/information from TGH itself. There is a TGH Friends Group which is a closed group of approximately 1500 members but it is not known how it is used.

It was also of interest to note the role of local newspapers and Healthwatch Trafford in providing information about TGH.

If you or a family member needed urgent care in the middle of the night, what would you do?

35.4% of respondents said they would call 999, with a further 13.8% saying they would call 111.

In total 36.9% said they would go to the A&E department of another local hospital, primarily Wythenshawe, Salford Royal or MRI (21.5%, 12.3% and 3.1% respectively).

4.6% would call the GP/Out-Of-Hours service.

4.6% said they would go to Trafford General Hospital.

The fact that 4.6% would still go straight to Trafford General Hospital, which wouldn't be open is a worry, potentially meaning people who need to be seen urgently lose valuable time before being seen. However it is a low proportion of respondents, with the vast majority saying they would take more appropriate action.

What do you think the future holds for Trafford General Hospital?

Comments worth noting:

'It is reassuring to have a hospital nearby to at least give reassurance or direction to another hospital for specialist care. The operations it undertakes takes some of the pressure off Wythenshawe, MRI, and Salford hospitals.'

'The signage at Trafford General is dreadful - spoken to PALS and nothing has happened.'

'Over the past few years all they have done is reduce the services and Trafford patients now have to travel to Manchester for treatment. It is now managed by Wythenshawe Hospital and they need to be more transparent on the future of the hospital, in particular services for North Trafford patients.'

General trends:

'Many who said that full A&E services and maternity services will be offered expressed this as an opinion that they think TGH should get these services back.'

'Out of those who said they thought the service will remain the same, many expressed the hope this would be the case, rather than they thought this would happen.'

NB: It is worth noting that many respondents interpreted this question as what they though TGH **should gain** for the future, *rather than* how they think it will turn out

Appendix 1: The survey

Introduction

Healthwatch Trafford is the independent health and social care services champion for the people of Trafford. We gather and represent your views and experiences to show where services are doing well and where they can be improved.

The **Healthwatch 100** is our panel of residents who share their opinions with us once a month through quick-fire online surveys. During May-June 2019, our Healthwatch 100 project is focusing on your **perspective and understanding of the services provided at Trafford General Hospital**. Our volunteers are visiting community groups, community centres and hospitals in Trafford with paper versions of the survey to ensure as many people as possible get a chance to share their views.

If you complete this short survey we can automatically share future Healthwatch 100 surveys directly with you online (once a month at most) or we can just include your views in this one project, just let us know. This survey consists of seven questions then asks for some details about you at the end. Your response will be anonymised so your individual identifying information is kept confidential.

This survey also available online at www.healthwatchtrafford.co.uk/the100 if you prefer.
The deadline is Monday 1st July 2019.

Healthwatch Trafford
5th Floor, Sale Point
126-150 Washway Road
Sale
M33 6AG

Tel: 0300 999 0303
Email: info@healthwatchtrafford.co.uk

Survey collected at: ... Date: ... ID No:

The Survey

This is not a quiz, so don't worry about getting answers 'right'.

What we want to know is what the people of Trafford know about Trafford General hospital and what they think about it.

1. Which of the following services do you think Trafford General Hospital provides? *Tick all that you think apply*

- Accident & Emergency
- Urgent Care Centre
- Maternity (dealing with pregnancy and childbirth)
- Orthopaedics (dealing with the correction of deformities of bones or muscles)
- Day surgery
- Mental health
- Physiotherapy (dealing with the treatment of disease, injury, or deformity by physical methods)
- Smoking cessation (stop smoking services)
- Gynaecology (dealing with women's reproductive health)
- Urology (dealing with with the function and disorders of the urinary system)
- Ophthalmology (dealing with treatment of disorders and diseases of the eye)
- Endoscopy (using a camera to look inside the body)
- Blood testing
- Audiology (dealing with the sense of hearing)
- Cardiology (dealing with diseases and abnormalities of the heart)
- Children's inpatient services
- Walk-in-centre

2. Trafford General Hospital has an Urgent Care Centre. Do you know what the difference is between this and an Accident and Emergency (A&E) department? *Select any that you think are true*

- They are the same with different names
- An A&E is open 24 hours, an Urgent Care Centre closes overnight
- An A&E can treat any condition, an Urgent Care Centre cannot treat life threatening conditions
- An Urgent Care Centre can only deal with illness and minor injury
- Ambulances don't bring people to an Urgent Care Centre, but they will to an A&E
- There are no consultants in an Urgent Care Centre but there are in an A&E
- You need to book in advance to be treated in an Urgent Care Centre
- An Urgent Care Centre cannot treat children and babies, whereas an A&E can

3. Do you know what specialisms that Trafford General Hospital has? (That is, services that Trafford General Hospital are specialists in for the region.)

--

**4. When did you last visit Trafford General Hospital?
*Select just one option***

<input type="checkbox"/>	In the last six months
<input type="checkbox"/>	7 months - a year ago
<input type="checkbox"/>	1 - 2 years ago
<input type="checkbox"/>	2 - 5 years ago
<input type="checkbox"/>	More than 5 years ago
<input type="checkbox"/>	Never

**5. How do you keep up to date with what is happening at Trafford General Hospital?
*Select all which apply***

<input type="checkbox"/>	TV and/or Radio
<input type="checkbox"/>	Local newspapers
<input type="checkbox"/>	Social media
<input type="checkbox"/>	The hospital website
<input type="checkbox"/>	Healthwatch Trafford
<input type="checkbox"/>	Other website
<input type="checkbox"/>	Friends and family
<input type="checkbox"/>	I don't keep up to date with news on Trafford General Hospital
<input type="checkbox"/>	Other (please specify): _____

6. If you or a family member needed urgent care in the middle of the night, what would you do?
Please select just one option

- Go to Trafford General Hospital
- Go to Altrincham Hospital
- Go to Salford Royal Hospital
- Go to Manchester Royal Infirmary
- Go to Wythenshawe Hospital
- Call 999
- Call 111
- Call GP/Out of hours service
- Other (please specify): _____

7. What do you think the future holds for Trafford General Hospital?

Empty text area for response to question 7.

About You

You don't have to answer any of the following questions if you feel uncomfortable but the more information you give the more helpful it will be for us. Your details will never be passed on or supplied to any other organisation and we will only ever use your information for the purposes of this project.

Your contact details:

What is your email address?

We can contact you with the results of the survey, or other health and social care news, and you can become part of our ongoing survey panel, the 'Healthwatch 100', by providing us with your email address:

What name would you like us to know you by? (first name is fine)

- Please send me the results of this survey
 Please contact me with other news and information relevant to Trafford
 I'd like to join the Healthwatch 100 project

(You can unsubscribe at any time)

Which gender are you / do you prefer to be recognised as?

Female Male Non-binary

Which ethnicity do you feel most closely describes you?

White British Asian or Asian British - Indian
White Irish Asian or Asian British - Pakistani
White other Asian or Asian British - Bangladeshi
Black or Black British - African Asian or Asian British - Chinese
Black or Black British - Caribbean Asian or Asian British - Other
Black British - Other Multiple heritage - mixed race
Other please specify:

Age group:

18-34 35-44 45-65 66-79 80 or over

Sexual orientation:

Heterosexual / Straight Gay Lesbian Bisexual
Other Prefer not to say

Do you identify as a disabled person? Do you consider yourself to have a disability?

Yes No

What is your current employment status?

Employed []
Unemployed - seeking employment []
Unemployed - not seeking employment []

Not working - due to ill health []
Not working - due to disability []
Not working - retired []
Student []

Are you a carer?

Yes [] No []

Do you have children? (tick all that are appropriate):

Pre-school age child/children []
Primary school age child/children []
Secondary school age child/children []

16-18 year old child/children []
19+ aged child/children []
No children []

What is your marital status?

Married/Civil partnership []
Single []
Divorced []

Widowed []
Other []

In which area/locality do you live?

North []
Old Trafford, Stretford, Gorse Hill,
Longford and Clifford

South []
Altrincham, Bowden, Broadheath, Hale Barns,
Hale Central, Timperley and Village

Central []
Sale, Bucklow St Martin's, Aston upon
Mersey, Brooklands, Priory, Sale Moor and
St Mary's

West []
Urmston, Partington, Bucklow St Martin's,
Davyhulme East, Davyhulme West and Flixton

Other/outside Trafford []

Thank you!

Completed surveys can be returned to us at our freepost address:

Freepost Plus RTHB-BARA-AJJX
Healthwatch Trafford
126-150 Washway Road
SALE, M33 6AG
(or pop it in a freepost envelope if one was provided)

Appendix 2: Full statistical breakdown

<https://healthwatchtrafford.co.uk/wp-content/uploads/2019/08/Trafford-General-Hospital-survey-statistical-breakdown.pdf>

Appendix 3: NHS @ 70 report

Find the full Trafford Healthwatch 100 'The NHS at 70' report which led to this report being created at : <https://healthwatchtrafford.co.uk/wp-content/uploads/2019/03/NHS-@70-report.pdf>

Appendix 4: Response from Chief Executive Officer of Wythenshawe, Trafford, Withington & Altrincham Hospitals



Manchester University
NHS Foundation Trust

Thank you for the opportunity to comment on the findings of the Healthwatch report looking into the public perception of Trafford General Hospital.

In response to the findings of the report the Care Quality Commission (CQC) inspected services at Trafford General Hospital in October 2018, for which, the CQC report is published and in the public domain. In addition, services available at Trafford General Hospital are published on the Manchester University NHS Foundation Trust website, and are also available through search engines on the internet.

NHS Trafford Clinical Commissioning Group (CCG), in addition to primary care services has responsibility for commissioning of services such as urgent care and raising awareness with the local population regarding provision of services.

The traffic public road signs around Trafford General Hospital state 'A&E but not 24 hrs', following discussion with Trafford Council, these are unable to be changed to reflect the existence of and opening hours of the Urgent Care Centre.

Public and key stakeholder communication and consultation is incorporated into the Manchester University NHS Foundation Trust corporate communications strategy.

From the findings of your report we require to progress joint actions with the CCG, it would therefore be helpful if you highlight this in any presentation and that we are more than happy to arrange a joint meeting to consider the report by Healthwatch so that we may develop a plan in response.

I trust that you will find these comments helpful.

Yours sincerely

Mandy Bailey

Chief Executive Wythenshawe, Trafford, Withington & Altrincham

Acknowledgements

We wish to thank those that have made putting together this report possible. Thanks to all the people that responded to our survey, and the people that spoke to us at events about their experiences of Trafford General and their hopes for the hospital.

We would also like to give thanks to staff who made it possible for us to run our engagement activities around the borough.

Special thanks to the Healthwatch Trafford volunteers that contributed to the creation of this report:

- Rohi Zaman for her maintenance of the Healthwatch 100 database.
Kevin Costello for his analysis of quantitative data.
Steve O'Connor and Katie Robertson for their analysis of qualitative comments.
Pete Longmire for organisational and administrative support.
- Thanks to the following volunteers for their energy and time in engagement activities at drop-in sessions and events: Catherine Barber, Jackie Blain, David Esdaile, Georgina Jameson, Steve O'Connor, Martin Reilly, Jean Rose and our young volunteers Hania, Nathan and Yousuf.

If you require this report in an alternative format, please contact us with your requirements.

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