



2017/18
Annual Report

Contents

Message from our Chair	3
Message from our Chief Officer	4
Who we are	5
Helping you find the answers	8
Making a difference together	10
Highlights from our Year	15
Our plans for next year	16
Our volunteers	18
Our finances	21
Contact us	23



Message from our Chair



This is my fifth year as Chair of Healthwatch Manchester and it has probably seen most activity in terms of the Health economy of the city and the work done by Healthwatch Manchester.

We embarked upon a series of meetings with key stakeholders at the beginning of the year which has helped to both inform us on their view of our work and build or enhance relationships with the decision makers and influencers for health and social care.

It is exciting to see real change begin to happen as services move to the new way of working. The successful lung screening programme supported by Macmillan Cancer Support stands out as a good example of how services may look and feel in the future. There is, however, a danger that health and social care commissioners and providers may return to business as usual once the new structures have settled down. We will be vigilant and alert to this risk and try to encourage innovation in the provision of future services.

It's been my pleasure to welcome new board members: Richard Jones, Mina Desai, Fergal McCullough and Circle Steele who enrich the board with their skills, experience and ability to champion the communities they support locally. We also said goodbye (for now) to Jennifer Lear who left on maternity leave and look forward to her return.

I would like to thank my fellow board members, our staff and volunteers for all their hard work in the past year. I look forward to their continued support in the challenging and interesting times ahead.

Vicky Szulist

Message from our Chief Officer

Our fifth year of operation has been one of the most substantial and rewarding so far. It's been a year of structural changes locally and this has presented opportunities as well as challenges to your Healthwatch.

There have been new people to befriend and some tough decisions to make about how and where we prioritise our work and activity. As always I'm happy to report continuing support from our professional and collaborative board and I thank them for their drive and commitment.

The administrative function for the Greater Manchester Network of Healthwatch was welcomed into our organisation and I'm proud of



the fact we supported the first ever Greater Manchester Healthwatch conference in October 2017. New commissions have been successfully delivered through the Network this year and we've all pulled together to make this happen.

Our work over the past year addressed some key issues for the people in our city including the lack of young onset dementia services, the limitations of the 111 service, low access to mental healthcare by homeless people, lack of signposting to timely GP appointments and tours of our hospitals have shown some major improvements required for people with learning disability to get around.

Each year it's important for me to give a huge thank you to our staff and volunteer team who have made the delivery of our objectives a reality and bring so much energy and enthusiasm to Healthwatch Manchester.

Neil Walbran

Who we are

We believe that every man, woman and child in Manchester has the right to a say in their health, care and wellbeing.

We believe that our independence and statutory powers place us in the best position to champion their rights and make their voices heard.

We do this by listening to the views, opinions and experiences of local people, and making sure the planners and decision makers in Manchester hear them and act upon them.

We are a staff team supported by volunteers and a board drawn from local independent health and care leaders.

We have the expertise, commitment and skills to improve local health and care services for you.

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

Our Mission: Healthwatch Manchester is an independent not-for-profit organisation, part of a programme mandated by national legislation 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.

Our Team:

Neil Walbran - Chief Officer

Ken Hsu - Volunteer & Membership Officer

Philip Tebble- Administration Support Officer

Hamzah Muneer - Administration Support Officer



Meet the Board



Vicky Szulist
Chairperson



Mina Desai
Trustee



Marcus Graham
Trustee



Linda Hill
Trustee



Richard Jones
Trustee



Fergal McCullough
Trustee



Julie Rigby
Trustee



Circle Steele
Trustee



Decision making

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 in a number of ways:

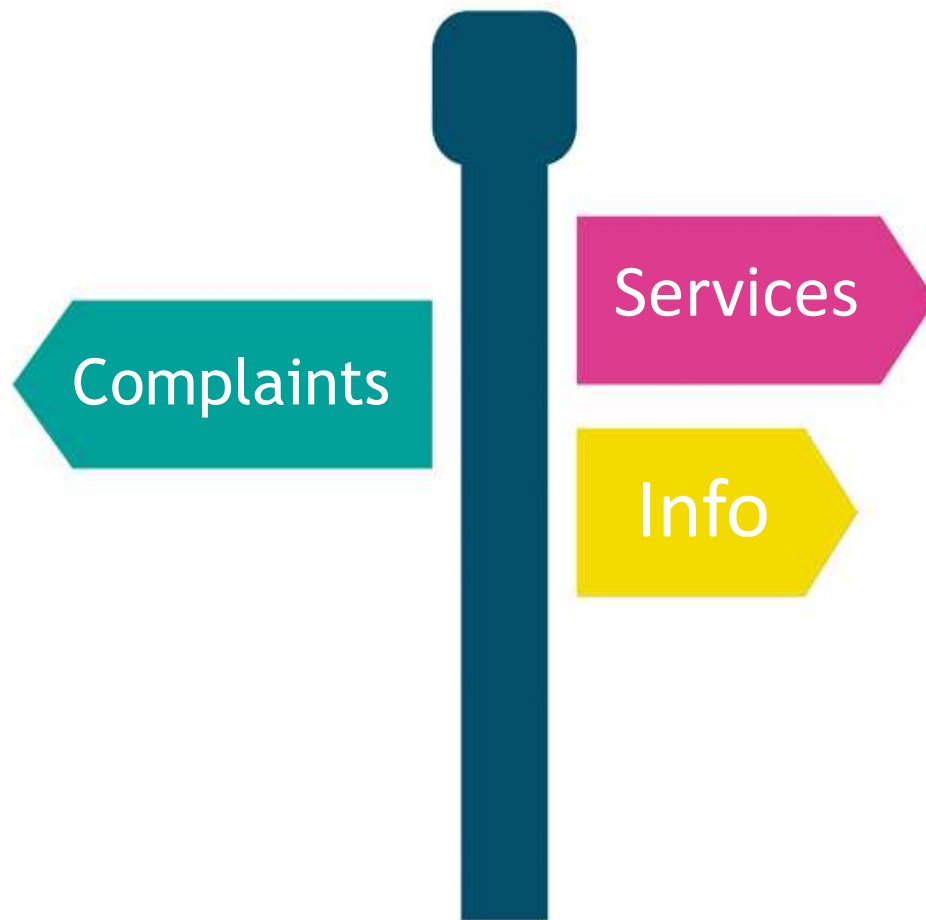
- + Our Feedback Centre
- + Email
- + The 'Your story' section of our website
- + Field research
- + Desk-based research
- + Enter & View
- + Office calls



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.

Helping you find the answers





How we have helped the community get the information they need

In this year we have consolidated our position as the go-to place for the most up-to-date information on health and care services in Manchester. Our online directory operates in real time with any changes to services updated within 48 hours.

Local people can also have a hand in keeping us up to date by submitting any new services they wish to see on our website for approval.

Our online directory includes primary care, acute & hospital and social care services in any service is just two clicks away.

If you're not online you can call our office between 9am and 4pm on weekdays and one of our staff team will help you with your query.

Five minutes on the phone to Healthwatch Manchester can save you hours of phoning around and waiting

Not only do we have the most up to date service directory at our fingertips, we can also help you navigate quickly through the maze of service areas and save you hours of your time.

Whether it's a query regarding making a complaint, knowing your rights or finding the right person to speak to, we can help. This can be anything from querying a dentist bill to accessing the Patient Advice & Liaison Service. We're proud to report a 48 hour maximum response time to a call made to our office.

Sometimes things can become quite complex and we take on caseload queries which can require prolonged support from us. We're there every step of the way supporting you in these situations and providing a friendly ear when people are often confused and exasperated.

As soon as you tell Healthwatch Manchester your story you've helped someone else

It's true. Every view, opinion and experience you tell us is used to inform the work we do and support other people in similar situations to yours. It's definitely worth getting in touch with us.



Making a difference together



This year we investigated a number of services in Manchester after you told us your concerns about them.

We heard: a lot of people complaining that they couldn't get a GP appointment on the same day but had to wait too long and were forced to go to A&E.



“They don’t do it (7 day access) but she gave me a list of local walk in centres after I gave my postcode and she was very positive and helpful.”

We investigated this using our Mystery Shopper model and found that people weren't being offered the alternative GP service even though it had been around for years. We put out our report: 'Week Spot? Access to 7 Day GP Service Review' in November 2017.

The main objectives of this report are to a) present an analysis of the service through review methodology and key findings and b) make recommendations regarding areas for improving access to the 7-day GP service.

As a result of the report, and after the Primary Care Partnership undertook a series of training for GP staff, we're pleased to find that we have had just one complaint to our office of this kind since.

We heard: a lot of homeless people couldn't register with a GP and couldn't get support for their mental ill-health. We produced a back-pocket leaflet for homeless people with their rights on it which they used to help get registered with local GPs.

“If you are a drug taker you will get pushed out of the door; but they are not as bothered about alcohol.”

An audit was conducted to explore the online information available to homeless people who want to access mental Health services. This data was found to often be incorrect, unclear, contradictory, or hard to find.

Healthwatch Manchester contacted relevant agencies directly to supplement the online information.

We mapped mental health services and produced our report: 'Lost in Crisis' in December 2017. The report includes our Entry Points and Pathways for Homeless Mental Health Support map. It is now being used to improve access to mental health services for homeless people.



We heard: that people with early onset (young onset) dementia weren't being provided with the right stimulation to keep their minds active. This stimulation is vital in slowing down the progression of their condition and it's a critical gap in service provision.

We mapped access to services for people with young onset dementia and released our report: 'Beyond the Diagnosis' in November 2017.



“Commissioners need to enable GPs to do more social prescribing. People are often not told about what dementia support services are available in the community, this has to change.”

We found that local dementia groups require stronger links to the Mental Health Trust, and want to have a key worker who is able to visit local groups to carry out initial assessments and help with referrals.

Our report has been used to reconfigure local services to accommodate this.

We heard: that people were unhappy with the 111 service giving them inaccurate or out of date information.

We investigated this using our Mystery Shopper model and found that the information which 111 operators had to hand was indeed incomplete. This was published in our report: 'Make the Call'.

“Was asked to check the NHS Choices website, they didn't offer to look it up for me or ask if I have access to the internet. They need to do an assessment of the patient in order to give more specific advice on which services may be available. Only Samaritans came up when searched on NHS Choices.”



We contacted the provider: North West Ambulance Service, NWAS, to get this fixed. We're still waiting to hear from NWAS about this matter.

We heard: that people with a learning disability found it difficult to navigate around our hospitals.

We conducted walkthroughs from reception to several services in the hospitals with representatives of Manchester People First who gave us feedback on which improvements were needed. Manchester People First is a group that provides support and advocacy for people with learning disabilities.



“There was no info about wheelchair access in main reception. Participant ‘A’ asked the receptionist where hydrotherapy was. There was only one person working and it was very hard for ‘A’ to hear what she was saying because she was not speaking into her microphone.”

Our report ‘Patient Journeys’ has been used by our hospitals to review and reconfigure signage and the Wayfinder services to improve access for our local people with learning disabilities.

We heard: that people presenting in A&E in severe mental distress were absconding due to the various factors in A&E such as the environment.

We conducted walkthroughs with patients who have lived experience of using this service and our report: ‘Three Sites Review’ has been used to improve the environment and reduce levels of distress and the incidence of absconding.

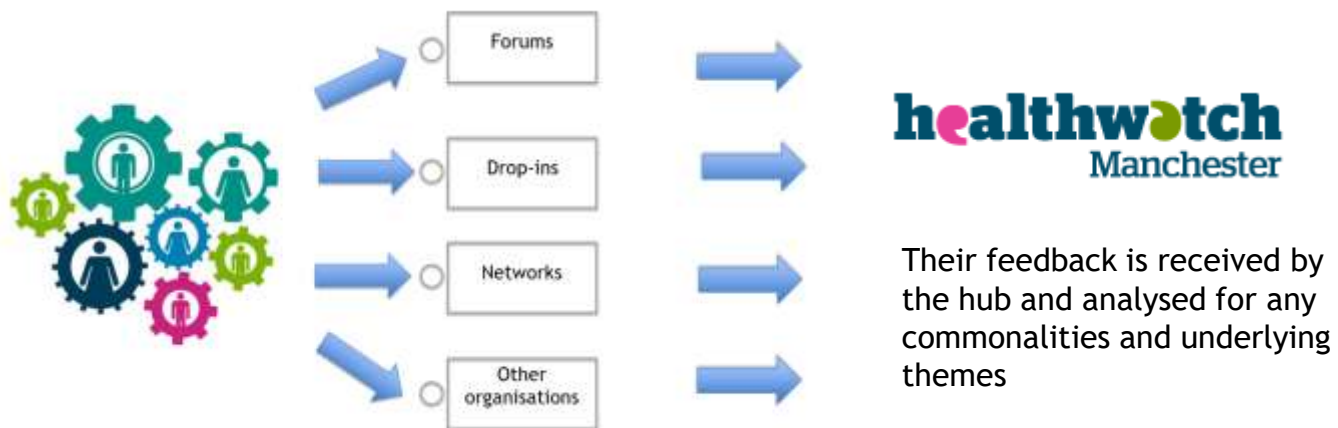


“Absconding from Accident & Emergency by patients on the pathway was reported by staff as varying in its likelihood between sites and also at each stage of the walkthrough. Some safety observations were made by walkthrough participants regarding access, ligature and security of medical supplies. These were taken back to the User & Carer Forum for discussion.”

A walkthrough is a one-off, guided observation & analysis of a health and/or care process or pathway. It does not involve interaction with service users. It takes place onsite and within specific boundaries. It is coordinated and facilitated by Healthwatch Manchester and involves people who have used the service before as well as on-site staff to supervise the process.

How we've worked with our community

Our Community Champions are based in a wide range of drop-ins, forums and linked to networks across the city. When we hear about an issue, we'll take it to these groups of people and ask for their valuable input.



The people we speak to are passionate and motivated about their own, and other people's health and social care. It's a pleasure to talk with them and to hear this in their voices. One of the best parts of working in a Healthwatch is to show someone how their story was used to create a genuine improvement. Our model of active citizenship only works as long as these voices are driving it and giving us motivation and a clear call to action.

Highlights from our year

Online

This year we've reached **190,632** people on social media



Our **40** volunteers help us with everything from visiting local groups to helping write reports



We've received **104** reviews of local services



Our reports have tackled issues ranging from **Access to GP Appointments** to **Early Onset Dementia**



We've spoken to **300** people about health advice for children under 5 years old.



We've given information and signposting to **885** people



Our plans for next year



How we plan our work

Every 3 years we refresh our organisational strategy which involves our members, board, staff and volunteers getting together and planning things out. This is used in the longer term, but we also set priorities for each financial year and that's done as follows:

- We collect together all the information we've gathered from local people over the past year. Every piece of feedback, query and suggestion is included.
- We talk to our colleagues in the third sector and gather intelligence around areas of significant concern for our diverse population. As community-focussed organisations they are best placed to provide this.
- We use this to identify common themes.
- We look at what the commissioning plans and arrangements are for the coming year. We do this through our contacts and relationships with key people across the city.
- We listen to what staff in the NHS and social care services are telling us about their experiences, hopes and concerns.
- We use this to forecast changes and establish shorter term outcomes.

All this is pulled together by our Chief Officer and presented to the Healthwatch Manchester governance board at the January meeting. After lengthy discussion priorities are then set for the year. Some tough decisions about where we focus our attention have to be made at this meeting. The next time the board meet in March these priorities have been fleshed out into an annual action plan for the organisation.

Our top priorities for next year

1. HM Prison Manchester Health & Care Review
2. Sexual Health Services Access & Uptake
3. Hospital Interpreter Services
4. Digital Access to H&SC services for Older People inc. Online Pharmacy Services.
5. Enter & View Programme



Our Volunteers



This year we had 40 active volunteers who made significant contributions to our research projects and the published reports.

The higher capacity enabled us to extend our outreach activities to engage more frequently with Manchester residents at various events and in the community.

How we involve the public and volunteers

As in previous years, the volunteers also took part in our review of Quality Accounts from all main hospital trusts in Manchester, ensuring that they are easy to follow by the general public.

Our Community Champions continued to visit local community groups to gather people's experience of using health and care services. We were able to visit more groups on a regular basis and began our work with local refugee organisations. Our aim is to help improve people's understanding of the UK's health system over time. Doing this means that people get access to the vital services they need, it also reduces the dependency on local emergency services.

You may have seen our friendly volunteers at the Manchester Central Library at one of our outreach surgeries. These take place every other Tuesday throughout the year. We were able to speak to many local residents, collect their experience of local services and input that to our Feedback Centre, and helped to signpost people to the services they need.

Volunteer training

We provided a number of training modules to our volunteers on topics such as communication skills, report writing, and assertiveness. We use a combination of in-house expertise and external trainers to deliver these sessions, feedback from our volunteers tells us that this approach is accessible and friendly as well as very effective. Training helps the volunteers to refresh their knowledge develops the skills that enable them to undertake their volunteering roles with confidence. It's very important to us that our people are comfortable with the duties they perform for us, as well as being the well informed representatives that we need.



Soondus' Story :

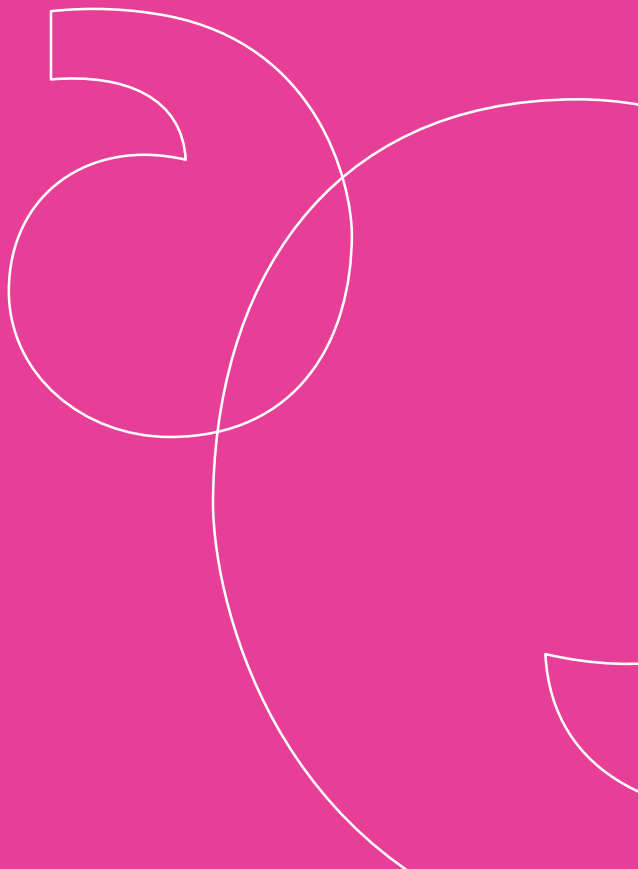
“I joined Healthwatch Manchester in March 2017 as I was looking to volunteer in the community to gain experience. As a registered associate nutritionist and having completed a master's in public health nutrition, I wanted to share my time and knowledge to improve the healthcare in the community, as well as develop myself personally and professionally.

Healthwatch Manchester offered me an opportunity to work on a project regarding childhood obesity in Manchester which complimented my field of work perfectly. I was able to apply my knowledge as well as expand it, as I had learned additional in-depth information about early years nutrition which really increased my confidence and experience in that area. It was challenging at first (as I am a very shy and quiet person) to go into the community and communicate with the public directly. However, with a bit of experience and supervision, it got a lot easier and I was soon deployed into the community

representing Healthwatch Manchester with plenty of confidence! I met a lot of great people who also volunteered at Healthwatch Manchester and I really enjoyed my time there. With the help of a team of volunteers, and some communication and report writing courses, I was able to go very far into completing the project and have left with many transferable skills that can be used in my future endeavours.”



Our finances





Our core funding of £80,000 from Manchester City Council was supplemented this year to a small degree by an Awards For All Lottery grant and a number of small commissions from various sources.

A more copy of our full accounts is available on request from the Healthwatch Manchester office, see back page for contact details.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	80,000
Additional income	17,746
Total income	97,746

Expenditure	£
Operational costs	8,413
Staffing costs	73,165
Office costs	25,598
Total expenditure	107,176
Balance brought forward	(9,430)



Contact us

Get in touch

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Facebook: @HealthwatchManchester

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, 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.

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