

Performance Report

October – November 2022



Activities during reporting period October–November 2022

RESEARCH

- We released our **Parental mental health report** in November which revealed what parents have been experiencing before and after the arrival of their children. The report was sent to stakeholders and made available on our website.
- Also in November, we opened a **Healthwatch 100 survey** asking the public how they felt local health and social care services had been doing over the last year. This survey will help inform our work and identify where we can help.
- We plan to release our intern report on Occupational Therapy and reablement services in the new year.

COMMUNICATIONS

- This reporting period saw the maintenance of usual communications activities.
- We joined the Trafford **Advice and Information** Action Group, enabling us to be involved with the improvement and production of patient guidance and information platforms.
- We were asked to take part in a session aimed at developing a **Trafford Women's Strategy**. The event will take place in December.
- We participated in **Healthwatch Week**, during which Healthwatch England and the local network across the country attend informative workshops designed to help us improve our working, stay informed, and provide inspiration. A number of these sessions looked at how to ensure better diversity and inclusion in our work.
- Staff were given the opportunity to revise and demonstrate their knowledge of Freedom of Information requests as part of the wider **GDPR** mandate.

ENGAGEMENT

- Healthwatch Trafford had **eight** engagements in the months of October and November and reached over 250 residents.
- These included **stalls** at Trafford Suicide Prevention Conference, a volunteering event at Sale, and the Trafford Carers Information Day event.
- We also had three engagements as part of the Integrated Care Partnership's **Big Conversation** where feedback was gathered from residents across different communities, age groups, and localities, in Trafford.
- In November, we started to promote our Healthwatch 100 Winter/ Autumn Survey with **drop-ins** at Limelight Wellbeing Hub and Coppice Library & Wellbeing Centre.

VOLUNTEERING

- Our volunteers participated in many different areas including:
 - Taking part in Manchester University NHS Foundation Trust 2022 '**Patient-Led Assessments of the Care Environment**' (PLACE) assessments

- Attending **stakeholder planning meetings** for the Integrated Care Partnership's Big Conversation engagements
- **Researching** issues people face in adult social care in Trafford
- **Promoting** our Healthwatch 100 Autumn/Winter Survey at drop-ins across Trafford venues
- Giving feedback via our **reader's panel** for our Parental Mental report and the Trafford NHS Urgent Care survey
- Taking part in the Trafford nutrition and Hydration **steering group**
- Getting involved in the Healthy Weight and Physical Activity **Deep Dive** on behalf of Trafford Health and Wellbeing Board
- Attending our **Quality Assurance Framework** session in response to Healthwatch England.
- A total of **10** volunteers contributed to our work for the months of October and November with **52.33** hours of work put into tasks, meetings, and engagements.
- We received five **expressions of interest** in volunteering during our community engagement events.

From the Trafford community

KEY CONCERNS

- **GP Practices:** Concerns around communication with patient with learning difficulty. One report of a patient not feeling that they belonged at a GP practice due to their ethnicity.
- **Mental Health Services:** Concerns around lack of follow up treatment after diagnosis for specialist condition and lack of information provided about options for the patient. We were able to provide the patient with details of specialists accepting NHS referrals and helped reconnect them with local mental health services.
- **Dentistry:** several calls from residents struggling to find local NHS dentists.
- **Hospital Care:** Concerns related to long waiting times for surgical procedures and patients looking at private care options as a result, a case of lack of porters and wheelchairs when needed, issues around access and communication when not having digital skills, treatment of recently deceased relative and access to their medical records.
- There were a small number of individual areas we heard about; OT services, help with drug rehabilitation and COVID booster communication.

PERSONAL STORIES

A Trafford resident contacted us about home adaptations they needed due to deteriorating health of themselves and their partner. They had spoken to a local charity who referred them to the adaptations team but had been waiting well over a year, before being told it would be at least another two months. While waiting, the individual had fallen and was concerned about further falls. We contacted the adaptations team to find out more and were able to give the resident a date for an assessment. The visit has now taken place and instalment of some of the required home adaptations has begun.

Strategic updates

- Following the resignation of Sir Robert Francis, we welcomed Belinda Black from the CQC as Healthwatch England's new interim Chair. This will undoubtedly cement relationships between the two organisations.
- The Urgent Care Review has proceeded at pace, and we are pleased to be involved as this will help us enable equal access for our residents. We have provided evidence of what the public has told us and will continue to be involved over the coming months.
- Our draft partnership agreement with the Integrated Care Board was due to be discussed in November but was delayed to December. Our request for investment in a Coordinating Officer across all 10 Healthwatch will be considered during the next spending round.
- Our priorities remain mental health and children's services. This is an ongoing piece of consultation with our public which is to be welcomed. Our chair attended both the inaugural meeting and the follow up developmental session of the Integrated Care Partnership Board where, amongst other things, we looked at potential key performance indicators and examples of best practice from elsewhere to guide our deliberations.
- We had some positive feedback from our regional lead around Healthwatch England's Quality Assessment Framework as well as one or two areas for improvement. We have shared the outcome with our Board and will be putting together an action plan.
- We met with Greater Manchester Mental Health and in the light of the Panorama programme we put several questions to the Trust as well as offering support on behalf of the 10 Greater Manchester Healthwatch. We await their response.
- Our chair attended the System Quality Board where we were presented with a detailed look at some of the actions being followed up and the various reviews taking place which should culminate in a single improvement plan.
- We had a deep dive into smoking and alcohol led by the Health and Wellbeing Board.
- We formed part of the Health Scrutiny task and finish group looking at GP and public perceptions of health and care. There are two separate surveys – one asking GPs a variety of questions on how they are organised and looking at best practice and the second asking Councillors if they will seek views and opinions of their ward constituents. This should provide some valuable qualitative as well as quantitative feedback on a significant sale.

