



**Annual report 2019-20**

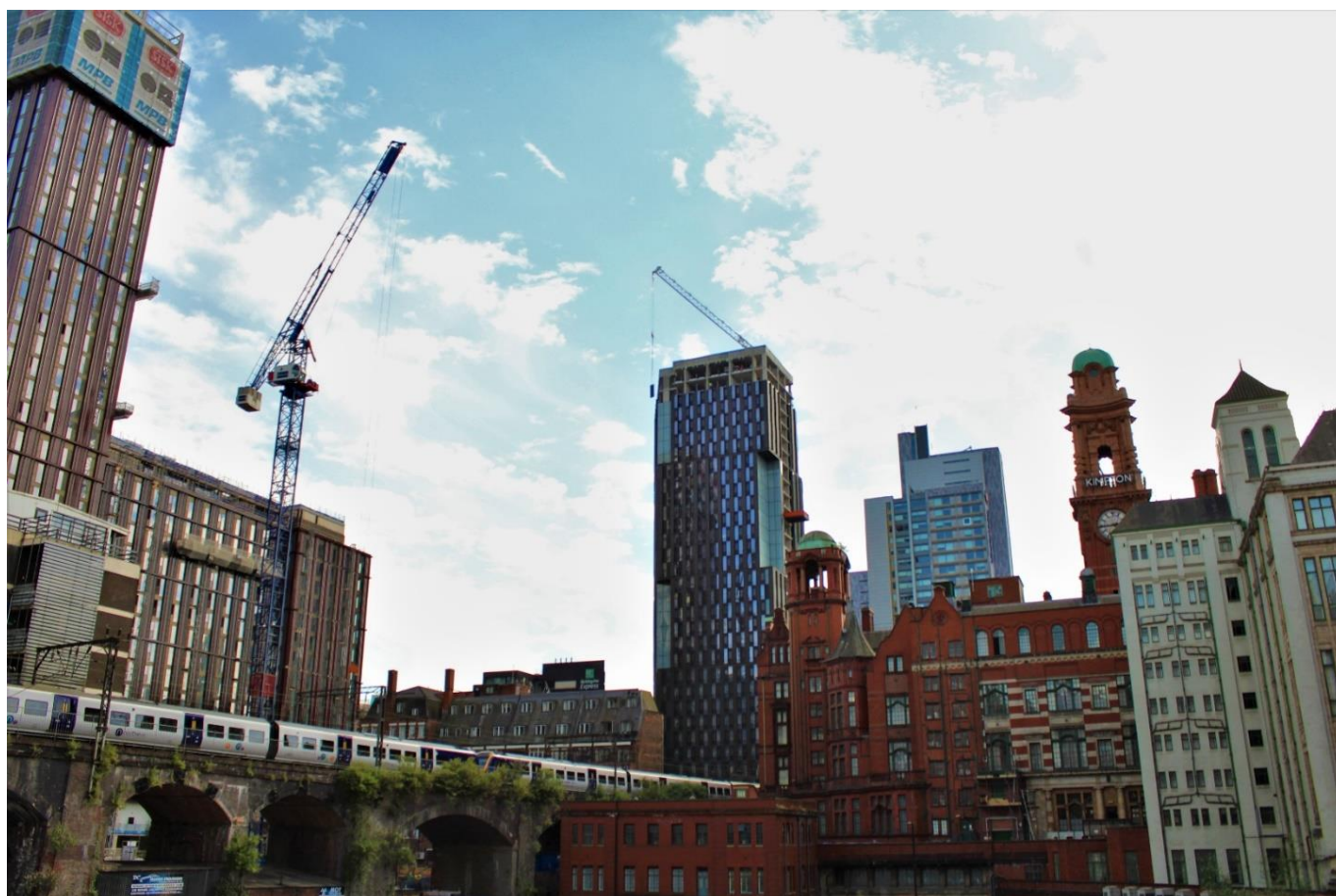
# Guided by you



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# Message from our chair


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When I wrote in last year's annual report about the significant change ahead, a global pandemic wasn't quite what I had in mind. It is a credit of so many people within the health and social care economy that we have coped with the first phase of this pandemic. There will be some benefits when we emerge at the other side. Digital health services and online access to health and social care have already improved at a rapid pace. There will also be a new normal. We will aim to continue to amplify the patient voice in a constructive manner as we emerge from lockdown restrictions and seek to highlight the positives in service delivery.

For much of 2019/20 it was business as usual and with our core funding increased to £100K we were able to breathe and had some surplus funding to renew our IT infrastructure and give a budget to our volunteers. Further good news followed with a funding increase for 2020/21 to £140K which has allowed us to welcome two new members of the team to help with information and communication.

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 We will aim to continue to amplify the patient voice in a constructive manner.

During the year we welcomed two new board members Charles Kwaku-Odoi & Anita Kanji and look forward to their continued input as they champion their respective communities.

We remain grateful to our hard working and resourceful volunteers for their ongoing support. I would also like to thank our glorious staff team and diligent chief executive for their support and hard work through the year.

We look forward to the challenging times ahead.

Regards

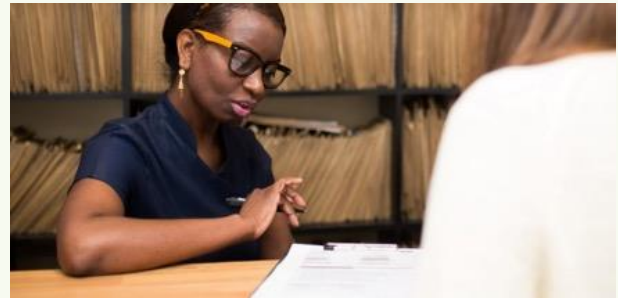
Vicky Szulist  
Healthwatch Manchester Chair

# Our priorities

In 2018/19 people across Manchester told us about the improvements they would like to see health and social care services make in 2019/20. Our six priorities for the year were based on this feedback.



HM Prisons – health and care analysis



Sexual health service configuration and access



Transport & Access audit at The Christie



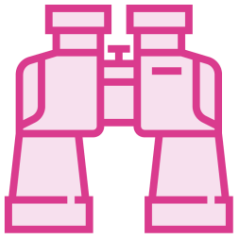
Digital access & social care services for older people



Online Pharmacy information



Enter & View programme



## Our vision is simple

Health and care that works for you.  
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first – especially those who find it hardest to be heard.  
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

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

**Twitter:** @HealthWatchMcr

**Facebook:** @healthwatchmanchester

# Highlights from our year

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Find out about our resources and the way we have engaged and supported more people in 2019-20.



## Health and care that works for you



**47 volunteers**

helping to carry out our work.

We employed

**3 staff**

67% of whom are full-time equivalent.

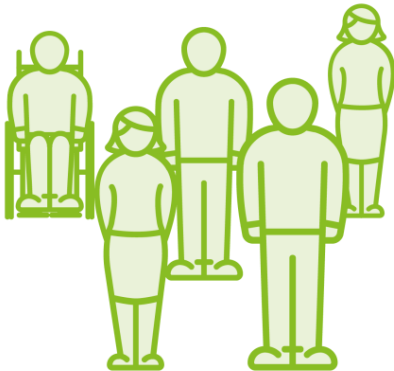
We received

**£100,000 in funding**

from our local authority in 2019-20.

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## Providing support

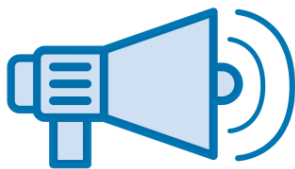


**775 people**

shared their health and social care story with us

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## Reaching out



**1,692**

Individual interactions with our social media content, with a total reach of over 110,000.

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## Making a difference to care



We published

**4 reports**

about the improvements people would like to see with their health and social care, and from this, we made 22 recommendations for improvement.



# How we've made a difference

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**Speaking up about your experiences of health and social care services is the first step to change.**

**Take a look at how your views have helped make a difference to the care and support people receive throughout Manchester.**

### **EXAMPLE STORY: Helping improve access to GP appointments**

Over the last few years concerns were raised with us about increased waiting times for GP appointments. As a result, in 2017 we conducted a 'Mystery Shopper' exercise to find out how many GP frontline staff were aware of the Extended Access Service. We reported back our findings and issued a number of recommendations.

However, in early 2019 we received reports of increased waiting times and we decided to conduct a further 'Mystery Shopper' exercise, to see if our recommendations had made a difference.

When compared with the data from our original investigation, the improvement was striking. When we asked staff about the Extended Access Service, over 90% answered



positively, which was a 52% increase in comparison to 2017.

We made 4 new recommendations in our 2019 report, which we believe will help to improve the Extended Access Service further for residents and we look forward to reviewing this issue again at a point in the future.



# Helping you find the answers

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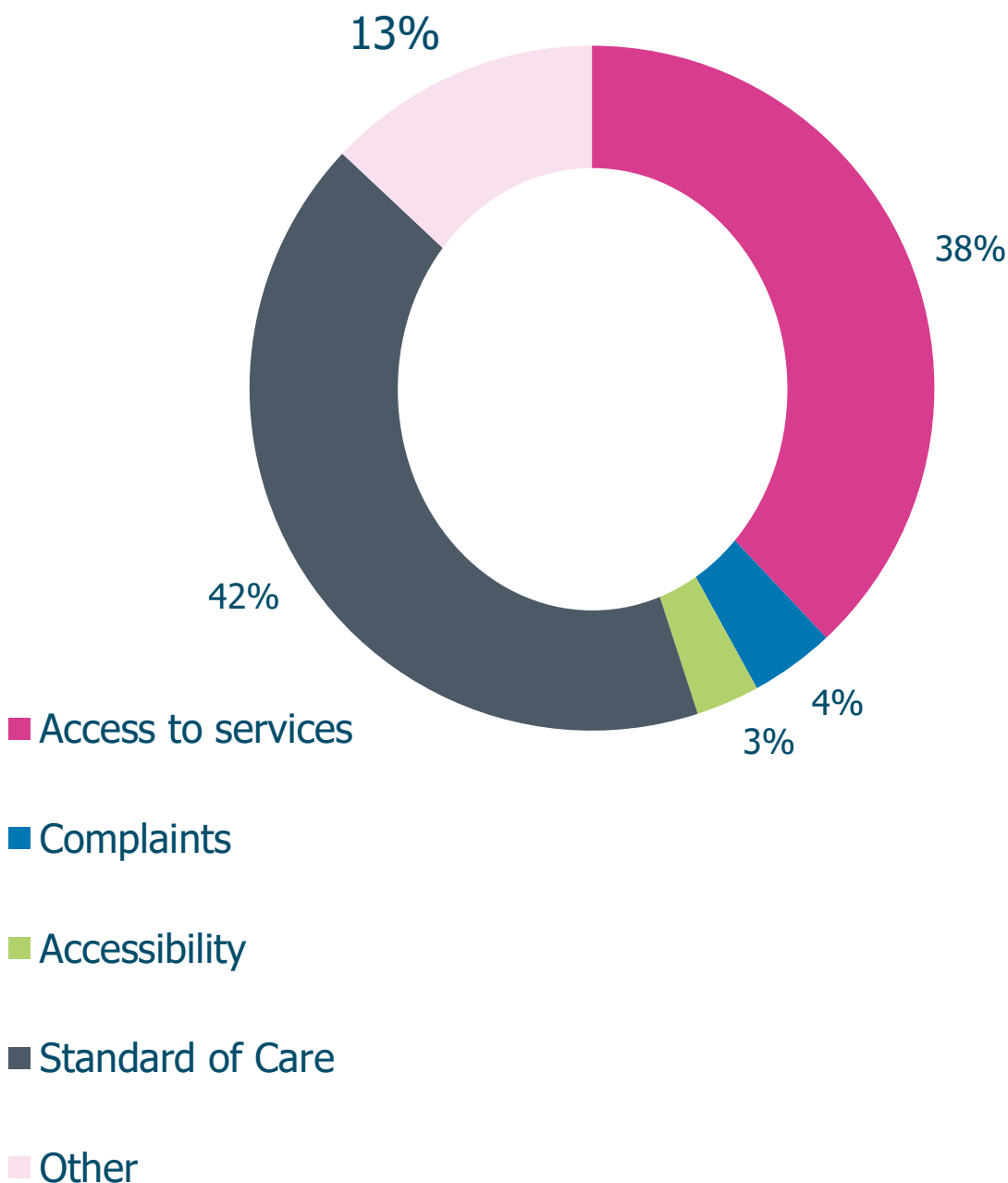


Finding the right service can be worrying and stressful. Healthwatch Manchester plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped the people of Manchester get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



# Volunteers



## Join us as a Healthwatch volunteer

- listen & talk to local people
- make sure their voices are heard
- help shape local health and care services

0161  
www.healthwatch  
info@healthwatch

Healthwatch  
Manchester



**At Healthwatch Manchester we are supported by 47 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities. 15 of those volunteers are members of Youthwatch Manchester, our new group of young people.**

### **This year our volunteers:**

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

## **A volunteer led project – Manchester Health and Social Care Complaints Charter**

Thanks to the hard work of one of our dedicated volunteers, a new complaints charter was drawn up to help support those who wished to make a complaint about the care which they had received.

A family member had found the existing complaints procedure unsatisfactory and our volunteer wanted to help improve the experience for future patients.

"My name is Justin, a volunteer for Healthwatch Manchester. I joined as a volunteer as the health service has been an integral part of my life for the last five years. As a patient of the Oncology, Liver, Heart and Orthopaedic departments I have not only had a broad exposure to service provision but also its complaints procedure. The experience of this has ranged from bad to excellent."

Working alongside Healthwatch Manchester staff (and building on work done in other healthwatch areas), Justin drafted a new complaints charter which offers four major commitments:

- Make Health & Social Care better for all
- Value patient comments, suggestions and complaints
- All complaints are thoroughly and effectively investigated
- Treat the patient with courtesy, respect and sensitivity at all times



"The Charter needed to be tailored to reflect the wide array of local providers. Though health and social care provision is being integrated nationwide, the devolution of budget has made Manchester very much the focus of how long term sustainable communities and their wellbeing might look. In this context Manchester very much needed its own Complaints Charter to satisfy its broader vision."

In response to draft charter, we received excellent feedback from our key stakeholders which has helped us to improve the charter even further. With Justin's help, we're keeping an eye on what people think of their local complaints procedure and how we can incorporate this to strengthen the charter in the future.

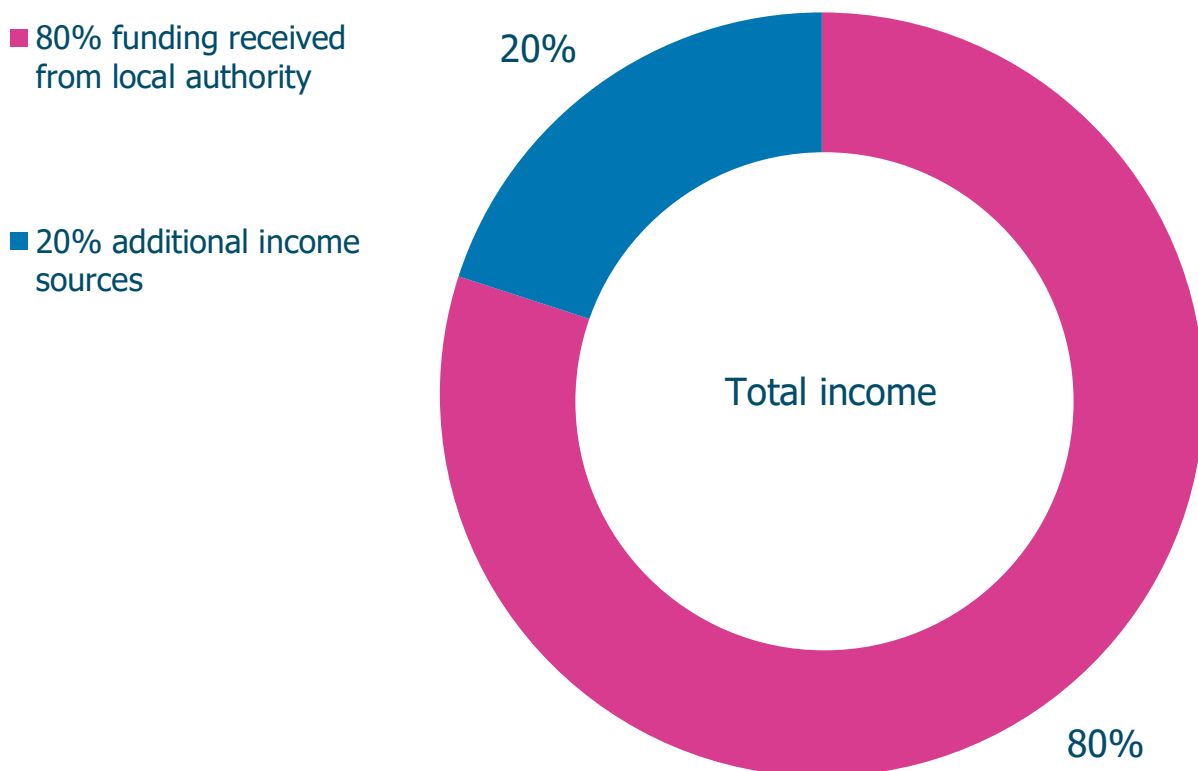
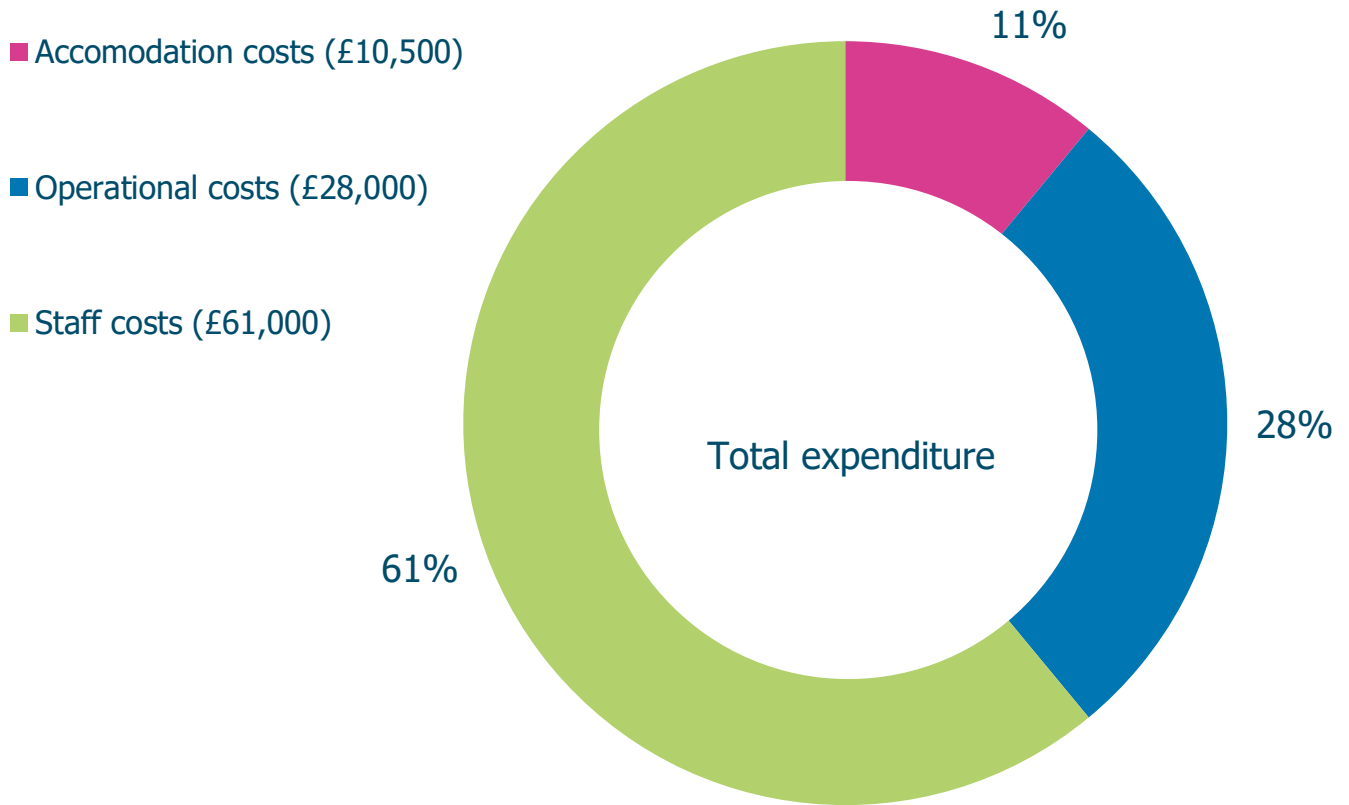
"On a personal level, my vision for the future is that the Charter will go some way to simplify the patient's experience of complaints processes, so they can focus on their health needs without fear of disruption or stress."

# Finances

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**We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £99,500.**





# Our plans for next year

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## Healthwatch Manchester's Chief Officer, Neil Walbran, looks back at our achievements in 2018/19 and sets out what we are aiming to accomplish in the upcoming year.

Another busy year for us at Healthwatch Manchester especially in the last week of the year as we went into lockdown and were faced with a deluge of enquiries from people in Manchester. I'm pleased to say we were able to fully respond to this challenge and our plans for the coming year reflect the new needs which have arisen.

Otherwise this year we've worked hard on our core functions and areas of priority and it's great to see that our voice and our reports are now both welcomed and respected by our partners and stakeholders both at strategic and operational level.

Of particular note was our impact assessment of the work we did looking at access to the out of hours and weekend GP appointments and I'm pleased to say things have improved immensely for local people.

While we're talking impact I'm also pleased to say our work around access to sexual health services galvanised an overhaul of the online booking service. New ways of talking with people was a big part of the year where we broadened out our outreach activities to include different venues, methods of engagement and tools to capture information. All this has been used to establish our oncoming priorities which will be weaved into our ongoing work.

Work across Greater Manchester has also continued apace and it's been a pleasure to join forces with the other nine Healthwatch in working on some interesting aspects of health and care improvement. Back home in Manchester we've seen Healthwatch firmly established in the health and social care landscape.

Looking ahead to the upcoming year, our priorities include:

- Access to mental health services (children & young people)



- Digital engagement, new technologies & patient information
- Deregistration from GP practices
- Discharge from prisons and access to health & care
- Discharge from hospital into social care
- Environmental issues affecting population health
- Accessible Information Standard – primary care alignment

Thank you: As always, huge thanks go to our dedicated staff team and volunteers for all the hard work that they have put in over the last year. They are at the core of all that we do, and I am enormously appreciative of their efforts. I look forward to continuing our work and to welcoming new volunteers in the coming year.

**Neil Walbran**  
Healthwatch Manchester Chief Officer

# Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.





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