



# Healthwatch Rochdale

Annual Report 2018-19



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# Message from our Chair

*As Chair of Healthwatch Rochdale, it's my role to make sure your Healthwatch gets effective support and that local decisions are informed by what people are saying all over the Rochdale borough.*

*If you were one of the people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.*

*If you're part of an organisation that's worked with, supported or responded to Healthwatch Rochdale, thank you too. You've helped to make an even bigger difference.*

*None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.*

*If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.*



**Jane Jackson**  
Healthwatch Rochdale Chair

# 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.

### *Our Statutory Duties*

*Local Healthwatch have been set up in every local authority area in England by the Health and Social Care Act 2012. This details the statutory duties of each Healthwatch which include:*

- 1. Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services.*
- 2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.*
- 3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.*
- 4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.*
- 5. Providing advice and information about access to local care services so choices can be made about local care services.*
- 6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved, and to share these views with Healthwatch England.*
- 7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.*
- 8. Providing Healthwatch England with intelligence and insight to enable it to perform effectively.*

## 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



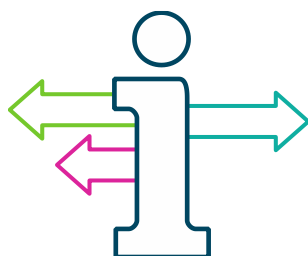
## Find out about our resources and the way we have engaged and supported more people in 2018-19. Our resources:



721 people shared their health and social care story with us



We have 12 volunteers helping to carry out our work.



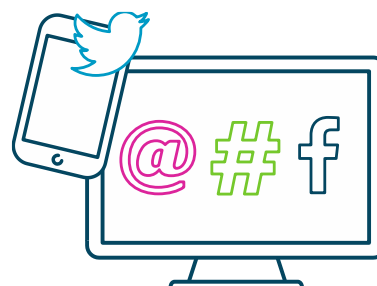
608 people accessed Healthwatch advice and information online or contacted us with questions about local support



We carried out 9 enter and view visits to understand people's experiences of care. From these visits, we made 47 recommendations for improvement.



We have spoken to 215 people about the NHS Long Term Plan



We have had over 6000 page visits through our social media channel and website





**How we've made**

**a difference**

## Healthwatch Rochdale has shared local people's views on accessing GP appointments

53 local people spoke with Healthwatch Rochdale over a three-month period and were asked questions regarding accessing GP appointments and how they thought the process could be improved.

The findings showed that over 74% of people spoken with made their appointment over the telephone, 24% in person and 2% online. Of those that used the telephone 57% phoned between 1-5 times, 19% between 6-10 times and 24% more than ten times.

Suggestions by patients to make getting a GP appointment easier were to have open / drop in surgeries; ability to book an appointment in advance; more reception staff to answer the phone and more availability of online appointments

## Care Home implements all recommendations following Healthwatch Rochdale Enter and View visit

Half Acre House care home have made some positive changes to their home following a recent Enter and View visit by Healthwatch Rochdale demonstrating the positive outcomes that can be produced when organisations work together.

Following the visit recommendations are made based on observations and information received on the day with Healthwatch Rochdale always encouraging providers to go above and beyond their statutory requirements.

Healthwatch Rochdale visited Half Acre House in January 2019 and made recommendations for

improvement which included extending the car parking space for visitors, implementing electronic care planning, having a 'you said, we did' board to show how feedback can make a positive difference and for Half Acre House to share best practice with other homes in the borough.

Since the visit, Half Acre House have implemented all recommendations and now have electronic care planning, a you said we did board and suggestions box in the main hallway, and in March 2019 created a car park for staff freeing up space at the front of the house. The car park has been created without spoiling any of the natural beauty of the home and Half Acre has maintained its picturesque gardens. Half Acre House has also been selected as one of eighteen homes to be a Greater Manchester Teaching Care Home which shares best practice with other homes about what works well and what doesn't.



## Rochdale residents given the opportunity to share their views on the scale and nature of alcohol harm in Greater Manchester

Healthwatch Rochdale have facilitated a 'Greater Manchester Big Alcohol Conversation' with a group of isolated and underrepresented Rochdale residents, allowing their views and opinions to be used in identifying actions that will help tackle alcohol related harm.

Attendees at College Bank and Falinge drop in were asked to share their views on the scale and nature of alcohol harm in Greater Manchester, which will be used to produce Greater Manchester's 'Ambition for Alcohol' - a vision for local people's relationship with alcohol, produced by the people who live and work in Greater Manchester.

Issues identified in the conversation included,

- a lack of education over the harms of

alcohol and knowing when alcohol consumption is becoming a problem

- knowing where to go for help
- Overcoming the stigmatisation of alcohol related problems so people won't be too embarrassed to access help
- lack of policing for alcohol related issues
- Problems with young people drinking on the street.

Resident's also stated they felt that alcohol abuse was the problem and not alcohol itself, but there was little support available for those who needed help with their alcohol consumption.

The Big Alcohol Conversation was launched in November 2018 by Andy Burnham and The Greater Manchester Health and Social Care Partnership and is the largest ever engagement exercise undertaken in the region on alcohol harm

Views gathered during the Big Alcohol Conversation will contribute to Greater Manchester's 'Ambition for Alcohol', a high-level plan of action for tackling alcohol-related harm across the city region due to published during 2019.





## Over 235 people told us what they think would make the NHS better

We've been speaking to people throughout Rochdale about how they would like to see the changes set out in the NHS Long Term Plan implemented. The plan sets out a number of ways in which NHS care needs to improve, so local communities took the opportunity to have their say about what those changes should look like - both in person and via an online survey.

We have visited PossAbilities at The Cherwell Centre in Heywood and The Alzheimers Society Memory Cafe in Milnrow as well as many other locations including Number One Riverside, Heywood Phoenix Centre, Carers Coffee Morning at Rochdale Town Hall and The

Veterans in Communities. We will now share this feedback with local services to inform how the Long Term Plan is implemented in Rochdale.

We asked people to share their views about how the NHS can better support their overall health, and how it can improve care for specific conditions too.

People spoke to us about how the NHS can give them more control of their care, help them to stay healthy, and provide better support. They also shared their views about how the NHS can better support people affected by dementia and learning disabilities.



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

t: 01706 249 575

e: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)



**Helping you find**

**the answers**

## What services do people want to know about?

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:

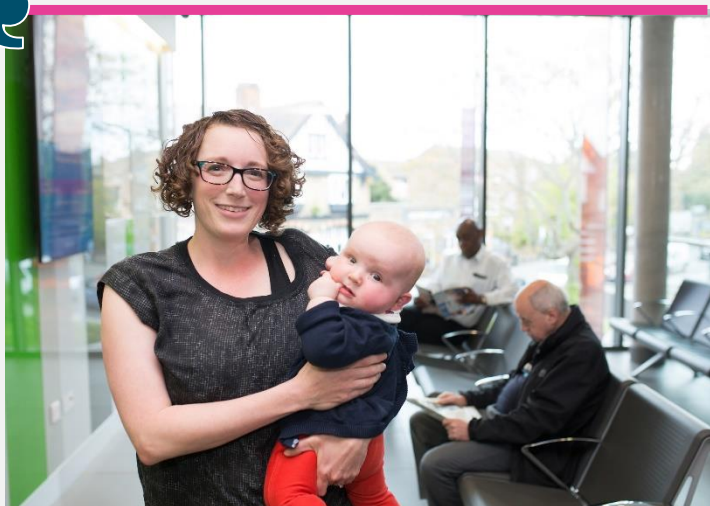


## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There a number of organisations that can provide help, but people don't know where to look. Last year we helped 608 people access the advice and information they need.

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

- + Specific advice and information blogs online
- + Our contact us form
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone



## 10 top tips to get the most out of your GP appointment

We know from our conversations with the public that some patients report feeling rushed during appointments and struggling to make themselves heard. This year we have produced some tips that could help you get the most out of visiting your GP.

[Read more by clicking here](#)

## Five steps to follow when choosing a care home

People often find it difficult navigating and finding a care provider for their loved one. To help with this we've pulled together some of the best tips provided by the NHS and other organisations in England to help people make the right choice.

[Read more by clicking here](#)



## Have your say on the future of the NHS in Rochdale today

The Government is investing an extra £20 billion a year in the NHS. Help the NHS in Rochdale invest in the right support by sharing your ideas and experiences. #WhatWouldYouDo



## Healthwatch opens new website for you to speak about NHS and Social Care services in the Rochdale borough

Visitors to the site have the opportunity to share their experiences and influence change.

Healthwatch staff say the more people share their ideas, experiences and concerns about NHS and social care, the more services can understand what works, what doesn't and what people want from care in the future.

People are increasingly turning to online tools to help take greater control of their own health and care.

The new site shares many resources to help people find the information they need along with helpful tips and advice to get the best from their appointments.



“We want to hear from everyone that has visited health and care services in the Rochdale borough. Our new website is easy to use and we encourage you to use it and we welcome your feedback.”



## Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

t: 01706 249 575

e: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)





# Our volunteers



## How do our volunteers help us?

At Healthwatch Rochdale we couldn't make all of these improvements without the support of our 12 volunteers that work with us to help make care better for their communities.

- + 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



## Healthwatch Rochdale assist in donation of hand made bobble hats to Royal Oldham Hospital's Postnatal ward

Hand made bobble hats have been donated to Royal Oldham's Postnatal ward as a result of Healthwatch Rochdale's facilitation of Rochdale User Carer Forum.

Samantha Whelan, the patient experience midwife at The Royal Oldham Hospital was invited by Healthwatch Rochdale to give a talk at The User Carer Forum following the publication of Healthwatch Rochdale's maternity report.

The talk involved details of a new initiative known as the traffic light system to ensure new-born babies receive the right level of care. Hats with a green bobble mean no concerns, an amber bobble means some concerns because baby is premature or needs help with feeding and a red bobble means the baby is under close observation.

A member of the User Carer Forum, heard the talk and decided to use her knitting hobby for a good cause and her hard work resulted in twelve handmade bobble hats for the hospital.

"I would just like to say that we were very grateful for the kind donation of hats that we received. I am sure they will be put to good use for our safety initiative but also provide our parents with a treasured keepsake of their first day of life"

– Samantha Wheelan, Patient Experience Midwife at Royal Oldham Hospital

## 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.



### Karen

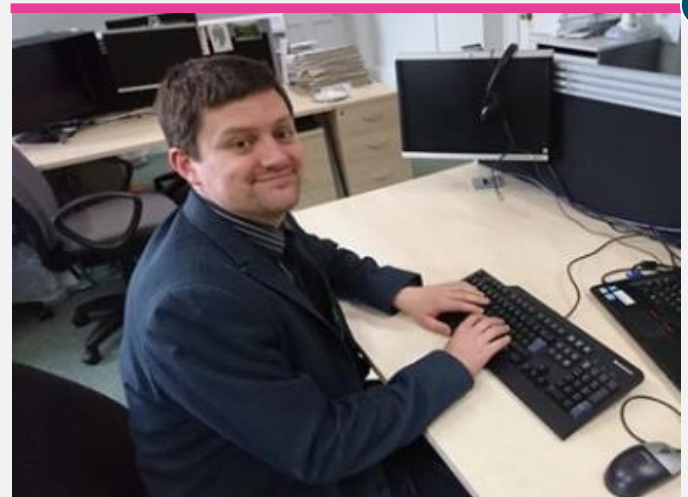
Health and care must have the patient's voice at the heart of it, it's crucial for people with chronic illness to get support from health services. You need responsive services.

It is my hope that by volunteering I can help services to better understand the real-life experiences and needs of patients.

### Ben

Rochdale is my hometown and I am fiercely proud of my area. I am also fiercely proud of the NHS and its ideals. I am passionate about people being able to get good quality care. I want services there to be the best they can be.

I have always been passionate about health and care services and I want them to be the best they can be. Healthwatch is a way for me to do that.



## 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.

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t: 01706 249 575

e: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)

**‘The views and stories  
you share with us are  
helping to make care  
better for our local  
community’**





# Our finances



## How we use our money

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	£19,510
<b>Total income</b>	<b>£155,576</b>
<b>Expenditure</b>	<b>£</b>
Operational costs	£44,212
Staffing costs	£103,832
Other costs	£7088
<b>Total expenditure</b>	<b>£155,132</b>
Balance brought forward	£444



**Our plans for  
next year**

# Message from our CEO

The information in this year's annual report really highlights and reflects the diverse and crucial work the organisation has been involved in over the year, which was developed following consultation with the public for the organisation's operational direction.

Our projects have been inclusive of many areas of the health and social care systems ranging from visits to care providers, conversations with seldom heard groups in relation to access to services and a local patient engagement focusing on the NHS Long Term Plan. These are just a small number of projects we have carried out over the year.

We will continue to work with Heywood, Middleton and Rochdale Clinical Commissioning Group, Rochdale Borough Council, Pennine Care, Pennine Acute Hospitals NHS Trust and Voluntary Sector partners, as well as ensuring that we have a voice regarding issues, changes and work that is being undertaken within Greater Manchester.

Healthwatch Rochdale also will collaboratively work with the 10 local Healthwatch in Greater Manchester organisations to modify and specialise our Healthwatch in Greater Manchester offer.

This year, we have seen a huge increase of people using our services. Our team have dealt with 609 information, advice and signposting requests, compared to 100 in the previous year.

As an organisation, we are always looking at making our service more accessible and this year we have developed our new website to make it even easier for the public to share their health and social care experiences with us and find the help and advice they require.

We have now published the Healthwatch Rochdale work plan for 2019/2020 which will shape the direction of our efforts to provide people of the Rochdale borough an opportunity to have their voices heard regarding health and social care services.

Finally I would like to thank our staff team, volunteers and partners for helping us achieve our mission statement, to be independent voice of local people in challenging and influencing health and social care provision in the Rochdale borough.



**Kate Jones**  
Healthwatch Rochdale CEO



# Contact us

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Facebook: @HWRochdale

Instagram: Healthwatch Rochdale

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Our annual report will be publicly available on our website by 30 June 2019. 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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