

healthwatch
Rochdale

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think about health
and social care**

We're Healthwatch. We're here
to help make care better.

www.healthwatchrochdale.org.uk

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Care services





Together
we're making health
and social care better

Annual Report 2022–23

healthwatch
Rochdale

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Message from our Chair

As we celebrate the 10th year of operating as an independent Healthwatch organisation serving the residents of Rochdale, I reflect on what has been a busy, challenging and rewarding first year as chair.

The team has now settled well into their office accommodation and are back in the community speaking to local people and holding regular Information, Advice and Signposting Surgeries across the borough. We have also re-established our Enter and View programme and completed two successful visits in the spring to Rochdale Infirmary.

Of particular note this year is our project work which has resulted in the requisite reports and generated a number of recommendations that are being adopted and implemented via the relevant organisations and services.

In July 2022 the health and social care landscape changed as we witnessed the creation of the integrated care structure for Greater Manchester, and we have worked with the network of other independent local Healthwatch across Greater Manchester to ensure we have established our role in these new structures.

This past year we have been successful in our bid to continue to operate as an independent Healthwatch to champion for improved local health and social care that represents the voiced needs of Rochdale residents.

We continue to have a strong and committed force of volunteers who are very much the lifeblood of the organisation. I wish to convey my special thanks to our Advisory Group who have worked diligently throughout the year identifying areas for us to focus our attention. I would also like to thank my fellow Directors for their time and commitment to Healthwatch and their personal support and advice to me in my role as Chair.

In addition, I note with thanks the contributions that have also been made to our work through Youthwatch & the Rochdale & Oldham Maternity Voices Partnership (ROMVP).

I must once again acknowledge my appreciation and thanks to the hardworking, enthusiastic and committed staff team, led by Kate Jones our Chief Executive, who have done an absolutely amazing job throughout the last year.

Finally, a big thank you to all the residents who have engaged with us over the year. Your feedback is valued and important in ensuring that services are right for local people and that you are receiving the care, treatment and support you want and need.



Margaret Parker
Healthwatch Rochdale
Chair

About us

Healthwatch Rochdale is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

Improved health and social care experiences for everyone in Heywood, Middleton and Rochdale.



Our mission

We are the independent voice of Heywood, Middleton & Rochdale residents. We listen, challenge, and shape local health and social care services.

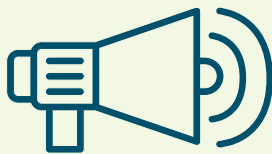


Our values are:

- **Credible** – We hold ourselves to the highest standard, we are open and honest in everything we do.
- **Cooperative** – We maintain a positive, forward-looking focus and work with others to get things done.
- **Inclusive** – We start with local people first, we work for everyone.
- **Responsible** – We take what we know and translate it into actions.
- **Accountable** – We take responsibility for our actions and stand by our decisions..

Year in review

Reaching out



461 people

shared their experience of health and social care services with us via our website, email, text, telephone and face to face.

345 people

were given information and signposting advice about local support and services

Making a difference to care

We published

5 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

Menopause Matters

which highlighted the struggles people face accessing services for Menopause



Health and care that works for you



We're lucky to have

60 volunteers

outstanding volunteers who gave up their time to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£136066









which is the same as the previous year.

We currently employ

3.8 staff

who help us carry out our work.

You said, we did!

Spring	 <p>We were informed that a service was not providing translation services for non-English speaking patients and people seeking asylum.</p>	 <p>We contacted local commissioners and as a result refresher training is being provided to staff to ensure patients who require translation services can access them..</p>
Summer	 <p>You told us that residents' social and wellbeing activities were limited in a local care home.</p>	 <p>We contacted RBC Adult Care which prompted the Quality Assurance team to monitor and explore the concerns raised.</p>
Autumn	 <p>You told us about your frustrations with the available support for those going through the menopause.</p>	 <p>We launched a survey to gather more information about the support people need from services and have now published our phase 1 report.</p>
Winter	 <p>We asked local people to share their experience of using their GP practice website to access GP services online.</p>	 <p>We found that 44% of GP practices do not have an active Patient Participation Group (PPG). We have produced a best practice guide for GP practices and will be supporting them in the recruitment of new members to their PPG.</p>

Our new Chair of the Board

This year we appointed a new Chair of the Board, Margaret Parker. A former board member since August 2020, Margaret succeeded our Interim Chair of the Board, Ben Greenwood.

We appointed Margaret Parker as our new Chair of the Board, to lead and steer the direction of the organisation and oversee its governance.

Margaret brings a wealth of experience to her role with 35 years professional experience in education & social care supporting children & families including roles as a teacher and a social worker.

The majority of Margaret's working career was spent in management and senior leadership roles. Initially joining the Healthwatch Rochdale Board of Directors due to personal & family experiences of health care.



"I am delighted to take on this new role as Chair. I am looking forward to working with the hardworking, enthusiastic staff team and the committed members of the Board to offer the support, leadership and direction to deliver our statutory obligations and respond to the needs of the local community to have quality health and social care services that meet what they want".

Margaret Parker



"In my role as vice chair I look forward to supporting Margaret in her new role and working together on improving health and care services in the borough and delivering for the residents of Rochdale, Heywood and Middleton".

Ben Greenwood

10 years of improving care

On April 1st we reached a significant milestone - 10 years of putting people's voices at the heart of health and social care. To celebrate our anniversary, we recognised the efforts of people who have worked with us to improve care - our #HealthwatchHeroes.

Our Healthwatch Heroes have championed change over the last ten years, resulting in better care for everyone, without their passion, nothing would have been possible.

Healthwatch Hero



Margaret Parker

We want to show our thanks to our Chair of the Board, Margaret Parker, for leading and steering the direction of our organisation over the last year. Margaret's leadership and support has ensured Healthwatch have fulfilled their statutory obligations whilst ensuring local people continue to have a voice as the health and social care landscape changes.

Thank you Margaret, for being our #HealthwatchHero



Healthwatch Hero



Ben Greenwood

Thank you to our Vice Chair Ben Greenwood for being a long serving consistent board member and stepping in as our Interim Chair ensuring Healthwatch received continued leadership, support and direction.

Thank you Ben for being our #HealthwatchHero



10 years of improving care



Healthwatch Hero



Karen Kelland

We want to say thank you to our Advisory Group Chair, Karen Kelland. Thank you Karen, for your unwavering passion in helping improve the quality of services for local people. Karen has been an integral part of Healthwatch Rochdale's successful Enter and View programme in care homes and oversaw the beginning of Healthwatch Rochdale's Advisory Group.

Thank you Karen for being our #HealthwatchHero



Healthwatch Hero



Elizabeth Crompton

We want to say thank you to our Youthwatch member, Elizabeth Crompton for helping to give the young people of Rochdale a voice in health and care services. Elizabeth has been a committed and valuable member of Youthwatch and shares feedback from other community organisations she is involved in.

Thank you Elizabeth for being our #Healthwatchhero



Our Open Day

Our Open Day was held to give Rochdale borough residents & professional partners an opportunity to meet the team and learn more about the organisation.

In October Healthwatch Rochdale held an open day showcase event to give Rochdale borough residents & professional partners an opportunity to meet the team and learn more about the organisation.

The event was held to show how Healthwatch Rochdale have made a difference to local health & care services. Rochdale Advocacy Together Hub were in attendance sharing information on how to make a complaint about an NHS service and the right to assistance from an Independent NHS Complaints Advocate.



In addition, YourTrust were providing free blood pressure checks and giving information and advice on how to lower your blood pressure.

Organisations that attended on the day included Rochdale & District Mind, Living Well, High Level Northern Trust and Deepdish Community Centre.





Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Listening to local people's experience of menopause

Gaining a better understanding of local people's experience of perimenopause/menopause and the support available from services has been a key area of work for Healthwatch Rochdale over the past twelve months.

Menopause is an inevitable part of life for many and is often accompanied by a range of symptoms. Local people spoke to us about the lack of services available locally for those experiencing menopause and so our Advisory Group made the decision to advise us to gather more information.

Key findings

We spoke with 135 people via survey and seven people shared their in-depth experience: Our findings were:

- **Lack of awareness** – some weren't aware of all the signs and symptoms of menopause.
- **Lack of information** – some felt there was a lack of information available.
- **Lack of support** – some felt they were not listened to by health professionals and that advice and support was not personalised to individual needs.

In response to these findings, we made three recommendations to the Integrated Health and Social Care System which included:



1. Production of an information leaflet.
2. For local services to sign up to the Wellbeing of Women Menopause Workplace Pledge to support employees who are experiencing perimenopause/menopause.
3. For GPs to receive training to raise awareness of perimenopause/menopause.

Menopause Matters Phase 1.

Our report, Menopause Matters has now been published and is phase 1 of our findings. Further work is currently being carried out to gather the voices of those who are often unheard or do not talk about menopause because of stigma. You can read the full report at www.healthwatchrochdale.org.uk



“There should be a specialist menopause qualified doctor at every surgery or a clinic you can go to for help, someone who really understands, preferably a woman.”

Rochdale borough resident.

Enter and View at Rochdale Infirmary

Rochdale Infirmary Outpatients Department

We carried out our first Enter and View visit since the covid 19 pandemic at Rochdale Infirmary.

The visit was a planned visit and Rochdale Infirmary management and staff worked in partnership with Healthwatch Rochdale to ensure a smooth and effective visit.

Following the visit Healthwatch Rochdale made seven recommendations for improvement and received a response and action plan from Rochdale Infirmary management within the statutory time frame.

Healthwatch Rochdale will revisit the outpatients department in January 2024 to see that recommendations are put in place.



Rochdale Infirmary Urgent Treatment Centre



Our second Enter and View visit of 2023 took place at Rochdale Infirmary Urgent Treatment Centre.

We found that The Urgent Treatment Centre provides a valuable resource to the local community with many areas of the service working well for patients.

Following the visit three recommendations for improvement were made and an action plan and response from Rochdale Infirmary is included in the report.

Healthwatch Rochdale will revisit the centre in 2024 to see that recommendations are put in place.

Our work on GP Patient Participation Groups

Local commissioners have stated that all GP practices in the Rochdale borough will have an active Patient Participation Group (PPG) by April 2023 following our work on PPGs.

The work was carried out after Healthwatch Rochdale received feedback from Rochdale borough residents that their GP practice did not have an active PPG. Healthwatch Rochdale's Advisory Group then made the decision to investigate which GP practices in the Rochdale borough had an active PPG.

Our findings

Our findings showed that:

1. 28% of GP practices have an active PPG
2. 28% said they were due to restart their PPG
3. 44% said they did not have an active PPG



What difference will this make?

Having an active PPG will enable patients, carers and GP practice staff the opportunity to meet to discuss practice issues and use patient experience to help improve the service.

Healthwatch Rochdale are supporting GP practices by producing a PPG best practice guide that has been shared with GP practices and are supporting the recruitment of local people to their PPG.



“PPGs give patients the opportunity to meet with staff to discuss practice issues and use patient experience to improve service. With the changes that are currently taking place within Primary Care we recognise that PPGs are one of the best ways to get people involved and have a say when decisions are being made that affect their healthcare. We welcome the response we have received from our findings and look forward to seeing all PPGs reinstated by April 2023.”

Kate Jones, Healthwatch Rochdale CEO

Our Awards



Throughout the last year we received different awards demonstrating our commitment to delivering a high-quality service for all our residents.

Placed 11th in the top 100 most inclusive workplaces



Healthwatch Rochdale were placed number 11 in the National Centre for Diversity Awards for the top 100 most inclusive workplaces.

Healthwatch Rochdale received the award after achieving the Investors in Diversity Award for demonstrating the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).

To achieve the award, staff members, volunteers and partner organisations were invited to “have their say”, on how well Healthwatch Rochdale were achieving FREDIE.

The decision to apply for the award was made as part of their ongoing commitment towards developing and maintaining an equal and inclusive workplace that is welcoming of all.

Quality in Action Award

Action Together awarded us the Quality in Action Award after assessment of seven key areas that are essential to effective governance and management.

The award is a recognised framework for voluntary, community, faith and social enterprise (VCFSE) organisations working across Oldham, Rochdale and Tameside and is an independent, local seal of approval which demonstrates commitment to quality assurance and quality improvement.





Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone across the Rochdale borough. We consider it important to reach out to communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Holding Information, Advice and Signposting Surgeries in grass root community venues across the borough.
- Each month we have held feedback gathering sessions in conjunction with a local food pantry.
- Joining local voluntary, community and faith organisations at events to celebrate history, heritage and culture.
- Being active members of networks such as the Pride in Rochdale, Women's Services Network and BAME forum.

Raising Awareness of local services

Working with the Rochdale ESOL services "Talk English" we collaborated with other local organisations at a community driven event to raise awareness to refugees, people seeking asylum, residents new to the country and those with little or no English about the diverse range of local health services and organisations within the Rochdale borough, and how sharing feedback with us can help make improvements and shape future services.

There were over 130 attendees who received much needed information, and this was a great opportunity to hear lived healthcare experiences.



Many thanks to Healthwatch. You offer a very valuable service by giving local residents an opportunity to anonymously share their views and experiences with various healthcare services such as GPs and dentists. You mentioned that this feedback would be given to higher authority, such as NHS leaders, and that it would be a chance to identify common trends and implement changes in areas where residents' experiences were negative. Utilising Healthwatch's services will benefit service users greatly.

Nayab Idris, Talk English, Rochdale



Creative Maternity Journey

Healthwatch Rochdale worked in partnership with Cartwheel Arts on a project with South Asian ladies who had recently given birth.

"From Bump to Baby" was a creative perinatal and maternity services consultation. There was growing local concern regarding racial inequalities in maternity care and services and a lack of service user voice. This consultation helped local services to better understand the maternity journey and identify gaps in care and services and what additional culturally appropriate support is needed. The report highlighted key learning and offered recommendations to services.



"I just wanted to say that I'm really happy to come to the sessions....So I was home...feel alone and obviously, busy kids, and then mind goes everywhere. Since I started here, I feel like my old days....So I'm really happy. I'm really happy to attend those sessions"

Participant, Deeplish Community Centre



Advice and information

If you feel lost and don't know where to turn, Healthwatch Rochdale is here for you. We can provide confidential support and free information to help you understand your options and get the help you need. We can also offer a wide range of signposting offers such as finding an NHS dentist, how to make a complaint or choosing a good care home locally for a loved one.

This year we've helped people by:

- Providing up to date information people can trust.
- Helping people access the services they need locally.
- Helping refugees and people seeking asylum understand our local health system and register for a GP.
- Supporting people to look after their health during the cost of living crisis.
- Held stalls at health and wellbeing events.

Three ways we have made a difference for the Rochdale community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Healthwatch Rochdale shared people's experiences with local GP services regarding the difficulties faced by some patients, particularly elderly patients, when accessing their GP website.

People's experiences were gathered in a variety of ways with one of the most insightful being from a focus group held in collaboration with HMR Circle, a local service for over 65-year-olds.

Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

Healthwatch Rochdale worked with local GP practices to help ensure patients voices were heard by helping to re-establish GP Patient Participation Groups (PPGs).

The purpose of the work was to help patients become more involved and shape the service being delivered at their GP practice.

Healthwatch Rochdale produced a PPG best practice guide for GP practices and support the recruitment of members.

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Over the last year Healthwatch Rochdale have been raising issues regarding lack of support and services around peri-menopause and menopause. We are currently in the process of gathering further lived experience from people specifically from ethnic minorities within the borough and are also collaborating with the local Women's Services Network to create a coproduced local information leaflet.



Volunteering

We are supported at Healthwatch Rochdale by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts, we're able to understand what is working well within local health and social care systems and what needs improving.

This year our volunteers:

- Promoted Healthwatch Rochdale and what we have to offer.
- Collected lived experience and encouraged Rochdale borough residents to share their views.
- Carried out Enter and View visits to local services.
- Reviewed GP websites to review accessibility.
- Accompanied Healthwatch Rochdale on their Information, Advice and Signposting Surgeries.
- Took part in training opportunities to build their skills and knowledge.



Youthwatch Rochdale



Youthwatch Rochdale is for young people aged 13 – 18 years old who live, work, study or access services within the Rochdale borough. Youthwatch meetings take place monthly online.

This year Youthwatch Rochdale has:

- Provided up to date information that young people can trust regarding health and social care in the Rochdale borough.
- Held monthly meetings online to hear young people's voices, views and opinions.
- Worked in partnership with Creative Teens CIC and offered Winter Warmer Packs.
- Supported Safer Internet Day and other national campaigns.
- Consulted with Rochdale School Nursing Team around the "Health Chat App".
- Raised awareness of Healthwatch Rochdale within their communities and educational establishments.
- Gathered youth voice as part of the #BeeWell project in Greater Manchester.



Statutory statements

Healthwatch Rochdale, No 2 The Esplanade, Second Floor, Suite 5, Rochdale, OL16 1AE.

Healthwatch Rochdale uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met quarterly online and held a part 1 public board meeting which was live streamed to YouTube with members of the public being given the opportunity to ask questions.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to share their experience of using services. During 2022/23 local people have been able to contact us by phone, email, text message, via our website and social media, as well as face to face at community groups, forums and Information, Advice & Signposting Surgeries.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible and will publish it on our website, send to our mailing list and share directly with statutory partners.

Responses to recommendations

All providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

We share information with service providers and commissioners of service and take insight and experiences to local meetings and committees.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we carried out 2 Enter and View visits and made 11 recommendations as a result of this activity.

Location	Reason for visit	What you did as a result
Rochdale Infirmary Outpatients Department	1 st Enter & View visit since covid 19.	Published a report with recommendations – the service followed up with a response and action plan.
Rochdale Infirmary Urgent Treatment Centre	Programme of Enter and View visits.	Published a report with recommendations – the service followed up with a response and action plan.

Healthwatch representatives

Healthwatch Rochdale is represented on the Rochdale Health and Wellbeing Board by Margaret Parker, Chair of the Board.

Healthwatch Rochdale is represented at Heywood, Middleton & Rochdale Locality Board by Kate Jones, Chief Executive Officer and at the Health Overview, Schools & Scrutiny Committee.

2022–2023 Outcomes

Project/ activity	Outcome
Menopause	Phase 1 report and recommendations published. Further work being undertaken speaking to targeted communities.
Pharmacy	Report and recommendations shared with the health and social care system. Further pharmacy work planned.
GP Patient Participation Groups	Action received for all GP practices to have an active PPG by April 2023.
GP Website	Working with commissioners to develop a template for GP practice websites.
Alkrington Hub	Findings shared with Rochdale Borough Council.

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income

Income	
Annual grant from Government	£136066
Additional income	£36091
Total income	£172157

Additional income includes:

- **£10,000** received from Greater Manchester Integrated Care HMR Locality for our work on Youthwatch.
- **£15,000** received from Oldham and Rochdale CCG for work on The Maternity Voice Partnership project
- **£2,500 funding** received from Healthwatch England to support the project 'Getting on board Healthwatch masterclass : recruiting board members.

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Care Home Enter & View Programme
2. Primary care engagement and development
3. Tackling health inequalities.

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