

Inform

Newsletter



Contents

A Word From Our Chief Officer	3
Happy 10th Birthday To Us!	4
Dementia Awareness Event	5
Out & About	6
Bowled Over For Local Charity	7
Meet Our SMG	8
One Size Does Not Fit All - Mental Health	9
Let's Not Be Rash - Allergies In Children	10 & 11
Lived Experience Panel Update	11
Volunteering & Members	12
Information & Advice	13
Feedback	14
Training & Events	15
We Are Healthwatch Stockport	16

**Inform.
Involve.
Influence.
Independent.**

Contact us

info@healthwatchstockport.co.uk

0161 974 0753

078710 89100

www.healthwatchstockport.co.uk



A word from our Chief Officer

Welcome to Issue 3 of our **Inform Newsletter**, it has certainly been a busy year so far and we've seen a number of developments and changes within our very own team... we said 'Bon voyage' Francesca, and 'good luck' Liam, both of whom were hugely valuable members of our team. We've also welcomed two new faces; Alison (Senior Project Officer) and Michelle (Comms & Social Media Officer).

It was our **tenth birthday** in April... time flies... so it was a perfect excuse to celebrate our many achievements, the many relationships we've made across Stockport and thank our members for their support. We simply couldn't have achieved everything we set out to do without them so thank you. See page 4 for details.

To name a few recent **achievements**; we started a 10-month engagement programme gathering feedback about GP access, ran a series of 'Big Conversation' focus groups and engagement events to understand what matters to the people of Stockport, and hosted our Dementia Awareness Day following the release of our Dementia report.... we've been a busy team!

We too have been working in collaboration with local services to deliver findings around **mental health** as well as **allergies in young children** and the impacts on parents. To find out more, go to pages 9 - 11.

We've also included just a few of the **volunteering** opportunities available. There is also further information about how you can be involved throughout this newsletter, including our next quarterly **Health & Social Care Focus and Feedback Event** in October at Stockport's Masonic Guildhall.

We have a big year ahead of us. Health and social care services continue to be severely challenged so we'll be focusing on better understanding Social Care, further tackling health inequalities and reaching areas of the community we don't hear from as well as helping to improve mental health care. We have a lot to do!

As ever, please let us know about your health and care experiences, your feedback helps us to recommend improvements to local services.



Kind regards,

Maria Kildunne

Happy 10th Birthday to us!

Earlier this year, we excitedly celebrated a big birthday, as we turned ten years old!

Healthwatch Stockport along with the other 152 local Healthwatch across England all reached double figures and marked this milestone by hosting our own local birthday events.

Many of our colleagues (past and current), partners, members and more joined us at the Land O' Cakes to highlight and recognise our collective achievements; the difference we've continued to make - big and small, as well as championing you; our #healthwatchheroes. Thanks to your continual feedback we've been able to make great strides in improving health and social care across Stockport.

What's more, we were thrilled to reveal some of what's to come this year over a slice of cakeor two!

Another chance to say thanks!

In our ten years you've told us the good and bad when it comes to your care. We've listened and thanks to you we've championed and influenced big decisions.

To share your experiences, visit www.healthwatchstockport.co.uk
Call 0161 974 0753, email info@healthwatchstockport.co.uk
or visit our website.



Dementia Awareness Day

18 May 2023 at Stockport Town Hall

We were thrilled and proud to host our Dementia Awareness Day on 18 May at the beautiful backdrop of Stockport Town hall! What an amazing day it was - seeing opening speeches from our Mayor, Stockport Council CEO Caroline Simpson, Ruth Turner (Healthwatch Lived Experience Member & Dementia United Carer Representative) and our own Chief; Maria Kildunne. All of whom shared the value of events such as this and our collective focus on improving Dementia care across the borough, including our strategy for 2022-2025.



To give some context about the number of people living with Dementia in Stockport, 2,850 have received a diagnosis. Prevalence rates for Dementia are higher in Stockport than the national average and similar to Greater Manchester. In Stockport around 75% of people estimated to have Dementia have been diagnosed, meaning there are around 1,000 living with Dementia who've not. By 2030 the expected prevalence of Dementia is estimated to be 50% higher. (Healthwatch Stockport Dementia Report).

Our event was just one part of the ongoing work to raise awareness of Dementia itself and the local support available. In fact we welcomed over 200 people through the doors; Stockport residents, college and university students and health and social care professionals. The day offered everyone the opportunity to explore the different stalls set up by local services and take in interesting and moving workshops, one of which from EDUCATE Stockport and people with lived experience of Dementia.

Thanks to our services for offering their time and to everyone who shared their experiences as a Stockport resident - your involvement plays an integral part in how local health and social care services are delivered and by being a member of Healthwatch Stockport, we can ensure that your voice continues to be heard.



Turn to page 12 to see how you too can become a member of Healthwatch Stockport.

April through to September

Out and About

Bramhall and Woodford Rotary Club

Last month Shirley gave a talk to an audience of 24 people at the Bramhall and Woodford Rotary Club; sharing what we do how they can get involved as well as our recent Dementia and learning disability reports.

It was great to hear from the members about their own life experiences and how they too feel they can get involved with us.



Learning Disability Conference event

We proudly supported our neighbours at Stockport Advocacy at their Learning Disability Conference this Summer. We played a role in enabling everyone that joined us to have a voice, share what's important to them, how their lives can be better in terms of health care, transport, housing and more. #proud



Popping up near you!

Early August saw all of the team getting out and about across the borough. We joined forces with our Stockport NHS teams and set up stall in local high streets of Marple, Romiley and Cheadle to name a few, to hear and collate your views and experiences of health and social care. #Meetingourcommunity

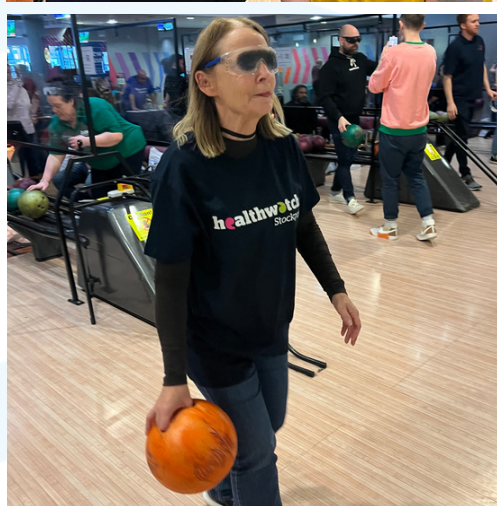
#TeamHealthwatch on tour

We've teamed up with local libraries across the borough to offer Information & Advice drop-in sessions. The goal is to get out in the community, connect with more of our Stockport residents, and share what we do.

So far, we've met lots of friendly faces, many of whom have talked about their own experiences and about health and social care in Stockport. Check out our website and socials to stay in touch with what we're up to, where we're headed and more.



Bowled over for local charity



Earlier this year we were honoured to work, sponsor and compete in the annual Walthew House blind bowling tournament. Organised to raise much needed funds, the goals of the 'Cup' were also to drive further awareness of Walthew House and their work, as well as the challenges that those living with visual impairments can face.

17 teams from local businesses, non-profit organisations and retailers came together to support Walthew House, have fun and battle it out on the lanes for the prestigious Walthew cup! After a hotly fought contest, our Mayor of Stockport announced Bury Blind Society this year's winners.

The whole event raised an incredible £1283 for Walthew House, which will further fund the vital work they do for those living with sight or hearing loss. We look forward to working more with Walthew House in the near future. www.walthewhouse.org.uk

Where else have we been?

The team at Healthwatch like to get out and about into the community across Stockport and talk to as many people as possible and collect feedback. Recently we've attended a number of events:

FT Market Place Education Event - Discharge Support Services

Community Frailty Drop in Event

Big Health Day - Vernon Park

Under one roof event

Stockport SEND Annual Information Day hosted by PACT (Parents and Carers Together)

If you'd like us to attend your event or meeting, please get in touch.

Meet our SMG



Our Strategic Monitoring Group (SMG) members are your health and social care champions. They are responsible for advising on and guiding Healthwatch Stockport's activity.

They are at the heart of all that we do and primarily make up the Influencing part of Healthwatch Stockport.

As part of our legal functions they:

Represent Healthwatch Stockport across the borough through locality boards, committees, and groups.



Consider health & social care requests from our members, networks and local voluntary and community organisations.



Monitor and scrutinise health and social care provision and how it is commissioned.



Set up task and finish groups which enable our Work Programmes to progress.

Help identify priorities for our work programme with the wider Healthwatch membership.

They are all volunteers who meet monthly to support our work programme.

Meet the current SMG members



Mike Lappin
(Chair)



Sue Carroll



Simon Innes-
Chadwick



Jan Kitching



Neisha Fielding



Ruth Turner



David Kirk



Anand Dutta



Mike Bailey



Mary Foden



Jane Harper



Mary Edwards



June Westley

If you would like to find out more, or be considered to become an SMG member, contact the office.



One size doesn't fit all

Mental Health focus

In July, we took an interim joint report to the One Stockport Health and Care Locality Board to update system partners on the progress of the joint Serious Mental Health Engagement Review undertaken by Healthwatch Stockport and Mental Health Carers Group Stockport.

Health and care services for serious mental health are complex and cover a broad range of provision from community-based services to secure hospital admissions. In this review we drew on people's experiences across the system including primary care and housing.



Review Focus: Over a 12-month period, the focus of this review was to engage people with lived experience of serious mental illness (SMI), about mental health services in Stockport. People with lived experience engaged with us directly or via their carers, local voluntary and community groups who could help them articulate their experiences of using services, either from a community or hospital perspective.

Results: It is apparent from the strong views expressed by the individuals that the current care provided is not always optimal. **12 themes emerged** from the feedback:

1. Lack of care coordination for patients and families
2. The importance of the role of carers and their health and care needs
3. Communication between services and patients and carers and across services
4. Inconsistent primary care liaison, knowledge, and expertise
5. Lack of access to dental services
6. Medication and understanding/awareness of the complexity of SMI Hospital Care and Discharge
8. Lack of understanding of Section 117
9. Lack of brokerage / direct payments support for mental health
10. Lack of adequate housing for people with SMI
11. Risks associated with cuckooing
12. Employment/voluntary opportunities / access to and financial support.

Next Steps

- Conversations are taking place about the recommendations within each of the themes with people who took part in the review and system leaders. This will ensure we work towards balanced and achievable outcomes to improve the quality of life for people with serious mental illness
- Continue to work towards publication of the full report later in the year
- A new mental health partnership will be established to help drive some of this work forward and to be co-chaired by someone with lived experience

Allergies

Let's not be 'rash' - Allergies in young children


In recent years, we've been working in partnership with Stockport Allergy & Asthma Parents (prev. Stockport Allergy Mamas). When they first approached us, a big conversation ensued about allergies along with the challenges around diagnosis and care. They needed our help to have their voices heard and strive for better.


For those unfamiliar, the group was set up by two local mums who found support in each other when struggling to navigate the world of having a child with allergies. Their goal was to ensure parents who suspect their child has allergies/allergy symptoms are given the same advice/resources and feel supported.


And so, we joined forces to better understand what life was like for them via feedback surveys, group discussions, research and more, but also to report findings, along with our recommendations, to local commissioners to influence positive change. In 2022, we collectively published a report about 'Parental Experience of Allergy Diagnosis in Children'. Scan the QR code to read the report on our website.





Recommendations included:


 More empathetic approach. 'Lack of' has impacted quite negatively on maternal mental health

 Ensuring babies aren't dismissed as suffering with 'colic'.

 Earlier identification of allergy symptoms in children

 Ensuring parents aren't dismissed as 'first time parents'

 Develop efficient diagnosis pathway for parents suspecting their child has an allergy.

 Parents to receive consistent, quality advice/resources until child's diagnosis.

Allergies continued

We keep striving: By launching an oversight group with Stockport Allergy & Asthma Parents, we've continued to monitor recommendations to identify if the level of care has improved.... and we've not stopped there...currently in progress are proposals to:



Ensure parents with children referred to a specialist can access a helpline whilst awaiting appointments, (partly resolved)



Information leaflet, written by parents of children with allergies, to be shared via Stockport Council's information hub for use by professionals locally.



Healthwatch to visit Stockport Allergy and Asthma Parents' group to learn if their experiences have changed.



Awareness workshops for GPs around allergies in babies /young children and the impact on families



Asthma training to be available to those working with children in Greater Manchester*

*Training: [www.e-lfh.org.uk/programmes/ children-and-young=peoples-asthma/](http://www.e-lfh.org.uk/programmes/children-and-young=peoples-asthma/)

Lived Experience Matters

Did you know that we have a Lived Experience Panel? Launched in 2019, our panel connects people with experience of living with or caring for people with health or care issues and a passion for supporting positive change...

In partnership with NHS Stockport and Aqua (Advancing Quality Alliance) our first panel was set up from a group of volunteers to help redesign and monitor the Frailty Pathway for Stockport. With their valuable knowledge and experience of using local services, we made great headway; receiving training around quality improvement, mapping the patient journey and developing a work programme involving local people every step of the way. Following a break due to the pandemic, we've now regrouped and are ready to take the reins again!

More updates and new plans are afoot!

We'll continue to support the development of quality of local services, initially focusing on frailty. Building on the success, we'd love to expand our network of Lived Experience Panels to other areas e.g. diabetes, multiple sclerosis, arthritis etc... tapping into these vital groups to better inform our work and influence care for the better.



If you know, or work with, a group that you think may strengthen our network, email Alison@healthwatchstockport.co.uk or call 0161 974 0753.

Volunteering

Join our Board of Directors!

Our role is to champion the voice of residents and users of health and care services. We're looking for voluntary Board Directors to help us go from strength to strength!

As a Director, you'll work with the Chief Officer and other Board Directors to develop our strategic

direction and business objectives, ensuring we meet our legal and requirements, whilst ensuring we're using our public funding to the best advantage. You'll also play an active role in quarterly and adhoc board meetings, contribute to activities and help champion the voice of the people.

Board posts are voluntary. If you're passionate about shaping Healthwatch Stockport, Contact us for an Application pack. **Apply by Friday 3 November to Maria@healthwatchstockport.co.uk**



Volunteer for our Reading Panel

Ever read health and social care information and not quite understood the messaging or terminology? Currently we have 20 Reading Panel members who now voluntarily review materials (posters, leaflets, letters etc) from local services on a adhoc basis to ensure they're people friendly and jargon free. Would you like to volunteer? **Scan the QR code or visit our website to get involved.**



Not a member?

Once you become a member you'll receive our weekly Information Round-up (IRU), as well as invitations to the latest training and events. We'll ask you for feedback on all aspects of Health and Social Care and if you want to help with our work programme.

Becoming a member of Healthwatch is easy! Call 0161 974 0753, email info@healthwatchstockport.co.uk or scan the QR Code, which will take you to our website to sign up.



Information and Advice

How we have helped you

From April to July, our Information and Advice Service has been contacted (via calls, emails, website, via events and pop-ups), for help, guidance, share feedback and more, here are some of our findings:

51% of enquiries were looking for support finding an NHS dentist, counselling services, cancer support and local groups to help improve mental wellbeing.

12% of enquiries were around making complaints regarding GP practices or hospital services and **37%** shared their experiences with us.

Whilst we don't handle complaints directly, we've continued to signpost or refer everyone who needed help to the relevant services (most frequently to NHS Complaints Advocacy Stockport). We've anonymously recorded the feedback themes that emerged to continue our work towards better care.

The top themes related to **access to services and the treatment and care received** when visiting NHS and social care services.

For more information, advice or support with a complaint, contact us.

On the phone



Through our website

http://



By email



Make a 1-1 appointment

One Stockport Financial briefing

Michael Cullen (Deputy Chief Executive at Stockport Council, Section 151 Officer and Locality Finance Lead) joined our last briefing session to summarise Stockport's financial situation in terms of the Integrated Care System for 2022-2023 along with the pressures and challenges to help when it comes to budgeting for Health and Care resources.

Michael answered questions from members relating to funding for looked-after children when having to find care out of the area, including; whether bringing the services "in-house" would reduce costs; what investments the local authority makes to nursing homes and many more.

To get a copy of the finance briefing overview, please contact the team.

Feedback

Without feedback from our local community, we wouldn't be able to do our job. We gather feedback on all health and social care services in Stockport, so if you've been to see your GP, dentist, hospital or receive social care support, we want to hear your views and experiences and how they've affected you!



To us, you come first, so if the care you've received has been great, middling or can be much better, please tell us. Don't forget to share the positive experiences to, so we can highlight the good practice in these tough times.

Please contact us (details on back page) or visit our 'Feedback Centre' on our website where there is a range of ongoing surveys and consultations about health and social care in Stockport that you can take part in.



If we spot a common theme, we will be able to act and create a piece of work suited to the trend that emerge.

Your feedback from April through to July

Thank you to those who've provided feedback about the care you've been receiving, whether it be from your GP practice or how you felt about a recent trip to hospital.

Recently we've received comments about hospital services in particular; how people felt about the treatment they received, how it could've been more patient centered and having a quieter space in waiting rooms for people who find busy areas stressful. Both of which could help them get the best out of their appointment.

We also visited the Discharge team at Stepping Hill Hospital to provide them with our feedback forms so we can gather comments about how their discharge process has gone.

We've continued to input all the insight we've received so far into our Feedback Centre (all anonymous), which will enable us to identify themes in which to focus our work.



Scan the QR Code to visit our
'Feedback Centre'

Training and Events

We continue to host a number of events, forums, information sessions, we join open days and much more. Not only do these events help us introduce ourselves, but we get to meet you and hear what you've got to say about your care. We're here to listen and help you get the best support possible.

If you want to know more information about any of the events, please contact the team (our details on the back page) and follow our socials.

Visit us at open days and events in the near future

When: 6 October

Where: Visit us at Walthew House's open day

Information and Advice Library Tours

When: Monthly

Where: Venues to be confirmed

FOLLOW US



Healthwatch Stockport's Network & Focus Event

At the time of print, our event is upon us... this quarterly event was planned to give those who live and work in Stockport an opportunity to hear about the future plans around health and social care in Stockport. The focus this time:

- Healthwatch plans for the year, including a look at hospital discharge
- Priorities around health and care in Stockport
- The new Carers' Strategy

Q&A sessions follow these exciting insights along with the chance to voice views and feedback. We'll share the event coverage soon!

Watch this space for details about our future 'Focus' events...



healthwatch

Stockport

We are your local health and social care champion. If you use GPs, hospitals, dentists, pharmacies, care homes or other support services, we want to hear your feedback and experiences, so we can enable you to get the best health and social care and create better services for all.

To us, you come first – especially if you find it hard to be heard elsewhere. How can we be there for you?

We inform

We provide information and signposting about local health and social care services so you can get the best support

We involve

there so so many ways you can get involved and share your feedback. Your views help us better understand what's going well, what isn't and what things are important to you.

We influence

Your feedback helps us to shape services across Stockport for the better. We've already published many reports (see our website) which have positively influenced decisions and services.

Contact us

info@healthwatchstockport.co.uk

0161 974 0753

078710 89100

healthwatchstockport.co.uk

