



Impact Report

2024 - 2025

Introduction from our Chief Executive Officer, Neil Walbran

I'm very pleased to introduce our impact report for 2024-25. It's been a tremendous year with some high profile wins for our Healthwatch. We've supported hundreds of people into health and care services, assisted them to assert their rights and we've interviewed our citizens to find out what they want to see changed or improved about their care.

One of the most enjoyable parts of my job is when I can tell the people who have asked us to use our position to push or urge for a change and improvement, how we've helped make it happen. Seeing the outcomes of our work in the longer term involves some close collaborative partnership with our local partners in health and care.

I hope you find our report useful in gaining an insight into the impact we have had in the past year: on people's access to care, on how we've spoken up for their rights to healthcare and how we've helped to shape local services.

And we couldn't have done it without you. I'd like to give a huge thanks to our board, membership, staff and volunteers, our friends and allies, and of course our Manchester citizens who have taken time to share their views, opinions and experiences with us.



The appendix provides some useful statistics and also links to the reports mentioned in the body of this report. Printed copies of all our reports are available on request.

About Healthwatch Manchester

Healthwatch Manchester is the independent champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

Our purpose in Manchester is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people's worries and concerns about current services are addressed.

We work to get services right for the future. People's views come first and especially those who find it hardest to be heard.

We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference, to you.

Our duties and powers

Our work is underpinned by legislation which gives us certain powers and creates certain duties and requirements.

One of our duties is to show, each year in our annual report, how we have involved local people in the way the core budget for Healthwatch Manchester has been allocated and spent. Our local NHS Trusts are required to include a letter from their local Healthwatch within their annual Quality Accounts which provides a review of the accounts. They can't be published without this.

Our local Health Overview and Scrutiny Committee can be required to review our reports if necessary.

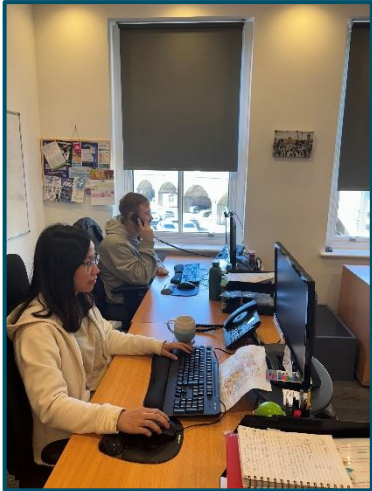
And we have the power to enter any premises which is commissioned to any great degree through the public purse around health and social care. We then make observations and interview the citizens using the service. Our findings can be escalated where necessary.

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Information and Signposting

Calls and enquiries to our office



Healthwatch Manchester provides information about and signposting to health and care services for people who live and work in Manchester or are visiting the city. We do this through the contact centre at our base in central Manchester.

If you can't find the right support, Healthwatch is here for you. In times of worry or stress, we can be there to find you the best place to go for help, whether it's finding an NHS dentist, how to make a complaint or where to go for extra support.

We have received 259 contacts from people over the last year through our email address, telephone and online webform.

Our information and signposting service helps you to identify the services and support you need. We can signpost or refer you to local health, social care or advocacy services, and provide information about what you can do when things go wrong.

“Thank you so much for the information and the well wishes”

Whether you would like to share your feedback about health and care services, or you are looking for local support - get in touch.

You can reach us through our ‘Contact us’ page:

healthwatchmanchester.co.uk/contact-us

Alternatively, you can reach us via:

Phone - 0161 228 1344

Email - info@healthwatchmanchester.co.uk



We come to you, we don't expect you to come to us

We are here to inform and guide you on a regular basis in your local venues and we also provide a one-to-one service at Manchester Central Library. This makes our information and signposting service more friendly and accessible.

As well as providing a face to face service we have a variety of helpful resources which are designed to assist you into local health and care services.



Free crisis services in Manchester

Walk-in Centres:
"Talk before you walk"
City Health Centre
Open Mon-Fri 8am-8pm
You must phone the centre and book an appointment prior to arrival.
Second Floor (Boots)
Market Street,
M1 1PL
0161 839 6227

Manchester Royal Infirmary:
Open 7 days a week, 8am-10pm
Oxford Road, Manchester, M13 9WL
0161 276 1234

Hawthorn Medical Centre:
Open 7 days a week
Mon-Fri 8am-8pm
Sat-Sun 10am-5pm
Unit K, Fallowfield Retail Park,
Birchfields Road, Manchester,
M14 6FS
0161 220 6080

Useful phone numbers
Samaritans:
For people experiencing emotional troubles. 116 123
24/7 Mental Health Helpline:
For people needing urgent support with their mental health. 0800 051 3252
Police non-emergency:
For crime reporting. 101
Emergency only: 999
Sexual assault referral centre: 0161 276 6515
Urgent dental care service: 0333 332 3800
Open 7 days a week, 8am-10pm.

Our 'crisis cards' are now a familiar feature at Manchester's many festivals enabling a swift understanding and access to crisis services for people who live in or are visiting our city. Find them at Manchester's Sparkle, Food and Drink festivals, Parklife, Pride celebrations and many more.

Moreover, we have handy leaflets and posters available at all our events containing the details of other services in Manchester who can help you access health and care services.

We have supported over 750 people across our 31 outreach sessions.

Conducting outreach across our city helps spread awareness of how we can help you as your independent champion.

"I'm really grateful to Healthwatch Manchester for listening to me. Being heard is like soaking up sunshine and getting your vitamins—it just makes you feel better. Thank you for supporting local people and providing healthcare information. There's a lot I wouldn't have known otherwise"

-A Manchester citizen speaking after being supported by Healthwatch Manchester



Promotion through all channels

In the past year we have been active in promoting who we are and what we do through the distribution of printed resources and through a strong digital presence:

350 crisis cards handed out or delivered at events

250 Healthwatch Manchester calendars handed out to hospital patients

25 e-bulletins to an audience of 970 contacts

853 social media followers including our new BlueSky and Facebook accounts



Our social media channels



[BlueSky - @healthwatchmcr.bsky.social](https://bsky.app/profile/healthwatchmcr.bsky.social)



[Facebook - Healthwatch Manchester](https://www.facebook.com/HealthwatchManchester)



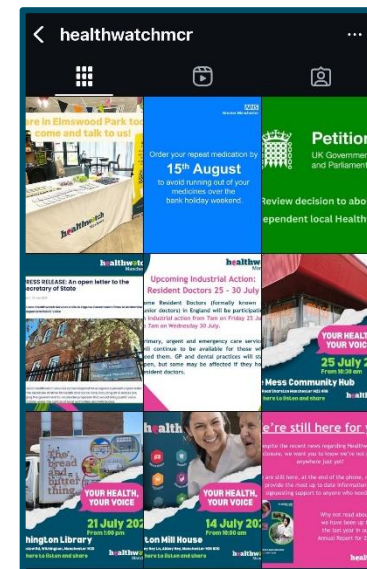
[Instagram - @healthwatchmcr](https://www.instagram.com/healthwatchmcr)



[NextDoor - Healthwatch Manchester](https://www.nextdoor.com/HealthwatchManchester)



[LinkedIn - Healthwatch Manchester](https://www.linkedin.com/company/HealthwatchManchester)



EAS Projects – The Service & The Online Service

One of the projects we completed early in the year was our review of the Enhanced Access Service (EAS) offer through both an online and over the phone investigation. EAS relates to appointments held between the hours of 6.30pm to 8pm Mondays to Fridays and between 9am and 5pm on Saturdays.



Between April - September 2024 we phoned and inspected the websites of all 83 GP Practices in Manchester to investigate their offer of the EAS. We found that:

- When asked over the telephone, a quarter (24%) of GP Practices in Manchester do not offer the EAS.
- A third of GP Practice websites did not mention the EAS or any previously names service (30%)
- Despite a sizable proportion of GP Practices providing the EAS, the majority of them failed to fully explain the service to us either over the phone or via their website.

We recommended that time and resources need to be invested in GP Practice websites as well in training frontline GP Practice staff in order to ensure they convey accurate and up to date information regarding the EAS. This should include:

- The correct name for the service
- Full details about appointment times, method of appointment and days of the week the service is offered

This report has been used by Primary Care Commissioning to inform their planning and design of services and relationship with Manchester GP Practices.

“This has been a really useful piece of work to help us understand where improvements can be made”.

Deborah Grimshaw, Engagement Co-Ordinator, NHS Greater Manchester

Investigating defibrillator accessibility in Manchester City Centre

Early in 2024, Healthwatch Manchester received a deeply concerning account from a citizen regarding the difficulty they had faced when attempting to locate a defibrillator in the city centre. Based on this experience, the HWM Trustee Board approved an investigation into the accuracy of information regarding defibrillator accessibility in Manchester City Centre and this project began in May 2024.

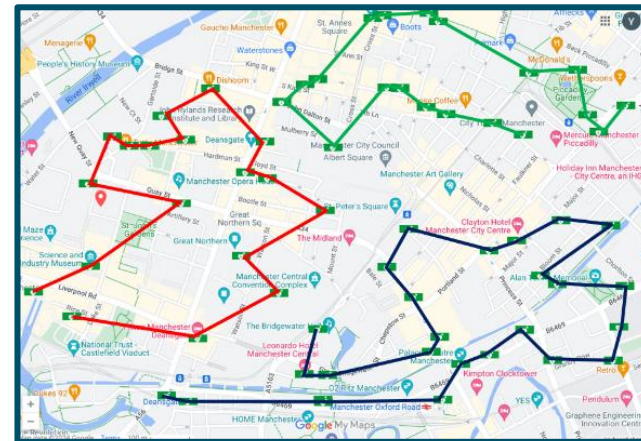
The team devised three routes around the city centre which included visiting 63 of the 135 defibrillator locations registered on the CityCo website. When visiting these locations, we attempted to answer two questions:

- Question 1: Is there a defibrillator at the location?
- Question 2: Are there staff here who are trained to use this equipment?

Overall, we found that the majority of defibrillator locations were accurate and accessible when using the CityCo website. Regardless, there were still a number of defibrillator locations which appeared to be incorrect when using the CityCo website, magnifying the risk of misinformation for people who required a defibrillator.

As a result of this piece of work, misleading information was removed from the North West Ambulance Service NHS Trust website and a more accurate representation of the whereabouts of defibrillators in Manchester is now available.

We were also informed by a large high street supermarket chain that they appreciated our review and installed a defibrillator in their Central Manchester store.



Map of defibrillator location routes

We recommended that there needs to be accurate, thorough and accessible information regarding defibrillator locations available to the public. This information needs to be underpinned by regulation.

Formal Launch of our Men's & Women's Health and Care Forums

Healthwatch Manchester currently host two online website forums: Manchester Men Speak Up and Manchester Women Together. These platforms also have a social media presence across all major platforms and provide a place for citizens of Manchester to talk openly about their health and care experiences in a judgement free zone.

In August 2024, Healthwatch Manchester held a formal launch for these two forums at Manchester Art Gallery which involved some inspiring speeches, performances and presentations from the CEO and Founder of [Talk About it Mate](#) Mike Richard, local poet Dominic Berry, Cancer Patient Advocate Kathy Morse and the [Manchester SHE Choir](#).

This launch event provided a fantastic opportunity for Forum leads Daniel Roberts and Ada Mok to network and plan collaboration with dozens of likeminded colleagues from across the voluntary and health care sector.

Following this, we held an outreach stall in Picadilly Gardens to engage with the public directly about our forums and give out information about how to sign up and what they can expect to see on there.

As a result of this event, there has been an increased awareness of our Forums across Manchester by key stakeholders. Also, we were provided with the mandate to bring cohesion to a fragmented network of providers of men's and women's health and care services.



Enter and View to Manchester's Mental Health Inpatient Hospitals

In 2024, we used our powers of Enter and View to speak with patients at the Park House and subsequent North View Mental Health Inpatient Hospitals. Between October 2024 - January 2025, the HWM team visited both hospital sites and spoke with 80 patients about their:



- Experience living at Park House
- Knowledge and understanding of their relocation to North View
- Experience of living at North View
- Experience when relocating to North View from Park House

Two individual reports were produced before a further document combined and compared the results. The report ultimately showed that patients felt there had been a significant increase in their quality of sleep at North View and that there was an overall preference for the environment at North View compared to Park House.

Therefore, HWM recommended that the change from dormitory accommodation to single rooms and its effect upon the quality of sleep should be widely acknowledged by the NHS as a way forward in improving overall patient experience

Moreover, when it comes to long stay patients, an environment such as North View should be acknowledged as the blueprint for future care across the NHS.

The feedback we collected was used by senior ward managers to improve their understanding of patient issues and we will be revisiting this work to evaluate improvements in patient experience as a result.

'I genuinely believe it would be positive for Healthwatch Manchester to do these visits across more sites in the trust'

Jayren Marsden, PALS Officer, Greater Manchester Mental Health NHS Foundation Trust

Providing Jain friendly food in Manchester's Hospitals



The Trustee Board of Healthwatch Manchester has had representation from the Jain community for a number of years. Dr Mina Desai is a retired former consultant at the Christie Hospital and was a longstanding member of our Trustee Board. She is also a member of the Jain community.

A number of years ago, Dr Desai alerted Healthwatch Manchester to the cultural requirements around diet for the Jain community and the absence of provision of Jain food in Manchester hospitals.

After a lengthy period of consultation, Manchester NHS Foundation Trust engaged with

Patients from the Jain Samaj community in Manchester can now receive Jain food during their hospital stay, improving patient experience and safety.

Healthwatch Manchester and the Jain Community in order to address this issue and in 2024, we were delighted to see implementation of Jain food for patients at Manchester hospitals.

However, earlier this year the current President of Jain Samaj reported to us that a hospital in Manchester had not provided a Jain patient with appropriate food provisions. We escalated this matter to our contacts at the hospital trust who subsequently changed their food menu options to provide Jain friendly food for patients.

“I’m very pleased to report that Healthwatch Manchester followed up my concern so successfully by escalating the lack of Jain food provision at Wythenshawe Hospital. Our community are more confident using hospital services as a result of this”.

Hiren Vora, President of Jain Samaj Manchester

Acknowledgement

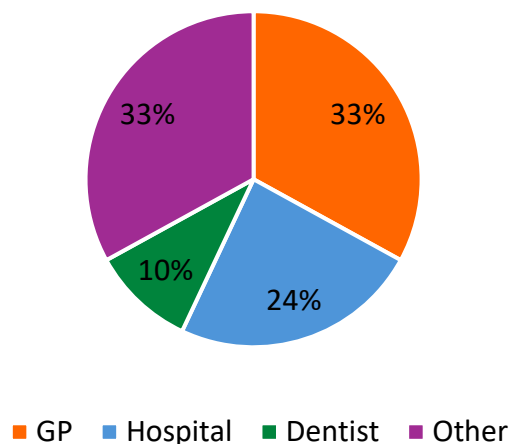
Healthwatch Manchester would like to thank the staff, residents, patients and the planners and commissioners of health and care services for their support, collaboration and their time taken to help our Healthwatch do its job.

Members of the Healthwatch Manchester Citizens Reading Panel for their support in the production of these reports.

Author: Thomas Carr - Information and Communications Manager at Healthwatch Manchester

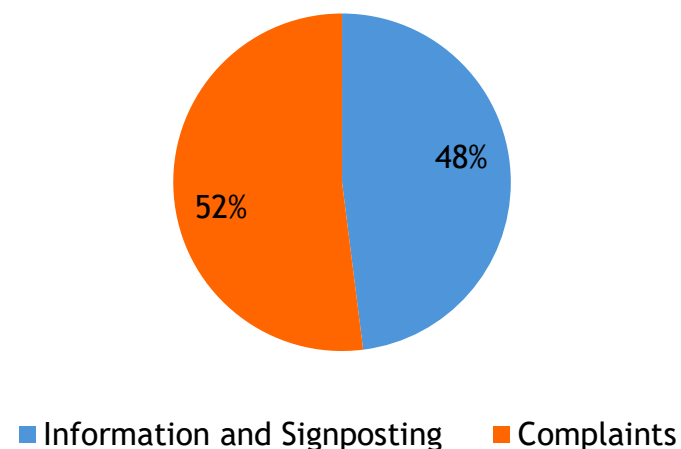
Information & Signposting: a breakdown by percentage

Enquiries, Feedback and Complaint topics



Citizens of Manchester most commonly contact us about their GP Practice, followed closely by their experience in hospital. We have done regular pieces of work on GP Practice and this will not change. We have included a review of compliance with the Accessible Information Standard as part of our 2025/26 Annual Workplan.

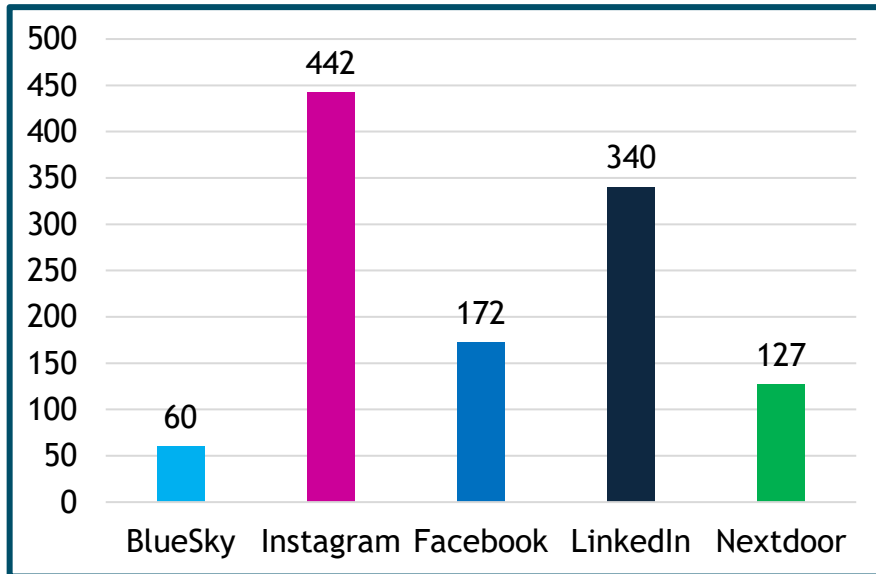
Breakdown of Information and Signposting contacts



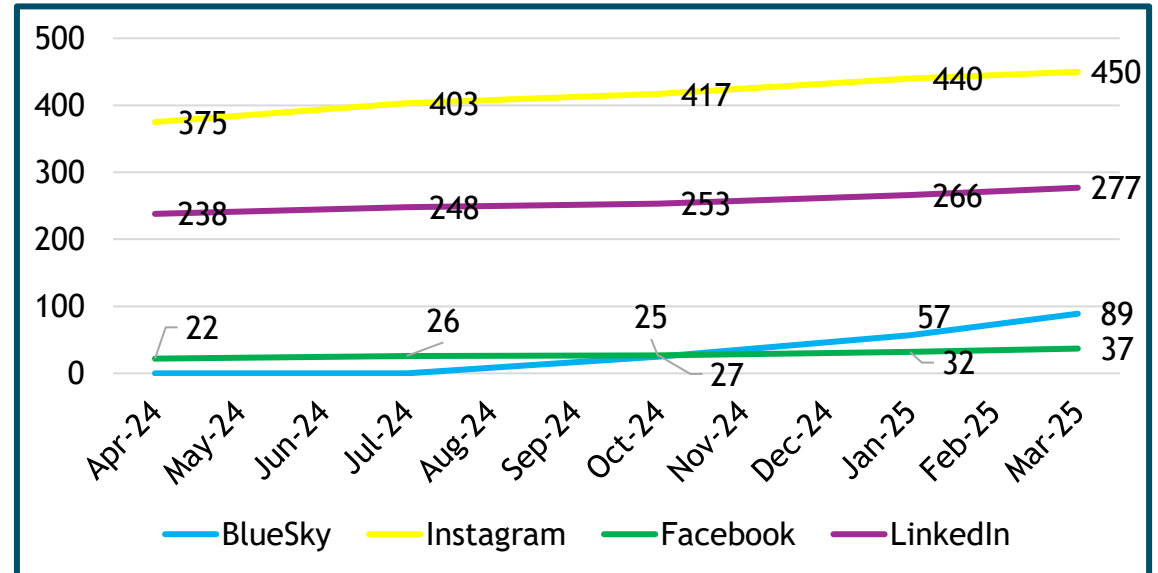
This shows the comparison between the number of complaints about services we receive compared to all our other contacts. As you can see, the majority of contacts we receive from the public are complaints about a service. We are always available to direct you towards complaints services and give you the relevant information you need. Please note, we cannot make a complaint for you however we can point you in the direction of advocacy providers in Manchester.

Social Media Hits: A breakdown of our likes and followers across all platforms

Social Media Likes on Posts



Social Media follower growth chart



The high number of posts across our social media channels over the year has led to an increase in our followers. This in turn, will have led to a greater awareness of services available to Manchester people.

“Thanks for raising the awareness. Providing people with an insight into potential health issues, while gaining an understanding of their lived experiences, is the future of real ‘research. RESPECT!’

-A Manchester citizen speaking at one of our outreach events

Healthwatch Manchester is fully conscious of the danger of creating a two-tier system of access through using digital technology. As many of our resources as possible are in print version and accessible formats. We conduct all our reviews using both digital and face to face methods.



Our reports this year (Appendix)

'The Service'. A Mystery Shopper review of the Enhanced Access Service across GP Practices in Manchester

'The Service, Online'. A review of GP Practice websites in Manchester regarding their offer of the Enhanced Access Service

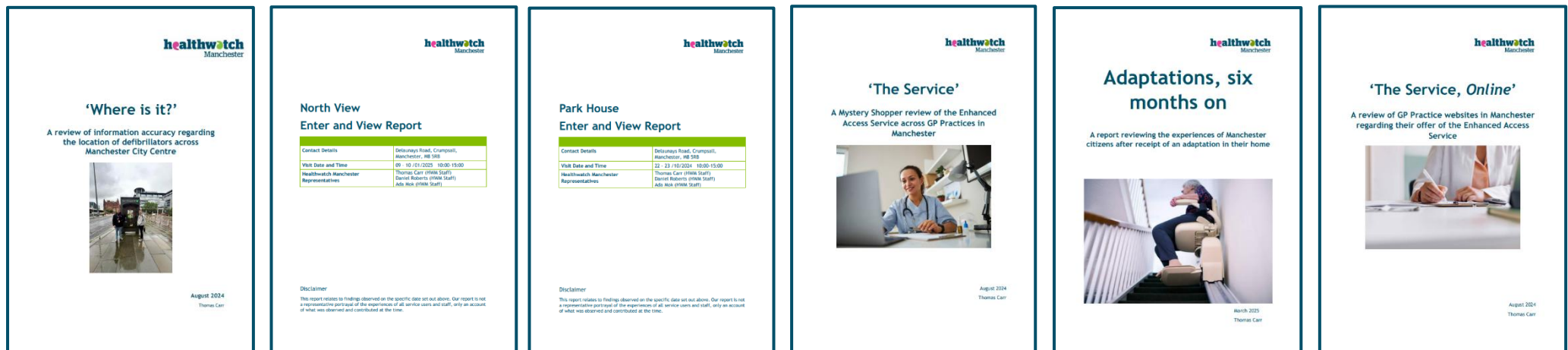
'Where is it?'. A review of information accuracy regarding the location of defibrillators across Manchester City Centre

Park House Enter and View Report

North View Enter and View Report

'The Blueprint'. Combined Enter and View Report: Park House - North View

Adaptations in the home, 6 months on?



Contact Details for Healthwatch Manchester



Call our enquiry line on 0300 078 0669 between the hours of 09:00 - 16:00 Monday to Friday.

Alternatively, you can email our enquiry inbox at info@healthwatchmanchester.co.uk



Our social media channels



[BlueSky - @healthwatchmcr.bsky.social](https://bsky.app/profile/@healthwatchmcr.bsky.social)



[Facebook - Healthwatch Manchester](https://www.facebook.com/HealthwatchManchester)



[Instagram - @healthwatchmcr](https://www.instagram.com/@healthwatchmcr)



[NextDoor - Healthwatch Manchester](https://www.nextdoor.com/HealthwatchManchester)



[LinkedIn - Healthwatch Manchester](https://www.linkedin.com/company/HealthwatchManchester)



You can also leave feedback about a health and care service via our online 'Contact Us' form. Just scan the QR code above and proceed.

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