



**Inform**

**Newsletter**

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

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# Happy Christmas From Our Chief Officer

Welcome to our latest edition of Healthwatch Stockport's INFORM!

In the true spirit of the upcoming holidays, Healthwatch Stockport sends heartfelt wishes for a joyous and peaceful festive season to all our wonderful Stockport community.

Let's take a moment to reflect on the incredible journey we've shared over the past year. We are delighted to highlight some memorable moments:

- **April:** Celebrated our 10-year anniversary, marking a decade of dedicated service.
- **May:** Hosted a meaningful Dementia Awareness Event at the Town Hall, co-designed and led with our valued partners.
- **June:** Supported the Learning Disability Conference, reinforcing our commitment to inclusivity and advocacy.
- **July & August:** Undertook reviews of day care services, ensuring quality and accessibility for our community.
- **September:** Played a pivotal role in supporting the One Health and Care plan public engagement, amplifying the voices of Stockport residents.
- **October:** Hosted a successful Network Forum with a focus on introducing you to the system leaders of the One Health and Care Locality Board
- **November:** Actively participated in delivering targeted training for NHS allied professionals. Our structured days have garnered positive reviews, a testament to our commitment to excellence.

As we conclude the year, we take pride in the impactful work we've had the privilege to undertake and contribute to.

This season is not only a time for celebration but also an opportunity to express our gratitude. We are immensely thankful for the support of our members, our community, partners, and dedicated staff team and Board of Directors who continue to make Healthwatch the success it is today.

As we look forward to the new year, we will continue to encourage our local services in Stockport to provide health and care support to all who need it and that they use your feedback to shape services for the better.

Finally, may your homes be filled with love, laughter, and the company of those who matter most. Wishing you a festive season filled with love, peace, and good health!

Kind regards,

*Maria Kildunne*





# October Public Network Forum

In October, we hosted our latest Network Forum, shining a spotlight on our upcoming priorities, but it was also an opportunity to build connections, engagement and transparency between people, communities and system leaders in health and care.

The event led by Chair Sue Carroll, was followed by a presentation from Maria Kildunne, highlighting our current focus on social care and hospital discharge.

Our special guests - all leaders from across health and care were Chris McLoughlin, and Vince Fraga, from Stockport Council, Philippa Johnson, NHS Greater Manchester, and Julia Hwer, Director at Signpost for Carers. They shared insights from the Stockport Locality Board, the Stockport One Health and Care Plan, neighbourhood initiatives, and provided opportunities to become involved in community initiatives, and the new Carers' Strategy and Network.



The talks provided a detailed overview of the extensive efforts being made to transform Stockport into a better place to live and work. We extend our gratitude to all participants and speakers who contributed to making this event a success.



**SAVE THE DATE**

## Next Event 2024!

Planning for our next Public Network Forum is underway, where we'll be looking at our work programme for April onwards. Pop the 28 February in your calendars. We'll share more about what to expect in the New Year so follow us on Instagram, X (Twitter) and Facebook.

# Good to Meet You Stockport!

We've been on a mission to connect and meet as many of the Stockport community as possible and listen to your feedback and experiences. Over the last six weeks we've probably reached every corner of Stockport through our library tours, open days, pop-ups and various community engagements to hear your feedback first-hand. It really shows the breadth of our work and what we get involved in. Here's just a sample:



**Alison** joined the Stockport NHS Foundation Trust at their Transformation Celebration - an event to highlight the great plans and work underway to improve patient care in Stockport. It was a key event to raise awareness amongst hospital staff about the support that Healthwatch Stockport can offer them.



**Claire and Shirley** did us proud at Walthew House's 'See hear' open day, aimed at health and care professionals, carers and anyone living with sight or hearing loss. Not only did we gain better understanding of our residents' needs, we provided valuable information and advice.

## #TeamHealthwatch

We're also massively proud to have been involved in the **Carers' Rights Day** at Signpost for Carers - a fantastic opportunity to support our local Carers. We've also been excited to support the **Family Hubs**, the **Age UK Stockport AGM**, engagement around the **Stockport One Health and Care** plan - reinforcing our commitment to shaping the future of healthcare in our community, and our ongoing **local library tours**. These continue to be a cornerstone of our outreach efforts, ensuring we reach every corner of Stockport. To invite us to your event or meeting, please get in touch with the team (contact details on the back page)

# Hospital to Home

## Our Recent Work & Research

As part of our Healthwatch Stockport Social Care work programme spanning over 12 months, we're excited to launch our "Hospital to Home" initiative, a comprehensive research project that aims to delve into the experiences of individuals as they transition from hospital to home.

At the heart of this is the understanding that the post-hospitalisation period is crucial, and we're keen to gain insights from patients, residents, families, Carers and all communities.

**Focus Areas:** Throughout our research, we'll concentrate on the following to better recognise the challenges and successes following discharge:



### Preparing for Discharge:

Understanding people's experiences before leaving hospital.



### Information, Communication & Advice:

Assessing what's provided during and after the hospital stay



### Journey of Leaving Hospital:

Examining the process and experiences during the transition.



**Cost of Care:** Understanding the financial aspect of care, including social care provision.



### Quality of Assessments:

Evaluating the effectiveness of assessments conducted.



### Emotional Wellbeing and Concerns:

Encouraging expression of emotional states and concerns during the transition.



### Implementation of Social Care Packages:

Investigating the practical application of social care support.



### Expectations vs. Reality:

Investigating whether expectations at discharge matched the actual experience.



### Rehab/Reablement Services:

Exploring availability and effectiveness of services.

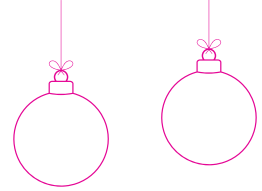


**Family/Carers Feedback:** Seeking valuable insights from the perspectives of families & Carers.

## We want to hear from you:

We're reaching out to Stockport to hear your first hand experiences and get the best possible understanding. We'd like to hear from everyone and particularly under-represented people and communities. We'll be running 1-2-1 chats, focus groups and afternoon teas, surveys, social campaigns and collaborating with our health care partners.

# Hospital to Home Cont...



We've already set up our "Hospital to Home Task Group," so we'll be meeting with voluntary and community groups, social care providers and the NHS.

## Get Involved with us

Everyone's participation is vital in making this research impactful, and by sharing your experiences and insights, you'll contribute hugely to improving post-discharge care and support.

To get involved, follow us on social media to see our campaigns and more. You can also contact us by emailing: [info@healthwatchstockport.co.uk](mailto:info@healthwatchstockport.co.uk)

You can also scan the QR code. Together, let's make the journey from 'Hospital to Home' a smoother and more supportive transition for all.



## Story So Far: Allergies In Young Children Research

In the last issue of 'Inform', we shared information about our partnership working with Stockport Allergy & Asthma Parents (SAAP) to better understand the challenges of having a young child with an allergy.

Great news! We collectively reported findings and recommendations to commissioners to influence positive change, including a session by the Paediatric Dieticians at their GP Masterclass. These partnerships have been key to making some small but important changes to the way the Paediatric Dietician service communicates with parents of children waiting to be seen. The SAAP group are also creating an informative leaflet for other parents of children referred to the service.

Throughout this important work, we've continued to update and report our findings and recommendations, along with updates. The final report update will soon be available to read on our website. However you can read about the progress we've been making, by scanning the QR code or clicking [here](#).

We'll stay fully connected with the Stockport Allergy and Asthma Parents to ensure support continues to improve.



Scan the QR code to access the report



# “Learning is Experience...”

We've joined the Targeted Practice Education Programme (TPEP) - a new placement programme that offers opportunities for healthcare students to work collaboratively in primary, community and social care. They'll gain experiences in assessing, treating and caring holistically for patients and residents in Stockport.

Together with the Greater Manchester integrated Care Board - Stockport Locality and Greater Manchester universities, we're excited to be supporting the scheme. Having worked with the Stockport Locality numerous times, we were approached - due to the broad ranging work we do, thus giving the learners access to a wider experience. They also felt that as a respected partner in health and social care and the VCFSE (Voluntary, Community, Faith, Social Enterprise) sector, other organisations may follow.

The programme started in November with a focus on enhancing the lives of those with frailty so we're welcoming four learners from a variety of health care backgrounds to join on a rotational basis to spend a day in the life of Healthwatch Stockport with us. They will also complete a multi-disciplinary team frailty project by the end of the programme.

We welcomed both Ellen, a Physician Associate and Caleb, Mental Health nurse. Both of whom were enabled to immerse themselves in to our work. We too enjoyed learning about them and their roles. Over the coming months we hope to welcome more students who will benefit from this important programme.



## Not a Healthwatch Member?

Once you become a member you'll receive our weekly Information Round-up (IRU), as well as our quarterly Newsletter and 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](mailto:info@healthwatchstockport.co.uk)  
or scan the QR Code, which will take you to our website.







# Feeling the Festive Spirit

## Oh Christmas Tree....

It's certainly beginning to look a lot like Christmas as we joined St George's Church for their annual Christmas tree festival. From 28 November to 3 December, 30+ local organisations and charities took part to help raise money for the church and bring loads of festive cheer to all who visited..... even Santa made a special trip!

Our Christmas tree, decorated in our brand colours of bright pinks, blues and greens, helped to spread the message about us and how we support our Stockport community. We also asked visitors to hang a 'thank you' gift tag for a health care person or service that has greatly supported them. Thanks to those who did so and to everyone who came along. This was our first festival but we'll certainly be back!



## Our Elfwatch Competition is Underway!

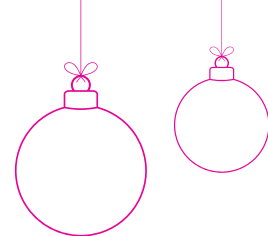


Forget your regular Elf on the Shelf, we're running our own first Elfwatch competition this year and one lucky winner will receive a £25 gift card!

All you have to do is tell us which Stockport locations 'Hatter' the Elf is visiting each week. Why not enjoy your-elf and join the competition on Instagram or Facebook?! All correct guesses will go into a draw to win!

Good luck everyone.


# Information and Advice




## How We Have Helped You

Over the last three months our Information and Advice Service has been contacted (via calls, emails, website, events and pop-ups), for help, guidance, share feedback and more, here are some of our findings:

### Contacts To Our Service






75 enquiry contacts from Stockport people




22 feedback contacts from Stockport people

#### Top Themes

-  Treatment and care received
-  Access to local services
-  Administration

Topics were:

- GPs
- Hospital Care



1/3 Feedback

“My GP practice is wonderful, I can phone and get an appointment the next day if not the same day”

“From the second I booked into A&E to the moment of discharge the care I received at the hospital was amazing”

Without your feedback, 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! Don't forget to share the positives too, 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. If we spot a common theme, we will be able to act and create a piece of work suited to help improve that service.

If you choose to call, phone lines to our Information and Advice service are open 10am - 2pm Monday to Thursday. From 22 December to 8 January, answerphone messages will be checked intermittently.

Scan the QR code to for the 'Feedback Centre'



# Winter Health Guidance

## Don't Leave Your Health on the Shelf!

As Winter sets in, your wellbeing needs to take extra priority. From getting your vaccines and medication in good time, to looking after your mental health, we're providing information to help you stay well. See our 'quick' advice sections, and visit our socials and website for updates for further wellbeing guidance.

### Vaccinations

If you're eligible, Friday 15 December is the last chance to book Covid and flu vaccinations on the national booking system to protect yourselves and others ahead of Christmas. Go to [nhs.uk/seasonalvaccinations](https://nhs.uk/seasonalvaccinations)

### Need Medical help?

If you need help but not sure where to go, use NHS 111 online, by phone or download the NHS App. You can also speak to your pharmacist for expert advice and treatment for minor illnesses and other services.

### Repeat Prescriptions

In addition to using the NHS App, soon patients will be able to order prescriptions directly from their GP, not their pharmacy. Your GP will tell you when this change will come into effect for you. Look out for texts, emails or letters from your GP with more information.

### Useful Contacts

**NHS 111** - Phone/online for urgent medical help (not emergency).

**Greater Manchester Urgent Dental Helpline** - 0333 332 3800

### Warm Spaces

Access the [interactive map](#) to find your nearest warm space. These spaces are for anyone to relax in and enjoy outside of their home, which may be expensive to heat. Many will host activities as well as providing hot drinks and food.

### Food Support

If you need an emergency food parcel, there are food banks across Stockport. To access a food bank, you require a voucher, Visit [Stockport Foodbank](#) for details.

### Keep Your Home Warm

Looking after your home is essential to staying warm and well. There are schemes to help you with the cost of heating. Find support for this and the cost of living on the [One Stockport cost of living hub](#)

### Healthwatch Advice

We'll be providing more Winter advice and information soon and will share more in the way of contact helplines and guidance to help you look after your physical and mental wellbeing.



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 are many ways you can get involved and share your feedback. Your views help us to better understand what's going well, what isn't and hear what's most 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 key decisions and improved services in Stockport.

## Contact us

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