



**healthwatch**  
Stockport

Annual report 2019-20

**Guided by you**

**Inform. Involve. Influence**



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# Message from our Chair



**Sue Carroll**  
**Chair**

Welcome, I am pleased to be able to present to you our 2019-20 annual report. The year started productively and we progressed well against our plans and yet, in our final reporting period, it ended in a way none of us thought it would.

Covid-19 has affected us all in some way, It has brought an additional burden to many who were already struggling and it continues to dominate our daily life. I am proud of the way Healthwatch Stockport responded quickly to the outbreak. We were able to help so many people with not only our usual information and signposting services, but practically also, bringing essential items such as medication and food to people who needed it most.

We supported our voluntary sector colleagues and set up a dedicated Covid-19 response volunteering database. We continue to work closely with Stockport Council and our voluntary sector colleagues to support and ensure that Stockport 'Builds Back Better'.

We would also like to reassure people that we are still here to help put you in touch with local services and we can provide you with up to date information about local services.

At Healthwatch Stockport we want our communities to receive the best experiences and outcomes when using health and care services in Stockport and beyond. To help us do that we always take into consideration your views and use your experiences to define our working priorities. This year we prioritised the NHS 10-year plan, along with focussing on dementia, frailty and end of life care. We also supported Public Health Stockport in collecting views about accessing breast cancer screening, responding to the commissioning of IVF services for parents struggling to conceive and asked people what matters most to them when using health and social care services.

The work that goes into supporting these work programmes would not be possible without the dedication and hard work of all our members and staff. Thank you, your work does not go unnoticed. I'm also thankful for the trust placed in us by our statutory colleagues to listen and provide a space to have difficult conversations and challenge appropriately. Thank you. Your support is appreciated.

During these unprecedented times it is more important than ever, that we remain a vital, independent and member led organisation that listens to local people, and that we champion their voice for better experiences and outcomes for them and their families.

*S. Carroll*

# Our priorities

Last year local people told us about the improvements they would like to see health and social care services put in place in 2019-20. Below are just six of our priorities that we set for the year, based on what you told us.

## BREAST SCREENING



Breast Cancer Screening - Experience of using the service



What Matters to You - When you access health and social care

## NHS Long Term Plan

#NHSLongTermPlan

NHS 10-Year Plan - Focussing on Dementia



End of Life Conversation - Care and Experience

## Healthwatch Stockport Response to the Seeking Your Views on IVF Public Consultation

19<sup>th</sup> October 2019

In Vitro Fertilisation [IVF] - Consultation Response

### Stockport Lived Experience Panel

WE WANT TO IMPROVE THE SERVICES WE PROVIDE. THAT'S WHY WE ARE LOOKING TO INVITE YOU TO JOIN A LIVED EXPERIENCE PANEL THAT WILL WORK ALONGSIDE US WHEN DEVELOPING IMPROVEMENTS.

What do we mean by lived experience?

- People with experience of living with, or caring for someone with health/care issues.
- People with perspective and experience of our services.

What experience do you need?

You will have recent experience of the health and social care system, whether this is as a service user, family member, or carer.

- Take an active role alongside staff in the development of quality of services.
- Participate in quality improvement projects.
- Promote and deliver a person centred approach to all quality improvement.
- Ensure the person, carer and family are integral in all quality improvement projects.
- Take an active role in quality improvement projects.

Lived Experience Panel - Frailty

# Message from our Commissioner

As always, the quality and range of the work carried out by Healthwatch Stockport is impressive and enables the people of Stockport to influence the design and provision of health and social care services in the borough. The response of Healthwatch staff and members to the COVID-19 situation has been amazing and has helped to ensure that our most vulnerable residents have had access to food and medication during this challenging time – thanks to all for your hard work.

Gill Owen-John  
Commissioning Manager  
Stockport Council



# About us

## Here to make care better

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 ask 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, the public. 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 for 12 months 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 all levels.**

Sir Robert Francis QC, Healthwatch England Chair



# About Us

## Healthwatch Stockport Board Members



Annand Dutta



Sue Carroll



David Atkinson



Les Jenkins



Gerry Wright



David Moore

Healthwatch Stockport Board Members meet monthly. They take care of running the organisation and each member has their own area of responsibility and expertise, including Finance, Business Development, Human Resources, Training and Governance

Healthwatch Stockport Board Meeting



# About Us

**Healthwatch Stockport had a small team during 2019-20, Maria, Maqbul, Francine and Liam all working part time alongside our office volunteers Michelle and David**



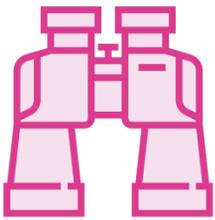
- Maria Kildunne - Chief Officer
- Maqbul Rose - Work Programme Manager
- Francine Harrop - Information & Engagement Lead
- Liam Kildunne - Communications Lead
- David Atkinson – Office Volunteer
- Michelle Sheridan – Office Volunteer

Healthwatch Staff and Office Volunteers 2019-20

Francine and David booking in members and stakeholders to our #SpeakUp2020 Event in February



Michelle at the Lived Experience Training Session in November



## Our vision is simple

Health and care that works for you.

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



## Our purpose

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

**Supporting you and your family** to get the best outcomes from health and care services in Stockport



## What We Do

**Inform.** We provide **information** about health and social care support and services that **work for you**. Helping you **stay well**

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

We identify trends and themes and we use it as evidence to support our influence.



**Influence.** We make certain your feedback is heard and **used to influence improvements** to services where it is needed to make services work better for you



Find out more about us and the work we do

**Website:** [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk)

**Twitter:** @healthwatchstock

**Facebook:** @healthwatchstockport

# Highlights from our year

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



## Health and care that works for you



### **50+ volunteer members**

helping to carry out our work. In total, they gave up in excess of 1000 hours.

We employed  
**4 staff**

Working part time , which = 2.5 full time equivalent staff.

We received  
**£98,000 in funding**

from our local authority in 2019-20, £10,000 more than the previous year.



### **34 Engagement Events**

We hosted or attended this year



### **1200 people**

accessed Healthwatch advice and information online or contacted us with questions about local support, far greater than last year, due to an increase in calls from people during the Covid-19 outbreak..



### **Brand new website**

We have designed a brand new website with more features than before but now simpler navigate through.



We published  
**5 reports**

about the improvements people would like to see in health and social care provision in Stockport, and from this, we made over 25 recommendations for improvement.

# Engagement Activity 2019-20

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## Event

Briefing Session: NHS 10 Year Plan

Stroke Information morning in association with Stroke Information

Healthwatch Stockport Coffee Morning

Briefing Session: CCG Response to NHS 10 Year Plan

Healthwatch Stockport Information Session

Briefing Session: Viaduct Care Well-being and Self-care service – an introduction into social prescribing

Briefing Session: Adult social care – New operating model

Healthwatch Stockport Annual General Meeting

YouthWatch Stockport First Ever Event

Healthwatch Stockport Information Session

YouthWatch Stockport Second Session

End of Life feedback session

Christmas Coffee Morning

Healthwatch Stockport Information Session

Briefing Session: Continuing Health Care Budgets

Enter and View Training

Network Event: Priority setting #SpeakUp2020

Enter and View Training

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# Engagement Activity 2019-20

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## Event

Epilepsy group – Healthwatch Stockport Talk

Dying Matters Stall at the Meadows

Cheadle Dementia Showcase Marathon

Learning Disability 'Little Blackpool' Event

Signpost for Carers – Carers Network Event with Healthwatch Talk

Walthew House – Healthwatch Stockport Talk

Healthy Hazel Grove Event

U3A – Heatons – Healthwatch Stockport Talk

Stockport College Partnership Meeting

Four Heatons – Community Health and Wellbeing Market

Children and Young Mental Health Workshop

Disability Stockport – Healthwatch Stockport Talk

Healthwatch Conference in Birmingham

Bracondale Fun and Well-being Event

Royal Osteoporosis Society – Healthwatch Stockport Talk

Age UK Annual General Meeting

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# How we've made a difference

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## Speaking up about your experiences of health and social care services is the first step towards change.

Take a look at how your views have helped make a difference to the care and support people receive.

### End of Life: Improving Services for people at the end of life

Thanks to people speaking up, there are now plans in place to improve end of life care for people in Stockport which includes the needs of carers.

Healthwatch Stockport working with Stockport CCG and Stepping Hill Hospital conducted an End of Life Conversation with 25 people with experience of caring for a relative or a close friend during end of life.

People told us that they felt there was an uncoordinated approach to end of life care by health and social care professionals. Carers sometimes felt they were ignored and although information and support services were available, they were not known about early enough or at all.

Carers felt everyone should be having more conversations about end of life care and the needs of people with disabilities; particularly sensory impairments and learning disabilities should not be forgotten about.

*"Wish I had some conversations with my mum earlier about what she wanted, but however much you know you should ... to talk to my frail mum (with dementia),... it's a conversation that I just found too difficult to have."*

Karen, Carer for Mum



Our second End of Life Conversation 2020

Our 11 recommendations were themed into the following areas:

- Improved coordination, communication and Information
- The needs of protected groups to be taken into consideration when developing improvement plans for end of life care
- Improved training for health and social care professionals and people in an informal caring role
- Review care planning processes
- Identify Healthwatch Stockport champions to continue working with commissioners and providers

Nine months later, the carers were invited to attend another conversation event with Stockport CCG and Stepping Hill Hospital and we were pleased to report progress had been made against each recommendation.

We will continue to monitor and host another conversation later in 2020

# How would you like to win £50?

All you have to do is answer one simple question.. What Matters to you when using Health and Social Care Services?



Name:  
Contact:

Just add your response above and pop this postcard in the post (no need to use a stamp) or tweet your response with the hashtag #stockportjsna by 31st October 2019 to be in with a chance of winning a £50 Amazon Voucher.

Stockport JSNA Stockport 100 healthwatch Stockport

**Inform. Involve. Influence.**

We asked people 'What Matters to You' when accessing health & social care

## What Matters to You: using public opinion to shape future services

Over 150 people told us what mattered to them when using health and social care services. Healthwatch Stockport in partnership with Public Health ran a one question postcard survey, collecting the opinions of local people.

### QUESTION: What Matters to You when Accessing Health and Social Care Services?

The results have been analysed and have been shared with Public Health at the council.

The findings will support future planning of the Joint Strategic Needs Assessment [JSNA].

The JSNA describes the health, care and wellbeing needs of the population of Stockport and identifies priorities to improve health and wellbeing and reduce

health inequalities.

The JSNA is used to develop the Stockport Health and Wellbeing Strategy and to inform the commissioning of health and care services to meet local needs?

The JSNA is a continuous process and is updated as additional information becomes available, as gaps are identified and in response to feedback received.

These are the top 3 themes that mattered most to people accessing local services:

1. People wanted to be listened to
2. People wanted to be seen promptly at the time allocated for their appointment.
3. People wanted to feel respected, valued and acknowledged for the experience they had in their own care.



It is important to be transparent when presenting the benefits and risks in any consultation.

**IVF: “For someone like me, having that extra support to help have a baby is life changing”.**

NHS Stockport Clinical Commissioning Group [CCG] were seeking views from patients on proposals to review its current policy on In Vitro Fertilisation [IVF] services.

Healthwatch Stockport attended a number of focus groups to discuss the CCGs proposals to cut the amount of NHS funded IVF cycles it will offer. Healthwatch Stockport also held it’s own meeting to discuss the proposals.

After listening to and obtaining feedback, Healthwatch Stockport produced a response document to the consultation.

The Stockport CCG Consultation Document made clear which option was the preferred option of the CCG and the one it wanted people to take – we felt this was biased.

Unfortunately, the consultation sessions were poorly attended. The people that did attend were frustrated by the lack of clear information within the consultation document, and felt it did not present sufficient detail about research outlining the benefits and risks of offering IVF for patients.

The World Health Organisation (WHO) defines infertility as a disease and should be treated as such. We were not assured that infertility had been compared and rationalised as such in the consultation.

It was also felt that those on low incomes would be adversely affected and not have the opportunities to access IVF privately.

Our recommendations included:

- Suspending the consultation until a proper review has been carried out and research evidence has been analysed. A report should then be produced to enable the public to make a better informed choice, with all the information available to them.
- Provide an evidence based Impact Assessment on how the reduction of IVF services might impact on other support services, particularly mental health and counselling services for people who have not been able to conceive.
- The CCG are transparent about what other services might need to be cut so people can form a better overall view on how the CCG spends its budget.

The CCG withdrew their consultation. Healthwatch Stockport are now involved in conversations relating to the constraints of the CCG Budget and service commissioning.

**Long**

**Term**

**Plan**

**#WhatWouldYouDo**

# Highlights



Nationally, more than **40,000** people shared their views nationally with Healthwatch.

Across Greater Manchester **2091** people responded to the NHS Plan Survey.

**128** came from Stockport



Our network held over **500** focus groups reaching different communities across England.

Across Greater Manchester **223** people attended a focus group

With **23** coming from Stockport



Across the country Healthwatch attended almost **1,000** community events to promote the survey and seek the views.

## NHS 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.

We worked in collaboration with Healthwatch in Greater Manchester to run a Greater Manchester wide Survey to support the campaign which fed into the National Survey.

Dementia was one of our work programme areas, so we decided to run two focus groups; one specifically for people with dementia and their carers and a generic one to seek the views of other members and groups. We asked people #WhatWouldYouDo to improve the NHS locally.

The top issues that people told us they wanted services to focus on were:

- More personalisation during assessments
- Ongoing support after diagnosis
- Being listened to and being involved in their care



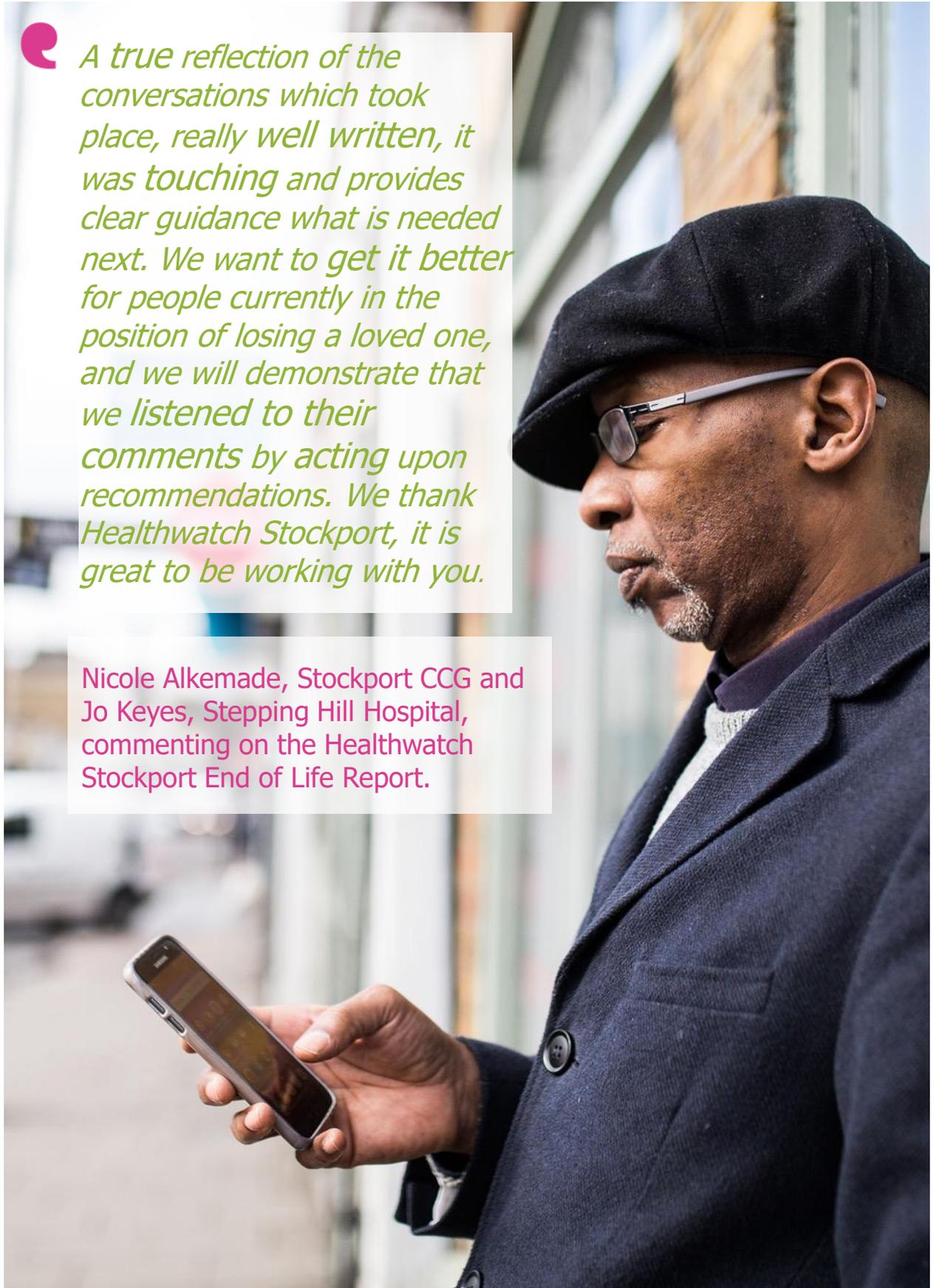
*"The NHS plan should not be compartmentalised into sub sections, each battling for the largest share and resulting in the loudest voice getting the most. The NHS should be completely overhauled to fit into 2020 demography and obviously value for our money. I would suggest starting with education and care for 0-18yr olds and getting a generation grounded in healthy living measures."*

Focus Group Member Quote.



*A true reflection of the conversations which took place, really well written, it was touching and provides clear guidance what is needed next. We want to get it better for people currently in the position of losing a loved one, and we will demonstrate that we listened to their comments by acting upon recommendations. We thank Healthwatch Stockport, it is great to be working with you.*

Nicole Alkemade, Stockport CCG and Jo Keyes, Stepping Hill Hospital, commenting on the Healthwatch Stockport End of Life Report.



# Helping you find the answers

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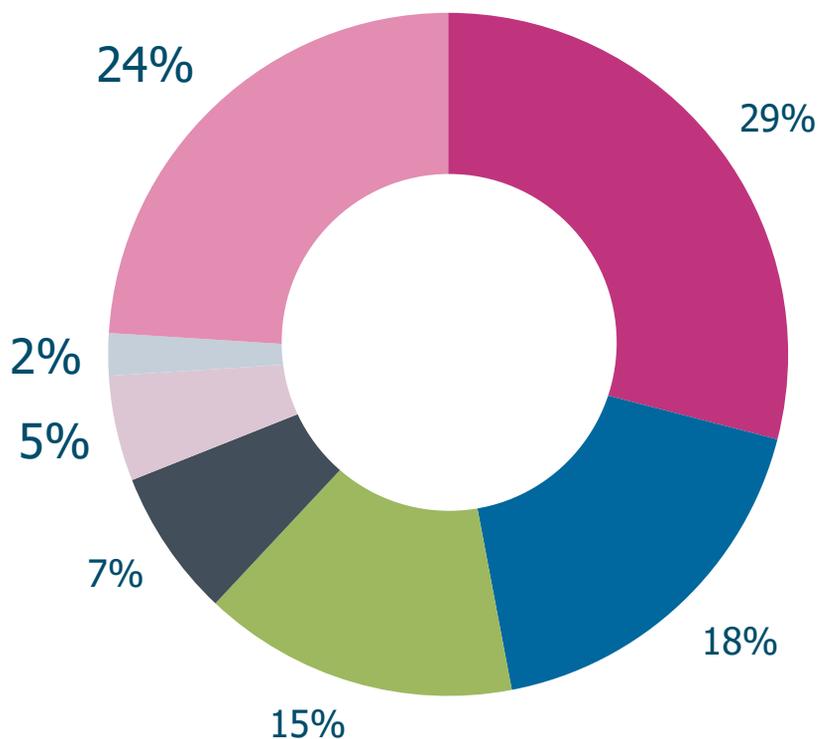


**Finding the right service can be worrying and stressful. Healthwatch Stockport plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.**

This year we helped over 1200 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people via our social media.

**Here are some of the areas that people asked about.**



- Covid-19 related
- Gp Related
- Paying for care
- Patient Choice
- How to complain about a service
- Mental Capacity/Send/Power of Attorney
- Other

## Case study: Championing the rights of patients visiting from overseas.

This year we have heard a number of reports where families visiting from overseas [non-EEA countries] have been given incorrect information regarding payment of the treatment that they have needed during their stay.

Aisha's parents were visiting from India. Her father, as part of his routine monitoring requires a blood test every month. She could not get her father into a GP practice, so she took him to the local Emergency Department and waited for over 4 hours to be seen.

Aisha requested information on cost, but

Healthwatch Stockport Information Sheet 003 – NHS Fees for Overseas Visitors from Non-EEA countries (staying in the United Kingdom less than 6 months)

Healthwatch Stockport, created an Overseas Visitors Information Sheet

staff were not sure about the costs, so no advice was given. Her father was then admitted to hospital, she was not informed about what was happening and unaware that her father had been formally 'admitted' rather than treated.

The blood tests were carried out and Aisha received an invoice for over £700. Aisha's case was supported by Healthwatch staff and referred to the hospital's Customer Service.

However after receiving no response this query is now being dealt with by the NHS Complaints Advocacy Service.

Healthwatch Stockport has now developed a local factsheet to complement the national guidance.





### Mary:

Mary wanted to know when she would be contacted for her mammogram and how often they would be done as she had just turned 50 years old.

We explained that Mary would be contacted by the NHS before she was 53 years old and went through the process. We suggested that if she had any concerns, she should go to her GP immediately. Mary was happy with the response.



### Rashda & Javi:

Rashda called to tell us her brother, Javi, who has a mild learning disability and lived alone was finding it increasingly difficult to live an independent life. Rashda explained she was finding it difficult to help him.

Healthwatch Stockport assisted Rashda by putting her in touch with services that could help Javi. When we did our usual follow up call Rashda was delighted and told us her brother now has handrails, a key box outside his front door and the care call wrist pendant.



### Karen:

Karen had just moved to the Stockport area with her 10-year-old son who has additional needs and disabilities, and wanted to know what services there were available for them to access.

Karen was sent a range of information about local services including the Stockport SEND Local Offer and was given the direct contact details for the Stockport Council special education department.



### Contact us to get the information you need

If you have a query about a health or social care service or need help with where to go to access further support, we are here to help, please get in touch. Healthwatch Stockport is here for you.

**Website:** [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk)

**Telephone:** 0161 974 0753

**Email:** [info@healthwatchstockport.co.uk](mailto:info@healthwatchstockport.co.uk)

# Volunteers

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**At Healthwatch Stockport we are supported by over 50 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.**

### This year our volunteers:

- Helped us to monitor and scrutinise local health and care services by representing Healthwatch Stockport on over 20 statutory boards or committees
- Raised awareness of the work we do; at events, in the community and with health and care services.
- Visited a number of local services to make sure they are providing people with the right support.
- Helped support the day-to-day running of the Healthwatch Stockport office.
- Listened to people's experiences to help us **gain insight into which** areas we need to focus on.
- Supported the community response to Covid-19



### Lived Experience: Volunteers rise to the challenge – establishing a Lived Experience Panel

Thanks to the dedication and hard work of a group of volunteers, a Lived Experience Panel has been established. This Panel will help redesign and then monitor the Frailty Pathway for Stockport.

Healthwatch Stockport has teamed up with

Stockport CCG and Stockport NHS Foundation Trust to establish a panel of volunteers with 'lived experience'. Training, support and funding has been provided by AQuA [Advancing Quality Alliance], an NHS body which support colleagues to deliver the best health, wellbeing and quality of care for all.

Panel members have attended five full days of training with a range of mentors. They are now confident to become part of the work programme which can involve visiting a ward to being part of the Frailty Board.



#### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Stockport.

**Website:** [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk)

**Telephone:** 0161 974 0753

**Email:** [info@healthwatchstockport.co.uk](mailto:info@healthwatchstockport.co.uk)

# Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



## Niesha, Bramhall

I heard about Healthwatch a year or 2 ago and signed up to become a member.

Being a retired health visitor I felt I could give back to the community and share the knowledge and skills I have learnt along the way.

I am an Enter and View Representative and sit on the lived Experience Panel.

## Christine and Jessie, High Lane

I met Maria at a health fair and after she explained what Healthwatch Stockport did, I signed up immediately with Jessie, my Hearing Dog to become members. Before long I was volunteering in the office helping Maqbul to map local mental health services in Stockport.

Not long after, the corona virus hit and although I keep in contact with the Healthwatch staff I am looking forward to resuming my volunteering role.



## Jan, Stockport

As an active member in my community and support for my husband during long medical journeys, I have a lot of experience liaising with health professionals and attending various appointments, which I felt I could be of use to Healthwatch Stockport.

When I heard about an opportunity to be on a Lived Experience Panel to take part in scrutinising the frailty pathway in Stockport – I thought this is right up my street and I am really pleased I volunteered.



# Our volunteers

Our **Enter and View Members**. This year we trained up an additional **11** members to be part of our wider Enter & View Team.

Newly trained Enter & View Members with Lead Gerry Wright



## **New Members:**

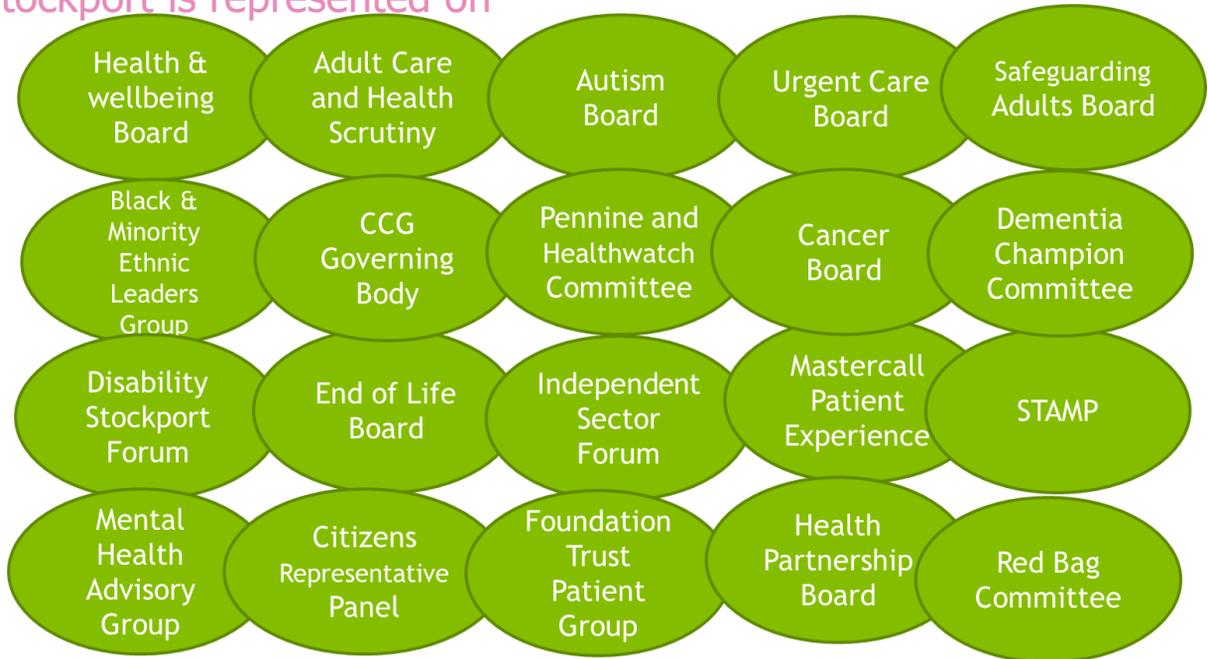
Niesha Fielding  
Christine and Jessie Wright  
Dr. Simon Innes  
Clare Adams  
Michelle Sheridan  
Shirley Hamlett  
Margaret McCausland  
Janet Ratcliffe  
Steven Bullough  
Brian Wild  
Diane Coffey

## **Existing Members:**

Gerry Wright – Lead EV Member  
Sue Carroll  
Mike Lappin  
Jackie Burns  
John Leach  
Pauline Roberts  
Eve Brown  
June Westley  
Moong Sen Ong  
David Atkinson  
Trish Fraser  
Tony Johnson

# Our volunteers

Our **Operational Team** have been delegated by the Healthwatch Stockport Board to be responsible for monitoring and scrutinising health and social care services. **Some of the Boards Healthwatch Stockport is represented on**



**Operational Team Members:** John Leach, Sue Carroll, Mary Foden, Anand Dutta, David Kirk, David Moore, Mike Bailey, Mike Lappin, Gerry Wright, Janet Ratcliffe, Rob Mason

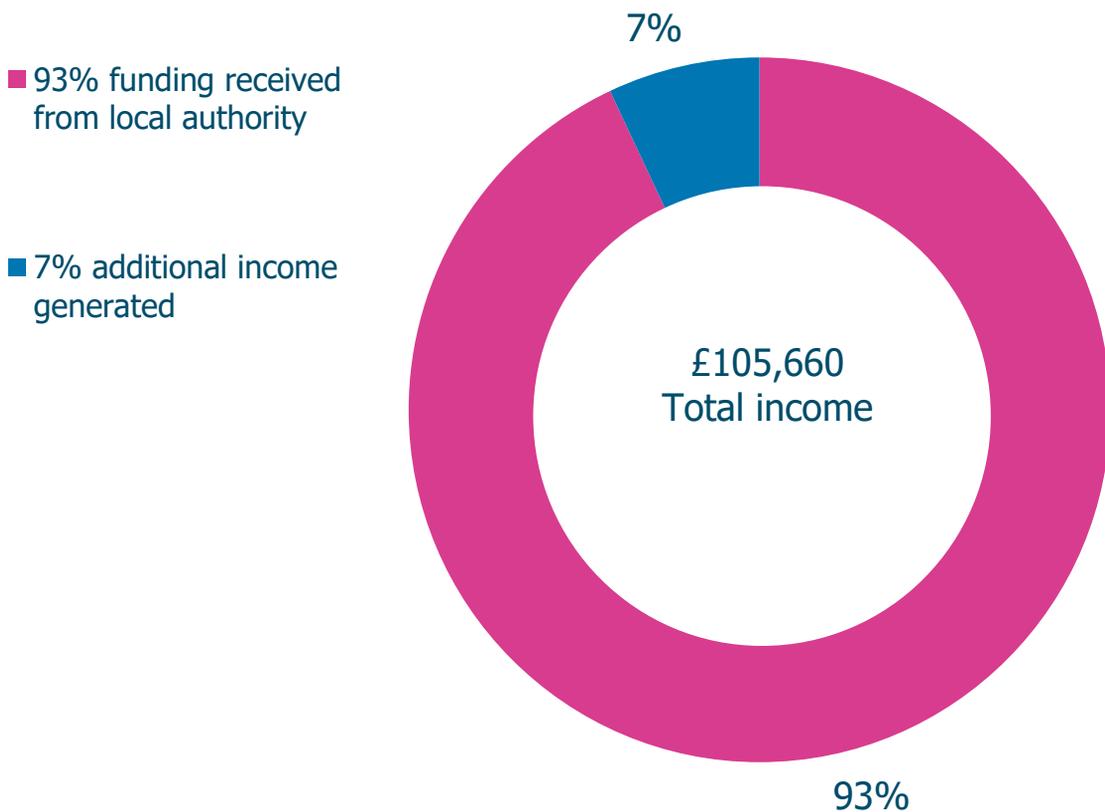
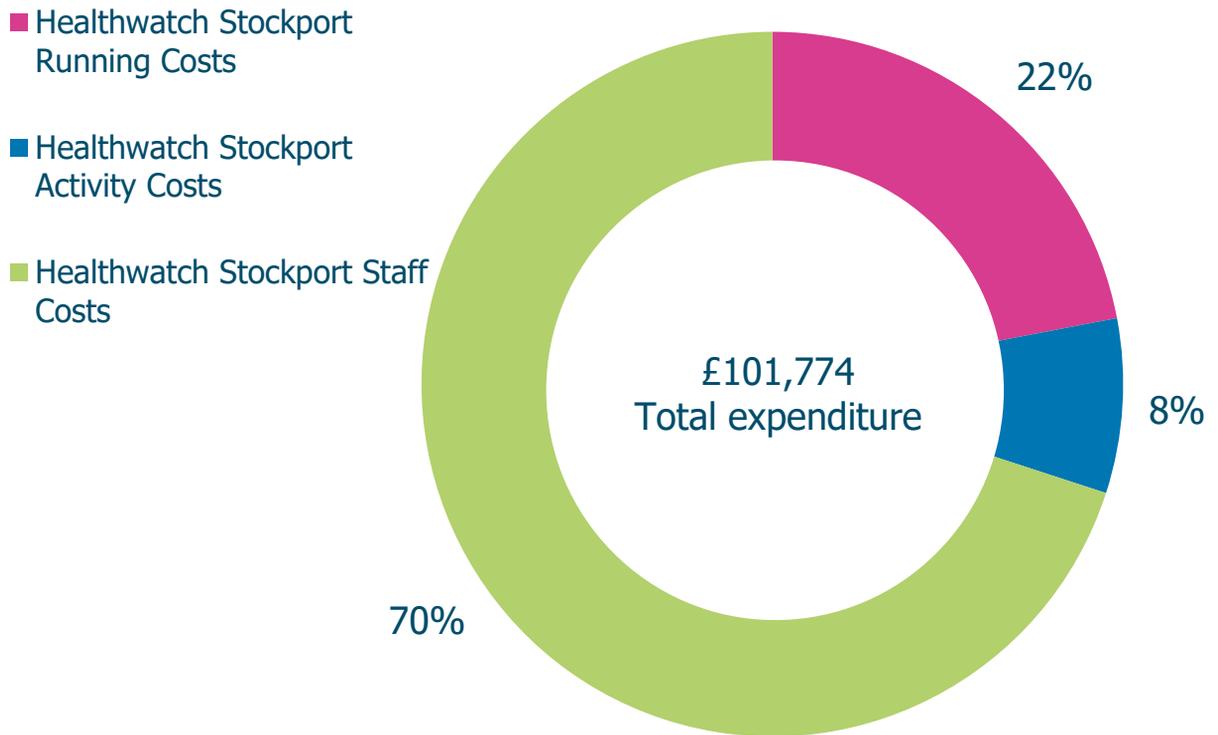
**Associate Representative Members:** June Westley, Tony Johnson, Les Jenkins

# Finances

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**We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £101,744.**



# Our plans for next year

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# Decision Making

Do health and care services in Stockport know what you really think?



## How We Make Decisions

With a small staff team and small budget, it is hard sometimes to prioritise what we should concentrate our efforts on. So much can be happening around us and we can all have a cause which we are passionate about.

However, we do have to prioritise our work so that we do not spread ourselves too thinly. Unfortunately this means we cannot act on everything that is brought to our attention. We will of course document all feedback that we receive so that if we do look at an issue in the future we have as much information to draw upon as possible.

Each year we run a series of priority setting sessions and events. Sometimes we run social media conversations to find out what is important and we utilise all the information we have available to us from a range of sources. This could be internal such as feedback from our Information and Signposting Service, or our engagement work and externally from statutory complaints reports and Care Opinion amongst others.

## We then

- Look at the information available to us and produce a picture of the most common themes and particular issues that have come from specific groups whose voices may not have been heard before
- Seek views from members and stakeholders about the themes to identify area where work together to make an impact
- Work with our Staff Team and Operational Team to agree what is possible and define our work programme
- Ensure engagement with the public and stakeholders are embedded in the work programmes
- Produce recommendations for change and demonstrate impact

# Looking Ahead

## A Message from Your Chief Officer

### Covid-19

Before looking ahead I would like to take a moment to stop and reflect on the current situation the whole world finds itself in. These past few months have been unprecedented, challenging for the many and however big or small - life changing in some way for everyone.

My heart goes out to all the families and friends who have lost loved ones, including my own, and for those still in hospital battling for their lives as I write. I have watched the daily news briefings with sadness as I think about the lives behind the statistics. We should all take time to cherish the loved ones in our lives.

All services both statutory and community had to change the way they worked very quickly and adapted as best they could to an unknown new world. At the end of May we launched a new survey 'Your story during lock-down' looking at people's experiences during 'lock-down,' so that local services can adapt and provide services that people need in the future.

### #SpeakUp2020

This report only gives a small snapshot of the work carried out by Healthwatch Stockport, we continue to work on the mental health mapping we started earlier in 2019, our Enter & View visits, dementia work, the Stockport 100 and our work with people who have learning disabilities.

We used our #SpeakUp2020 event to host our priority setting event in February where we invited our Healthwatch Stockport Members, stakeholders and members of the public to help us decide what we should work on from April 2020.

These included:

- Helping make primary care experience more positive for people with mental ill health
- Better access to community physiotherapy
- Improving patient experience at A&E
- 7- day primary care access



Maria Kildunne, Chief Officer Healthwatch Stockport

We had great plans for a YouthWatch Olympics for young people across Greater Manchester.

However, we need to adapt our plans in response to the Coronavirus pandemic. We will be engaging in different ways and looking at how we can best support our communities.

We will need to take time focus on the mental health of our communities and really examine how well our services suit the needs of different communities in Stockport.

We will develop the way we provide high quality information and advice. This will allow more people to contact us to seek the right health and social care support from their community.

In partnership with the voluntary sector we aim to support the sector by creating a volunteer hub and we intend to develop the volunteer database we set up to respond to Covid-19 which will help signpost people who are seeking volunteering opportunities to the organisation that's right for them.

Maria Kildunne,  
Healthwatch Stockport Chief Officer

# Thank You



Stockport Kitchen, Prepping food for an AGM buffet

Thank you to everyone that is helping us put people at the heart of social care, including:

Members of the public who have generously shared their views and experience with us.

All of our amazing Board Members, Staff and Volunteers.

The community organisations that have contributed to our work and continue to work in partnership and in particular:

- Stockport Advocacy (the best Landlord!)
- Age UK Stockport
- Stroke Information
- Stockport Car Scheme
- Stockport Signpost for Carers
- EaICO and Nexus
- Walthew House
- The Kitchen
- Healthwatch in Greater Manchester



Aba Graham, Community Champion working tirelessly on behalf of local Black, Asian and Minority Ethnic groups in Stockport with Maqbul Rose

And a massive 'Thank you' to:

- Stockport Council
- Stockport CCG
- Viaduct Care
- Stockport NHS FT
- Pennine Care NHS FT
- Powell & Powell Accountants

# Contact us

Now and Then...



 Please get in touch if you would like to get involved in any way with Healthwatch Stockport

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Healthwatch Stockport  
Land O Cakes  
48 Middle Hillgate  
Stockport  
SK1 3DL

0161 974 0753

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 need this in an alternative format, please contact us.

Company Number: 8442532  
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# healthwatch

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