

# Annual Report 2017/18





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# Message from our Chair

**It is that time of year again when we reflect on what has happened within Healthwatch Rochdale over the previous year.**

I am pleased to report that it has been, I think, a very successful year for us. Firstly, in July we received a Highly Commended Award by Healthwatch England at their annual conference for our work with volunteers. I was very pleased to accompany Kate Jones, Healthwatch Rochdale's Chief Executive Officer to accept this award.

I am also pleased to report that we have successfully retained our contract with Rochdale Borough Council to continue to deliver the Healthwatch service for the next three years. The length of this contract now enables us to develop longer term plans in working with residents and groups and ensuring that we look at areas of health and social care which are most important to them.

**“We will be undertaking a programme of Enter and View visits at local care homes over the next twelve months”**



We continue to work with Pennine Care and Pennine Acute Hospitals Trust, as well as ensuring that we have a voice regarding issues, changes and work that is being undertaken within Greater Manchester.

Last year saw us successfully undertake a programme on Enter and View visits at local GP surgeries. Following on from this, we will be undertaking a programme of enter and view visits at local care homes over the next twelve months.

As always, the work which we do would not be possible without the dedication of Kate, her staff team and all the volunteers who give their time so generously. My thanks must also go to my fellow board members who continue to support me in my role as chair.

# Message from our Chief Executive

## It has been another successful year here at Healthwatch Rochdale, both at a local and national level

The last 12 months here at Healthwatch Rochdale have yet again been a very successful period. Our key topics areas which were decided by local people, through public consultation were completed through our extensive operational workplan. This has been highlighted and evidenced through our published reports, social media presence, engagement events and Enter and Views. All of which have been shared with local residents, commissioners, providers, Care Quality Commission (CQC) and Healthwatch England. Healthwatch Rochdale made local changes highlighting and implementing areas of improvement.

At a national level Healthwatch Rochdale were commended by our national body, Healthwatch England, for the ongoing success with our volunteer recruitment scheme and the support and development we offer to individuals.

Rochdale residents are in the thick of a changing health and social care arena in their borough. This is a challenging time and over the last 12 months Greater Manchester Devolution has really started to take form in Rochdale.

“Healthwatch Rochdale completed our annual 360 Stakeholder Review. This showed positive improvements on last years consultation with more residents aware of what we do, this information was highlighted in the report.”



Changes to the health and social care delivery has been implemented and Healthwatch Rochdale have been involved in this process throughout the year ensuring the public's voice is heard. Healthwatch Rochdale have worked hard to educate residents to ensure there is understanding of the changes to services. We want service users to feel empowered and involved in the transformation of the future of health and social care. Healthwatch Rochdale have managed this process through a very strict communications work plan to ensure the information we have, was shared wider.

Healthwatch Rochdale have worked collaboratively with the 10 local Healthwatch in Greater Manchester to modify and specialise our Healthwatch Greater Manchester offer. This process has been very successful, and this has been shown by the commissioned work Healthwatch in Greater Manchester have done in our local boroughs to consult with local residents to feed up to the wider Greater Manchester transformation plan.

# Highlights from our year



**1653**

We now have 1653 followers on our Twitter account



Our volunteers help us with everything from Administration to Enter and View visits



We've carried out 10 Enter and View visits at health and social care providers



Our reports have tackled issues ranging from Maternity Services to Care Homes



We've spoken to **242** people on maternity services

We've given

**over 100** people information and advice



# Who we are



## We are here to help you make local health and social care services work for you

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Healthwatch Rochdale is here to:

- + Help people find out about local health and care services
- + Listen to what people think of services
- + Help improve the quality of services by letting those running services know what people want from care
- + Encourage people running services to involve people in changes to care

Our sole purpose is to make care better for people in the Rochdale borough. We have the power to make sure their voices are heard.

### 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. The importance of patients having a voice ensures local services are designed in a way that works for you.

### Our purpose

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

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 ideas that work. We are independent and committed to making the biggest difference to you.

# Meet the Board of Directors



**Jane Jackson**  
Chairman



**Ben Greenwood**  
Vice Chairman



**Rachel Law**  
Social Care Director



**Paul Lavin**  
Human Resources Director

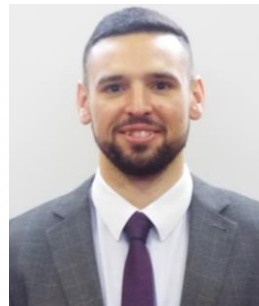


**Taufeeq Rauf**  
Finance Director

# Meet the Team



**Kate Jones**  
Chief Executive Officer



**Alex Leach**  
Operations Manager



**Elaine Grace**  
Volunteer and Engagement  
Manager



**Claire Birch**  
Communications Officer

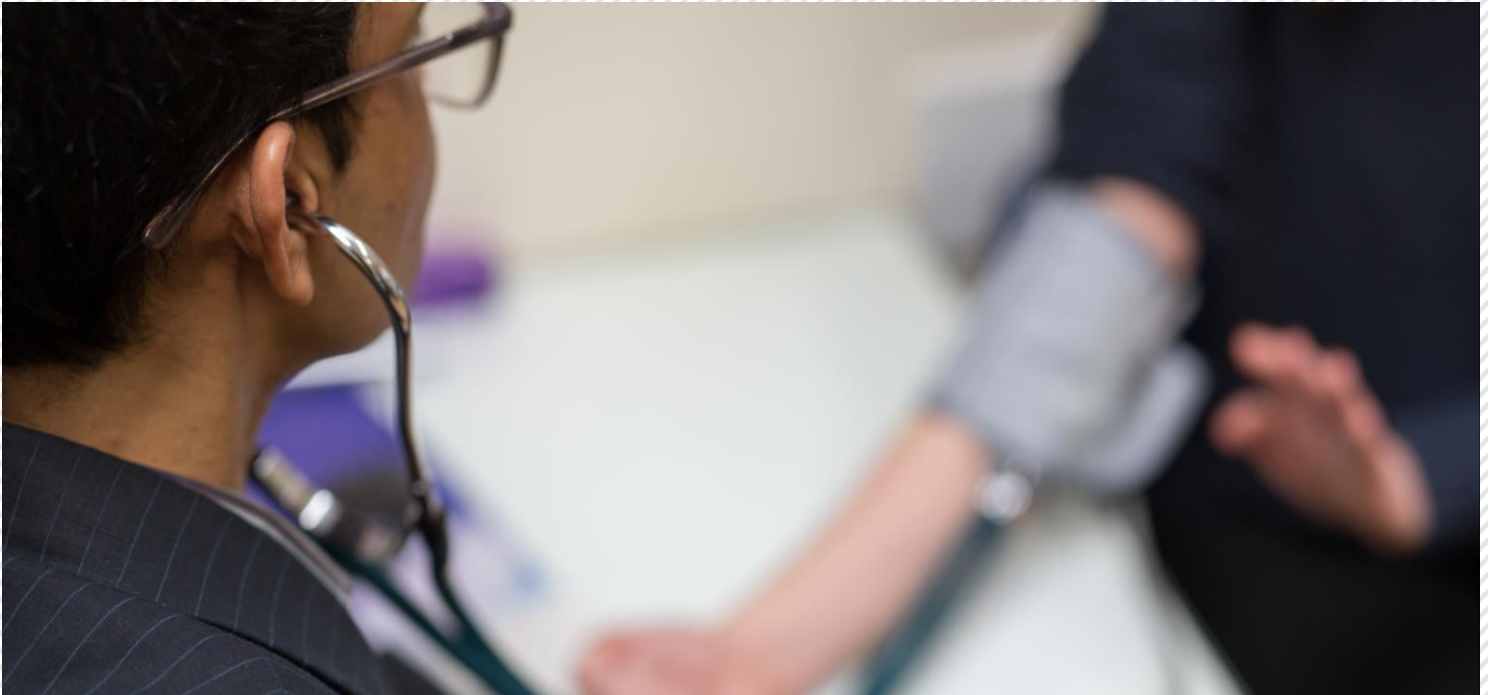


**Emma Radcliffe**  
Community Project Worker



# Your views on health and care





## Listening to people's views

Healthwatch Rochdale's role is to ensure local patients and residents views are listened to and acted upon. Healthwatch Rochdale have developed a pathway to ensure those who wish to share their views, can do so in a confidential manner through group meetings and forums, face to face or online engagement.

The organisation develops its workplan from information provided by those who have spoke to us. Key themes shared were around GP access and Pennine Acute Hospital Trust (PAHT) maternity services. This allows Healthwatch Rochdale to focus engagement activities around these priorities areas, but with scope to work on other important projects throughout the 2017/18 year.

Through listening to peoples views;

- + Healthwatch Rochdale collected intelligence whilst carrying out Enter and View visits at local health and social care services and shared this information with Heywood Middleton and Rochdale Clinical Commissioning Group (HMR CCG) , Rochdale Borough Council (RBC), CQC and Healthwatch England
- + Healthwatch Rochdale have worked with the Youth parliament in Rochdale to aid in developing key priorities for the young people to take forward into their manifesto
- + Healthwatch Rochdale have worked with a number of partners which included Sure Start centres and supported housing services to gather information from new mothers and fathers
- + Healthwatch Rochdale have challenged the local authority, through our formal escalation process, regarding a number of issues relating to safeguarding concerns through to voluntary sector support
- + Healthwatch Rochdale facilitate the Rochdale User/Carer Forum and chair the Betterhealth4Middleton group to give local people a pathway to ensure their views are listened to
- + Healthwatch Rochdale have held a number of focus group discussions, with projects relating to pharmacy referral systems to quality of care in a residential care setting
- + Healthwatch Rochdale have shared people's views in a number of statutory meetings, which include HMR CCG Governing Body, RBC Health and Overview and Scrutiny Committee and Rochdale Borough Safeguarding Boards

# Helping you find the answers



## How we have helped the community get the information they need

Healthwatch Rochdale have provided residents with information and advice about local health and social care services and how to access them.

Healthwatch Rochdale signpost residents to relevant organisations and work closely with independent NHS complaints advocates for those wanting to make a complaint about an NHS service.

Healthwatch Rochdale have set up an Information, Advice and Signposting service. The service is ran by a trained member of staff who runs a program of surgeries in each township.

Healthwatch Rochdale also run awareness sessions with local organisations, which include both public and voluntary sector groups. These sessions help residents and professionals to understand the role of Healthwatch and how best to use the service.

This year we have worked alongside the following local organisations;

- + Petrus
- + Barnardo's
- + Stroke association
- + Healthy young minds
- + Homestart
- + Recovery republic
- + Rochdale and district mind
- + Big life group
- + Alzheimer's society
- + SENDIASS Team
- + Link4Life
- + Ambition for ageing
- + Carers hub
- + Circle
- + Voices for All
- + Possibilities



# Making a difference together



## How your experiences are helping to influence change

- + Sharing your views on GP services in the Rochdale borough has provided evidence for Healthwatch Rochdale to visit a number of GP surgeries, where over 20 recommendations were made.
- + Healthwatch Rochdale worked in partnership with local Sure Start centres and spoke to 242 females who predominately gave birth in either Royal Oldham Hospital or North Manchester Hospital within the last two years. Patients explored issues such as patient choice, care, staffing and cleanliness. Patients had praise for midwives and staff who they felt were doing an excellent job, but spoke of concerns over a lack of beds and staff availability. To help with equalities monitoring, a comparison between Black, Asian and Minority Ethnic (BAME) respondents compared to overall respondents was made. There did not appear to be a significant difference, however a slight variation was found with BAME patients from Royal Oldham Hospital less likely to say they received a choice of where to give birth. Recommendations to help improve patient experience were made regarding patient choice, equality and diversity, information and guidance, waiting times, staffing levels and cleanliness.

“The experiences of the women who access Maternity care at The Royal Oldham and North Manchester General Hospitals is very important to us at The Northern Care Alliance. We value our working relationship with the team at Healthwatch Rochdale who share our passion for listening to women’s voices. We were pleased that their recent survey highlighted many positive experiences of our maternity service. We always strive to maintain high standards so it was disappointing to learn that not all the women had a positive experience of maternity care. We are now able to utilise the report to review and improve how we provide care to all women that access our service.”

**Samantha Whelan, Patient Experience Midwife at The Northern Care Alliance**

## Working with other organisations

Healthwatch Rochdale have worked together with service providers, commissioners, regulators and other partners to bring about change.

- + Healthwatch Rochdale have worked in collaboration with the CQC which has allowed information and evidence to be shared particularly around GP services and Nursing/Residential homes
- + Healthwatch Rochdale have shared insight at the PAHT Equality and Diversity grading event presenting evidence documented through patient experience
- + Healthwatch Rochdale's intelligence and insight has been shared with Healthwatch England and used in a national report - [What's it like to live in a care home?](#)

“According to the CQC, four out of five care homes and home care agencies in England provide good quality care. Yet it’s also clear the care sector as a whole is in a fragile state.”

**Imelda Redmond, National Director of Healthwatch England**

- + Healthwatch Rochdale have been involved in patient engagement in collaboration with the 10 Greater Manchester Healthwatch. We have been working with the Local Professional Network (LNP) to find out what patients think about the introduction of an electronic referral system between pharmacy teams - such as hospitals, community, general practice and mental health - across Greater Manchester and if patients support the principle of sharing information this way.

it starts with  
**YOU**



**“I hoped for an outcome that would improve the quality of care and living standards for all residents. To keep quiet changes nothing.”**

### **#ItStartsWithYou**

#ItStartsWithYou is a national Healthwatch campaign run to encourage people to share their experiences of health and social care services. The campaign helps to promote awareness of the impact people can have by sharing their experiences and encourages people to engage and have their say about current and future care.

Healthwatch Rochdale took part in the #ItStartsWithYou campaign through our social media channels, which at the time consisted of Facebook and Twitter. The campaign began on 3<sup>rd</sup> July 2017 and ran until the end of September 2017 with 73% of local Healthwatch taking part. The campaign was also supported by 23 national charities and care organisations.

#ItStartsWithYou aims to demonstrate how sharing just one piece of feedback can make a difference to local care. Feedback is used as evidence to help create a bigger picture of local care and helps to identify where improvements could be made.

### **Enter and View at local care home**

In 2017 Healthwatch Rochdale received information regarding a local care home from residents, family members and statutory organisations. This information led to Healthwatch Rochdale

undertaking an Enter and View visit to help identify areas for development and improvement. An Enter and View visit was deemed the most appropriate action as it allowed Healthwatch Rochdale to speak to residents, family members, staff and management as well as observe the daily running of the home.

The visit resulted in Healthwatch Rochdale making nine recommendations for change to help improve patient experience in areas of communication, security and the storing of confidential data.

**“Following visits to my friend at a local care home. I felt I really had to share my concerns with what I saw there and that it would be with an organisation that would respond proactively. I hoped for an outcome that would improve the quality of care and living standards for all the residents there. To keep quiet changes nothing and I have always felt that we should speak for those who may not be able to speak for themselves, whatever the reason. I chose Healthwatch Rochdale and I feel the outcome of their visit justifies my decision”.**



# Our plans for next year



## What next?

Healthwatch Rochdale consulted with the public in the Rochdale borough regarding key priority areas in health and social care services they wanted the organisation to focus on.

The consultation for next years priorities was carried out in February 2018 . Our top priorities for next year (2018/2019), which have been influenced by the public, can be seen below

In line with the Healthwatch service specification and Healthwatch Rochdale service delivery model we will also focus our work on;

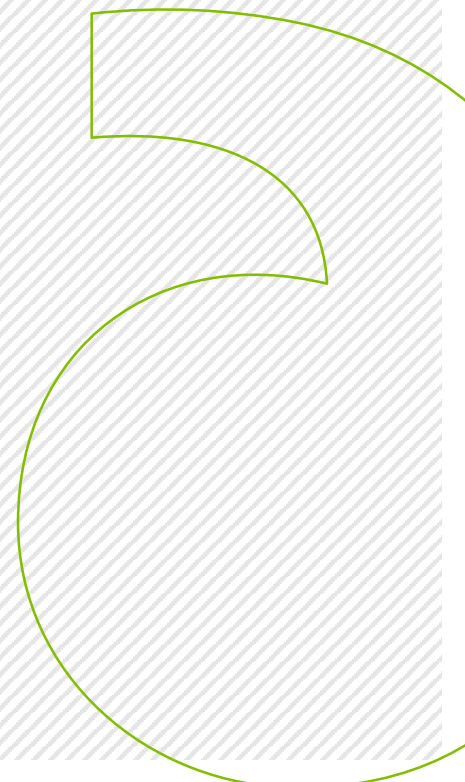
- Bespoke Training - for staff, volunteers and professionals in the health and social care arena
- Innovative Engagement - engaging with communities
- Listening and Informing - supporting Individuals
- In-depth research - influencing service providers and commissioners



## Our top priorities for next year (2018/2019)

1. Rochdale Adult Social Care - Nursing/Residential Homes - Healthwatch Rochdale will carry out a programme of Enter and View visits

2. Children and Adolescent Mental Health Services (CAMHS) - Healthwatch Rochdale will carry out a project to gather further intelligence relating to CAMHS



# Our people



## Decision making

The role of the Board is to help determine the strategic direction of Healthwatch Rochdale and to ensure it provides a representative voice for as many users of health and social care services in the borough as possible.

Board meetings take place on a bi-monthly basis. Board members review intelligence in partnership with the Chief Executive Officer, to make decisions on how to address concerns and feedback trends, through escalations and Enter and Views. All board minutes are shared on the Healthwatch Rochdale website to show transparency in our decision making process.

## How we involve the public and volunteers

We involve members of the local community and volunteers in the work we do by:

- Healthwatch Rochdale Board of Directors are all volunteers within the organisation and their role

is to strategically lead the business. The board meet on a bi-monthly basis and all board minutes are documented on the website for the public to review

- We recruit local residents to be involved in the Healthwatch Rochdale volunteer scheme
- Healthwatch Rochdale on an annual basis complete a public consultation with the Rochdale residents to set out our key topic areas of work for the following year. As a team, Healthwatch Rochdale staff, volunteers and Board of Directors review the feedback data we have received and analyse the information to pull out key trends in our feedback. We highlight 5+ areas of continued feedback throughout the year and ask the public to rank the areas in priority. The top 2 areas ranked become our key topic areas for the next years workplan. This process is open and transparent, and a report is published to show the full findings of the consultation



# Our finances



To help us carry out our work to ensure people are at the heart of care, we are funded by the Department of Health.

The following section explains more about how our funding is broken down and how we have used it.

<b>Income</b>	<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities	£136,066
Additional income	£9857
<b>Total income</b>	<b>£145,923</b>
<b>Expenditure</b>	<b>£</b>
Operational costs	£14,452
Staffing costs	£110,420
Office costs	£16,051
<b>Total expenditure</b>	<b>£140,923</b>
Balance brought forward	£5000



# Contact us

## Get in touch

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Facebook: **[@HWRochdale](https://www.facebook.com/HWRochdale)**

Instagram: **[Healthwatch Rochdale](https://www.instagram.com/HealthwatchRochdale)**

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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