



Healthwatch Stockport Annual Report 2017/18





Welcome to the 5th Annual Report

Message for our Chair Sue Carroll

As ever the demands on our time have been high, in particular the progress being made with the integration of health and social care.

It is moving at a pace and, making sure we are kept updated and continually pushing for good patient engagement in all its aspects, has been in itself a full time occupation!

However, I believe we have been a good champion for local people. We have raised your concerns and at times we have been critical of certain aspects of its development.

Yet I feel we have been listened to and concerns have been acted upon and changes incorporated that were appropriate.

As sure as I write this, the complex road to integration is far from over and there will be many more difficult conversations to have and issues to iron out.

I am determined to ensure your voice is at the heart of future developments going forward.


Sue Carroll
Healthwatch Stockport Chair



Who we are

Healthwatch Stockport is part of the national Healthwatch Network and part of Healthwatch in Greater Manchester. 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 where you think improvements can be made. We use your voice to encourage those who run services to act on what matters to you.

Our Vision

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

Our Mission

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

We may be small but we have BIG ambition

We are a small organisation with big heart and big ambitions. We have a small, part time team. 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.



Informing. Involving. Influencing.



Highlights from our year!

This year we have...

Tackled issues ranging from drug abuse on hospital wards to unsatisfactory care at home



Provided information and guidance to over 100 people



Spoken to 130+ people about Dental Care



Visited 27 local service



Our Champion Members helped us with everything from visiting places of care to judging Care Awards



Over 3,226 followers...and counting!...on our social media pages





Our work



In 2017 we launched our Information & Signposting service providing the public with guidance and support to find health and services

We worked with the Council to host a series of Afternoon Tea events to speak face-to-face with domiciliary care users, families, carers and agency staff



People with learning disabilities and their families spoke to us about what mattered to them. Our feedback was used to improve services

We spoke to people with Type 1 Diabetes to gather their views on a system used to monitor glucose levels



WAITING ROOM



After receiving a number of calls from the public raising issues over dental care and access, we decided to find out more about peoples' experience of dental care in Stockport

We have worked in collaboration with Stockport partners on a number of different programmes and projects, including parent and infant mental health, support for carers and accessing care



Working with the 9 other Greater Manchester Healthwatch organisations, we led on work looking at the feasibility of introducing an electronic referral system between pharmacy teams across Greater Manchester



We have also hosted and taken part in over 30 events, Enter and View visits, presentations, working groups and more with the help of our 200+ volunteers!





Helping you find the answers

If you've got a question or need some information about a local health or social care service, Healthwatch Stockport can help.

Healthwatch has a statutory function to provide an Information and Signposting service.

In 2017 we launched our service providing the public with guidance and support to find health and services

We have been running the service for since 2016. It is led by two part time officers.

Types of Queries

Many of our queries relate to finding out about rights and options in reporting unsatisfactory treatment by a service provider, particularly on behalf of a family member, but we do receive more and more complex cases which can take weeks and even months to get to the bottom of.

For example...

- How do I complain about my dentist?
- How do I access my health records?
- I've lost my job, I'm feeling low not sure where to go for help...
- I want help in making my GP understand my needs in relation to gender reassignment

We have dealt with:

- 106 Enquiries
- 80 cases
- 16 Referrals to Stockport NHS Complaints & Advocacy and 16 further referrals to other organisations for specialist help and support

Supporting people

Here are some examples of the enquiries we have had:



Mr Smith, mid thirties, is receiving counselling for personal reasons and is in the early stages of an assessment and diagnosis of Autism. Mr Smith requested therapeutic support for his low mood and lack of confidence whilst feeling anxious. He did not feel comfortable communicating with people on the telephone.

What we did: Healthwatch Stockport made a referral on his behalf to the Stockport Psychological Wellbeing Service.

Outcome: After a conversation with a member of the service, we found that the service provided an on-line and face-to-face support. Mr Smith was pleased with that we were able to support him.



Mr Brown, early 20's, suffered from anxiety caused by what he felt was misdiagnosis of his symptoms. He felt that his Doctor was not 'taking his symptoms seriously'. After discussing his options with Healthwatch Stockport, he felt that a change of doctor may be the best way forward.

What we did: We immediately found a practice within a mile of his home and arranged an appointment for him to attend to register.

Outcome: Mr Brown was satisfied that Healthwatch Stockport assisted in helping him find a new doctor and he was able to obtain a second opinion. He felt he would not have been able to do this independently due to his anxiety.



Mrs Green was concerned about her father's care needs in hospital. She was failing to get any answers about an updated care plan and a named person in charge of his care.

What we did: We spoke to the Matron for patient flow, the clinical site coordinator and a social worker explaining Mrs Green's concerns.

Outcome: Mrs Green was involved in her father's care plan and Multidisciplinary Team Meeting. With her permission we are using Mrs Green as a Case Study at the Discharge Board.

Time to care: Reaching out to home



In our first year of Healthwatch Stockport, we carried out a project looking into the views of people using domiciliary care.

This time around we worked again with the council to reach people using home care services using afternoon tea events to encourage people to come along with their family and/or unpaid/paid carers.

We held **4 Afternoon Tea** events.

People were very willing to come and talk to us and wanted to have their say. The afternoons were very informal and relaxed. We provided space for individuals and carers both formal and informal, to have their say about the care they received/provided.

We found that the majority of care receivers and their family were grateful for the support they received and they were usually *treated with dignity and respect*. However, the *disparity in social care funding* and continuing healthcare was highlighted as a huge divide.

“It’s the small personal things that do matter a lot to me and my family”

Issues raised included:

- Not being involved in the development of a Personal Care Plan &/or carers not knowing about/adhering to the plan
- Carers running late
- Office not passing on messages
- Times being changed without client consent
- Different providers with different levels of training

Identified areas of improvement included:

- Attitude of staff
- Time to chat/be taken out of the house
- Enough time to provide care
- Linking to the Carers Charter and support for carers
- Providing an information sheet with background about the person, inc. likes and dislikes

We also ran a survey for people who could not come to our Afternoon Tea Events or found out about them after!

Taking action!

You said
We did



Dental Access

After receiving a number of phone calls to our Information & Signposting Service regarding **issues faced when visiting the dentist or when trying to access a dentist for the first time**, Healthwatch Stockport decided to try and find out more about the difficulties local people were having.

"I used all my credit [on phone] to search and call dentists that were taking on NHS Patients, the information was all wrong on the website"

We...

- ran a survey looking at peoples experiencing registering, finding information and general access to dental care
- spoken to nursing and residential care homes about how their residents accessed dental services
- spoke to people with learning difficulties and disabilities about their experience
- Joined the Greater Manchester Oral Health Network to share good practice

Early Findings: Generally, once registered patients were quite happy with their dentist and the service they receive.

Some patients had difficulty in understanding what they needed to pay for and did not understand their treatment needs.

We found there were barriers for some of our most vulnerable people in the community for e.g. for people whose first language is not English, or if you were on a low income, accessing a dentist became more difficult.

What matters to YOU!

You said
We did



People with Learning Disabilities: Annual Health Checks

When we asked people with a learning disability and their families about what matters to them, they told us that they were **not getting the annual health checks they were entitled to.**

Some GPs invited patients for a health check, others were missed and some that did receive a health check reported that the GP did not carry out all the necessary checks in the NHS guidance.

“It always seems we have to fight for what should be routine practice. As an older parent of a son with Autism I’m already tired.”

There appeared to be a postcode lottery

We brought this to the attention of Stockport Clinical Commissioning Group with recommendations—**Now all GPs are aware of their responsibility and should be providing a comprehensive service.**

People living with Diabetes: consulting on treatment

The Freestyle Libre Glucose Monitoring System is an alternative to finger prick testing for those people who have Type 1 Diabetes.

It is currently ‘grey-listed’ and requires prior approval from the CCG.

A Medicine Review Panel meeting discussed patient benefit and satisfaction of the System. Our Healthwatch representative asked if any engagement had been done with Diabetes type 1 patients - **no formal consultation had taken place about Freestyle Libre so we offered to make contact with patients in Stockport.**

We contacted:

- local diabetic support groups and attended their forums
- Diabetes Specialist Nurse at Stockport NHS Foundation Trust

Overall individuals, parents and carers think the System is a positive development in managing diabetes.

Deciding which system works best is dependent on the needs of the individual patient.

We provided this feedback to the Medicine Review Panel.

Working in Partnership



Stockport Outcomes Framework: moving towards patient

Stockport Outcomes Framework was produced by Stockport CCG with commissioners, providers and public representatives to keep track of the results of **Stockport Together - the integration of health and social care**.

It supports funding health and care services based on rewarding the outcomes that are important to the people accessing care.

External Reference Groups [ERGs] have been set up to feed into the Outcomes Framework. They are:

- 4 groups of Healthy and Acute, Long-Term Conditions, Frailty and Dementia and End of Life Care
- Made up of 100 key stakeholders
- Aligned with work going across Greater Manchester Health & Social Care Partnership
- **A positive step in Stockport Together and have given patients a real voice in shaping strategy**

Healthwatch Stockport has representatives on the Framework Steering Group & on each of the four ERGs population segments and a representative that rotates around the segments.

Stockport Carers Charter: carers in Stockport Together

In November 2017 the Stockport Together partners signed up to the Stockport Carers Charter.

The charter was put together in collaboration with Signpost for Carers, Stockport Advocacy and Healthwatch Stockport.

It outlines 4 commitments:

- Identify people with a significant caring role
- Provide high quality support
- Work in partnership with carers
- Support carers health & wellbeing

Each of the partners has pledged 3 actions that will work towards these priorities.

Healthwatch Stockport will be a member of the Stockport Carers Charter Working Group to monitor the progress of the pledges against the action plan.

We will highlight good practice and where more work needs to be done so that carers' health & wellbeing is appropriately supported through carers' own experiences.

Working in Partnership



Is the new Parent and Infant Pathway working?

Healthwatch Stockport is a member of the Parent and Infant Mental Health Task Group, chaired by Stockport CCG.

Other members include Pennine Care, Stockport Perinatal Forum, Stockport Family, Home Start, NHS Stockport Foundation Trust

It has been developed in order to:

- Promote good infant and parent mental health in Stockport, by improving parent-infant relationships, how children show & deal with strong emotions.

- Provide early, comprehensive assessment of parent mental health and parent-infant attachment problems. The support will be appropriate to needs and will be accessible to all
- Build relationships with children and adults to be able to identify mental health issues

Healthwatch Stockport's will work alongside voluntary and community groups in order to represent the views, experiences and wishes of service users and carers.

Counselling at its best: reviewing a service

Healthwatch Stockport was asked to run an independent evaluation of local voluntary counselling organisation Beacon Counselling by its Management Team.

We ran focus groups a surveys for staff and interviews

We provided feedback from service users, staff, trustees, volunteers and stakeholders about the experience & satisfaction of using/working for Beacon services - in particular waiting times and how these could be improved.



We found clients were generally very happy with the service, wanted frequent communication about when delays may occur & progress of waiting times, and staff enjoyed working for the organisation where there was an open culture of trust and support.

We put forward a number of recommendations which Beacon have accepted and are in the process of implementing.

Healthwatch in Greater Manchester working together

Pharmacy Referral

We worked as part of the 10 Healthwatch organisations in Greater Manchester on a piece of work commissioned by The Local Professional Network [LPN].

The LPN is part of the Greater Manchester Health and Social Care Partnership which is investigating the feasibility of introducing an electronic referral system between pharmacy teams across Greater Manchester.

Healthwatch Stockport was tasked with creating a survey & promotional materials that all 10 Healthwatch organisations could distribute amongst its vast networks.



The overall aim is to make transfers of care safer and more efficient with regards to medicines.

Engagement through a survey and focus groups aimed to find out:

- what patients think about an electronic referral system between pharmacy teams across Greater Manchester
- if they support the principle of information sharing
- any challenges or fears they may have about a referral system

Overall we received 111 responses to this survey online

“Discharge is a key element of the pathway. What happens for a vulnerable person with no support?”

There was an overall sense of support for an electronic referral system, many respondents thought it was already happening. A few had concerns over data protection.

The report was submitted and early feedback was positive. We are awaiting a response on how the LPN will use the data to make its service better for patients.

What next?

Two Year Plan

This is the end of the first year of a 2 year plan for Healthwatch Stockport. It is the first time we have had more than one years confirmed funding.

Next year we will complete our work around

- Dental Access
- Domiciliary Care
- Dementia
- Transitions
- Engaging with Black and Minority Ethnic Groups



Emerging themes from our Information & Engagement work

- Primary Care & Community Services issues
- Lack of confidence in mental health services
- Lack of communication between departments and organisations
- Not being taken seriously/lack of empathy from health & social care professionals
- Difficulty/barriers to accessing services

We will work to improve our communication with the public

We will seek to increase our visibility in the community

We will develop and improve the access to our Information & Signposting Service

We will seek to secure extra funding for Healthwatch Stockport



The views and stories you share with us are helping to make care better for our local community



Decision Making

Gathering evidence and Engagement

It is hard sometimes to prioritise what Healthwatch Stockport should concentrate their efforts on when so much is happening around us and we all have issues which we are passionate about.

However when we decide **what to focus on**, we use of a range of ways:

- We look at the issues people contact Healthwatch Stockport about and the queries they make to the information and signposting service
- We look at complaint reports from statutory organisations
- We canvas views from our members and stakeholders about the issues which they think we should focus
- Work with our Operational Team and representatives who feedback form the meetings they attend on behalf of Healthwatch Stockport

We use a **range of methods to engage** our staff, board, members, general public and other stakeholders: **Surveys - Visit local groups - Outreach to voluntary organisations - Events - Social media**

We then define particular projects and set up Task & Finish Groups to complete the work programme.

We want to ensure the projects will be useful, add knowledge, inform local context, policy and strategy. We want to develop projects that the general population can engage in and ensure hard-to-reach groups are heard & contribute.

Our Values

**Inclusive - Influential - Independent -
Compassionate - Caring - Cooperative**



About us

Our Members

Our Operational team members meet monthly and drive our work programme.

We have members who sit on various committees, panels, boards and groups championing the voice of Healthwatch Stockport and its members. These range from the Cancer Board to Safeguarding Board and its subgroups to the Dementia Champions Group.

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

Our Enter & View Representatives are embedded in our everyday work programmes. We utilise their skills and expertise to engage with the community to carry out surveys, focus groups as well as visit places of care.

Anyone can become a member of Healthwatch Stockport free of charge.

You can take part in surveys, focus groups, task groups, volunteer in the office or apply to become a Director when election time comes around.

If you haven't already joined. Contact the office and sign up today.

Our Team

Directors

Chair Sue Carroll

Finance Director David Atkinson

Director Gerry Wright

Director David Moore

Director Anand Dutta

Director John Leach

Director Martin Davey

Staff Team

Chief Officer Maria Kildunne

Information & Engagement Officer Francine Harrop

Information & Engagement Officer Maqbul Rose

Communications & Engagement Officer Charlotte Clarke

Healthwatch Stockport Information & Signposting Service can be accessed at anytime by email or voicemail or to speak to an Information Officer please call:

Monday to Friday 10am - 2pm

[a voicemail service operates at other times]

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