

Healthwatch Stockport Annual Report 2018 - 2019

Date: 30th June 2019

Inform. Involve. Influence

Healthwatch Stockport Annual Report 2018-2019

Welcome from our Chair

I am pleased to report on another exciting and progressive year for Healthwatch Stockport in 2018-19.

It was the second year of a 2 year grant funding agreement provided by Stockport Council. We used the agreement to set an ambitious programme of work to cover the 2 years.

We continued to lobby the local authority to recognise the statutory function and requirement for Local Healthwatch to provide an Information and Signposting service. I am delighted to report, that with the help of Healthwatch England we now have a recognised service. However, the detail of how this is to be funded continues to be developed.

In addition to our *core* work I am very proud of the work undertaken by our Enter and View Team who completed 14 Enter & View visits and spoke to nearly 120 people about dental services and access to dental care. An additional 98 people took part in our online survey and a further number of care homes took time out to take part in a telephone interview about the dental needs of their residents.

It is credit to our staff team and volunteer champions that awareness has increased amongst our local BAME communities through our intense engagement plan in this area.

It is encouraging to see positive partnership working in action with organisations, such as Walthew House on access to British Sign Language Interpreters and Age UK Stockport, Disability Stockport and Beechwood Cancer Care to gather feedback at short notice on the services for wheelchair users.

We also continue to have a positive working relationship with our statutory partners in health and social care, and as a critical friend we have called upon them to work in collaboration for the benefit of our residents of Stockport.

At a Greater Manchester level we have been working closely with our 9 other Local Healthwatch organisations across the Greater Manchester devolution footprint. An independent review was carried out this year on the relationships, funding and activities of Healthwatch in Greater Manchester, which provided some stark inequalities in which Local Healthwatch in Greater Manchester is funded. We watch closely as commissioners and Healthwatch in Greater Manchester come together to think through how Healthwatch across Manchester will create a collaborative working framework.

We would like to thank our committed staff, volunteers and our board members [all volunteers] for all their hard work and support this year. Our gratitude goes to our operational team who are our core members, monitoring and scrutinising health and care services, through representation and task and finish groups. They look deeper into issues which have come to the fore because of the information and feedback we receive from our wider members, partner organisations and members of the public.

If you have taken the time out to take part in a survey, focus group or given feedback, we thank you for your support and we look forward to working with you in the coming year. Please do get in touch with the office if you would like to become involved in the work of Healthwatch Stockport

Sue Carroll

Chair

Introduction - who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and where you think improvements can be made. We use your voice to encourage those who run services to act on what matters to you. We do 3 main activities:

1. Inform



We provide **information** about health and social care support and services that **works for you** - helping you **stay well**

2. Involve



We gather **your views** and ensure **you are listened to** about what works well and what could be improved

3. Influence



We **Influence** the planning and delivery of local health and social care services based on **your views**

Healthwatch Stockport is part of the national Healthwatch Network headed by Healthwatch England and part of Healthwatch in Greater Manchester. We are well placed to find out the views of our community, whether they are from people in Stockport accessing Stockport services or services that are placed across Greater Manchester.

Our vision

Better experiences and outcomes for people using health and care services in Stockport.

Our Mission

- Listen to people who take the time to talk to us about their experiences with kindness, compassion and empathy
- Be supportive and encourage the involvement of local people in designing and changing services for the better
- Be objective, impartial and independent, yet influential.
- Be a collective voice of people who use services
- Encourage key people to embed public voice in everything that they do

We may be small but we have BIG ambition

We are a small organisation with big heart and big ambitions. We rely on the goodwill of our members to help us undertake the work programmes, which have been shaped by

what local people have told us about care in their community.

Our Values

Inclusive - Influential - Independent - Compassionate -
Caring - Cooperative

What we do

Healthwatch has a number of statutory functions - which is sets out in law the things we must do. These can be categorised into 3 main areas and were described in the previous section.

1. Informing:

Our Information and Signposting Service

- Provides up to date information on local health and social care services, groups and activities
- Provides guidance for people with health and social care related issues
- Signposts people to partner voluntary organisations with specialist skills and knowledge
- Can make referrals to partner organisations to support people in making a complaint
- Refers people to appropriate statutory social and healthcare services for further support
- Is free, confidential, impartial and independent

Our telephone service operates 10am-2pm Monday to Friday. Telephone Messages and emails can be left outside these times. We prioritise Information and Signposting queries and we will get back to you within 3 working days if your query is relating to Information and Signposting.

We have 1 part time Information and Engagement Officer who works 16 hours per week. In addition to providing the Information and Signposting Service she supports the work programmes of Healthwatch Stockport by engaging with local people about our priority areas.

During 2018-19 we have responded to over 80 requests for information and signposting, over half of these required a case opening as more than 3 contacts were necessary to close the enquiry.

When people call Healthwatch Stockport for information, they are most likely to tell us about an experience they recently had in relation to their health and social care. This works two-fold, we provide information and we collect intelligence about local services.

Enquiries

We have been told by our enquirers that they are raising their concerns verbally, often on a number of occasions, with health and social care staff/management and third sector organisations but nothing gets done about their concerns and they feel 'fobbed off' and alone with their situation.

A number of our enquirers have reported that not receiving a response to their concerns / not receiving any support regarding their concerns has taken a significant toll on their

Enquiries were made about/Feedback was given about the following:

Optician services, Stepping Hill Hospital, GP surgeries, Wythenshawe Hospital, Physiotherapy Staff, Adult Social Care services, PALs, Audiologists, Dentists, Community Mental Health provision, Occupational Therapists, Northern Rail Transport, home care and Carers.

Emerging themes from people's experiences:

- Access to a NHS dentist for treatment
- Lack of interpreters booked for NHS appointments
- Poor End of Life Support
- Poor care for people with learning disabilities in supported living arrangements
- Poor quality of care from domiciliary carers
- Acquiring social care/carers needs assessment
- Support in making a formal complaint
- Unhappy with treatment - in terms of actual service or was someone was treated
- People are fearful to complain and are fretful of future poor treatment
- Breakdown in relationship between person and professional
- Breakdown in communication
- Services are system led and not person centred - need for personalised information
- Often this apparent lack of personalisation has consequences on how satisfied a patient or family member is with the care and treatment received.

Signposting

We signpost people who contact us to several organisations, on most occasions we gave people at least 2-3 options for them to consider before taking further action. We carried out a mix of providing the information and contacting the organisations on the person's behalf, depending on their individual circumstances.

We referred and signposted to:

Dental complaints service	Citizens Advice Bureau	Age UK Stockport
Lead Mental Health Commissioner, Stockport CCG,	Independent Sector Complaints Adjudication Service (ISCAS),	Wythenshawe Hospital
NHS England	BMI Healthcare London	Pennine Care
Stockport Community Mental Health Team	NHS Complaints Advocacy Stockport	BMI The Alexandra Hospital, Cheadle
NHS complaints	Stroke Information	Local GP Practices
Beacon Counselling	Healthy Minds Stockport	NHS Digital Team
Stockport Community Mental Health Team	Parliamentary and Health Service Ombudsman (PSHO)	Independent Sector Complaints Adjudication Service (ISCAS),
Head of Communications - Stockport CCG	Information Commissioner's Office (ICO)	
Stockport Foundation Trust:		
Chief Executive / Equality, Diversity & Inclusion Lead / Patient & Customer Services Team / Matron for Patient Experience		

Cases

Cases are usually more complex than general enquiries, they become a case when we need to make contact with the enquirer or with another service on their behalf on 3 or more occasions regarding the issue they have raised.

The majority of our enquirers have reported feeling *'not listened to', 'going round in circles', 'like doors are slammed shut - no one is offering support or help'*

Whilst we recognise the importance of self-care and enabling people to seek out the solutions and take the actions they need themselves to enable their positive outcome, when some enquirers are offered practical support they often feel a sense of relief that they do not have to face challenging the service on their own.

People have been unsure what they can do about these type of situations and who to go to. This is usually when our enquirers decide to contact us.

We have tried to reduce case work because of the time it takes up in terms of staff capacity and funding, however Healthwatch Stockport believes that when people feel that have they have exhausted all avenues and are at a loss, we must support them.

Whilst supporting people with their case, we made several enquiries on their behalf and these were to:

Stockport Clinical Commissioning Group	Stockport Council	The Prevention Alliance
NHS Complaints Advocacy, Stockport	Healthwatch England	Adult Safeguarding Team
Healthwatch Cheshire	Healthwatch Derbyshire	Derbyshire Council
Age UK Stockport	NHS England	Walthew House
PALS, Wythenshawe Hospital	ICAS Stockport Advocacy	Information Commissioner's Office (ICO)
Dental Complaints Service	Stockport Council	

Promotion of the Information and Signposting Service

We have promoted the Information and Signposting Service through our network events, discussions with our Healthwatch members, Carers Implementation Meetings, feedback to enquirers, community group members and the wider local community and through 14 visits to dental practices across Stockport. We have continued to promote Healthwatch Stockport and the Information and Signposting service through our regular engagement work and through social media.

Case Study Bee: Concern about acquiring an accurate diagnosis

We were contacted by Bee who was concerned about acquiring an accurate diagnosis and specialist treatment for her condition. She required support in raising her concerns and to highlight, what she believes, is conflicting information for patients regarding psychological therapy for Dissociative Identity Disorder (DID) in Stockport.

Bee has been diagnosed with paranoid schizophrenia for many years but had been discharged from psychological services after a settled period in her health. However her health started to deteriorate and Bee believed she needed psychological support for DID. DID requires a specialist assessment, she requested a GP referral to the Clinic for Dissociative Studies (CDS) to be assessed, which was declined. She had been refused support from other services who felt her needs were too complex and so did not meet the eligibility criteria for their services. This left Bee 'feeling stuck' and worrying that her health would deteriorate further.

In the first instance we proposed that if she felt her health was deteriorating to contact her GP for an appointment immediately. Furthermore we suggested Bee put her concerns in writing to Stockport Psychological Services and her GP. Additionally we gave Bee signposting information for the community mental health team, Pennine Care NHS Foundation Trust mental health services, Stockport Adult Social Care Team, Stockport Mind, Samaritans and Hearing Voices Group, Greater Manchester.

Bee did not want to make a formal complaint about her GP, or be referred to the NHS Complaints Advocacy Service at this early stage.

During subsequent months we kept in contact with Bee. She informed us she had written letters to her GP and Psychological Services and asked if we could keep her file open. She also informed us that she had found the additional signposting information we provided useful and has attended the local hearing voices group:

"..thank you for your support.. I enjoyed attending the hearing voices meeting and believe I did meet a fellow dissociative with a schizophrenic diagnosis.."

After 3 months, Bee remains unsatisfied with Stockport Psychological Therapies service and says her only option is to pay privately for her original request for an assessment, which still requires an NHS initial referral. In June Bee asked for the contact details for NHS Complaints and is pursuing a formal complaint.

Bee has since paid for her assessment and now has a confirmed diagnosis of DID. Bee through a national organisation is helping Healthwatch Stockport develop an information fact sheet to raise awareness about DID.

Case Study Dee: Concern about dental treatment received

Dee is registered at a local dental practice and paid a large sum of money for a crown to be fitted. Dee feels the work was not satisfactory and has been left in constant discomfort which leads to pain. Dee says the situation is taking a toll on her general health and wellbeing and says she often feels “close to tears” about it.

Dee contacted Healthwatch Stockport for information about patient rights and options concerning unsatisfactory dental treatment and the right to have the dental work rectified. Dee described the pain following dental treatment and was “fearful of returning to the same dentist as the experience was so bad”.

We contacted **NHS England** and the **Dental Complaints Service (DCS)** to find out more about the rights of patients regarding unsatisfactory dental work. Following our discussion with the DCS we suggested that Dee put her concerns about the treatment, including what action would rectify the situation, in writing to the dentist that carried out the dental treatment.

The DCS advised that the dentist should reply to Dee within 10 working days. If Dee remained unsatisfied with the response from the dentist, we suggested the DCS could be contacted to make a formal complaint as the role of the DCS includes mediating between patient and dentist. Dee was also concerned regarding financial cost incurred by the treatment and possible cost of more dental work. We signposted Dee to contact Stockport Citizens Advice Bureau for information about legal and financial advice.

Dee was happy with our signposting and information and will write to the dentist concerned. We asked Dee to come back to us if there was any further feedback she wanted to give us about her experience as we were undertaking a report on dental care in Stockport.

Additionally we suggested Dee made an appointment with her GP to discuss the toll the situation was taking on her general health and wellbeing.

Dee’s situation has now been rectified, treatment is being carried out by another dentist and she has been refunded some of her money.

2. Involving.

Throughout 2018-19 we have talked to a number local people in Stockport about their experience of using health and social care services through a number of different platforms.

We have provided a number of ways for people to contact us and we have been out in the community to ensure we have a visible presence where possible and capacity of staff/volunteers have allowed.

People can talk to us and give us their feedback by

- Talking to us at a community event
- Attending one of our Networking Events
- Attending one of our Briefing Sessions
- Inviting us to give a presentation or talk at an event
- Calling the office
- Sending an email
- Commenting on one of our social media sites
- Visiting our website and completing a feedback form
- Completing a feedback form that we can send out in the post
- Completing a survey online or on paper

Network Events and Briefing Sessions

A **Network Event** is an event that we host for our members, partners and members of the public to either carry out some engagement work on one of our priorities or a particular issue that we have identified as an emerging theme or trend. We invite a range of services and/or speakers to help our understanding of the topic. This year we have hosted/chaired 3 Network Events

1. Summer Health and Wellbeing Fair, May 2018 in Marple
2. Why we love our NHS 70 celebrations, July 2018 in Heald Green
3. Stockport Devo Difference, October 2018 at Stockport County

A **Briefing Session** is a session where we invite key people or they have requested to come to Healthwatch Stockport, to update us on new developments in health and social care, it may be that they want our initial thoughts about how to engage further or to test out ideas for future work. Sometimes it may be 1 speaker and sometime more speakers and it runs like a Question and Answer session. These are open to members and stakeholders. This we have held 4 Briefing sessions:

1. Care Quality Commission System Review Update
2. Stockport Neighbourhood Care
3. Personalised Budgets
4. Stockport NHS Foundation Trust Strategy Update

Community Events and Outreach

Attended 12 community events

Been invited to talk at 6 community groups/organisations

Building Knowledge and Skills

We have attended the following to support, contribute, find out more and develop our knowledge and understanding of issues and organisations.

- Care Opinion Training
- Stockport CCG AGM
- Stockport Mind AGM
- Greater Manchester Health and Care Awards
- Stockport Star Awards
- Healthwatch England Conference
- Invited to be on the interview panel for the new CEO of Stockport NHS Foundation Trust
- Healthwatch England Parliamentary Reception
- Stop Stigma Conference
- Greater Manchester Healthwatch Review
- Urgent Care Summit
- Cancer Care Consultation
- Moat House School

Website and Social Media

Our primary use for social media is to engage people in the work we are doing and to have a visible presence. Our 2 main audiences include professionals working in health and social care and the general population. We want to remind them that Healthwatch Stockport can support them to find health and social care information and keep them up to date with progress on current work programmes.

We are on the waiting list for a new updated website for Healthwatch Stockport which will have a more easy way to navigate and a fresh modern feel.

Our primary social media platform is Twitter, we currently have 2,627 followers, up nearly 150 on last year. We also use Facebook, Instagram, LinkedIn and YouTube. We want to expand the number of videos we create and post in 2019-20.

News Bulletins

We produce a monthly e-bulletin highlighting our work, put a spotlight on local organisations and services, promoting events, promoting opportunities to get involved with Healthwatch Stockport and sharing opportunities from other local community groups and organisations.

Evidence by Experience Task Group

We have set up an Evidence by Experience Task Group to look at the intelligence we receive from our Information and Signposting service, Care Opinion, and other complaints and feedback reports that we receive. The aim of this Group is identify the trends and themes in the system that will form the basis of future priorities.

3. Influencing

In 2018-19 our focus was to continue working on the priorities that were set in 2017-18. The findings we collect from engagement around our priorities help inform how we influence the statutory organisations which plan and deliver local health and social care services.

The main ways in which we influence the way services are planned and delivered is through our monitoring and representation role on a number of boards and committees in Stockport and we use these platforms to present information and our latest findings.

Monitoring and Representation

We have roles on 32 Boards, committees and local groups in Stockport, [see appendix i. for breakdown] all are taken up by volunteer members and some by staff. All should have a role description that is agreed by Healthwatch Stockport and the other board or committee members. This is to ensure expectations are not raised by the committee and the representative is clear as to why they are a member/in attendance.

Work Programme Areas

Our priorities for 2017-19 included:

Stockport Together

- Being involved and monitoring the newly established Stockport Neighbourhood care Board

- Monitoring developments with discharge through the Urgent Care Board

- Contributing to the Citizen Representative Panel

- Monitoring how Stockport Together was being evaluated through the Evaluation Board

Domiciliary Care

Dental Access

Mental Health involvement

Dementia

Building relationships

Healthier Together Public Voice

Equality and Diversity

Spotlight on Dental Care in Stockport

The number of calls regarding access to an NHS Dentist and access to good quality dental treatment have been increasing over time to the Information and Signposting service. We wanted to get a sense of the bigger picture.

Goal: To define specifically the issues around **Access to Dental Care** in Stockport.

Objectives

1. We held action planning meetings with our Enter & View Team Members
2. We carried out desktop research to find other studies relating to this piece of work
3. We spoke to and involved the local Dental Committee
4. We produced a 4 month survey to be used online and when visiting the practices
5. We wanted to find out about the experience of people living in care homes and so produced a tailored questionnaire for care homes
6. We identified four dental practices in each of the four localities [16 in total] of Stockport to visit as part of our Enter and View work around dental access.
7. We produced an information document to circulate to the practices.
8. We co-ordinated the administration of the visits and the dental survey packs for the Healthwatch Stockport Enter and View volunteers to go out on visits and complete the surveys.
9. Out of 16 dental practices identified, we made 14 visits, 2 dental practices could not participate for valid reasons
10. Six Enter and View Representatives undertook the visits with support from our staff team over a period of 3 weeks.
11. Four Enter & View Representatives conducted telephone interviews with care homes in Stockport

Summary of our findings

119 surveys were completed through the work of our Enter & View representatives; 91 patient surveys and 28 staff surveys.

98 online surveys were completed.

The majority of our survey respondents were NHS patients (89%) who said that the current system is working for them. Respondents generally find staff at their dental practices 'friendly' and 'helpful'. The majority of our respondents who completed surveys through our Enter & View representatives had no concerns about their dental practice and 85% of patients rated their last visit to the dentist as either 'very good' or 'good'.

However, when comparing the experiences of people who are registered with an NHS dentist, privately and not registered at all, there is a noticeable difference in responses.

While most respondents are registered as either NHS or private patients, those who were not registered reported the most problems with finding a dentist or had 'OK' to 'poor' experiences last time they visited a dentist.

Registered NHS patients struggled to find the information they needed when searching for a practice but the majority reported 'good' to 'very good' experiences at their last visit to a dentist.

Private patients recorded the most positive experience with no one experiencing 'poor' or 'very poor care'.

Additional feedback from our survey respondents' highlight that NHS patients would prefer the dentist to clean their teeth routinely as part of their check-up. Although our respondents were aware they would have to pay towards the cost of their dental treatment, NHS patients would like to be told clearly and simply what their *personal* needs are for dental care and hygiene and how this relates to the NHS charges and bands. Although most dental practices have a poster up in the waiting area showing NHS charges for dental treatment, people want to understand how this relates to their individual treatment needs.

Those who are not registered with any dental practice struggled the most to find up to date information and/or to find a practice willing to take on new patients and/or worried about the cost of travel/treatment. People not registered also tended to be from less affluent areas.

When looking for information most people use different methods and there was an equal amount of people who found the information both helpful and unhelpful in the Enter & View representative's findings. When we analysed the online data there were a lot of comments concerning the lack of information, confusing information and out of date information. People preferred to speak to someone over the phone or face to face.

Next steps

Healthwatch Stockport will work with the dental committee to promote the entitlement for patients to have their teeth cleaned by the dentist rather than the expensive referrals to the hygienist.

We will highlight the need for better understanding and information provision of band charges for patients with Dentists, NHS England and the Greater Manchester Health & Social Care Partnership.

Spotlight on Equality and Diversity

Goals: Raise awareness about the work of Healthwatch Stockport to local Black and Minority Ethnic [BaME] communities in Stockport and increase BAME Healthwatch Stockport membership

To ensure that the views of people from Black and other ethnic minority groups, as well as from groups that we seldom seek are heard and considered in each of our work programme areas.

What have we achieved?

1. Through attendance at the Greater Manchester Centre for Voluntary Organisations (GMCVO) Black and Minority Ethnic Networking Events we have:
 - Raised awareness of Healthwatch Stockport with over 20 organisations
 - Made connections with the Black Health Agency to implement a consultation around sexual health services in partnership with a local organisation The Challenge that supports young people
 - Through connections with the Chair of GMCVO, Healthwatch Stockport now has a seat at the Greater Manchester BAME Leadership Meeting
2. Through contact with members of Nexus and Disability Stockport's Creative Coordinator for Well-being & Equality, we have joined the Stockport Race Equality Partnership to ensure that the BME voice is heard at key decision-making levels to address inequalities and review action plans. Presented an overview about the work of Healthwatch Stockport and explained how we enable the voice of local communities to be heard with regards to health and social care issues.
3. One of our Healthwatch Stockport Directors is a representative and has a seat at The Greater Manchester Inclusion and Wellbeing Partnership where Healthwatch Stockport will be able to contribute to an annual work plan that aims to address health and social inequality across Greater Manchester.
4. Built stronger links with the Stockport Muslim Foundation

Working in partnership with others

Provision of BSL Interpreters for NHS appointments

Concerns were coming through to the Information and Signposting service about British Sign Language (BSL) Interpreters not being regularly provided for patient's hospital appointments. We decided to work with Walthew House our local Sensory Loss Centre and Stockport Foundation Trust to look further at this issue.

FEEDBACK: In August Ms D contacted the Information and Signposting Service with a concern that; both Ms D and her parents are deaf and on several occasions a British Sign Language interpreter has not been booked for appointments. Despite Ms D raising her concerns with Stockport Foundation Trust and being assured this would be rectified, she remained unsatisfied with Stockport Foundation Trust's response as her parents continue to attend hospital appointments where no interpreter has been booked

What we did

We contacted the Equality and Inclusion Lead for Stockport Foundation Trust to raise this issue and ask for **information regarding current policy and procedures in place at Stepping Hill Hospital regarding access to interpretation and translation services**. We were told a working group will be looking at this issue and, at Ms D's request, we explained that Ms D would like to be part of this group and could they let us know further information regarding this working group for us to pass on.

We did not receive information on the current policies and procedures regarding this issue as we requested nor information about the working group.

During August, September and October and after a call out for information from our members, we continued to receive feedback that BSL interpreters were not being booked for appointments.

When we contacted Walthew House about this issue, they told us that they had a log of concerns from people in Stockport's deaf community regarding BSL provision for hospital appointments.

We wrote to the Interim Chief Executive of Stockport Foundation Trust raising our concerns about this issue, who promptly responded to say she was looking into it.

In November we attended a meeting organised by Walthew House to discuss the issue of BSL interpreter provision for hospital appointments. Two representatives from Stockport Foundation Trust attended the meeting.

Following the meeting in November:

- Stockport Foundation Trust representatives at the meeting agreed to look into specific cases.
- Walthew House and Stockport Foundation Trust will liaise and work together regarding the needs of deaf patients in Stockport.

- Healthwatch Stockport have raised this issue at the Stockport NHS Foundation Trust public board meeting and continue to monitor feedback regarding patient access to interpreting and translation services (particularly BSL).

Age Related Macular Degeneration

Healthwatch Stockport has been involved in the discussions around the change of service for age related wet macular degeneration services for Stockport. The service which was provided by the Alexandra Hospital in Cheadle, is now provided by Optegra in Didsbury. Healthwatch Stockport highlighted concerns for patients in the changeover process and how it might affect them, Healthwatch Stockport offered to be a host for patients to feedback any concerns or express their thoughts about the process to the commissioners and providers, which was accepted.

The Alexandra Hospital, circulated correspondence explaining the change to all patients currently accessing this service.

It was confirmed that Healthwatch Stockport details will be included in the letter for patients to contact should they have any concerns they do not wish to raise with the hospital or CCG. They have also included the Healthwatch Stockport leaflet with the letter. In April we liaised with the Outpatient Sister regarding this and subsequently dropped off 200 Healthwatch leaflets. We did not receive any negative comments about the changeover in service provision. Healthwatch Stockport was pleased to be involved throughout the process and contribute possible scenarios and make suggestions to improve the changeover. We felt this was an example of good practice on behalf of the commissioner [Stockport CCG] and the Providers [The Alexandra and Optegra]

Working with our Greater Manchester Healthwatch colleagues

Our Information Officer has met with other Healthwatch officers and colleagues from across Greater Manchester to share the learning from our work and discuss how we can support each other and work together for the benefit of local communities.

We have been attending the Healthwatch in Greater Manchester Oral Health Subgroup meeting to share ideas and best practice.

The Chief Officers and Chairs of Healthwatch in Greater Manchester continue to meet on a monthly basis and following on from an independent review of Healthwatch in Greater Manchester a number of work streams will be set up for the coming year dependent on sources of funding,

Data protection

A scoping exercise was undertaken regarding the new General Data Protection Regulation (GDPR) and a scoping report was produced for Healthwatch in Greater Manchester.

The scoping report included the work that needed to be done to be compliant with GDPR, basing it on the Information Commissioner's Office (ICO) '12 steps' document.

It was agreed by Healthwatch in Greater Manchester organisations that Stockport and Bury would work on producing a 'GDPR toolkit' that all Healthwatch in Greater Manchester could reference and use. Healthwatch in Greater Manchester appointed a DPA - Peter Denton.

Priorities for 2019-20

Due to refresh mode suggested by the council, we are continuing with our priorities work, but will be carrying out some further exploratory work and project work to increase our knowledge around the following, which has come to our attention:

End of Life Care

The NHS 10 Year Plan

British Sign Language Interpreters [continued]

Breast Screening Uptake

Dementia

Neighbourhood Care

Person Centred Care

Uptake on Aqua Project

Support for older peoples engagement

Mental health

Diabetic Eye Screening

Learning Disabilities

Carers

Revisiting work we did around domiciliary care and dental access and check if improvements have been made

Develop YouthWatch Stockport

Implement Healthwatch Stockport 100

Continue to build relationships in the community

Training and development for new members and refresh for existing members

Membership and Governance

Anyone can become a member of Healthwatch Stockport free of charge. At the very least you will receive our monthly Healthwatch Stockport e-bulletin and Newsletters. Then it is up to you how much you want to be involved.

You can take part in surveys, focus groups, task groups, volunteer in the office or apply to become a Director when election time comes around. There are a few restrictions to protect the independence of Healthwatch Stockport and these can be found in our governance document. However, we do encourage anyone who uses health & social care services in Stockport to become a member and have your say. If you haven't already joined. Contact the office and sign up today.

Operational Team

We have a team of Healthwatch Stockport members who meet monthly and drive our work programme. Each member has its own specialism and keeps a 'watchful eye' on their area:

Sue Carroll	HWBB/Scrutiny/CCG
David Kirk	Secondary Care/Urgent Care
Gerry Wright	Enter & View Lead
Mary Foden	Mental Health
Mike Bailey	Discharge / Learning Disabilities
Mike Lappin	Stockport Together
David Moore	Health & Care Record/Citizen Panel
Janet Ratcliffe	Clinical Networks Experience
John Leach	Director Representative
Anand Dutta	Research

Representatives & Champions

In addition to our wonderful Operational Team we also have some impressive and dedicated members who sit on various committees, panels, boards and groups championing the voice of Healthwatch Stockport and its members. These range from the Cancer Board to the Safeguarding Board to the Dementia Champions Group.

Our representatives also help us out at events we hold, go to other community events and community group meetings to promote Healthwatch Stockport and gather views on current work programmes.

Enter & View Representatives

Our Enter & View Representatives are embedded in our everyday work programmes. They are always raring to get involved, we do not see Enter & View visits as separate activities, we utilise their skills and expertise to engage with our local community. Members:

Gerry Wright	Eve Brown	Jackie Burns	Pauline Roberts
Trish Fraser	Margaret McCausland	Moong Seng Ong	John Leach
Tony Johnson	David Atkinson	June Westley	David Kirk
Mike Lappin	Sue Carroll		

Meet the Directors

The Directors of Healthwatch Stockport are responsible for running the organisation ensuring we are legally compliant and financially viable. They oversee and consider group applications. They delegate health and social care work programme planning to the Operational Team and Staff Team.

Sue Carroll	Chair
David Atkinson	Finance Director
John Leach	Director
Gerry Wright	Director
David Moore	Director
Anand Dutta	Director
Martin Davies	Director [retired November 2018]

Meet the Team

We have a very small staff team who support our members and ensure we comply with our statutory duties.

Due to part time working arrangements, the whole team equates to 2.5 full time equivalent staff.

Chief Officer	Maria Kildunne
Senior Officer	Gavin Owen [Seconded to DWP]
Work Programme Manager	Maqbul Rose
Information and Signposting Officer	Francine Harrop
Communication Officer	Charlotte Clarke

Our Finances

Financial Information 1 April 2018 to 31 March 2019

Income	Stockport MBC	£98,000
	Additional Income generated	£32,282
	Total Income	£130,282
Expenditure	Accommodation and running costs	£15,632
	Salaries and associated on costs	£100,894
	Healthwatch Stockport Activity	£7,384
	Total expenditure	£123,910
	Balance 2018-19	£6,372

Notes

1. We are primarily funded by the Department of Health through Stockport Council
2. Of that money Stockport Council provided an additional £10,000 in recognition that Healthwatch Stockport must statutorily provide an Information and Signposting service. This was awarded in the 4th quarter of the year.
3. The bulk of the additional income was from the Department of work & Pensions [DWP] to cover the cost of a member of staff on secondment for one year.
4. Healthwatch Stockport has not received any additional funding to meet the rising running costs. As in previous years Healthwatch Stockport was required to plan its budget with a deficit which will come from a reserved account
5. The increase to costs are increasing accommodation and utility rates such as phones and internet packages increase in legal requirements for employer contributions to pensions
6. Demand and expectations continue to rise
7. Healthwatch Stockport has found it difficult to recruit the right calibre of staff to the nuanced roles of Healthwatch Stockport and currently have an open vacancy

Contact Us

Get in touch

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

We will also be sharing it with Healthwatch England, CQC, NHS England, Stockport Clinical Commissioning Group, Adult Social Care and Health Scrutiny Committee, and Stockport Metropolitan Borough 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 at the address above.

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Appendix i.

List of Committees and Boards Healthwatch Stockport is represented

Autism Board
BAME Leaders Group
Cancer Board
Dementia Champion Committee
Disability Stockport Forum
End of Life Board
Greater Manchester Healthwatch Shadow Board
Healthwatch Northwest Network
Independent Sector Forum
Mastercall Patient Experience Meeting
Parent and Infant Mental Health Forum
Pennine Executive MH and Healthwatch Committee
Red Bag Committee
STAMP
Stockport Adult Social Care & Health Scrutiny Committee
Stockport CCG Governing Body
Stockport CCG Quality Committee
Stockport Citizens Representative Panel
Stockport Comms
Stockport Constituency Mental Health Group
Stockport Foundation Trust Patient Experience Group
Stockport Health & Wellbeing Board
Stockport Health Partnership Board
Stockport JSNA & wellbeing Strategy Committee
Stockport Mental Health Advisory Group
Stockport NHS Foundation Trust Board
Stockport Primary Care Co-Commissioning Committee
Stockport Safeguarding Adults Board
Stockport Together Evaluation Group
Urgent Care Board