



Annual report

April 2019 - March 2020

Published June 2020

Contents

Message from our chair	2
Our priorities	4
About us	5
Highlights from our year	9
How we've made a difference	12
Long term plan	16
Helping you find the answers	19
Mental health and wellbeing in Trafford guide	20
Coronavirus (COVID019) response	21
Volunteers	23
Our volunteers	24
Youthwatch	25
Finances	27
Our plans for next year	29
Thank you	31
Contact us	33

Message from our chair



Our key role is to represent the population of Trafford's views on our local health and care services so that we can influence changes for the benefit of our residents.

We achieve this by visiting health and care services, by listening to what our residents tell us through undertaking surveys and focus groups, by writing reports with recommendations on where improvements are possible and desirable and by representing these views and opinions at senior levels in both Trafford Council and Trafford Clinical Commissioning Group (jointly known as Trafford Together).

We have a statutory seat on the Health and Wellbeing Board and its sub-groups and attend the Trafford Health Scrutiny Committee as well as the Clinical Commissioning Group's Governing Body. We are represented on almost 40 groups both at a Greater Manchester as well as a Trafford level. This allows us a wide sphere of influence.

We owe a debt of gratitude to our volunteers who number almost 40. They are involved in so many of our activities and without them we would not be able to achieve what we do. Our volunteers span both age and diversity. During the past year, our Youthwatch volunteers have been very active in schools and maintain their own website which is both informative and insightful of young people's priorities (youthwatchtrafford.co.uk).

Our Healthwatch staff remain constant and hardworking and are a credit to the organisation.

At the end of March 2020, we produced our end of year report which charts our impact and performance. It acts as a line in the sand so that we can look back over a number of years to see what progress we have made in representing the views articulated by our public.

This past few months have been heart-breaking for many and challenging for most of us in working our way through COVID-19. We have all tried to Stay at Home, Protect the NHS and Save Lives. The toll on those who have passed would have been so much greater had we not done so. It has been heart-warming to pay tribute to all our carers and key workers and has shown the value of each and every one of them - so our thanks and great appreciation go to them all without exception.

We have advocated over a number of years the need for more investment in child and adult mental health and will make no apology for continuing to do so. If the pandemic has taught us anything, it is that people's mental health is every bit as important as physical health and so we must in Trafford begin to balance our spend so that we can meet the challenges which will come our way over the coming years. One of our achievements this year has been the production of the Trafford Mental Health Directory.

Our aim is that this will act as a resource for all that need support. We will update our Directory periodically so that it remains constantly relevant.

During 2019/20 we continued our Enter and View visits to care homes and produced a report containing recommendations for each one. This included the views of relatives which were independently sourced. In total, our staff and volunteers undertook 10 Enter and View and 6 Dignity in Care visits so that, in total we have visited half of all care homes in Trafford in the year under review.

We have also produced a Care Home Information Report, the aim of which is to guide the public through many of the considerations they have to weigh up if a loved one needs to go into this setting. This was in direct response to concerns expressed by the public on the need for clear guidance on what families need to consider when making these difficult choices.

We also looked at what families and carers felt about the support provided in Ascot House our intermediate care bed- based facility in Sale. We had previously produced a report on the way that care was provided so, the two taken together, provide a good overview of what the service provides. We have raised the importance of intermediate care over a number of years and will continue to do so as it provides a bridge between home, care home and hospital and, as such, is necessary to maximise the efficiency and effectiveness of our hospitals through enabling appropriate early discharge of patients or by preventing admission in the first place.

In looking forward to our 2020/21 work plan our themed priorities will remain mental health for all ages, experience of accessing services during the coronavirus pandemic and inequalities in the north of the borough.

We are going to have a dedicated year-long study on different aspects of inequalities in the north Trafford part of our borough. In particular, we will be looking at young people's health and wellbeing as well as at the challenges faced by our black and ethnic minority groups. The years of life lost in Old Trafford merit a concerted effort on our behalf and we are recruiting an additional member of staff to take this work forward.

Finally, we will hope to offer as much support as we can in taking Trafford forward in a constructive way through the recovery, restoration and reform needed. We will achieve this through active and constructive involvement in our Trafford Local Care Alliance and Local Care Organisation.



Heather Fairfield

Chair, Healthwatch Trafford

Our priorities

Some areas we will be focusing on in the coming year are:



Mental Health

A big priority for Healthwatch, as well as the region, is mental health. Particularly given the potential issues people will be facing due to coronavirus and lockdown, we aim to provide more information, scrutinise services and their delivery and look for ways to improve the experience of people that use services by listening to what they have to say.

Inequalities

We have a project planned to look at health inequalities across the north of the borough. We will conduct research to find out the specific issues that the communities face and look at ways of removing barriers and improving access where necessary.



Coronavirus (COVID-19)

Following the coronavirus pandemic and the resultant lockdown, we want to look at how people experienced services, what worked effectively and how to make sure that people are able to get the help they need in the future.

About us

About Healthwatch Trafford

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. As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

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 CHAIR
HEATHER FAIRFIELD

KERRY BLACKHURST

DAVID ESDAILE

The Board of Directors

TONY FRYER

SUSAN GEORGE

BRIAN HILTON

NASIMA MIAH

JEAN ROSE

The Healthwatch Trafford Staff team

2019 - 2020



Our purpose

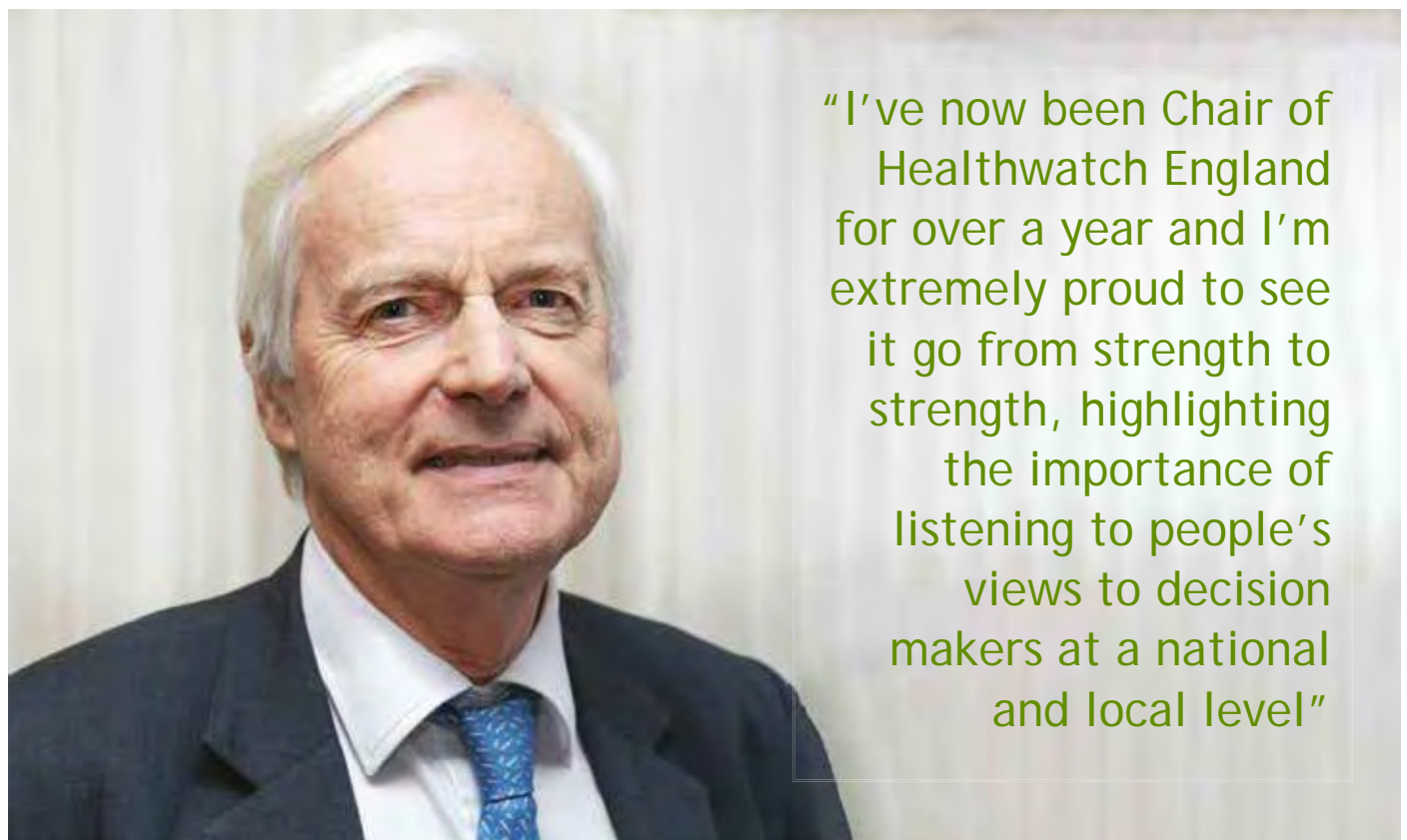
To find out what matters to you and to help make sure your views shape the support you need. People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work.

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

Here to make care better - The national Healthwatch network

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review - sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.



"I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level"

Sir Robert Frances, Chair of Healthwatch England



Our vision is simple

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



Our purpose

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



Our approach

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



How we find out what matters to you

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

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

Highlights from our year

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

SHARE YOUR EXPERIENCE OF LOCAL HEALTH & CARE

DROP-INS

healthwatch
Trafford



Talk
to us...

AUTUMN 2019: WHERE ARE WE?

Healthwatch Trafford's champion volunteers will be in the following locations to learn about your experiences of health and social care.

- Thursday 26th Sept (10:00-12:00):
- Wednesday 2nd Oct (10:30-1:30):
- Wednesday 9th Oct (10:00-2:00):
- Thursday 10th Oct (10:00-1:30):
- Wednesday 30th Oct (10:00-2:00):
- Thursday 31st Oct (10:00-12:00):

Trafford General (outpatients)
Coppice Library
Altrincham Hospital
Partington Library
Trafford General (outpatients)
Limelight, Old Trafford

You can also give us your views online at www.healthwatchtrafford.co.uk
or email info@healthwatchtrafford.co.uk
by telephone at 0300 999 0303
Company Registration No. 08466421 Registered in England & Wales

Highlights from our year



40 volunteers

Helping us to carry out our work. In total they gave up over 950 hours of their time!

6 Staff

Worked as part of the team over the year - part time, full time, temporary and contract work - we had them all.

£124,500 in funding

From Trafford Council in 2019-20, 4.8% more than last year



45,000+ people

accessed Healthwatch Trafford information and advice online or contacted us with questions about local support, 20% more than last year.

228 families of residents of care homes

Were given the opportunity to speak up about the experiences of the homes for their loved ones, a seldom heard group.



We held

55 public engagement events

183 left us their experience through our website, 3200 people engaged with us through social media and 1445 people engaged with us at community events.



We published

16 reports

about the improvements people would like to see with their health and social care, and from this, we made 26 specific recommendations for improvement.

Research governance framework

Healthwatch Trafford has been working closely with Healthwatch England to produce a research governance framework. This framework will ensure that research carried out by us will be of a robust and verifiable standard that will be acceptable to be used by organisations such as the NHS, Care Quality Commission, NICE and other public bodies as evidence, to support their research, development and commissioning.

The framework is being rolled out and tested across the 10 GM Healthwatch (and a further 5 in other areas of the country) before a national rollout. Healthwatch Trafford has been a key partner in the development of this work, supplying documentation developed over the last 7 years of our work.

Dignity in care awards

Trafford Council, as a step to promoting good practice and high quality care in care homes in the borough, run a Dignity In Care award programme. This allows those that run care homes to apply for the award if they feel their home meets all the required standards.

Healthwatch Trafford act as an independent party that visits the homes that have applied, giving the council a comprehensive report on what extent we feel they have achieved those standards. We completed six of these visits in 2019/20, with each of a good enough standard to be presented the Dignity in Care award.

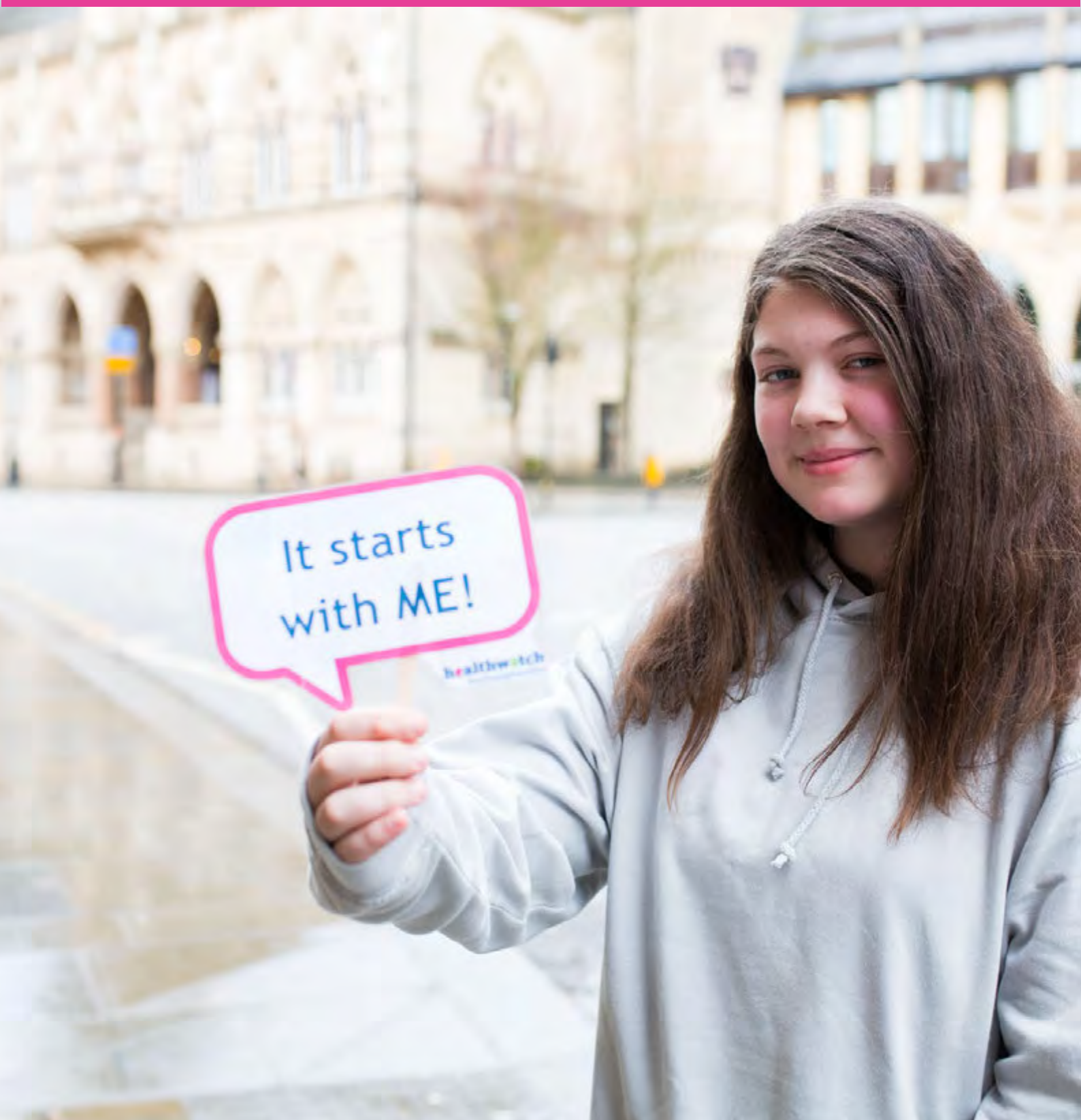
The Trafford Star Service report

In the summer of 2019 Healthwatch Trafford participated in several public events, such as the NHS Party in the park, the 999 day at the Trafford Centre and Trafford LIVE. At these events, we asked people as part of a Trafford Healthwatch 100 survey to nominate who they felt was a 'Star service' that had provided them with great care and why.

People filled in their answers on some custom made bunting, which we used to decorate our stalls. At the end of summer we collected up the results and analysed them, producing the Trafford Star service report.

To find out who was voted the star service, find the report on our website!

How we've made a difference



How we've made a difference

When you share your experiences with us, we can help make things better - even if it seems like a small thing to you, it might make a big difference to someone else.



We have published 16 reports and made 26 specific recommendations to improve services

Access to Four Oaks Care Home is through a security coded glass fronted entrance. The buzzer notifies the office staff that are strategically situated close to entrance with a clear view of people wishing to enter the home.

During our enter and view visit we received a comment from a resident's relative on the difficulty they have in accessing the building during the weekends. They said:

"...there is nobody about at weekend and I can be left standing outside for ages..."

We brought this to the attention of the Manager during the creation of our report. Following that conversation, we were informed that the Manager has now introduced new staff allocation/deployment forms, which should improve visibility of staff, especially in communal areas, and that the Home Manager and Clinical Lead work alternative weekends, ensuring that there is a weekend presence of Management.

We also received a number of comments from relatives informing us that they have made several requests for small actions on behalf of their loved ones at the home and these requests were either ignored or not passed onto all staff caring for residents. Consequently, we recommended that the Home should consider how to ensure that residents and relatives' requests are actioned. The outcome resulted in us being informed that:

The Home Manager holds monthly residents' and relatives' meetings. Following the meetings, a 'You Said, we did' poster will be displayed, evidencing that requests have been actioned. The Home Manager also makes himself available with a drop-in or appointments style surgery every Friday afternoon for residents and relatives to access for any personal requests they may have. The Home Manager also has an open-door policy and makes himself available with the distribution of business cards with his contact details on. Therefore, anyone can have access to the Home Manager 24 hours a day, seven days a week.

**Sometimes the
little things
make a big
difference**
**Four Oaks
care home**

Our Enter and View programme

From April 2019 to March 2020 Healthwatch Trafford has carried out five Enter and View visits to care homes and nursing homes caring for 228 vulnerable residents across the four Neighbourhoods in Trafford. For each of these visits, a questionnaire was sent out to each resident's family (228) giving them the opportunity to tell us their experiences of care anonymously. This information, along with what was gathered by our team on the visits themselves allowed us a unique insight into the experiences of life in those facilities from the point of view of those who live there and their loved ones. We also spoke to 48 members of care staff during our Enter and Views. Following these visits, we produced reports that summarised what we found and often came up with recommendations for how things in the homes might change to improve the experiences of the residents.

In addition to the Enter and View visits, in May, June & July 2019 we carried out Dignity in Care (DIC) Award reviews of six care homes caring for a total of 92 vulnerable people in Trafford. The homes had successfully applied to Trafford Borough Council for the DIC accreditation six months previously and it was the role of the Enter and View team to visit and ensure that the homes continued to adhere to the criteria set out in the accreditation. Following the visits the Enter and View team were satisfied that all six homes provided their residents were the care dignity and respect that is deemed essential to health, wellbeing, and happiness of their residents. All six homes successfully retained their DIC award.

At the beginning of 2020 we had made preparations to carry out Enter and View visits to care homes in Trafford whose residents live with learning disabilities, one home was identified and visit was arranged with the Manager for March. However, as the coronavirus pandemic escalated the visit and all subsequent visits were cancelled.

Below are some of the recommendations we made in our Enter and View reports and the action taken by the care home provider:

Recommendation:

Consider how to ensure that residents and relatives' request are actioned.

Action:

The Home Manager holds monthly residents' and relatives' meetings. Following the meetings, a 'You Said, we did' poster will be displayed, evidencing that requests have been actioned. The Home Manager



- 11 visits to care homes
- 5 Enter and View visits
- 6 Dignity In Care site visits

Questionnaires giving the families of care home residents the opportunity to speak about the homes were sent to 228 resident families



We spoke to 48 members of staff working in care homes

Residences of 320 vulnerable people were seen by our Enter and View team



We produced 5 public reports and 6 internal reports with our findings

also makes himself available with a drop-in or appointments style surgery every Friday afternoon for residents and relatives to access for any personal requests they may have.

Recommendation:

Continue with plans to provide a shower room to give residents the choice of bathing or showering.

Action:

We have plans in place to replace a bath with a shower instead to ensure that this choice can be offered and this is planned within the year ahead.

Recommendation:

To review the locations of sanitizing gel for visitors entering the home.

Action:

upon reading the report steps have been taken to ensure that the sanitiser is visible to visitors.

Recommendation:

Review weekend staff procedures to ensure there is a more visible staff presence for relatives visiting the home over the weekend period.

Action:

New staff allocation/deployment forms have been introduced to improve visibility of staff especially in communal areas. The Home Manager and Clinical Lead work alternative weekends, ensuring that there is a weekend presence of Management.

Good practice Identified

One care home we visited in the West of the borough the Manager informed us that she does not advocate a 12-hour shift pattern for the staff working at the home. The longest shift duty carried out by her staff is a nine-hour period.

She stated: *"I don't feel staff can work well in 12-hour shifts, they are too long, and it puts undue pressure on the staff, in turn this can reflect on the capability of staff to ensure the needs and requirements of our residents are met to the highest standard expected. The wellbeing of the team is paramount to the wellbeing of our residents"*.

Healthwatch Trafford intends to continue to build upon the success of the Enter and View visits and to nurture the relationship within the social care environment in Trafford. Over the last 12 months the providers' willingness to engage with the findings of Healthwatch Trafford reports has been encouraging and this bodes well for the residents of our care homes, their families and the many, many dedicated members of care staff whom we have encountered during our visits. In the light of the current covid-19 pandemic there is now an even greater need for Healthwatch Trafford to obtain feedback on the care being delivered in our residential and nursing homes. As we go forward Healthwatch Trafford intends to build on the relationships we have made with providers and work closely with other public bodies to ensure that the needs of our most vulnerable residents are being addressed and their carers supported.

NHS

Long

Term

Plan

#WhatWouldYouDo

Long term plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years.

Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Here's a summary of our work and what we found.



What do people want?

Working with the 10 Healthwatch in Greater Manchester we asked people *#WhatWouldYouDo* to improve the NHS locally. The top issues that people told us they wanted services to focus on is:

- Easier access to GPs
- Not to be digitally excluded
- Quicker access to diagnosis and support

What are we doing about it?

- ✓ We created a total of 7 reports covering 6 specialist areas and one overall report detailing what people are telling us about how they would like services delivered based on their experiences.
- ✓ Our final reports became part of the national evidence base for Healthwatch England to work with NHS England on.
- ✓ Healthwatch in Greater Manchester were Highly commended at the National Healthwatch awards 2019 for the work done on the NHS Long Term Plan report, shining out amongst the work done across the country.
- ✓ The Greater Manchester Health and Social Care Partnership, the body responsible for commissioning in the region, provided specific responses addressing directly the points we raised in the report. (Their comments are attached to the main report).
- ✓ The final report was also highlighted to the local governing body in Trafford.



You can find the reports on our website at healthwatchtrafford.co.uk/our-reports

Key statistics:

Greater Manchester:



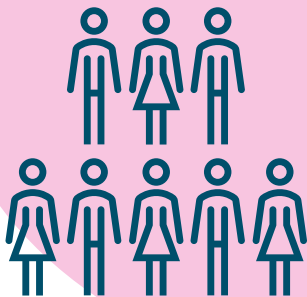
10

local Healthwatch in Greater Manchester took part



2091
Surveys

completed in the making of the project



223

People

engaged in focus group events

Our reports

Published August 2019, the work was commissioned from NHS England through Healthwatch England.

We produced seven reports in total, completing the largest and most comprehensive co-ordinated data gathering from Greater Manchester Healthwatch so far.

Besides the main report on covering all NHS services in general, there were specific reports on autism, cancer, cardiac and respiratory, dementia, learning disability, and mental health.

In Trafford alone we collected 128 survey responses and held focus groups for specific focus on Autism and Cancer services. The seven reports were then created within our team covering all of Greater Manchester.

National overview of the project:

Nationally 30,000 people responded to surveys and over 500 focus groups took place across England.



Helping you find the answers



Helping you find the answers



We held and attended 55 Engagement events, speaking to 1445 people.

We posted 301 news items, event listings and consultations on our website, giving information on all the developments in health and social care that could affect people in the borough.



Over 45,000 people visited our website over 56,000 separate sessions. Pages on our website got looked at 101,613 times!

Over 45,000 people visited our website over 56,000 separate sessions. Pages on our website got looked at 101,613 times!

Our most viewed pages were:

- ✓ "How to get seen by a doctor" which was accessed 4233 times.
- ✓ "resources/sexual health" which was accessed 2424 times.
- ✓ "services/camhs" which was accessed 2035 times.



47% of visits to our website were from a mobile, 43% from a desktop or laptop computer and 10% using a tablet.

2,473 people checked out our "How to complain" guides, 1,331 found information about specific health services and 1103 went straight to our news pages.

We tweeted information about health and social care 543 times, which totalled 138,000 impressions and led 1041 people to look at our profile information.



Mental health and wellbeing in Trafford guide

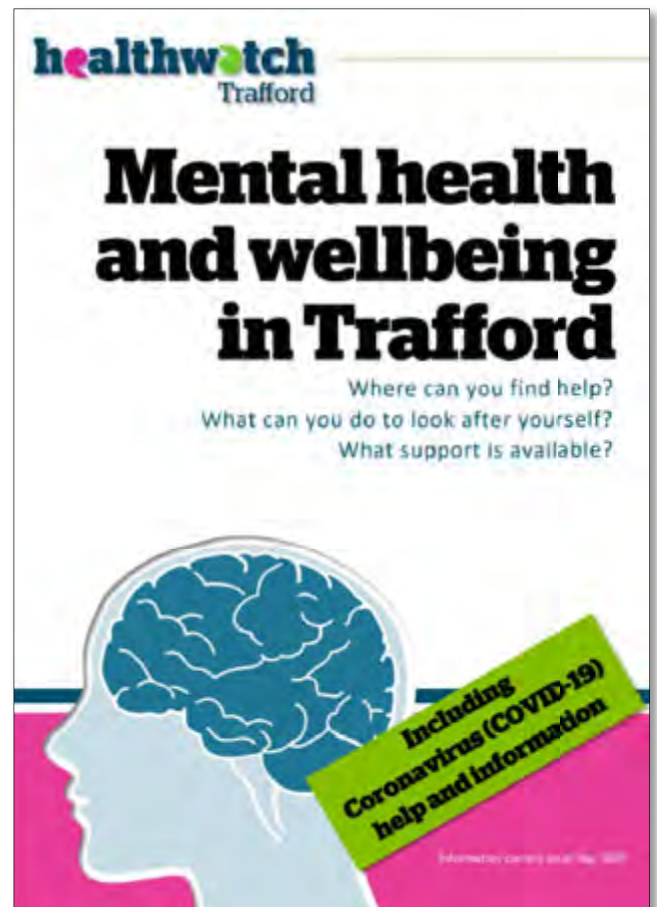
This year we undertook a project to create a signposting and information directory to help people find useful health and social care information in a format that works for them.

Following the success of previous directories that we had produced for us by a third party, we faced a large number of people wanting to get a hold of a more up-to-date copy. In addition to this, we had received feedback about the Trafford Directory which suggested it was not always user friendly for people looking for health and social care help. We also met with a community paramedic that suggested such a document would be very useful to emergency ambulances, as they can come from all over the North West to assist people in Trafford and they would like to be able to provide verified, up-to-date and easy to use information to people that they are called out to.

With the help of our research group volunteers, we began with a focus on mental health and researched local and national organisations which provide services that would be available to people in Trafford, enabling us to create a standalone mental health and wellbeing guide.

However, the arrival of the Coronavirus pandemic gave us impetus to accelerate its production as we were made aware of fears about the impact of lockdown on people's mental health. We were able to publish the guide with specific information about COVID-19 and available resources, along with information on all aspects of mental health support, from bereavement help and veterans' services to addiction and eating disorder organisations.

You can find the guide on our website, and if you would like your organisation featured in the next update, please get in touch.



Coronavirus (COVID19) response

Early on in 2020 news of the Coronavirus started to filter through into the UK media. It was soon declared a pandemic and by March, Trafford was being directly affected. Official statements were made encouraging people to stay at home where possible and then in mid-March the UK was put under lockdown.

It was clear there was a lot of rumour, sensationalism and misinformation around the virus. Social media was filled with stories from dubious sources being shared widely and the news media only served to sew uncertainty with mixed messages.

It was clear to us that there was a need for a reliable source of information which the people of the borough could access for information that they could trust.

Healthwatch Trafford responded by thoroughly researching the virus and created an online resource for the people of Trafford to access timely, accurate and verified info.

In it, you can find the latest health and social care news relating to the virus, both local and national in a dedicated feed that is constantly updated.

You can also find:

- information on how to recognise symptoms and what you should do
- details for patients and visitors to hospitals
- what is being done in Trafford in 'the community response'
- bereavement support
- what shielding means
- information in BSL from SignHealth
- support for victims of domestic abuse during the coronavirus pandemic
- dentistry provision in Trafford
- list of all community services in Trafford, indicating which are running, which are partially closing and which will be cancelled until further notice.

Read the latest

Information on Coronavirus (COVID-19)

[Click here](#)

We have promoted the resource via our social media, sharing it with over 2000 Twitter followers, a hundred Facebook followers, more than 700 Instagram followers, as well as having emailed information to 1800+ people, and the information has been shared amongst networks via our local authority, NHS and third-sector partners.

Our volunteers



**Our volunteers gave over
950 hours of time to help
us during 2019-20**

Visit
healthwatchtrafford.co.uk/get-involved/volunteer/
if you want to join the team!

**Have
your
say**

**Talk
to us...**

Volunteers

At Healthwatch Trafford we are grateful for the support of our volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities. Aged from 14 to 80+, our 39 enthusiastic volunteers gave nearly 950 hours of time over 2019-20 to help achieve the ambitions in our workplan.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services. Our Champions listened to people's experiences to help us know which areas we need to focus on.
 - Through our drop-ins at local libraries, community centres and hospitals, and our talks to local community groups (55 engagement activities in total) our Champion volunteers helped us to engage with nearly 1,500 people. Their experiences of local health and care are captured within our website's service review centre for all to see - including the services themselves - and have contributed to a number of projects throughout the year, both for us and our partners, also allowing us to develop project ideas for the coming year.
- Our Enter and View volunteers visited services to make sure they are providing people with the right support and conducted visits to care homes with us as an independent scrutiny body in the 'Dignity in Care' award programme.
 - In total our volunteers helped us to carry out 5 Enter and View and 6 Dignity in Care visits.
- Our Business Support / Research volunteers support our day-to-day running.
 - 📄 Aside from the aforementioned Champion and Enter & View volunteers, we are assisted by Research/Business Support volunteers - the latter were a real asset to us during our office move in December 2019 and in keeping us on track throughout the year with capturing data from surveys, proofreading our reports and maintaining our website.
 - 📄 Our research volunteers have helped to design our surveys, analyse the results and maintain our databases - we learn as much from them as they from us!

Our volunteers' experiences

Our Annual Snapshot is a survey about our volunteers which takes place each August. We use the results to assess how well-represented Trafford's neighbourhoods and communities are within our volunteering pool; this can lead to actions for recruitment or management, informing our Annual Volunteering Strategy. New for 2019 we asked our current volunteers for feedback about their volunteer experience. The results were overwhelmingly positive which suggested we should continue with our current volunteer management arrangements. Suggestions for improvement included increasing the number of informal get-togethers and finding ways to discuss feedback gathered through engagement activities.

What do you like about volunteering with Healthwatch Trafford?

"I have enjoyed helping with promotion at school, making people aware that this organisation exists."

"The feeling of helping health services and the NHS to improve and get better."

"The variety of activities offered, opportunities to broaden knowledge and experience and meet and support others. This year I have particularly enjoyed the project on maternity and mental health."

"I like talking to people about health and social care and enabling them to comment, compliment or complain about a service."

We began in 2019 to seek feedback from departing volunteers with a leavers' survey. The aggregated results suggest most moved on due to life changes rather than anything relating to our organisation. All would recommend Healthwatch Trafford to anyone wishing to volunteer!

In their own words...

Jean, 67, has volunteered with Healthwatch Trafford since 2012:



I have been involved with Healthwatch Trafford for seven years as a director and volunteer. My aim was to give back to my own community which had given me so much.

I deliberately chose Healthwatch as a new area to explore and hopefully to use the skills I had developed throughout life. I have had the privilege to meet and work with amazing people of all ages and backgrounds in the community and in the professional sphere. The variety of opportunities to become involved in projects and activities has given me a gateway into whole new world. Healthwatch has had and continues to have a positive impact on the local community and me.

Madhia, 17, has volunteered with Healthwatch Trafford for one year:



I heard about Healthwatch Trafford through my school. It seemed like a great way I could get involved with community health, whether it be mental or physical. I had wanted to do something like this for a while but had struggled because I was only in high school so Healthwatch was a perfect fit. I enjoy making a difference and the team are great. I've been volunteering for a while now and really enjoy it.

Youthwatch

Working with young people from diverse backgrounds has been a highlight of this year for us.

Our Youthwatch Trafford team of young volunteers age 14-18 have undertaken an update of their signposting website

www.youthwatchtrafford.co.uk

With over 1,000 visitors during 2019-20, they want to ensure that young people in Trafford always view the latest information about local health and care services.

New content developed this year by the Youthwatch media squad included:

- a Q&A with a Trafford Council Children's Rights Officer
- a guide to going travelling (developed following a meeting with our Media Squad volunteer and Dr Patel's Shay Lane practice, at the practice's suggestion)
- and a young-person-friendly version of the GM Healthwatch CAMHS report

Plus a new poster to advertise the site! →



Our Youthwatch Trafford champions helped us at drop-ins and public events such as Trafford Live - and continue to engage with their peers at school, spreading the word about Healthwatch Trafford's services, encouraging them to share their experiences and have a say in how local health and care services operate.

Youthwatchtrafford.co.uk

Our finances



Finances

How we spend our money

To help us carry out our work, we are funded by our local authority. In 2019-20 we spent £136,066. We also received £29,355 of additional income from Trafford Clinical Commissioning Group and Healthwatch England.

Income

Funding	£
Funding received from local authority to deliver local Healthwatch statutory activities	124,500
Other	29,335
Total	153,835

Expenditure

Expenditure	£
Chair's Remuneration	7,332
Staffing Costs	108,340
Office Costs	5,813
Other Direct Service Delivery Costs	14,581
Total	136,066
Balance Brought Forward	86,322

The figures in the table are a summary of the full unaudited financial statements for the year ended 31 March 2020 which are being filed at Companies House.

Our plans for next year



Our plans for next year

Looking ahead:

Like many organisations we will have to adapt to new ways of working forced upon us by the impact of lockdown and social distancing. This is a challenge but one that we will strive to overcome through working closely with our partners, staff and volunteers. It is important that we find ways to continue to collect the experiences of people who are accessing and using services, often in a manner that is new to them and to effectively present this information to the commissioners and providers of services so that they remain as responsive and accessible as possible. Alongside this we will undertake follow up work on previous projects, to try and gauge what difference our reports and recommendations have made.

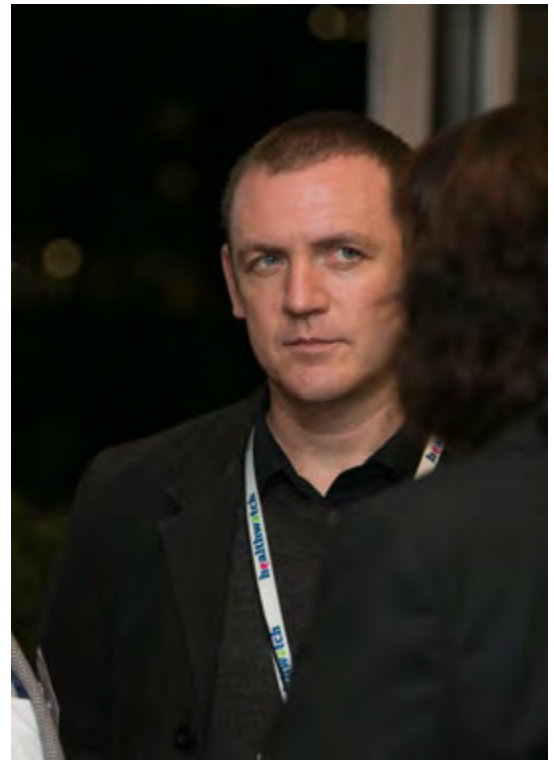
We will continue to encourage both providers and members of the public to work with us in order to help improve services. Please do contact us if you think there is an issue that we need to be aware of or if you think we can work together to make a difference.

Barriers and opportunities:

Our staff team remains small yet dedicated and this means that we must strive to do our best to maximise our time and resources. To this end, we will endeavour to focus our efforts on those areas where we believe we can have the greatest impact. Our initial workplan for 2020-21 has had to be revised in light of circumstances imposed by the spread of COVID-19. Whilst this has inevitably meant some of our proposed work has had to be put on hold, it also creates opportunities to forge new partnerships with the communities of Trafford and those that provide services to those communities.

As a not for profit social enterprise, a key focus for us this year is to generate additional income from commissioned work. We will work hard to refine our processes for gathering data, the analysis of that data and its subsequent presentation. Healthwatch Trafford is a respected partner of many organisations that deliver services to residents of the borough, who welcome our independent analysis and we will seek to build on this by offering the opportunity to commission project work from us. This work is underpinned by solid research and analysis methodologies, which are intrinsically tied to Healthwatch England's Research and Governance Framework, which we have had an important hand in developing. This means that our data and reports will always be credible, will provide key independent analysis and will stand up to external scrutiny. This is vitally important at a time where questions are often raised about data which appears in the public domain.

This will also build on the work that we have undertaken this year with our partner Healthwatch across Greater Manchester in seeking to create an environment where we all approach the gathering of data and information in a uniform way. This is an important step as services across Greater Manchester continue to evolve and provide health and social care across a wider footprint.



Priorities for this year:

This year we have identified three key areas that we want to focus on; Mental Health, inequalities in the north of the borough and accessing services during the coronavirus pandemic. These are areas where problems have been known to exist for many years and whilst some small improvements have been made, the feedback we have received over time suggests that the overriding issues remain. We will also look into disability services and access and cardiovascular issues amongst younger people.

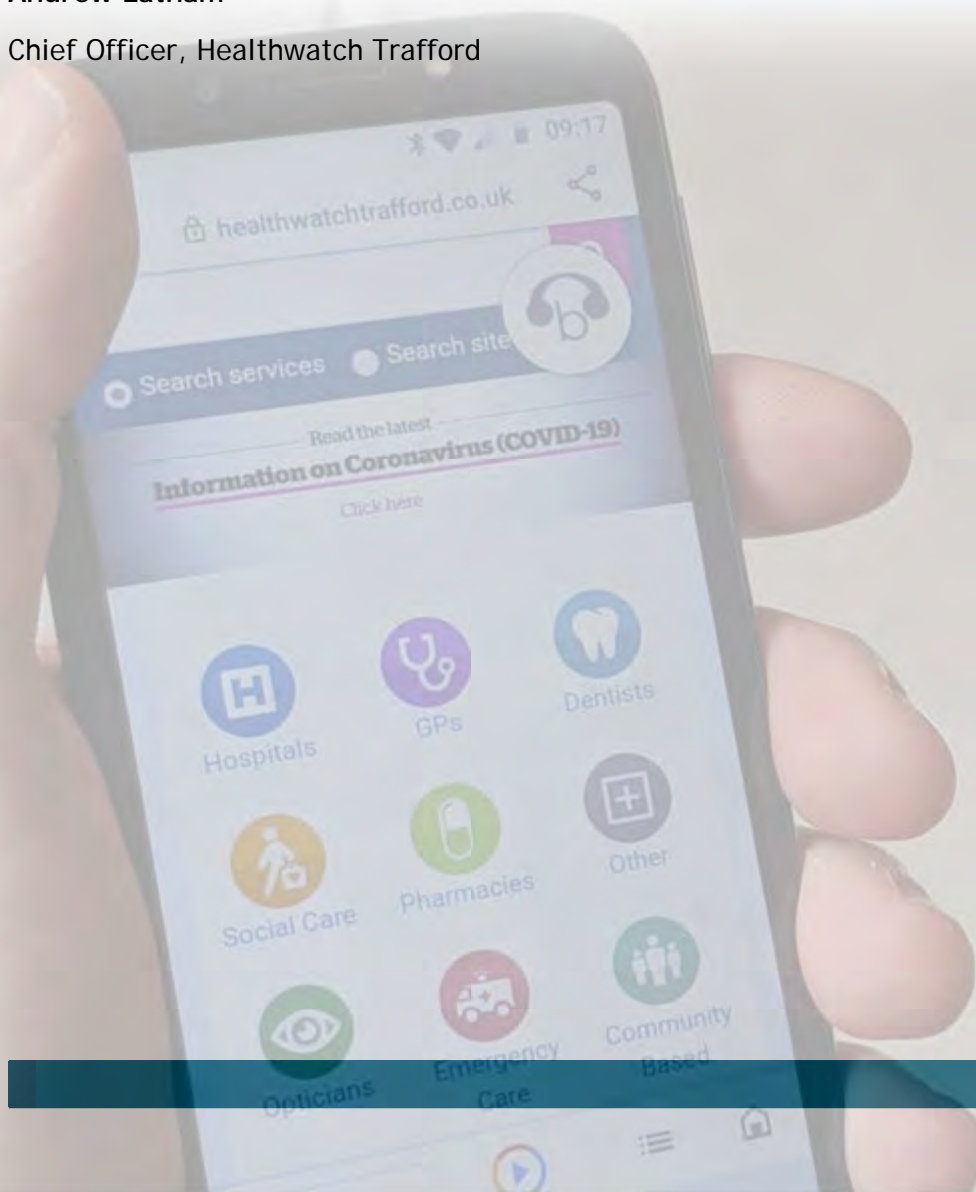
Thank you:

I am incredibly proud of the work that our staff and volunteers carry out. That we achieve what we do with limited time and resources and often under difficult circumstances, is testament to their ongoing dedication and passion. The range of skills and experience that they bring to Healthwatch is vast and we simply could not do it without them.



Andrew Latham

Chief Officer, Healthwatch Trafford



Thank you

The Healthwatch Trafford team would like to say a big “Thank you” to everyone that is helping us put people at the heart of social care, including:

- ✓ Every one of the members of the public who shared their views and experience with us.
- ✓ All of our amazing staff and volunteers, in particular:
 - Our Enter and View team
 - Our Research Group
 - Our Healthwatch Champions
 - Our Media Squad
 - Our Young Champions
 - Our admin and business support volunteers
 - Our Healthwatch Trafford board of directors
- ✓ The voluntary and third sector organisations that have contributed to our work.
- ✓ The staff and management of the care settings we have visited.
- ✓ Trafford Council.
- ✓ NHS Trafford Clinical Commissioning Group, Manchester University NHS Foundation Trust, Greater Manchester Mental Health NHS Foundation Trust.
- ✓ Our colleagues at the 10 Greater Manchester local Healthwatch organisations.
- ✓ Healthwatch England.

Contact us



Phone number: 0300 999 0303

Mobile / text / WhatsApp: 07480 615 478

Email: info@healthwatchtrafford.co.uk

Website: healthwatchtrafford.co.uk

Twitter / Instagram: @healthwatchtraf

Facebook: HealthwatchTrafford



Instagram / Twitter: @youthwatchtraff

Facebook: YouthwatchTrafford

Website: youthwatchtrafford.co.uk

Our annual report will be publicly available on our website by the 30th June 2020.

We will also be sharing it with Healthwatch England, CQC, NHS England, Trafford Clinical Commissioning Group, Overview and Scrutiny Committee, and Trafford Council.

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.

© Copyright Healthwatch Trafford 2018

Companies House number 08466421

Registered in England and Wales.