



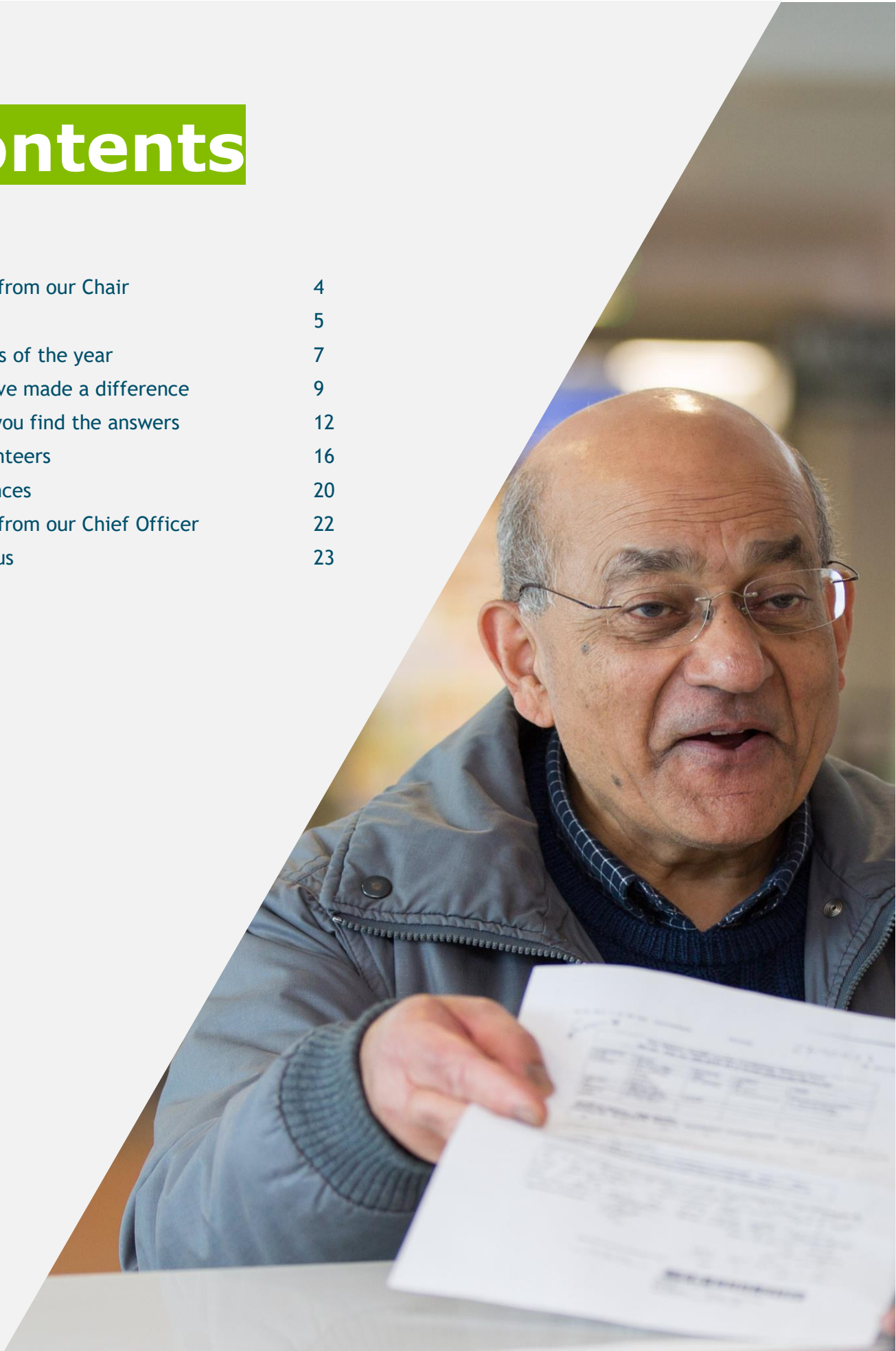
Making Manchester Better

Annual Report 2018-19



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Message from our Chair

The sixth year of Healthwatch Manchester saw us convert to a charity. Charitable status should bring us benefits both in terms of our fundraising opportunities and aiding a greater understanding of our role by stakeholders and the wider community. Regrettably it was also the sixth year of us having the same funding of £80,000 per annum. As each year goes by it becomes increasingly difficult to deliver a credible service. We remain grateful to our hard working and resourceful volunteers for their ongoing support.

The governance of the Health economy of Manchester continues to change. There is a greater emphasis on Greater Manchester and its role as well as decision making being devolved and the new bodies that have been created. We have developed a protocol whereby we report bi monthly to the Manchester Health & Care Commissioning Board and we also have a seat on their strategy sub committee. We meet regularly with the Chief Executive of MFT to keep apprised of developments on the Single Hospital Service and are developing good links with the Local Care Organisation.

Manchester continues to grow and develop as a city in its usual multicultural and entrepreneurial way. We need to ensure that "doing things differently here" extends to the health and social care economy. They will undoubtedly be significant change ahead and we look forward to amplifying the patient voice through those changes.

Vicky Szulist



We need to ensure that "doing things differently here" extends to the health and social care economy.

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.



Crucially, the way the Healthwatch network was set up means it has brought a real professionalism to public involvement in health and care, with local leaders using their expertise and their statutory powers to make health and social care organisations sit up and take notice.

The NHS Long Term Plan is a good example. Healthwatch has brought its analysis of the views and experiences of over 85,000 people into the development process to ensure NHS England can build the plan around what matters to those they care for.

I want Healthwatch to help start a social movement of citizens who really want to make a difference in our NHS. I want Healthwatch to be the banner under which they can help our NHS and social care services be the best they can possibly be.

A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC

Healthwatch England Chair

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 that 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.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. 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

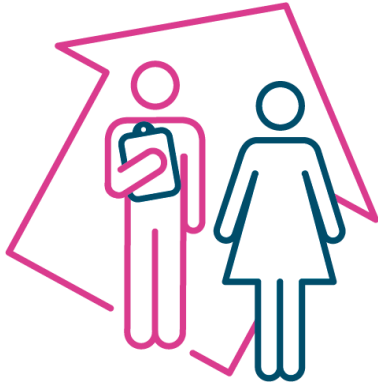
Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



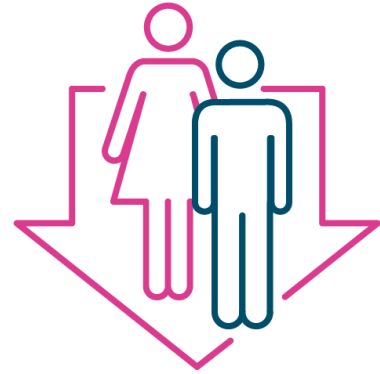


**Highlights from
our year**

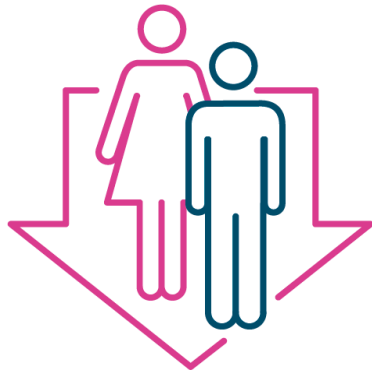
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



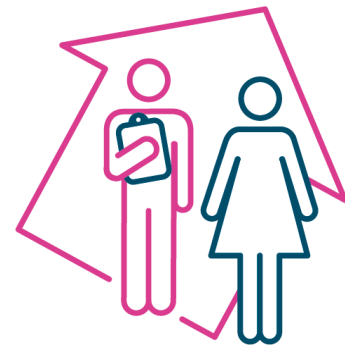
627 people shared their health and social care story with us, 23% more than last year.



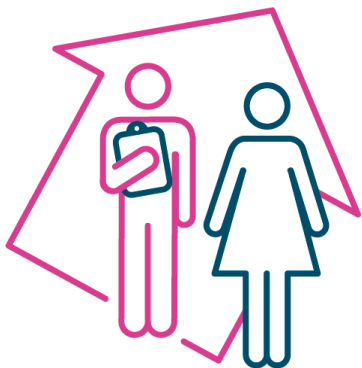
We have 42 volunteers helping to carry out our work. In total they provided 824 hours contribution.



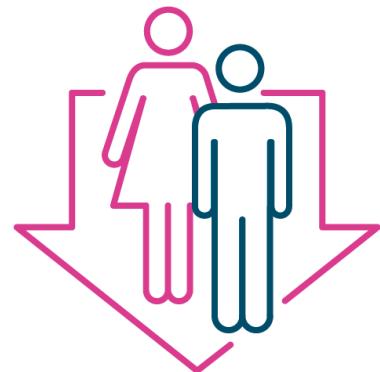
289 people accessed Healthwatch information online or contacted us with questions about local support, 37% more than last year.



We visited 47 services and 23 community events to understand people's experience of care. From these visits, we made 39 recommendations for improvement.



24 improvements we suggested were adopted by services to make health and care better in our community.



37% more people engaged with us through our website and social media.



How we've made a difference



Changes made to our communities

People sharing their views, experiences and opinions with us has led to positive changes to health and social care services in Manchester. We show when people speak up about what's important, and services listen, health and care is improved for all.

The following are examples of Healthwatch Manchester demonstrating how we have made a difference in our communities.

Helping homeless people to access mental health services

Healthwatch Manchester received a large number of safeguarding reports, each showing preventable deaths of homeless men. Each report showed that these men were experiencing mental ill health. Through conversations and a questionnaire survey with homeless people we were able to gain a true picture of the terrible difficulties they faced accessing mental health services in Manchester. Our report 'Lost in Crisis' brought this to light where we made the following recommendations:

- + Both statutory and voluntary sector services that work with homeless people would benefit from improved coordination around information sharing.
- + The Homeless Pathway team should offer support to all homeless people that require access to NHS mental health services, and help to coordinate support from other statutory services such as the Alcohol and Drug Service. This is currently not possible with just four frontline staff who cover the whole city.
- + Services need to be more joined-up and avoid turning people away without providing support, information or signposting. Access criteria such as 'must have enduring mental illnesses', 'no substance misuse', or 'not already engaged with a service' make access to mental health services very difficult and complicated.
- + The Gateway triage service needs to be supported by trained clinicians from the trust.
- + The voices of homeless people should be listened to and their experiences valued.

Following our recommendations the Greater Manchester Mental Health Trust took steps in 2018 to improve access to their services for homeless people. An action plan was produced which included the following objectives:

- + The number of dedicated frontline staff in the Homeless Pathway Team was doubled
- + A lead clinician was assigned to oversee homeless people and mental healthcare
- + A homeless people's mental health care pathway was developed through co-production with homeless people, Healthwatch Manchester, local NHS and key voluntary sector agencies

Local Manchester health & care commissioners (Manchester Health & Care Commissioning) have used the recommendations from our report and are running a pilot scheme to develop specialist mental health care for homeless people through seven GP practice 'hubs'.



This piece of work has shown how our local Healthwatch can make a real difference to the most vulnerable people.' Fergal McCullough, Chief Executive Officer, Men's Room

Making it easier for people to get to the right sexual health services

We received a large number of complaints from local people regarding the waiting times for sexual health services and the confusion and lack of awareness regarding what was available.

We worked with the three sexual health hubs in Manchester and developed a survey which was deployed in waiting areas. Over three hundred people gave us their views and we made the following recommendations in our report 'Meeting the Manchester Demand':

- + Address the localised pressures on the north, south and central sexual health provider hubs in order to improve patient access and experience.
- + Review and refresh the online presence for Manchester's sexual health services.
- + The concerns regarding the low level of staff in relation to the large volume of patients in the hub clinics and the negative impact this has on patient experience need to be addressed.

We also ran focus groups to provide feedback on the usability of home STI testing kits which are posted out on request.

Following our recommendations:

Service configuration regarding walk-in and appointments service distribution across Manchester is under review

Sexual health services online presence has been updated to remove erroneous information and improve access.


The hub and spokes model of sexual health services has been better promoted to local people to inform them of the extra access points across the city and patient waiting times have been reduced.

The home STI testing kits have been revamped to make them easier to use.

'Our collaboration with Healthwatch Manchester over the past year has helped the Northern Service make significant fundamental changes to the way patients access our clinics, such as web booking and home testing, resulting in improved patient experience. We hope to build on this relationship in the future to further enhance our service'.

*Dr Ashish Sukthankar
Consultant in Genitourinary Medicine & Clinical Lead for The Northern Service*



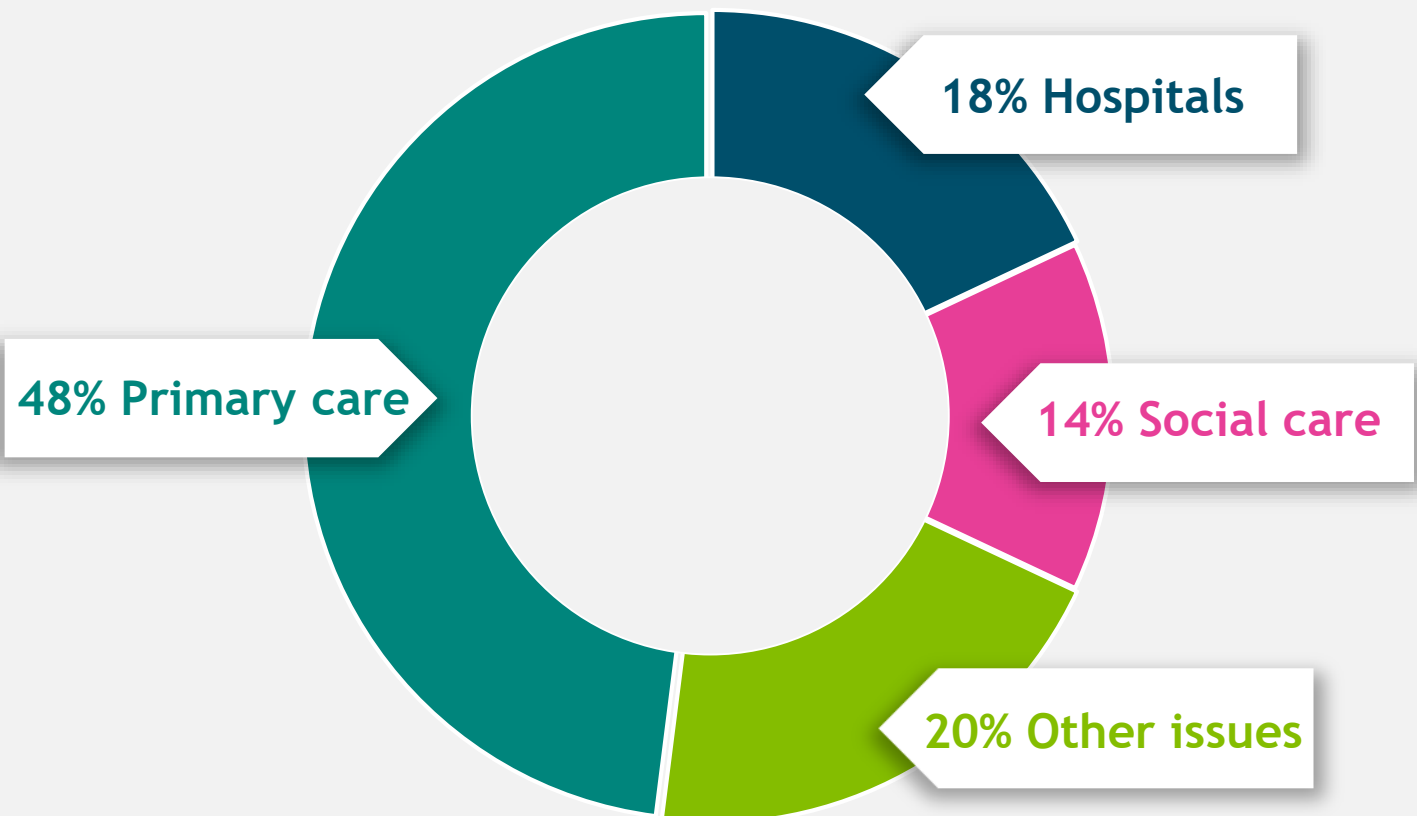


**Helping you find
the answers**

What do people want to know?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us about:



How we help people to access the right information and to champion their rights

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 289 people access the advice and information they need.

You can come to us for information and signposting in a number of ways including:

- + Directly by phone or email
- + Our 'Contact Us' form on our website
- + At community events
- + Through our social media channels
- + Our online service directory



Example story: CAMHS

Maureen was told that she was unable to access CAMHS for her daughter because she wasn't yet registered with a GP in Manchester after recently moving here. Healthwatch Manchester was able to help by informing her about her rights and alternative avenues for referral.

'Thanks to their help my grandson was given his TB jab even though they said it was too late as we'd missed the letter in the post.'

Example story: Pain management

Brian's GP told him he was not eligible for denervation therapy despite being in crippling pain. Healthwatch Manchester checked the NICE guidance around denervation treatment for him, found this not to be true and got straight in touch with the pain management specialist at the hospital. Brian was given treatment within a month instead of having to wait for a further six months. He can now walk and no longer has to rely on his partner so much.





We helped Joshua get the right dentist for him after a series of poor experiences

Joshua had been given a diagnosis of diabetes and was waiting for his medical exemption certificate. A delay meant he had to pay over £50 for his medication and was forced to cancel his dental appointment.

The surgery's reaction was most unpleasant toward him and that's when he got in touch with

Healthwatch Manchester.

He was upset and angry at the way the surgery had spoken to him and that they had falsely warned him his cancellation would get him struck off the register for other dentists.

We were able to help Joshua with his complaint and find a dentist who was more sympathetic to his situation and professional in its treatment of patients.

We helped Gail to get her mother referred to a social worker.

Gail's mum was in need of a social worker and Gail had been waiting for six weeks after her initial contact and request to the social work team.

At this stage she was worn out caring for her mother and feeling desperate. We rang the social care department for Gail and chased up her request. There was no record of her request on file so we called for an investigation.

Gail's request turned up as a mis-file and we were able to ensure this expedited her application for support.



We helped refugees find their way round the hospital

Obada, our volunteer who is a refugee from Syria told us that his friends and family found navigating the Manchester Royal Infirmary very difficult. Using our contacts we set up hospital tours for refugees to familiarise them with the Infirmary. This was so popular that we rolled it out and now hospital tours are provided to a range of groups of people.



Our volunteers



How do our volunteers help us?

At Healthwatch Manchester we couldn't make all of these improvements without the support of our volunteers, they work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



Staff and volunteers sponsored for a visit to Parliament by our MP following an effective work project.

Volunteers and information

In previous years we have highlighted the project work in which our volunteers have taken a part. Our research volunteers not only pull together the background info for our reports, they help us to find the signposting details that we offer service users every day.

This year we would like to point out how much value our volunteers bring just by researching, collating and presenting information.

It can be almost impossible to keep up to date with the ever changing landscape of healthcare. With service contracts changing hands, referral and complaints procedures changing, increased reliance on online information and commissioning priorities changing it's hard for professionals to keep up so it's no surprise that the public need help to navigate the system. This is where Healthwatch comes in, and where our volunteers become invaluable.

In the past year Healthwatch Manchester's volunteers have:

- + Created a homeless healthcare 'rights' resource
- + Created a briefing sheet for all primary care services
- + Produced a service tour app tailored to the city
- + Made a guide to local complaints procedures
- + Investigated self referral points
- + Collected local info about choose and book services
- + Researched care paths for people leaving prison
- + Hosted hospital tours for local groups

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Olivia, Community Champion

I have enjoyed the opportunity to feel a part of the community in Manchester and make real connections with people. Visiting a group every week was initially very challenging for me, but I was able to find my voice.

Offering my help to others with dementia despite feeling nervous made me feel like I was improving. Making them smile and feeling like I'd made a friendship or done something to brighten their day was the most rewarding parts.

Rossella, Community & Research Volunteer

I had a very warm welcome from the people of Manchester when I moved to the area. That is why I decided to volunteer, so that I could do something for these amazing people. I currently support with updating the website and I also helped with giving feedback on a NHS Trust Quality Account. There are so many ways that you can be involved and the guys are always happy to give you the support you need, and to recognise your hard work. I believe this is a great experience for me!




Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at www.healthwatchmanchester.co.uk/get-involved/volunteer

t: 0161 228 1344

e: info@healthwatchManchester.co.uk



‘I spent a lot of my time with Healthwatch Manchester going to meet-ups at a local mental health charity to listen to what the members thought about mental health services in Manchester. The experience has been well worth the effort. Working here has helped me appreciate what an impact it can make on one’s own life just to be around people who are working together to make a difference.’

Adrian
Healthwatch Manchester Volunteer



Our finances

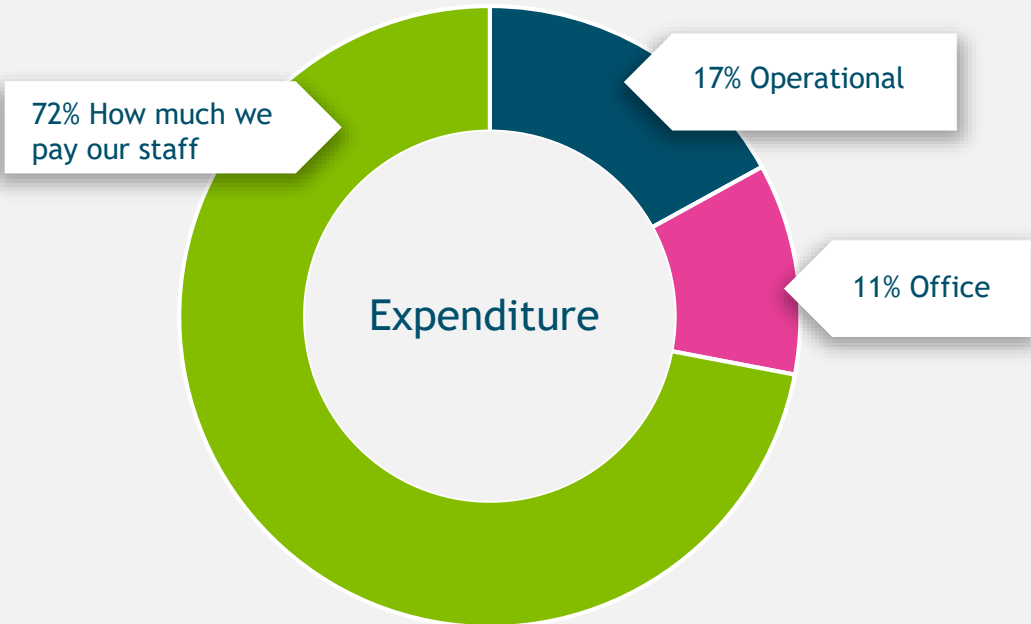
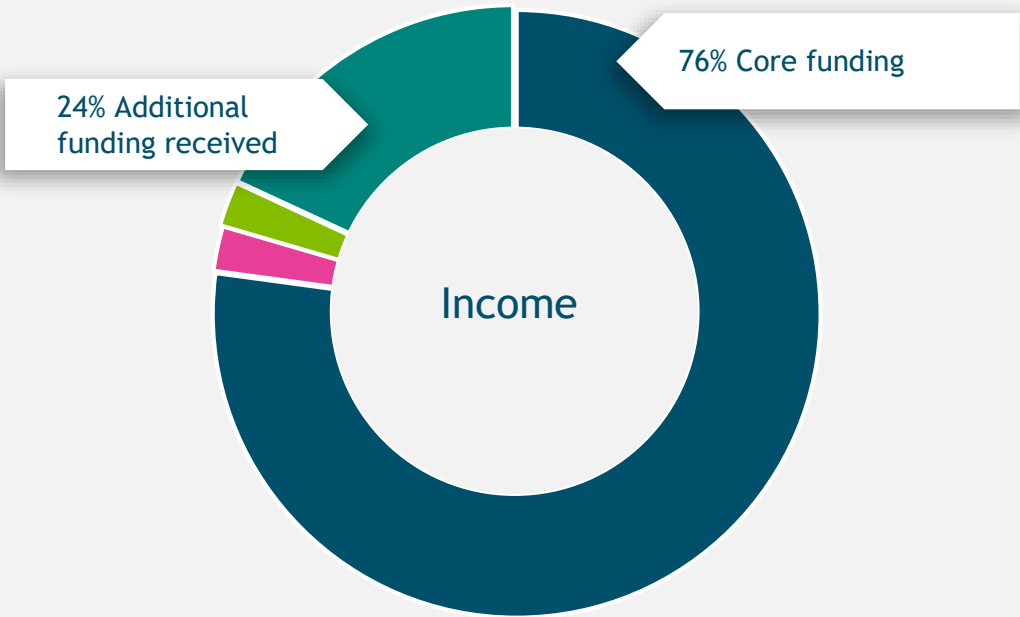
How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £106, 000.

We also received £25, 000 of additional income from the Greater Manchester Health & Social Care Partnership, NHS England and Healthwatch England.

- Income:
- + Funding received from local authority
 - + Additional income

- Expenditure
- + How much it costs to run Healthwatch
 - + How much we pay our staff
 - + Our operational costs



Message from our Chief Officer

We saw major developments this year with some solid pieces of work coming to fruition and some new areas to explore.

One of the things I'm very proud of is our ongoing productive relationship with the new mental health services provider. The Greater Manchester Mental Health Trust took our recommendations around homeless people and access to mental health services and made them come true. I'm pleased to say that there has been a significant reduction in the number of reports showing deaths through neglect passing over my desk this year and our homeless people are getting better support.

This year we were host to the administration officer for the Greater Manchester Healthwatch Liaison function which broke new ground for the Healthwatch Network across the City Region. It gave me and our board plenty of insight into the strategic position of Manchester as the city within the first STP footprint holding a devolved budget.

Despite the need for us to take our place in the Greater Manchester engagement initiatives I have been time and again forced to plead poverty to my neighbouring colleagues due to our core funding still remaining, after six years of negotiation, the lowest per capita in the country. Manchester needs to step up to the wider Greater Manchester engagement challenge and take its place as a leader in putting people at the heart of health and care.

Our volunteer model provides us with a level of activity which keeps us in the running but is a precarious situation. Coupled with our third year on an annual rollover contract this all makes it difficult to plan ahead. I am to thank our Chair and board for their continuing support.

New areas of work lie ahead with amongst other things, Youthwatch Manchester coming online. I'm

looking forward to their work around young carers along with the NHS Accessible Information Standard showing what can be achieved by listening to local voices and capturing their drive and enthusiasm.

As ever I need to say a huge thank you to our staff, volunteers and members.



'Manchester needs to step up to the wider GM engagement challenge'

Neil Walbran

Healthwatch Manchester Chief Officer

Our priorities for the year

- Delayed transfer of care
- Inmate healthcare on discharge from HMP Manchester
- Young carers and access to healthcare
- Local compliance with the NHS Accessible Information Standard

Contact us

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the 1990s, the number of people in the UK who are aged 65 and over has increased by 1.5 million, and the number of people aged 75 and over has increased by 1.2 million (Office for National Statistics 2000). The number of people aged 65 and over is projected to increase to 10.5 million by 2026, and the number of people aged 75 and over to 6.5 million (Office for National Statistics 2000).

There is a growing awareness of the need to develop strategies to meet the needs of older people, and to ensure that they are able to live independently and actively in the community. This has led to a number of initiatives, including the development of age-friendly communities, and the establishment of age-friendly networks. These initiatives aim to create environments that are accessible, safe, and supportive for older people.

One of the key challenges in developing age-friendly communities is to ensure that the needs of older people are taken into account in all aspects of community planning. This includes the design of public spaces, the provision of services, and the development of policies. It is important to involve older people in the planning process, and to ensure that their views are heard.

Another challenge is to ensure that older people have access to the services and facilities that they need. This includes access to housing, transport, and social services. It is important to ensure that these services are accessible to all older people, regardless of their income or health status.

Finally, it is important to ensure that older people are able to live independently and actively in the community. This requires a range of measures, including the provision of housing, transport, and social services. It also requires the development of policies that support the independence and active participation of older people.

In conclusion, the development of age-friendly communities is a complex task that requires the involvement of all stakeholders. It is important to ensure that the needs of older people are taken into account in all aspects of community planning, and to ensure that they have access to the services and facilities that they need. By working together, we can create communities that are accessible, safe, and supportive for all people, regardless of their age.

The following table provides a summary of the key challenges and initiatives in developing age-friendly communities. It is intended to provide a general overview of the issues, and is not intended to be a comprehensive list of all initiatives.

Table 1. Key challenges and initiatives in developing age-friendly communities.

Challenge	Initiative
Ensuring that the needs of older people are taken into account in all aspects of community planning	Age-friendly networks
Ensuring that older people have access to the services and facilities that they need	Age-friendly housing
Ensuring that older people are able to live independently and actively in the community	Age-friendly transport

The following table provides a summary of the key challenges and initiatives in developing age-friendly communities. It is intended to provide a general overview of the issues, and is not intended to be a comprehensive list of all initiatives.