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# Message from our Chair & Chief Officer

***Susan Carroll [Chair] & Maria Kildunne [Chief Officer] welcomes you to the 2016-2017 Healthwatch Stockport Annual Report.***

Firstly, we both would like to dearly thank all our wonderful volunteer members who so often put themselves forward to supporting and contributing to the Healthwatch Stockport work programme, without who we would not be able to function and undertake the work we do.

Even though our staff team was down for part of the year, work continued and we were getting to grips with the way health and social care was changing, not only in Stockport but across Greater Manchester.

Devolution of health and social care in Greater Manchester came into effect on April 1<sup>st</sup> 2016.

Luckily we have a long standing network of Healthwatch in Greater Manchester stemming back from Local Involvement Network days and it is encouraging that some of us remain to sustain consistency in our approaches to joint working.

Further to our work on Taking Charge [see page 16], we will be seeking to work more collaboratively with the Greater Manchester Health & Social Care Partnership as a Greater Manchester network.

Healthwatch in Greater Manchester is recognised as a strong network with vast amounts of expertise, talent and skills across the sector in terms of both staff and volunteers. As a collective we submitted a proposal to the Health & Social Care

Partnership to ensure we have the right infrastructure at a strategic and operational level that will ensure patient and public views are represented right across Greater Manchester.

More locally, our Enter & View team, made up completely of volunteer members, have been busy.

In collaboration with our various subgroups, they have been out and about in our local community interviewing patients and health and social care professionals about discharge [see page 10].

We have been asking people what is it that helps or hinders them into leading a healthier lifestyle.

In our work around mental health, you will read that we have been working with Pennine Care Foundation Trust to improve the experience of patients on the mental health wards at Stockport NHS Foundation Trust [Stepping Hill Hospital].

We moved offices in September 2016 which saw us share a building with our close colleagues Stockport Advocacy. Stockport Advocacy has provided NHS Complaints Advocacy since April 2016 and this has meant a closer working relationship with them and as a result we have worked together to solve or find solutions to quite often complex situations.

We are still facing hard and uncertain times in health and social care. Massive savings are still to be made within the local economy whilst trying to create a sustainable integrated health and social care system, which both the public and health and social care staff need to make sense of and try to come to a common understanding about.

Some of our work next year will be dedicated to continue Healthwatch Stockport developing its place to monitor and scrutinise the progress of Stockport Together and ensure they are meeting their responsibilities to ensure they involve the public in their plans for integrating health and social care.

The provision of information and signposting is a required function of Healthwatch across the country and going into next year Healthwatch Stockport will be building up

this service, although it does not receive funding to do so.

Our funding remains limited and we are constantly looking for alternative sources of income to ensure we are fulfilling our potential and income generation will remain a priority for the coming year.

We will be recruiting 2 new part time members of staff that will focus on our information and signposting as well as our communications strategy.

We wish our team, our members and all involved with Healthwatch Stockport a positive year of working together on behalf of the people of Stockport.



Sue Carroll  
Chair



Maria Kildunne  
Chief Officer



# Highlights from our year

*This year we've reached over 2300 followers Twitter*



*Our volunteers help us with everything from data entry to hosting events and writing reports*



*We've visited 9 number of local services*



*Our reports have tackled issues ranging from Discharge to Mental Health experiences in hospital*



*We've spoken to 218 people about their views on leading an active lifestyle*



*We've met hundreds of local people at 23 community events we attended*



# Who we are

***Healthwatch Stockport is part of the national network and part of Healthwatch in Greater Manchester network, we are well placed to find out the views of our community.***

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 bad. We use your voice to encourage those who run services to act on what matters to you.

## ***Our Mission***

We have powers to enable Healthwatch Stockport to:

- Obtain local views and experiences of health and social care
- Ensure those who pay for and provide care know about the views of local people
- Support the involvement of local people in designing and changing services for the better
- Being visible and having a genuine input into strategic plans
- Visiting places of care and making observations about the provision of care
- Produce evidence based reports
- Help shape the national picture
- Help people to make a complaint and provide information & signposting

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

## ***Our vision***

To ensure local people get the best experience and the best outcomes from any health or care provision they receive whether it be a routine appointment at their GP, an unexpected trip to the accident and emergency department in the hospital or ongoing care with a number of health & care workers relating to their long term condition.

## ***We may be small but we have BIG ambition***

We are a small organisation with big heart and big ambition. We have a very small and part time team, so 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***

Healthwatch Stockport utilises the skills and experience of its members who carry out so much of our activity, it really is a member led organisation based on values around care, compassion, listening, respect being accessible, being a people's champion feeding back and demonstrating IMPACT.

A large teal circle on the left and a large green circle on the right, both with a white stylized 'S' shape cut out of them, overlapping each other.

# *Our Work*

## ***Listening to local people's views***

We have listened to local people and their views by encouraging them to feed in their experiences when they visit places of care. Healthwatch Stockport routinely gathers feedback by

- Promoting the feedback portal on our website.
- Leaving feedback forms at places of care and community venues
- Regularly running quick polls to gauge opinion

We have been proactive in visiting community groups to find out about their experiences, in 2016 and 2017 we have visited:

- Local scout and cub groups
- Older people groups
- Head Injury Support group
- Time banking organisation
- Advocacy organisations
- Post Natal support groups
- Women's groups
- Alzheimer's Group
- Stroke Information
- Disability Group
- Domiciliary care agencies
- Groups for young adults with autism
- Carers of adults with learning disabilities
- Homelessness organisations
- Church groups
- Patient Panels
- Family organisations
- Housing associations
- Carers groups
- Local businesses

- Mental health groups

We attended over 20 community events and information days either held by Healthwatch Stockport or other voluntary & community organisations. These include:

- Macmillan Coffee Mornings
- Library Events
- Carers days
- Older Peoples fairs and wellbeing days
- Celebrating diversity days
- International women's day
- The 'Big' Conversation about Mental Health

## ***Working in Partnership***

We have liaised with other local healthwatch organisations whose residents use Stockport NHS Foundation Trust and we will be bringing together local people from Stockport, East Cheshire, Tameside & Glossop and North Derbyshire to the Greater Manchester Healthier Together programme which looks at specialist hospital care, and Stockport is one of four specific sites so that more expertise is available more of the time.

We will have a patient led group called 'Public Voice' made up of patients and community representatives from all the geographical areas. They will monitor and scrutinise the Healthier Together Programme, making valuable contributions to the forward plans and will sit on the executive board.

## ***Open Question & Answer Sessions***

We run regular Question & Answer/Briefing sessions where members and members of the public can put questions to senior people in health & social care. In 2016-17 several have been around updates on the Stockport Together programme, Mental Health and Adult Social care.

### ***Enter & View***

Healthwatch has been given powers in legislation to help them carry out their role, one of these powers is the right to enter and view to observe and speak to people in places where health and social care is provided.

Healthwatch Stockport has 20 volunteer members who have been trained to undertake such visits and provide a lay perspective.

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### ***Utilising Enter & View***

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### ***Safely Home after Discharge***

A priority for Healthwatch Stockport in 2016-17 was to concentrate its efforts on discharge, it had been running a task and finish group for some time and were finding the answers provided by organisations involved in the discharge process unsatisfactory.

It was an increasingly important issue nationally and one which was having a huge impact on patient experience,

with an increase to delays in transfers of care.

Healthwatch England ran a Special Inquiry into discharge in 2014. Healthwatch Stockport contributed to the research with experiences from Stockport residents including older people, homeless people, and people with mental health conditions.

Following on from this Healthwatch Stockport ran a piece of work to talk to the ‘whole system’ and not just the top bods in the statutory sector.

Healthwatch Stockport Enter & View members went about interviewing and talking with:

- Patients
- Ward staff
- Nurses
- Social workers
- District nurses
- GPs
- Hospital transport staff
- Pharmacy staff
- Intermediate Care facilities

to see if they could get the crux of where the delays were taking place.

As part of this work, 12 members of the Healthwatch Stockport Enter & View Team carried out a number of visits to the hospital on different days to different departments, sometimes repeat visits to the same department, for example the discharge lounge to speak to patients on different days.

*“Enter & View - Not Just an Entity, but a way of working which is embedded throughout the work programme”*

A report was produced early 2017 and a number of recommendations were made.

It was clear to Healthwatch Stockport during the interviews that the discharge of patients from hospital was a very complicated process especially when a patient needs support after discharge.

Multiple agencies are involved in the processes and it is obvious that good communication, in good time produced good discharges.

Health and Social Care in Stockport is now provided under Stockport Together and Healthwatch Stockport hopes that this will improve the discharge of all patients but particularly those who need ongoing help and support.

Members of the Social Work Team at the hospital and the District Nurse Service were candid in their answers around the delays within the discharge process and in their opinion about unnecessary re-admissions because of a lack of ongoing support in the community.

Stockport's Urgent Care Delivery Group has recognised the importance of delayed transfers of care and the impact they have on admission to Emergency Department and other wards within the hospital.

*“We're not an emergency service but we are sometimes treated like we are”*

*[District nurse service in relation to discharge issues]*

As part of Stockport Together, a Health and Social Care provider organisation in Stockport is being set up to become a 'multi-specialty community provider' (MCP) with shared clinical and social outcomes.

The discharge from a hospital setting should be at the core of these shared services and clinical outcomes. GPs, Pennine Care staff, Stockport Council and NHS Stockport Foundation Trust Staff, as well as private sector organisations, can all be involved in a patient's discharge and therefore joint services and joint outcomes are welcomed.

Over 50 recommendations and suggestions were identified from the Healthwatch Stockport Discharge Report for consideration.

These were narrowed down to the 13 most prominent from a Healthwatch Stockport perspective, to ensure patients have a safe and timely discharge, some of these include:

- Careful monitoring of Intermediate Care Home place availability:  
Adequate funding is forthcoming from the public purse so that the Homes are sustainable businesses going forward. Although this will lead to an increased budget for Adult Social Care the overall cost to the newly forming Stockport Multi-speciality Community Provider

will fall as Stockport NHS Foundation Trust will have patients in acute hospital care for a shorter period.

- Healthwatch Stockport was disappointed to learn that re-admissions to hospital after a short stay {5 days was quoted} in an intermediate care home were not unusual:  
Medical staff were apparently declaring those patients as medically fit who had additional complicating health conditions that they did not go into hospital for. Healthwatch Stockport recommends this situation should be thoroughly investigated and an audit kept on this type of re-admission
- Healthwatch Stockport found out that the delays in discharge are primarily caused by lack of care beds in the community:  
It puts a lot of pressure on the Social Work Team to find the right care home for a patient. As a matter of urgency we would recommend that Stockport Council Adult Social Care investigates with 'Stockport Together' a way to improve the availability of places which appears to be getting worse because of the financial restraints on public spending
- Healthwatch Stockport recommends that temporary outside of hospital placements are needed:  
especially for people who are waiting for a CHC assessment

or waiting for their family members to decide which residential care home is suitable for them.

During 2016-17 Healthwatch Stockport met regularly with the Quality Team at Stockport council as increasingly care homes were being assessed by the Care Quality Commission as inadequate. In certain circumstances the Council were refusing to commission any new beds at these facilities. It was agreed that a series of visits by Healthwatch Stockport Enter & View Representatives would be carried out to certain homes that would enable the council to identify homes that were improving and if not what help or support they required in order to bring the up the standards of care.

These began in February and will continue through 2017-2018.



## ***Healthwatch Stockport Enter & View Team***

The following are Healthwatch Stockport Authorised Enter & View Members

Gerry Wright - Enter & View Team Leader

Jackie Burns

John Leach

John Buckley

Margaret McCausland

Roy Oliver

Penelope Abraham

David Atkinson

Eve Brown

Pauline Roberts

Sheelagh Peel

Janet Brown

Michael Cain

Sue Carroll

Ron Catlow

Patricia Fraser

Tony Johnson

Jean Mycock

Moong Seng Ong

***We thank our wonder Enter & View Members for their  
contribution and continued support***

## ***Experience of Mental Health Service Users in Hospital***

Pennine Care Foundation Trust reported that their Family and Friends Test results on the Pennine Care wards at Stepping Hill Hospital fluctuated in their percentage rates for satisfaction and the return rate was often lower than expected.

Healthwatch Stockport and Pennine Care wanted to improve the experience of patient stay on these mental health wards.

Healthwatch Stockport facilitated two focus groups for inpatients on 2 of the Pennine Care wards; Arden and Norbury.

The Arden and Norbury wards based at Stockport NHS Foundation Trust [Stepping Hill Hospital] are acute inpatient wards for males and females between the ages of 18-65 providing assessment, care and treatment of individuals with various mental health needs.

The purpose of the work was to gather views from patients and identify issues that affected their care and present the findings to Pennine Care and Stockport CCG.

Healthwatch Stockport used the publication *“Do the right thing: how to judge a good ward. Ten standards for adult in-patient mental healthcare”* Royal College of Psychiatrists, June 2011 as a guide to formulate the questions for the focus group.

The potential questions were then discussed with Stockport User Friendly Forum (STUFF) and the Independent

Mental Health Advocates (IMHAs) who work on the Pennine Care wards so that local knowledge specific to these wards was taken into consideration.

The option of attending and participating within the focus groups was communicated to patients in a variety of ways:

- Displaying posters on the wards
- Ward staff informing inpatients about the focus groups
- IMHAs [Independent Mental Health Advocates] asking inpatients if they knew about the focus groups and if they would be interested in taking part
- STUFF [Stockport User Friendly Forum] members explaining about the focus groups and reminding inpatients about them before sessions took place

The help sought from STUFF and the IMHAs was essential in widening the participation of all inpatients and not just those invited by Pennine Care, thus ensuring that a cross-section of views were heard.

*“Last time I was here there was dorms of up to 6 people, I didn’t mind that but now, it’s way better that you have your own room now”*

Patients had been on either ward for between 10 days and 4 months and were all aged between 18 and 65.

They told Healthwatch Stockport about a number of issues which were grouped into the following themes:

- Planned activities to keep people occupied during their stay
- Wards rounds and staff support
- Information and orientation
- Ward environment
- General wellbeing and physical needs in addition to their mental well being
- Counselling and therapy

*“When you are in a new place and there are different people, you might find it difficult to talk to other people. We all have problems in life, sometimes it’s a distraction from that kind of stuff. It’s a good thing talking to people.”*

A total of 26 recommendations were made by Healthwatch Stockport to Pennine Care and Stockport Clinical Commissioning Group.

These ranged from small changes that were easily implemented and would make patient stay more comfortable such as changing the small coffee cups for larger coffee mugs, to bigger ongoing changes such as ward rounds taking place more frequently in the initial stages of admission based on the level of need of the inpatient.

The report has been presented to the provider [Pennine Care] and to the Stockport Clinical Commissioning Group who have quickly implemented some of the recommendations and are

working with Healthwatch Stockport Mental Health Subgroup to work on the longer, more ongoing changes that have been recommended by Healthwatch Stockport.



## Taking Charge

Greater Manchester Devolution of health and social care came into effect on April 1<sup>st</sup> 2016.

The Greater Manchester Health & Social Care Partnership wanted to engage with local communities and explore their attitude towards healthy lifestyle behaviour. They wanted to find out what it means to them, how they can improve their health and what motivates or stops them from being healthy.

Thus ‘Taking Charge’ was born, a campaign to promote taking responsibility for your own health, also it was a way to get people talking about one of the priorities for the Greater Manchester Health & Social Care Partnership -

*“Starting well, living well and ageing well - preventing ill health”.*

In Stockport, Healthwatch Stockport was the lead organisation and we set up a number of ‘conversations’ across the Borough with local communities.

We promoted the Taking Charge Campaign which included feedback from Facebook and Twitter, there was a Key 103 Bus in the town centre encouraging people to join in conversations and a survey, which was developed by an external company.

We directed people to take the survey and visit the website where they could use a forum type platform in which to leave longer thoughts and suggestions.

The report was sent to Greater Manchester Centre for Voluntary Organisations in the first instance to help them provide a greater Manchester wide report.

Stockport spoke to 218 people during the Taking Charge Engagement period.

The Stockport project engaged with over 29 groups and organisations, by visiting groups in their own organisations and facilitating focus group style meetings, by inviting them to a one off specific network event, by speaking to them on a one to one basis or by popping into to see a representative of the group/organisation. We also supported people to fill in the surveys who required help as well as offering surveys in alternative formats.

The approach taken was varied and in some cases quickly adapted to the type of group. We tried to accommodate all groups and individuals who approached us in response to our invitations to get involved.

Due to the nature of some of the participant’s health conditions, in some groups and organisations we visited, it was more appropriate to carry out several 1-1 conversations or hold small group conversations of 2-3 people. This worked out really well and ensured we captured views of all the participants who attended.

In summary the number of group conversations that took place: **16**

The number of one to one Conversations that took place: **15**

Total number of conversations: **31**

Snapshot surveys completed online: **161**

### Carers

We encouraged carers [we identified at conversation level] to take the specific carers survey where possible

and Stockport Carers Voice circulated it to all its members in Stockport.

We found that in Stockport:

- Clubs and community activity are important to young people - the use of these to promote healthy living is essential
- The benefits of low cost high impact activities to be explored for park based activity that is inclusive for the whole family, which is safe, affordable and accessible
- Use of positive role models to promote healthier lifestyles would encourage some people to become more active
- People's perception of having/not having enough time could be explored further to further understand barriers/motivators to leading healthy lifestyles and the importance placed on being healthy
- Television came up many times in different conversations [particularly younger participants], turning it off for an hour/2 hours/ an evening/a day to be encouraged. Egg timer for children [and adults] to limit time they can spend on computers [screen time]
- Carers and people with more complex health issues and or disabilities appear to have increased difficulty in ensuring their own personal health, being in a caring role, financial difficulties, dealing with continuing health conditions is exhausting and thus support could be focused here
- Encouraging more volunteering roles to enhance well-being and social inclusion would benefit communities
- Social groups, team games and activities encourage people to continue to engage in healthy lifestyles on an ongoing basis, these could be explored further and opportunities made available or promote existing activities in local communities.



*Working  
Together*

## ***Working Together, Holding Service Commissioners and Providers to Account***

In addition to the Pieces of work outlined, Healthwatch Stockport facilitates a number of subgroups that look at particular areas of care. The leads of these subgroups meet monthly and make up the Healthwatch Stockport Operational Team, whose responsible for the Healthwatch Stockport work programme.

These subgroups are open to any Healthwatch Stockport member to join who wish to make a meaningful contribution.

They regularly invite key managers responsible for commissioning and providing services to their meetings to clarify, update and explain any issues that might arise following feedback we have received. These subgroups include:

- **Adult Social Care Subgroup**  
This subgroup is led by volunteer member Les Crabb. This group monitors and scrutinises adult social care including older people, disability services and services for people with learning difficulties. This group is responsible for producing the Healthwatch Stockport statement for the Local Account, meeting with the Quality Team at the Council and one member of this groups sits on the Safeguarding Adults

Board and Chairs the Communications subgroup of the Safeguarding Adults Board.

- **Public Health Subgroup**  
This subgroup is led by volunteer member Roy Oliver. The remit of the group is monitor and scrutinise public health plans and look at how Healthwatch Stockport can support health promotion initiatives. They are significant contributors to the JSNA by submitting the views of the public into the JSNA and gathering intelligence. The group regularly meets with Public Health Directors and Managers in the Council to receive updates on strategy and performance data, and look at ways in which Healthwatch Stockport and the public health department can work more closely. This year they have monitored the take up of routine vaccinations and promoting their importance. Stockport has the highest flu vaccine take up in the country.
- **Mental Health Subgroup**  
This subgroup is led by volunteer member Mary Foden. The remit of the group is to monitor and scrutinise the services commissioned and provided by Stockport CCG, Stockport council and Pennine Care. They are responsible for producing the Quality Account for Pennine Care and have

been involved in providing feedback to services about the views of people who use Mental Health services.

- **Discharge Subgroup**

This Subgroup is co-led by volunteer members Peggy Hall and Mike Bailey. They have been working hard on producing the ‘Safely Home after Discharge’ report [see page 10]

- **Secondary Care Subgroup**

This Subgroup is led by Volunteer Member David Kirk. Quarterly Consumer Review Meetings are held at the hospital where the subgroup meets with the Senior Management Team of the Trust which includes the Chief Executive, Directors of Nursing, Senior Consultant Director, Patient Experience Managers and the Director of Corporate Affairs. This is an information exchange and Healthwatch Stockport can ask for updates and assurances about hospital care. This subgroup is also responsible for producing the Healthwatch Stockport Statement for the Quality Account for the hospital.

## ***Working with other organisations***

### ***Care Quality Committee***

From time to time Healthwatch Stockport receives requests from the CQC about whether it has any local

information on particular services, if so Healthwatch Stockport will provide any feedback it has anonymously.

Early in the year Healthwatch Stockport in partnership with a CQC regional coordinator arranged a listening event for people to tell the CQC about their experiences.

This event went well and in 2017-2018 Healthwatch Stockport would like to more collaboratively with the CQC.

### ***Stockport Together***

In Stockport the Locality Plan which is Stockport’s piece of the Greater Manchester Strategy is called ‘Stockport Together’. The organisations involved and who are responsible for making changes to integrate health and social care are:

- NHS Stockport Clinical Commissioning Group
- Pennine Care NHS Foundation Trust (mental health services)
- Stockport Council,
- Stockport NHS Foundation Trust (Stepping Hill Hospital and community services) and
- Viaduct (a federation representing all GPs in Stockport)

Healthwatch Stockport has been involved at the start of this process and feels that it has been involved throughout. This year it has presented views and suggestions from the Healthwatch Stockport Operational Team to the Stockport Together Executive Board, which have always been considered and in many cases

taken on board/included in subsequent plans.

### ***Stockport Clinical***

#### ***Commissioning Group***

Healthwatch Stockport feels it has a positive relationship with Stockport CCG, any issues which arise can easily be fed into the CCG, in a number of ways and responses are provided in a timely way. Healthwatch Stockport feels it can challenge and raise issues in an open way and can work with the CCG to find solutions. Healthwatch Stockport meets with NHS Leaders frequently.

### ***Stockport Council***

Healthwatch Stockport meets with Stockport Council representatives regularly through various meetings such as the Quality Team, the Healthwatch Stockport quarterly commissioning meetings, Public Health Meetings, Safeguarding Board, Scrutiny meetings and the Health & Wellbeing Board. The relationship with Stockport Council is generally positive, Healthwatch Stockport often challenges decisions and raises concerns on behalf of its members to various council departments.

### ***Mastercall***

Mastercall provides out of hours GP services [amongst other out of hospital services]. Healthwatch Stockport have a positive working relationship with Mastercall, they regularly ask Healthwatch Stockport to enter & view and visit their services to look at areas where they might improve. They regularly invite members to have a walk around so that they can ask questions and see how the organisation operates.

### ***Relationships and Representation***

Healthwatch Stockport members also sit on a number of committees and represent Healthwatch Stockport in a number of ways:

- STAMP
- Clinical Commissioning Group Governing Body
- Stockport NHS Foundation Trust
- Shared Care Record Board
- NWAS
- Cancer Board
- End of Life Care



# Our plans for next year

## ***What next?***

For 2017-2018, we will have a full complement of staff as we have put aside some funding to create a new post - Information Support. Although we are not funded to deliver the Healthwatch information and signposting function, people ring in and ask about a range of services that the organisation feels it cannot keep asking people to ring another organisation.

It needs some dedicated resource with a dedicated member of staff who will be there to take calls about finding out about services and when people want to leave feedback. It will also be a support in the community gathering intelligence about experiences on the work we are undertaking as part of our work programme.

We will continue with our subgroups around mental health and public health. The Operational Team will run task and finish groups on our work programme priorities which are around the themes of:

- Transformation of Health & Social Care
- Domiciliary Care & Care Homes
- Dementia
- Public Health [including diabetes, access to sexual health, self-care, lifestyle service\*],
- Access to NHS Dentists
- Mental Health
- Joining up health & social care feedback in the community and voluntary sector

We have confirmed funding until the end of March 2018 and so are able to better plan for the first time since Healthwatch Stockport was established.

\*Still to be agreed

We will also be embedding the Healthwatch Quality Standards into our work and ensuring we reach out to our most diverse groups in 2017-18.

# *Our People*



## ***Decision making***

Our Board is comprised of 7 Volunteer Directors and the Chief Officer. They are our governing body, and oversees our strategic and organisational activities. They are elected to post by the Healthwatch Stockport Membership at each AGM, they can serve a term of 3 years before having to stand for re-election.

The Board has overall responsibility with its members to:

- Establish Healthwatch Stockport vision, mission and values
- Set company policy, strategy and structure
- Monitor progress towards achieving our objectives
- Seek assurance that systems are robust and reliable
- Promote a positive culture

At our September 2016 AGM we elected a new Board Director to Healthwatch Stockport - Martin Davey.

We have an Operational Team made up of the leads of our subgroups and members who represent Healthwatch Stockport on Stockport Together committees.

The Operational Team is responsible for the work programme and ensuring they represent the views of our local communities when representing Healthwatch Stockport.

Currently, members receive our newsletters, e-bulletins, annual report and have the right to vote at our AGM and elect the Board of Directors.

Members can get involved with any of our work programme areas and get in touch with the office to find out more about the work of Healthwatch Stockport and get involved.

## Healthwatch Stockport Board of Directors



**Sue Carroll.** Sue is our current Chair and has been involved in patient engagement for a number of years; she was a member & then Chair of the Stockport Community Health Council. Sue has over 30 years' experience of middle and senior management roles in business planning, monitoring budgets and in all aspects of HR. Sue was a former Non-Executive Director of Stockport Primary Care Trust. Nothing is ever too much trouble for Sue, always putting the needs of others before her own.

**Anand Dutta.** Anand is a family man, who has lived in the Stockport area since 1972. He is a Governor at Stepping Hill NHS Foundation Trust. He has more than 35 years' experience as a scientist in the field of discovery of new medicines and in mental health. Anand can summarise documents concisely in as few words as possible.

**David Atkinson.** David has previous experience working as a General Manager and then as a Director of a regional sized company. David is our Finance Director, coming in monthly to pay invoices and prepare paperwork for our bookkeeper. David will come to the office whenever he is needed and helps out with anything from picking up event stands to inputting data. He is an Enter & View rep and was a member of Stockport LINK since its launch.

**David Moore.** David Moore has been a Stockport resident for 30 years, is a family man and a keen advocate of supporting the local community. He now runs his own Home Care Company in Stockport but previously spent 10 years as an Operations Director and Quality Manager for a Military clothing company, delivering continual improvement of processes to achieve quality and value for money. David will always offer to drop in with a butty to keep the troops going!

**Gerry Wright.** Gerry Wright is a retired company director with 20 years' experience in helping companies develop their management skills. He has credentials in a variety of management qualifications including a degree in Mechanical Engineering and membership of several institutes. He is a governor at Stepping Hill Hospital, and was a LINK member since its inception. Gerry leads our army of Enter & View Reps and is always early to meetings!

**John Leach.** John our previous Healthwatch Stockport Chair, has worked in the public sector most of his working career. He led the LINK through the transition to Healthwatch, which was no mean feat. Healthwatch Stockport wouldn't be Healthwatch Stockport without John. John brings a smile and humour [when he's not grumpy] to Healthwatch Stockport.

**Martin Davey.** Martin is our newest member to the Board. Martin has lived in Stockport for over 35 years. He is a family man and has a history of involvement in his local community as Scout Leader, Parish Councillor and Treasurer of Cheadle and Gatley U3A. He currently volunteers as a tutor, assessor and trainer with the Stockport NHS Expert Patient Programme and is Treasurer of the Cheshire Football League. Martin's business experience has been gained in Accountancy and Company Secretary roles across a broad spectrum of enterprises.

## ***Healthwatch Stockport Staff Team***

### **Administration Support: Roy Oliver.**

Roy is a volunteer Member and has provided administration support to Healthwatch Stockport. He carries out a range of tasks including inputting new members to the database, dealing with enquiries to the office, collating data. Roy often helps out at community events representing Healthwatch Stockport. Roy was Healthwatch Stockport Volunteer Member of the year at our AGM in September 2016.

### **Chief Officer: Maria Kildunne.**

Maria has worked with Healthwatch Stockport since its inception in 2013 and prior to that set up the Local Involvement Network in 2008. Maria works part time 4 days per week. The chief officer's role is to support the Board of Directors with the organisational side of Healthwatch Stockport, including the development of the business plan and the organisation's strategic goals, policies and procedures. In addition to supporting with the day-to-day work of Healthwatch Stockport, Maria along with Chair Sue, works alongside other Healthwatch colleagues at a Greater Manchester level.

### **Senior Officer: Gavin Owen.**

Gavin has worked with Healthwatch Stockport since September 2013, he has worked with a number of regional and national voluntary organisations and briefly with Healthwatch Cheshire East in 2015. Gavin works part time 4 days per week and his main duties include supporting the subgroups and its members to carry out the work programme for Healthwatch Stockport. Gavin will arrange meetings and ensure the right people are linked to the various groups, he will ensure recommendations from reports are followed up with our statutory stakeholders and items are put on relevant agendas from members and stakeholders.

### **Communication and Engagement Officer: Rhiannon Adams**

Rhiannon worked with the organisation for 1 year up until the end of September 2016. Rhiannon's role was to involve, engage and work with local people to enable Healthwatch to hear the local views on health & social care services. She led on communications, working to raise and maintain the profile of Healthwatch Stockport and to ensure that key messages were heard in the community. In addition, she supports members to carry out the work programme of the organisation.



# *Our Finances*



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£94,000
Additional income	£1,478
Total income	£95,478
Expenditure	
Activity costs	£3,469
Staffing costs	£66,075
Running costs	£13,137
Depreciation	£891
<b>Total expenditure</b>	<b>£83,572</b>
Surplus	£11,906



# Contact us



## Get in touch

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Twitter: @HWStockport

Healthwatch Stockport is a company limited by guarantee registered in England and Wales. Company number: 08442532

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We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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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