

Healthwatch Stockport Patient & Public Experience Report

July - September 2014

watch
Stockport

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say on health
e in Stockport
healthwatchstockport.co.uk
0161 477 8479



Healthwatch Stockport Office, Graylaw House, Chestergate SK1 1LZ

Telephone: 0161 477 8479 **Fax:** 0161 480 3735 **Email:** info@healthwatchstockport.co.uk

Website: www.healthwatchstockport.co.uk

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Registered Company Number: 8442532



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Patient & Public Experience Report

Report from:	Patient & Public Experience Team
Task group:	Tony Stokes (Lead), Alan Watt, Beverley Hart (Stockport FLAG), David Kirk, Gerry Wright, Les Crabb (NHS Complaints Advocacy Stockport), Mike Cain and Roy Oliver. With support from Shell Sheridan, Kirsty Bagnall and Maria Kildunne.
Report Date:	March 2015

1. Background

Healthwatch Stockport is an independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

For general details about Healthwatch Stockport, please see appendix i and for more in-depth information about its work please visit www.healthwatchstockport.co.uk. For more information about Healthwatch England, please visit www.healthwatch.co.uk.

2. Introduction

Healthwatch Stockport is committed to listening to the experiences of local people using health & social care services.

It is important to Healthwatch Stockport that everyone in our community gets the best out of their local health & social care services.

Healthwatch Stockport will use feedback and evidence to ensure local services achieve the best possible service they can, shaped by local need and experiences.

The Healthwatch Stockport Patient & Public Experience Team was set up to address the large volume of information in the public domain and within service provider reports relating to patient and public experience. It is felt that local people often provide various organisations with their stories, patient journeys and experiences, both positive and not so good, and all too many times although individual complaints are resolved, the service does not change as a result of this feedback. In addition, when lessons are learned from feedback, this learning is not shared amongst other organisations to help improve services. Healthwatch Stockport wants to encourage more people to leave their feedback about services and want local services to be held accountable in acting upon feedback people submit to them.



Healthwatch Stockport does not want to unduly criticise services or organisations, rather it wants to work in partnership to improve and learn from best practice. Therefore, within future reports, we will highlight areas of good practice in addition to identifying areas where improvement is needed.

The Patient & Public Experience Team consists of Healthwatch Stockport members (unpaid volunteers with an interest in health & social care), many of whom have a health & social care background or an interest in helping to improve health & social care services in Stockport.

Over the last 12 months the team have been exploring options of how to best address the way we look at feedback and use it to support services to improve.

Information from reports produced by Stockport Clinical Commissioning Group, Stockport NHS Foundation Trust, Pennine Care NHS Foundation Trust, North West Ambulance Service, Arriva Transport Solutions, Stockport Adult Social Care, Stockport FLAG, NHS Complaints Advocacy Service Stockport and feedback gained into the Healthwatch Stockport office itself is scrutinised and analysed by Patient & Public Experience Team members who highlight recurring themes and trends in feedback.

These themes are identified using a theme identification template which are then forwarded to the Healthwatch Stockport Operational Team to enrich the work they are currently carrying out. In addition, this report also includes recommendations for consideration by the Operational Team for inclusion in Healthwatch Stockport Work Programme activity.

A full list of all reports and data used to create this document is available in appendix iv.

In addition to analysing information provided by services providers and organisations within the local community, Healthwatch Stockport also independently gather feedback from the local community via local events, consultations and feedback forms. All feedback received by Healthwatch Stockport is used to identify themes to enrich the quality of the data analysed by the Healthwatch Stockport Patient Experience Team. This feedback will be included in future analysis as will feedback from a range of community and voluntary sectors and Patient Opinion. Stockport FLAG (For Local Advice and Guidance) and NHS Complaints Advocacy Stockport (NHSCAS) also contribute significantly.

The Patient & Public Experience Team meet quarterly, but analyse the documents between meetings so that themes can be discussed at team meetings.



As the main commissioner of services, Stockport Clinical Commissioning Group (SCCG) is invited to the second half of the meeting. This helps to clarify any issues of concern and offer guidance to affect change. Comments made during the meeting by Stockport CCG are included within this report. There are plans to ensure a representative from Stockport Council also attends as they are another main commissioner of health & social care in Stockport.

This report will be produced quarterly by the team. It is a tool to support internal decision making and work programme planning. This report is available publicly and will be published on the Healthwatch Stockport website as well as circulated to key stakeholders (see page 18 of this report). Key stakeholders are encouraged to use this report to identify and compare themes and issues between their organisations to identify shared areas of experience.

However, the recommendations within this report are not to be taken by stakeholders as Healthwatch Stockport policy, rather as an indication of where areas of activity are being considered. The responsibility of the Patient & Public Experience Team is to analyse data and make recommendations, it does not carry out pieces of work. The recommendations within this report are for consideration by the Healthwatch Stockport Operational Team.

The Healthwatch Stockport Work Programme is overseen and developed by the Operational Team. (Appendix iv)

Healthwatch Stockport recognise that there are still gaps within the information collected to support this report. The way services are commissioned, more and more voluntary services are providing health & social care. For example, although Pennine Care NHS Foundation Trust is a major provider of mental health services in Stockport, mental health services are also commissioned from the voluntary sector and services provided by Adult Social Care, Public Health and more feed into the patient experience of people receiving mental health services. We must ensure services are equitable and accessible across organisations and equality must be embedded within the work Healthwatch Stockport carry out. In addition, information is also provided by The Christie NHS Foundation Trust, but the team have yet to identify a member to analyse the data. We do not currently receive information from children's social care providers.

Healthwatch Stockport proposes to explore the concept in having open meetings where members of the public can come and find out more about Healthwatch Stockport and provide more feedback. We will also report back what we have done to respond to people's feedback. There will be an opportunity for providers to have their say on how they have improved services.



3. Summary for Quarter 2 - July-September 2014

Due to reporting structures, timing and sign off of reports from local organisations, the following report is for Quarter 2 (July-September 2014). The report for Quarter 3 (October-December 2014) will be available in March 2015.

The three main areas of concern identified by the Patient & Public Experience Team in the Quarter July-September 2014 were:

● **Discharge from Hospital**

Admissions and discharge was highlighted by the team as the second highest priority within the Stockport NHS Foundation Trust Annual Complaints report 2013/14. In addition to this identification as a priority, Healthwatch Stockport has received numerous pieces of feedback via a variety of services about experiences of discharges from a variety of care settings. Healthwatch Stockport already have a group dedicated to tackling issues with discharge. The feedback identified within this report will be fed into this group.

● **Stockport NHS Foundation Trust District Nurse Service Capacity**

The service capacity of the district nurse service was highlighted by the team as the second highest priority within the Stockport NHS Foundation Trust Annual Complaints Report 2013/14. During discussions with Stockport CCG, as the commissioner of the district nurse service, the Patient & Public Experience Team raised concern with the service capacity, which was met with comment from Stockport CCG. A recommendation was attached to this issue for the Healthwatch Stockport Operational Team to look to explore and is further detailed within this report.

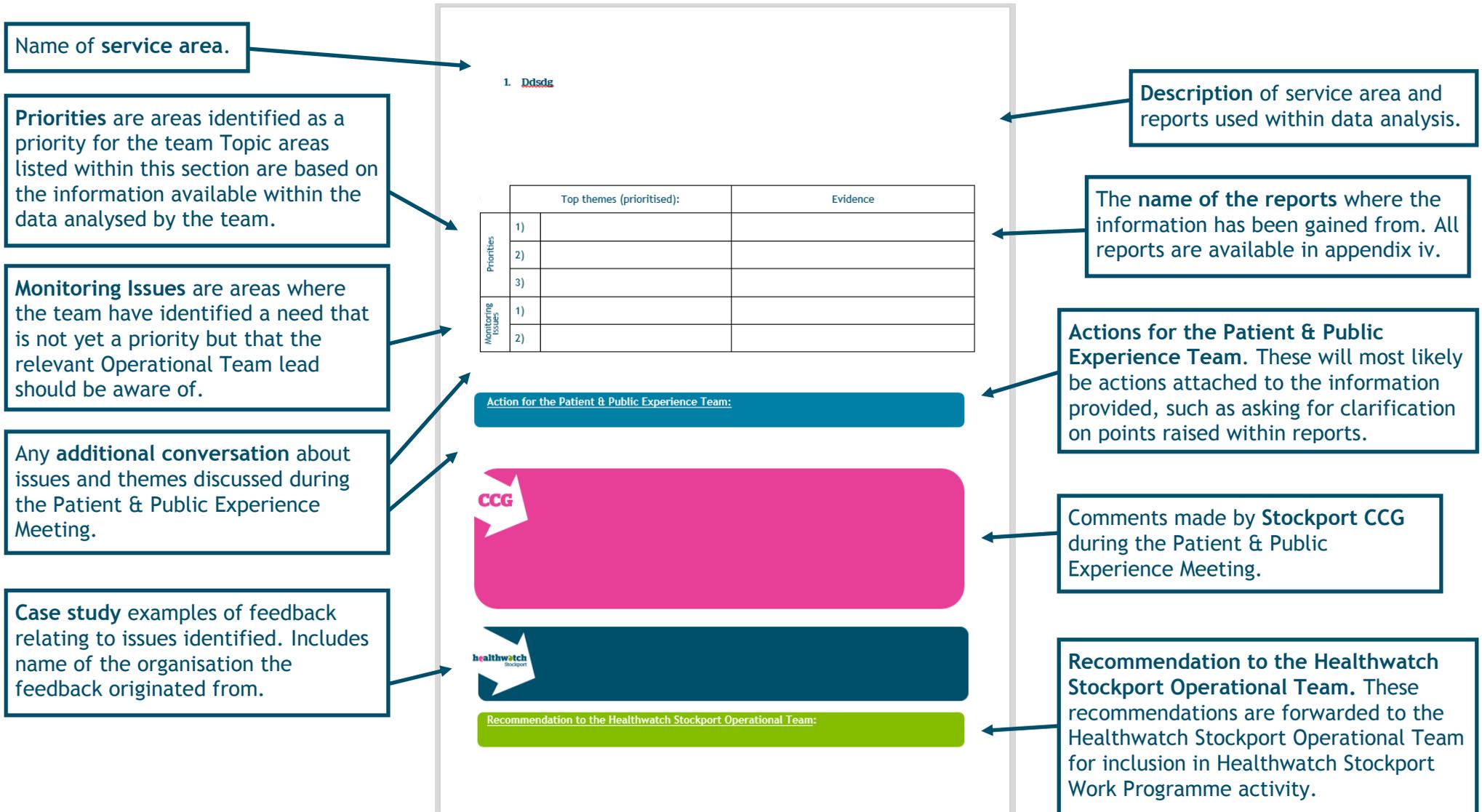
● **Arriva Patient Transport Service Timelines**

Healthwatch Stockport have been aware of issues with Arriva Patient Transport Service for a while, carrying out a Greater Manchester wide piece of work alongside other Healthwatch in the area to look into the patient experience of the service. The work, carried out in February 2014 found that over two thirds of respondents reported that the service got them to their appointment late. Within Stockport, all patients who took part in the research said that they waited over an hour before they were taken home following their appointment, with many waiting longer than two hours, and up to five hours. Although actions were taken by Arriva following this report, this experience appears to be supported by the Patient Experience Report April 2013/April 2014 Report, where timelines were highlighted as the highest priority. A recommendation was attached to this issue for the Healthwatch Stockport Operational Team to look to explore and is further detailed within this report.



4. Navigating the report – a guide to the following pages.

Each of the following pages follows the same structure:





5. Adult Social Care Services (Stockport Council)

Adult Social Care, a department within Stockport Council, aims to help people aged 18 and over to continue to live as independently as possible within the community. Adult Social Care will carry out an assessment of need to gain a better understanding of the range of support needs a person has, and the level of informal support already in place. Where a person has eligible needs for care and support, and where needs cannot be met through the provision of good information and advice and short term support, a person will be provided with an indicative personal budget, a statement which provides an indication of the cost of meeting care and support needs.

Some people will choose to ask the Council to arrange services to meet their needs which might include home care, day care, respite care or residential and nursing care. In other circumstances, people may choose to take their personal budget in the form of a Direct Payment, and can use this creatively to meet their care and support needs such as employing a personal assistant, or identifying community activities that are of interest to the person and help to meet their needs, goals and outcomes.

Whilst the Council provides some social care services, the majority are commissioned through the independent, community and voluntary sector.

The themes within this section of the report are based on Adult Social Care’s Quality Team Quarter 2 report (1st July-30th September 2014). Additional information may also be drawn from Stockport CCG’s Patient Experience Reports July, August and September dependent on relevance.

	Top themes (prioritised):		Evidence
Priorities	1)	Assessment Procedures/Progress	Quality team quarter 2 (1 st July to 30 th Sept)
	2)	Quality of Care	Quality team quarter 2 (1 st July to 30 th Sept)
	3)		
Monitoring Issues	1)	Delays in funding/fees	Quality team quarter 2 (1 st July to 30 th Sept)
	2)	Survey/Questionnaire homes to capture feedback	SCCG Patient Experience report July 2014

Within the *Quality team* report, it was suggested by the Patient & Public Involvement Team that a breakdown of the quality of care would have been useful.



Action for the Patient & Public Involvement Team: Contact Adult Social Care to ask for a breakdown of the quality of care.

CCG

Stockport Clinical Commissioning Group is attempting to work more closely with the Care Quality Commission (CQC) on care home inspections. Stockport CCG reported that there are some problems with documentation arriving at the care home after the patient so that staff have no knowledge about any changes in medication etc.

Healthwatch Stockport (as Stockport LINK) previously carried out a piece of work with 21 local care homes on discharge from hospital to care homes. The report, published in 2012, found that 70% of homes surveyed said that residents sometimes return home without discharge notes or information and 10% said that they were always returned home without information.

This report was taken to Stockport Council who were going to carry out a piece of research of their own.



6. Mental Health Services

Pennine Care is the major provider of mental health services in Stockport. Pennine Care NHS Foundation Trust provides mental health services within Stockport. Pennine Care NHS Foundation Trust services are located in hospitals and in the community and they work closely with local councils, NHS organisations and the community and voluntary sector.

Services provided by Pennine Care NHS Foundation Trust include: working-age adult inpatient and community services including crisis resolution and home treatment, assertive outreach and early intervention older people’s inpatient and community services; community-based drug and alcohol services; community-based child and adolescent mental health services (CAMHS); Psychiatric Intensive Care Units (PICU) and some low secure care intensive rehabilitation services.

Mental health services are also delivered within the community in Stockport, provided by a variety of independent, community and voluntary sector organisations.

The themes within this section of the report are based on Pennine Care Complaints Report, Stockport CCG’s Finance Report July 2014, Stockport CCG’s Quality Report October 2014 and Stockport CCG’s Strategic Plan 2014/15 - 2018/19. Additional information may also be drawn from Stockport CCG’s Patient Experience Reports July, August and September dependent on relevance.

	Top themes (prioritised):		Evidence
Priorities	1)	Quality of Care	Stockport CCG’s Patient Experience Report Pennine Care Complaints Report
	2)	Attitude of Staff	Pennine Care Complaints Report
	3)	Communication/information to patients	Pennine Care Complaints Report
Monitoring Issues	1)	Commissioners Spend	Stockport CCG Finance Report July 2014 Stockport CCG Quality Report October 2014
	2)		

During July-September 2014, Stockport mental health services only received 11 complaints, which represents an increase of 4 compared to the previous quarter. In the same period, Stockport mental health services responded to 7 complaints. Stockport mental health services reported five compliments during the reportable period, with at least two referring to the quality of care provided. Due to the low levels in number of complaints, and the low numbers of complaints that were upheld, it is difficult to draw conclusions from the information or make robust evidence based recommendations.



Although not identified within the complaints and patient experience data provided for the timeframe July-September 2014, Access to Psychological Therapies (IAPT) is being monitored by the Healthwatch Stockport Mental Health Team.

This monitoring followed Stockport CCG's Strategic Plan 2014/15 - 2018/19, which outlined that in 2014, Improving Access to Psychological Therapies (IAPT) performance was below expectations and there was a considerable gap between anticipated delivery at the start of the planning period (9% access) and national expectations (minimum 15% by 2015). Stockport CCG aims to improve access to mental health services including IAPT take-up to 20%.



7. Stockport NHS Foundation Trust (Hospital Services)

Stockport NHS Foundation Trust provides hospital services for children and adults across Stockport and the High Peak, as well as community health services for Stockport, Tameside and Glossop (see section 8). Within Stockport, Stockport NHS Foundation Trust provide Stepping Hill Hospital the Devonshire Centre for Neuro-rehabilitation and The Meadows palliative care centre.

Hospital services provided by the Trust include Diagnostics & Clinical support, Medicine and Surgical and Critical Care. A full list of services provided by Stockport NHS Foundation Trust is included in appendix iii.

Unfortunately, Stockport NHS Foundation Trust were unable to provide a report on time to cover the period of July-September 2014, therefore, the Patient & Public Experience Team analysed the information contained within the Trust’s Annual Complaints Report 2013/14. Additional information may also be drawn from Stockport CCG’s Patient Experience Reports July, August and September dependent on relevance.

	Top themes (prioritised):		Evidence
Priorities	1)	Treatment	Annual Complaints report 2013/14
	2)	Appointments, admissions, discharges and waiting times	Annual Complaints report 2013/14
	3)	Communication	Annual Complaints report 2013/14
Monitoring Issues	1)	Complaints about staff	Annual Complaints report 2013/14
	2)	Nursing care	Annual Complaints report 2013/14

During the meeting, it was also discussed that the term “communication” is too broad within this context and would need to be broken down further in future reports.

Action for the Patient & Public Involvement Team: Contact Stockport NHS Foundation Trust to ask for a breakdown of ‘communication’ in future reports.

Healthwatch Stockport is aware of the issues around admissions and discharges, as identified above and currently have a Discharge Subgroup to look at the issues around unsafe discharge across all relevant service providers.

This group also fed into the Healthwatch England Inquiry on Unsafe Discharge, which is looking into what happens to people who experience ‘unsafe discharge’ from a hospital, nursing or care home, or mental health setting in England and how it was that they were able to fall through the gaps. As 'Unsafe discharge' can have the biggest impact on people who are already vulnerable, the



Healthwatch England inquiry is focusing on homeless people, people with mental health conditions and older people who have been sent home from hospitals, care homes and mental health units.

In gathering evidence to feed into the Special Inquiry, it became clear that more work needed to be carried out to find out why people are having negative experiences of discharge and what can be done to avoid these negative experiences. For more information about the work of the Discharge Subgroup, please contact the Healthwatch Stockport Office.

The following is an example of some of the feedback received within the quarter, which supports the need for this subgroup:



Resident of a care home admitted to Stepping Hill Hospital in a confused state and returned home next day with no notes. The resident was then readmitted a few days later but staff member had to speak to doctor to request he was kept in and properly checked out. The resident was discharged two days later again with no notes.



Patient was admitted to Stepping Hill Hospital and received excellent care until discharge. Patient reported that the discharge was traumatic as they were made ready for discharge and left sitting in a chair from mid-morning until 7pm. The patient was then advised to stay in hospital until the following day and then return home.



Vulnerable older patient with epilepsy was admitted to Stepping Hill Hospital after a serious seizure causing her to collapse and bruise her face very badly in the early evening. She was discharged during the night and sent home in a taxi with no-one available to collect her with staff knowing that she lived on her own.



8. Stockport NHS Foundation Trust (Community Health Services)

Stockport NHS Foundation Trust provides hospital services for children and adults across Stockport and the High Peak (see section 7), as well as community health services for Stockport, Tameside and Glossop. Community health services are run across 24 sites in Stockport and 17 sites in Tameside and Glossop.

Community services provided by the Trust include Speech and Language Therapy, Community Physiotherapy, Diabetes and Vascular Service, District Nursing, Health Visiting, School Nurses, Lifestyle services, Long term conditions, Palliative Care, Orthoptics and Optometry, Podiatry, Sexual Health Service and more. A full list of services provided by Stockport NHS Foundation Trust is included in appendix iii.

As with Hospital Services, these themes are based on the Annual Complaints report 2013/14, rather than feedback from the quarter July-September 2014 (see appendix iv). Additional information may also be drawn from Stockport CCG’s Patient Experience Reports July, August and September dependent on relevance.

	Top themes (prioritised):		Evidence
Priorities	1)	Treatment	Annual complaints report 2013/14
	2)	Difficulty in seeing district nurses	Annual complaints report 2013/14
	3)	Infrastructure and staffing levels	Annual complaints report 2013/14/SCCG report
Monitoring Issues	1)	Communication	Annual complaints report 2013/14
	2)	Complaints about staff	Annual complaints report 2013/14

From the evidence provided, it was clear that there were concerns with the service capacity of the District Nurse service, an issue that Healthwatch Stockport has been monitoring.



Stockport CCG also identified ear syringing as a problem for district nurses. Previously patients had to ring around their local GPs to find somewhere that had an available appointment. This has now been changed so that the patient can ring a centralized telephone number where the operator has access to all the clinics in Stockport.

Recommendation to the Healthwatch Stockport Operational Team: For the Healthwatch Stockport Operational Team to look at the work of the District Nurse Task & Finish Group and consider taking on these issues.



9. Patient Transport / Emergency Transport

Transport in Stockport is separated into emergency transport, provided by the North West Ambulance Trust (NWS) and non-emergency patient transport, provided by Arriva Patient Transport Solutions. Emergency transport is accessed by calling 999 in an emergency. The Non-Emergency Patient Transport Service is for patients who need to travel to and from an appointment at a hospital or clinic, are discharged from hospital, or need to transfer between centres, and because of their medical condition, cannot make their own way.

Unfortunately, reports from the *North West Ambulance Service NHS Trust* arrived too late for analysis, so the analysis for Transport focused on information received from the *Arriva Transport End of Year report (2013-14)*. This did mean that the information analysed was out of date, and Healthwatch Stockport is working to develop better lines of communication with Arriva to receive more up to date information. Additional information may also be drawn from Stockport CCG's Patient Experience Reports July, August and September dependent on relevance.

	Top themes (prioritised):		Evidence
Priorities	1)	PTS Arriva Timelines	Patient Experience Report April 2013/April 2014
	2)	PTS Arriva Patient Satisfaction Tameside/Stepping Hill	Patient Experience Report April 2013/April 2014
	3)	PTS Arriva no escort allowed	Patient Experience Report April 2013/April 2014
Monitoring Issues	1)	Missed appointments /outboard and inboard delay in transport	Patient Experience Report April 2013/April 2014
	2)	PTS Arriva Patient Experience observation days	Patient Experience Report April 2013/April 2014

During the Patient & Public Experience Meeting, there was discussion around emergency ambulance staff having to wait with patients at A&E due to a lack of staff at the hospital to leave the patient with and it was felt that this is not acceptable. It was suggested that that volunteers could be used for this to free up the ambulance staff.

Recommendation to the Healthwatch Stockport Operational Team: For the Healthwatch Stockport Operational Team to discuss the possibility of volunteers waiting with patients rather than ambulance staff.

Healthwatch Stockport have been aware of timing issues with Arriva Patient Transport Service for a while, carrying out a Greater Manchester wide piece of work alongside other Healthwatch, *Arriva Patient Transport Service, Survey & Report June 2014* (appendix iv) in the area to look into the patient experience of the service. The work, carried out in February 2014, found that over two thirds of respondents reported that the service got them to their appointment late. Within



Stockport, all patients who took part in the research said that they waited over an hour before they were taken home following their appointment, with many waiting longer than two hours, and up to five hours. Actions were attached to this report that were discussed and agreed with Arriva Patient Transport Solutions.



The highest occurring trend for Stockport FLAG within the quarter was transport, covering a range of issues, especially for those who can't access public transport.



Stockport CCG noted that Arriva Patient Transport Service has improved since their first year, as evidenced in their report from July 2014. However, this was not reflected in the feedback received by Healthwatch Stockport, Stockport FLAG and NHS Complaints Advocacy Stockport.

The Quality & Commissioning Lead at NHS Stockport CCG explained that it would be hard to create a perfect patient transport service as it would be too costly, they have to do the best they can within the budget but patients need to know what they can expect from the service. It was mentioned that the drivers do not always have knowledge of the area they are working in.

Healthwatch Stockport had been told that Stepping Hill Hospital had commissioned St John's Ambulance to support patients to get home, Stockport CCG were asked how this fit in with the commissioning of Arriva Patient Transport Service. Healthwatch Stockport were informed that Stepping Hill decided that Arriva was not providing a good enough service and so they commissioned St John's Ambulance to help and Stockport CCG has asked for a breakdown of patients using both Arriva and St John's Ambulance Service.

Healthwatch currently have a Greater Manchester representative supporting on writing the new contract specifications for Arriva Patient Transport Service.

As there have been ongoing issues with Arriva Patient Transport Service and the service does not appear to have improved significantly enough since the Greater Manchester Healthwatch Network published their report, *Arriva Patient Transport Service, Survey & Report June 2014*, the group felt that Healthwatch Stockport should set up a Task & Finish group to look at the Arriva Patient Transport Service to monitor any improvements.

Recommendation to the Healthwatch Stockport Operational Team: Healthwatch Stockport to set up a group to monitor Arriva Patient Transport and the issues outlined above over the next 6 months.

Healthwatch Stockport [March 2015]



10. Distribution

This report will be distributed to the following:

- Quality and Commissioning, Stockport Clinical Commissioning Group
- Customer Services, Stockport Clinical Commissioning Group
- Risk and Customer Services, Stockport NHS Foundation Trust
- Complaints Department, Pennine Care NHS Foundation Trust,
- Arriva Transport Solutions
- North West Ambulance Service NHS Trust
- Quality Team, Stockport Adult Social Care
- Stockport For Local Advice & Guidance (FLAG)
- NHS Complaints Advocacy Service Stockport
- Healthwatch England
- Care Quality Commission (CQC)
- Voluntary Sector Chief Officer Group (COG)
- Healthwatch Stockport website www.healthwatchstockport.co.uk

If you are reading this document and you or your organisation have feedback to share on any health or social care service that will help with the work of Healthwatch Stockport, you can get in touch with us by calling on **0161 477 8479**, email us on info@healthwatchstockport.co.uk, text us on **07765 568 345**, tweet us at **@HWStockport**, comment on our facebook wall or write to us at **Healthwatch Stockport, Graylaw House, Chestergate, Stockport SK1 1LZ**.



Appendix i - About Healthwatch Stockport

Healthwatch is an independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

Healthwatch Stockport is a membership organisation run by volunteers with an interest in health & social care.

They are supported by a team of staff to offer help to members carrying out activity on behalf of the organisation. Healthwatch Stockport is part of a network of other local Healthwatch organisations and is supported by Healthwatch England, a national body.

Healthwatch Stockport has been given powers in legislation to help them carry out their role.

These include being able to:

- Enter & View places where publicly funded health & social care takes place;
- Promote and support local people to be involved in monitoring, commissioning and provision of local care services;
- Obtain local people's views about their needs for and experience of local care services;
- Tell agencies involved in the commissioning, provision and scrutiny of care services about these views;
- Produce reports and make recommendations about how local health and care services could or should be improved;
- Have a seat on the local authority statutory Health & Wellbeing Board where they are an important contributor to the local work on reducing health inequalities;
- Help Healthwatch England carry out its role as national champion by telling it about the views and experiences of local people;
- Work with Stockport FLAG, who provide the information and advice function to signpost people to appropriate services.



Appendix ii - About the Healthwatch Stockport Operational Team

The Healthwatch Stockport Operational Team, in the main, is made up of members who are appointed by the Core Group as leads within the Healthwatch Stockport Work Programme Areas.

Members on the Healthwatch Stockport Operational Team include, but are not limited to:

- Stockport Health & Wellbeing Board Lead
- Stockport NHS Foundation Trust Lead
- Stockport Adult Social Care Lead
- Children's Health & Social Care Lead
- Mental Health Lead
- Any member leading on a Healthwatch Stockport Task & Finish Group (as appropriate)
- Stockport Clinical Commissioning Group Lead
- Stockport Public Health Lead
- Equality & Diversity Lead
- Discharge Subgroup Lead
- Enter & View Team Lead

The role of the Operational Team is to:

- **Oversee the Healthwatch Stockport Work Programme**

Each lead representative is responsible for identifying areas of priority, monitoring and scrutinising their Work Programme Area with the support of their subgroup. They are also responsible for ensuring there is capacity to undertake activity agreed.

- **Agenda planning**

It is the responsibility of the Operational Team to ensure all relevant information is available to the Healthwatch Core Group including decisions taken by the Healthwatch Stockport Operational Team and how these decisions were made.

- **Review member reports**

It is the responsibility of the Operational Team to ensure that all work programme leads are aware of the Healthwatch Stockport reporting structures and remind work programme leads of dates when reports are due.

- **Consider all requests made to Healthwatch Stockport**

It is the responsibility of the Operational Team to review all requests made to Healthwatch Stockport and consider them for approval using a decision making protocol. If approved the Healthwatch Stockport Operational Team will delegate the request to the appropriate Work Programme Area Lead

- **Agree financial resources for work programme activities**

Healthwatch Stockport has an overall Activity Budget for use by work programme leads to fulfil the objectives set out in their work programmes. All requests for financial support from work programme leads shall be approved by the Board of Directors and final decisions will be based on reports and recommendations made by work programme leads which includes valid reasons for the use of resources.



Appendix iii - Services provided by Stockport NHS Foundation Trust

Child and Family	Diagnostics and Clinical Support	Medicine
Obstetrics Gynaecology Paediatrics Children Therapy Teams Integrated Children's Services (Joint with Local Authority) <ul style="list-style-type: none"> • Health Visiting School Nursing	Clinical Support Pharmacy Adult Therapies <ul style="list-style-type: none"> • Primary Care Physiotherapy Cancer services <ul style="list-style-type: none"> • Chemotherapy Quality control North West <ul style="list-style-type: none"> • Production unit Outpatients <ul style="list-style-type: none"> • Bookings and Health records Diagnostics <ul style="list-style-type: none"> • Radiology • Laboratory Medicine <ul style="list-style-type: none"> ○ Haematology Endoscopy	Accident & Emergency General Medicine Medicine for Older People Community Medicine Genito-Urinary Medicine Haematology Neurology ME/CFS Diabetes COPD and Heart Failure Palliative Care District Nursing Rehab at home
Surgical and Critical Care	Community Health Care	
Anaesthetics General Surgery Trauma & Orthopaedics Urology Ear, Nose and Throat Ophthalmology Maxillofacial Breast Surgery Orthotics Podiatry	Acute and Community Adult and Paediatric Nutrition Adult SALT CARA Community and MSK Physio Community Neuro Rehab Team Continence Diabetes District Nursing Early Attachment Health Visiting Integrated Transfer Team Macmillan and Palliative Care	Orthotics Podiatry Shire Hill Intermediate Care Wheelchairs IRIS Podiatry Language Interpretation Service Learning Disabilities Lifestyles Sexual Health Long Term Conditions



Appendix iv – References

[Arriva Patient Transport Solutions, Patient Experience Report April 2013 - April 2014](#)

[NHS Stockport Clinical Commissioning Group Aug 2014 Patient Experience Report](#)

[NHS Stockport Clinical Commissioning Group July 2014 Patient Experience Report](#)

[NHS Stockport Clinical Commissioning Group Sept 2014 Patient Experience Report](#)

[NHS Stockport Clinical Commissioning Group Finance Report July 2014](#)

[NHS Stockport Clinical Commissioning Group Quality Report October 2014](#)

[NHS Stockport Clinical Commissioning Group Strategic Plan 2014/15 - 2018/19](#)

[Pennine Care NHS Foundation Trust Complaints and compliments Quality Governance Report for QGAC](#)

[Stockport Adult Social Care Q2 Complaint stats 2014-15](#)

[Stockport NHS Foundation Trust Annual Complaints report, 2013-2014](#)

[Stockport NHS Foundation Trust Patient and Family Experience Key Themes Report January - March 2014](#)

[Stockport NHS Foundation Trust Quarterly Complaints Report, Jan-March 2014](#)

Feedback received from the Healthwatch Stockport Database

Feedback from Stockport For Local Advice & Guidance (FLAG)

Feedback from NHS Complaints Advocacy Stockport (NHSCAS)