

# healthwatch

## Healthwatch Manchester Annual Report 2016/17



# Contents

- 3** Note from the Chair
- 4** Note from the Chief Officer
- 5** About Healthwatch
- 6** Year at a glance
- 7** Transport & Access
- 8** Hospital Services
- 9** Safeguarding & Healthwatch
- 10** Volunteering at Healthwatch
- 12** Our priorities for 2017/18
- 13** Our Governance & Decision Making
- 14** Financial Information



# Note from the Chair

This is my fourth report as Chair of Healthwatch Manchester. Last year I commented on change within the health economy of Manchester. This year has seen much political change in a wider sphere - Brexit, a new Prime Minister, a general election and a new Mayor for Greater Manchester. All of these will affect our work.

The Competition and Markets Authority spent some time reviewing the proposed single hospital service for Manchester and has given the go ahead for the legal process to proceed. We will continue our regular communication on the progress of the changes and their impact on local people.

Healthwatch Manchester continues to strengthen relationships with our colleagues in the NHS & local authority and work on areas of mutual concern, together with being that vital 'critical friend' to the myriad of organisations working to manage and provide local primary and secondary health care and social services. We are proud to be able to do this with a professional attitude and maintain associations to the benefit of all.

Our board has been strengthened by champions from the community and our membership has grown to reflect the diversity of Manchester.

Devolution has brought new challenges to our organisation in terms of engagement and representation and I'm pleased to confirm its place in the Greater Manchester landscape.

I would again like to thank our staff and my fellow board members for their hard work over the past year.



# Note from the Chief Officer

Our first year as a fully independent organisation has presented Healthwatch Manchester with new challenges and opportunities. We've continued to grow in activity against a backdrop of large scale transformation and change.

Our name and brand have become more widespread and our information and signposting service has evolved to accommodate this. Caseload enquiries to the Healthwatch Manchester office have risen in scale and complexity and the need to frame these within the Greater Manchester context has often proven to be a solution.

The Greater Manchester devolution process has been driven by the production of our locality plan for Manchester. The establishment of new structures and partnerships to take this forward has included our contribution through the Health & Wellbeing Board and Executive Group.

New areas of activity have given rise to new methods of engagement this year and we launched our revamped website with its feedback centre at the beginning of 2017. Our online chatroom service 'Hivemind' also enables us to engage with people for whom physical or sensory access to events and meetings can be problematic.

As usual I need to say a huge thank you to our volunteers who make our work possible and enrich Healthwatch Manchester with their energy and enthusiasm.

# About:

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connection 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.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

## Vision & Mission:

**Vision:** To enable real and long-term improvements to the health and social care of the people and communities of Manchester .

**Mission:** Healthwatch Manchester is an independent not-for-profit organisation driven by national government policy, mandated by legislation and its local membership and supported by Manchester local authority. Through engaging and informing the people and communities of Manchester as their consumer champion, and influencing the design and commissioning of services, Healthwatch Manchester seeks to improve their access to and experience of health and social care.

## Meet the Team:

Neil Walbran - Chief Officer

Ken Hsu - Volunteer & Membership Officer

Hannah Walker - Administration Support Officer

Hamzah Muneer - Administration Support Officer

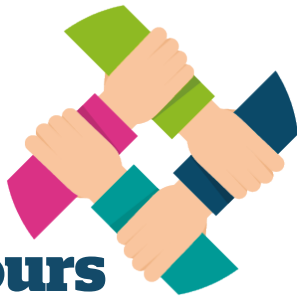
# One Year At A Glance

Healthwatch Manchester by numbers

Over

**600**

**Volunteer Hours**



**38** Cumulative Volunteers Recruited

**10** Community Champions Allocated

**5** Enter & View Trainees

**10** Training Sessions Held



Over

**14,000**

**Website Page Views**

**5119**

**Website Hits**

**3888**

**Unique Visitors**

**2719**

**Twitter Followers**

**117**

**Facebook Likes**

**634**

**Mailing List  
Subscribers**



**CAN I HELP?**  
**360**

**Info & Signposting  
Phone Calls**

**15** Caseload Support

**12** Public Events

**25** Outreach Sessions

**11** Field Work Sessions

**15** Representation Groups



**RECEPTION**

**THIS WAY**



**7500**  
**Printed Resources**

**Including Crisis Cards, Health  
& Social Care Directories and  
Annual Reports.**

**Freebies!**

**We've given out:**

**500**

**Stress Balls**

**150**

**Branded Pens**

**85**

**USB Sticks**



# Our work around Hospital Service Changes, Transport & Access



Altrincham Hospital, Trafford

There are large scale changes happening with our Manchester Hospitals. This year Healthwatch Manchester has continued its work to ensure that local people are kept engaged and informed about them. From the word go we've been involved in ensuring that vulnerable people are considered in these changes both in Manchester and Greater Manchester. Often these changes mean that services become more remote. The main concerns for people are, understandably, about travelling further and also whether any new service will come up to scratch. Transport and access have therefore figured largely in our approach to these changes which grew apace earlier in the year.

At the same time we'd heard worrying reports regarding the outcome of just such a change where Manchester dialysis patients had been transferred from Wythenshawe Hospital to Altrincham around 4 miles away and so decided to investigate. We found that the effect of travelling further and waiting times was detrimental to the patient experience especially for vulnerable people when

compounded by for example a disability. We soon realised a whole system approach to the situation was required which included transport and hospital services supported by robust information management.

Our report from the investigation 'No Time to Wait' and its findings & recommendations have been used to inform the reconfiguration of dialysis services to accommodate patient need. Our work also featured in the national Kidney Patients Association publication.

Now we have an approach and method of working to ensure the impact of hospital service changes on the patient journey can be influenced at an early stage and successfully monitored and reviewed.



**Our 'No Time to Wait' report was published in Kidney Life**

# Hospital Services

In response to the upscaling of our three hospitals into a Single Hospital Service we now convene and Chair the Healthwatch joint working group. Its membership of Chief Officers whose area patients may be affected by the changes this brings are there to collaborate with the new hospital on patient engagement. As the lead Healthwatch we provide the strategic engagement around our new Manchester hospital and have already begun work on comparison between the three sites in their delivery of mental health urgent care services.

Other local changes include the establishment of Manchester Royal Infirmary as the centre for abdominal surgery within Greater Manchester. We co-Chair the patient participation group set up by central and south Manchester hospitals for this area of work.

## The Christie & it's approach

In order to offer some solutions to patient flow demands on specialist hospital services we've decided to look to The Christie Hospital as a tried and tested provider. In the coming year we'll be investigating how The Christie has overcome some of these demands on its transport and access arrangements. The shared learning from this will be used to influence some of the oncoming changes and improve patient experience.





# Safeguarding & Healthwatch

Healthwatch Manchester sits on the Manchester Safeguarding Adults board and our role is acknowledged as one of the ways the board interfaces with local people to keep its ear to the ground. The 'upstream' work of early detection and prevention around safeguarding is valued this way.

At the national Healthwatch conference this year the Care Quality Commission formally introduced Healthwatch as part of the early warning system for safeguarding patients and the public. Whilst it was a recognition and acknowledgement it also presented a serious level of responsibility to our organisations and the need to respond accordingly.

For this reason the Healthwatch Manchester board decided to introduce added cyber protection to our website and establish our feedback centre.

## Feedback Centre

Our online Feedback Centre enables local people to provide feedback on health and social care services in Manchester.

Your experiences with local services can help Healthwatch Manchester provide the necessary evidence to help our local services improve. Leave your feedback on our website today!

As a faster and responsive method of collecting patient opinion and experience around services in Manchester the feedback centre enables us to carry out trend analysis on patient experiences of hospital and primary care services as well as pharmacy and residential care.

If a cause for concern is established Healthwatch Manchester has a clear system for exercising its powers around freedom of information and enter view to carry out an investigation. If needed, our escalation policy then comes into effect and action is taken either by our local statutory partners or through Healthwatch England and the CQC.

## Crisis Cards



People in crisis need a ready reckoner to signpost them to the right place. Our Crisis Cards were developed in response to the many festivals we have in Manchester and have proved so popular over the year we've printed and distributed thousands.

# Volunteering at Healthwatch Manchester

## Our Volunteers

In 2016/2017, 30 new volunteers joined us and made significant contributions to the work of the organisation. This ranged from our work on Homelessness and Mental Health services pathway mapping, our survey on early years and child obesity, to the service reviews on patient transport for dialysis patients and the 111 service.

Our review team are on call to examine and provide feedback on NHS and social care documents such as hospital quality accounts and our local authority's different health topics which feed into the local plan for Manchester residents.



Our volunteers at the Healthwatch Freshers stall at the University of Manchester

## Community Champions

At Healthwatch Manchester, we believe that outreach to local communities is a better way of gathering information than expecting people to come to us. This approach to engagement requires us to



train up our volunteers as community champions in a range of new settings to listen to and gather the views of local people. These include people with long term conditions such as dementia and their carers, people with learning disability and people from different ethnic backgrounds for whom English is a second language.



A Healthwatch Community Champion at a local dementia support group

## Outreach Surgeries

This year we launched our regular surgery service in partnership with Manchester City Council Libraries. You'll find us every other Tuesday in Manchester Central Library with our information stand. Our team of friendly volunteers will inform and signpost you about services and help you with any issues or complaints. We'll cut down the time you spend trying to find the right service. You can also join us as a volunteer or member. Come and say hello.

# Training For Our Volunteers

We provide training to help our volunteers refresh their knowledge and develop the skills they need to take on their volunteering roles with confidence.

New volunteers will first take part in a group Induction Training to help them discover more about Healthwatch and how our work fits into the wider Health & Social Care landscape. We also provide trainings such as Assertiveness and Communication Skills, Writing Persuasively and Presenting Well on Paper, Use of Data and Enter & View training.



Our volunteers are trained through funding from our lottery grant.

## Jennifer's Story:

Jennifer is a Healthwatch Ambassador and Research Volunteer.

“Over the last six months I have enjoyed working with Healthwatch staff and volunteers. I was involved in a range of different tasks including: attending a New Models of Care event; drafting a work plan for the Primary Care Project;



supporting a survey by interviewing Walk-in Centre patients; help to edit and analyse data for the final survey report; talking to members of the public at drop-in surgeries; and help to update the new Health and Social Care directory.

Volunteering with Healthwatch has improved my understanding of the health issues for people in Manchester and helped me to maintain and improve my skills for work”



We hold regular social events where our volunteers and board get together for coffee and cake.



We hold regular outreach surgeries in Manchester Central Library where we support people around issues with health and social care. Come and find us on Tuesday afternoons.

# Priorities for 2017/18

Our Strategic Priorities for 2017/18



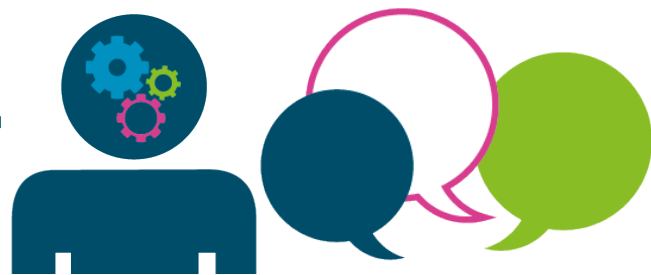
- Sexual health service reconfiguration
- Transport & access to hospital services
- Online pharmacy services
- Access to health and care for inmates

## Ongoing Areas of Work

- Early years & public health
- Homelessness and access to mental health services
- Complaints Management



# Our Governance & Decision-making



## Our board:

- Vicky Szulist (Chair)
- Marcus Graham
- Julie Rigby
- Linda Hill
- Circle Steele
- Fergal McCullough
- Jennifer Lear

Our board is drawn from our membership which consists of local voluntary and community organisations which deliver health and/or social care services.

Members of the board are nominated not elected. We seek to enrich the board with the expertise of the local voluntary and community sector.

This means that decisions around priorities and objectives for the organisation are informed from a local perspective.

We also seek to ensure their expertise includes as many sections of the Manchester community, and health and care areas as possible.



## How we make decisions:

We collect the views, experiences and opinions of local people through a number of ways:

- Our Feedback Centre
- Email
- The 'Your story' section of our website
- Field research
- Desk-based research
- Enter & View
- Office calls

Using criteria for what constitutes 'useful information', this information is filtered and sifted for its strength and accuracy and informs key decisions taken by the board. Input from the local statutory and voluntary sector is taken into account. Hot topics and wicked issues are also considered.

From all this we obtain a landscape view, informing our priorities for action. This is taken to the board which sets priorities for the coming financial year. Priorities are established for the short, medium and long-term and the Chief Officer implements these with the Healthwatch Manchester team.



# Financial Information

## Income

Funding received from local authority to deliver local Healthwatch statutory activities

£

80,000

Additional Income

10,937

---

Total Income

90,937

---

## Expenditure

Operational Costs

£

13,227

Staffing Costs

59,846

Office Costs

16,320

Total Expenditure

89,393

---

Surplus for the year

1,544

---



# Your Voice Counts

## Use Our Feedback Centre



Our Feedback Centre enables local people to provide practitioners with feedback on their service. This means that GPs, dentists, opticians, hospitals, and many other services can gain an immediate understanding of their service users' experience. To find a service, or leave feedback, go to

**[www.healthwatchmanchester.co.uk](http://www.healthwatchmanchester.co.uk)**

**Contact Us**

Hello

Hi

# healthwatch

Manchester

## Get in touch

**Address:**

**Healthwatch Manchester  
Peter House  
Oxford Street  
MANCHESTER, M15AN**

**Email: [info@healthwatchmanchester.co.uk](mailto:info@healthwatchmanchester.co.uk)**

**Website: [www.healthwatchmanchester.co.uk](http://www.healthwatchmanchester.co.uk)**

**Company limited by guarantee registered in  
England No. 8465025**

**Phone no: 0161 228 1344**

We will be making this annual report publicly available by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committee, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement. If you require this report in an alternative format please contact us at the address above.

---

EMAIL [INFO@HEALTHWATCHMANCHESTER.CO.UK](mailto:INFO@HEALTHWATCHMANCHESTER.CO.UK) FOR AN EASY READ VERSION OF THIS REPORT.

**healthwatch**  
Manchester