

healthwatch

Stockport

Annual Report 2018/19



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Welcome to the 6th Annual Report

A message from our Chair, Sue Carroll

I am pleased to report on another exciting and progressive year for Healthwatch Stockport in 2018-19. I am delighted to report, that with the help of Healthwatch England we now have a recognised Information and Signposting Service, after continually raising it as an important statutory requirement for Healthwatch across the country.

In addition to our core work I am very proud of the work undertaken by our Enter and View Team who completed 14 Enter & View visits and spoke to nearly 120 people about dental services and access to dental care. An additional 98 people took part in our online survey and a further number of care homes took time out to take part in a telephone interview about the dental needs of their residents.

We would like to thank our committed staff, volunteers and our board members [all volunteers] for all their hard work and support this year. Our gratitude goes to our operational team for monitoring and scrutinising health and care services, through representation and task and finish groups. They look deeper into issues which have come to the fore because of the information and feedback we receive from our wider members, partner organisations and members of the public.

If you have taken the time out to take part in a survey, focus group or given feedback, we thank you for your support and we look forward to working with you in the coming year. Please do get in touch with the office if you would like to become involved in the work of Healthwatch Stockport


Sue Carroll
Healthwatch Stockport Chair



Introduction to who we are

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. We do 3 main activities:

Inform

We provide information about health and social care support and services that works for you - helping you stay well.



Involve

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



Influence

We Influence the planning and delivery of local health and social care services based on your views.



Healthwatch Stockport is part of the national Healthwatch Network headed by Healthwatch England and part of Healthwatch in Greater Manchester. We are well placed to find out the views of our community, whether they are from people in Stockport accessing Stockport services or services that are placed across Greater Manchester.

Our Values

Inclusive - Influential - Independent
Compassionate - Caring - Cooperative

This years highlights 3



We spoke to 220 people about access to dental services



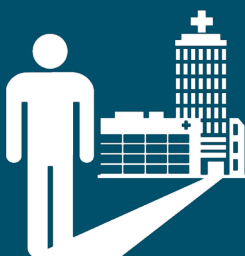
Spoken to over 30 people about the end of life care



3,608 social media followers, with a recent LinkedIn account opening



We have ran 4 briefing sessions and 4 network events



We visited 12 places of care



We have signed up over 50 new members from events to focus groups



We received over 80 requests for Information and we signposted enquirers to 24 partners



We tackled issues from Mental Health, access to GP records and feedback about the Wheelchair Service



We visited 12 community Groups and gave 6 Healthwatch Stockport Presentations

Inform. Involve. Influence.

Information and Signposting Service



Our Information and Signposting Service

- Provides up to date information on local health and social care services, groups and activities
- Provides guidance for people with health and social care related issues
- Signposts people to partner voluntary organisations with specialist skills and knowledge
- Can make referrals to partner organisations to support people in making a complaint
- Refers people to appropriate statutory social and healthcare services for further support
- Is free, confidential, impartial and independent
- Our telephone service operates 10am-2pm Monday to Friday.

Signpost

We provide at least 2-3 options to callers requesting health and social care information and support. We carry out a mix of providing the information and contacting the organisations on the person's behalf, depending on their individual circumstances.

During 2018-19 we have responded to over 80 requests for information and signposting, over half of these required a case opening as more than 3 contacts were necessary to close the enquiry.

We referred and signposted to:

Dental Complaints Service | **Lead Mental Health Commissioner, Stockport CCG** | Stockport Community Mental Health Team | **NHS England** | NHS complaints | **Beacon Counselling** | Stockport Community Mental Health Team | **Head of Communications - Stockport CCG** | Citizens Advice Bureau | **Independent Sector Complaints Adjudication Service (ISCAS)** | BMI Healthcare London | **NHS Complaints Advocacy Stockport** | Stroke Information | **Healthy Minds Stockport** | Parliamentary and Health Service Ombudsman (PSHO) | **Information Commissioner's Office (ICO)** | Age UK Stockport | **Wythenshawe Hospital** | Pennine Care | **BMI The Alexandra Hospital, Cheadle** | Local GP Practices | **NHS Digital Team** | Independent Sector Complaints Adjudication Service (ISCAS) | **Stockport Foundation Trust**



Throughout 2018-19 we have talked to a number local people in Stockport about their experience of using health and social care services through a number of different platforms.

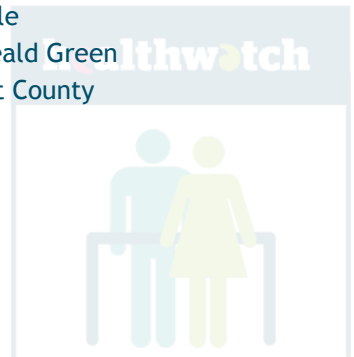
We have provided a number of ways for people to contact us and we have been out in the community to ensure we have a visible presence where possible and capacity of staff/volunteers have allowed.

This year we have hosted/chaired 4 Network Events

1. Summer Health and Wellbeing Fair, May 2018 in Marple
2. Why we love our NHS 70 celebrations, July 2018 in Heald Green
3. Stockport Devo Difference, October 2018 at Stockport County
4. Healthwatch Stockport AGM - September 2018

This year we have hosted 4 Briefing Sessions

1. Care Quality Commission System Review Update
2. Stockport Neighbourhood Care
3. Personalised Budgets
4. Stockport NHS Foundation Trust Strategy Update



Community Events and Outreach

We have attended 12 community events and talked to 6 community groups/organisations

Our primary social media platform is Twitter, we currently have 2,627 followers, up nearly 150 on last year. We also use Facebook, Instagram, LinkedIn and YouTube. We want to expand the number of videos we create and post in 2019-20.

News Bulletins

We produce a monthly e-bulletin highlighting our work, put a spotlight on local organisations and services, promoting events, promoting opportunities to get involved with Healthwatch Stockport and sharing opportunities from other local community groups and organisations.





The main ways in which we influence the way services are planned and delivered is through our monitoring and representation role on a number of boards and committees in Stockport and we use these platforms to present information and our latest findings.

We have roles on 32 boards, committees and local groups in Stockport.

all these roles are taken up by volunteer members and some by staff.

Work Programme Area

Our priorities for 2017-19 included:



Spotlight in Dental care in Stockport

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Goal: To define specifically the issues around Access to Dental Care in Stockport. 119 surveys were completed through the work of our Enter & View representatives; 91 patient surveys and 28 staff surveys. 98 online surveys were completed.

Summary of our Findings

The majority of survey respondents, who were registered with a dentist said that the current system is working for them. Respondents generally find staff at their dental practices 'friendly' and 'helpful' and rated their last visit to the dentist as either 'very good' or 'good'. However, when comparing the experiences of people who are registered with an NHS dentist, privately and not registered at all, there is a noticeable difference in responses.

Patients who are not registered with a dentist are finding it increasingly difficult to find a dentist willing to take on new patients. Many of these respondents reported that they are not currently registered with a dentist because they had 'poor' to 'OK' experiences last time they visited a dentist.

Patients struggled to find the information they needed when searching for dental practice details, often the information was out of date and on some occasions the dental practices had moved or closed and patients were not aware. Particularly information was out of date about whether a practice was taking on new NHS patients or not. This was not realised until the patient had contacted the practice they thought were taking on new patients.

Although our respondents were aware they would have to pay towards the cost of their dental treatment, they did not always know what treatment the costs included and they wanted to better understand the charges and how they related to the work they had done. Patients would like to be told clearly and simply what their personal needs are for dental care and hygiene and how this relates to the NHS charges and bands. Most patients were unclear about what whether or not the dentist could clean their teeth as part of their treatment rather than being referred to the dental hygienist. We also carried out interviews with care homes about dental access to residents, which have highlighted a number of issues.



Goals: Raise awareness about the work of Healthwatch Stockport to local Black and Minority Ethnic [BaME] communities in Stockport and increase BAME Healthwatch Stockport membership

To ensure that the views of people from Black and other ethnic minority groups, as well as from groups that we seldom seek are heard and considered in each of our work programme areas.

What have we achieved?

1. Through attendance at the Greater Manchester Centre for Voluntary Organisations (GMCVO) Black and Minority Ethnic Networking Events we have:
 - Raised awareness of Healthwatch Stockport with over 20 organisations
 - Made connections with the Black Health Agency to implement a consultation around sexual health services in partnership with a local organisation The Challenge that supports young people
 - Through connections with the Chair of GMCVO, Healthwatch Stockport now has a seat at the Greater Manchester BAME Leadership Meeting
2. Through contact with members of Nexus and Disability Stockport's Creative Coordinator for Well-being & Equality, we have joined the Stockport Race Equality Partnership to ensure that the BME voice is heard at key decision-making levels to address inequalities and review action plans. Presented an overview about the work of Healthwatch Stockport and explained how we enable the voice of local communities to be heard with regards to health and social care issues.
3. One of our Healthwatch Stockport Directors is a representative and has a seat at The Greater Manchester Inclusion and Wellbeing Partnership where Healthwatch Stockport will be able to contribute to an annual work plan that aims to address health and social inequality across Greater Manchester.
4. Built stronger links with the Stockport Muslim Foundation

Priorities for 2019-20

We are continuing with our priorities work, but will be carrying out some further exploratory work and project work to increase our knowledge around the following:

End of Life Care

The NHS 10 Year Plan

British Sign Language Interpreters [continued]

Breast Screening Uptake

Dementia

Neighbourhood Care

Create a lived experience panel for the frailty programme

Support for older peoples engagement

Mental health

Diabetic Eye Screening

Learning Disabilities

Carers

Revisiting work we did around domiciliary care and dental access and check if improvements have been made

Develop YouthWatch Stockport

Implement Healthwatch Stockport 100

Continue to build relationships in the community

Training and development for new members and refresh for existing members

Stockport
100

YouthWatch
Stockport



Anyone can become a member of Healthwatch Stockport free of charge. At the very least you will receive our monthly Healthwatch Stockport e-bulletin and Newsletters. Then it is up to you how much you want to be involved.

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. There are a few restrictions to protect the independence of Healthwatch Stockport and these can be found in our governance document. However, we do encourage anyone who uses health & social care services in Stockport to become a member and have your say. If you haven't already joined. Contact the office and sign up today or visit the link below

www.healthwatchstockport.co.uk/join-individual

Operational Team

We have a team of Healthwatch Stockport members who meet monthly and drive our work programme. Each member has its own specialism and keeps a 'watchful eye' on their area:

Sue Carroll - HWBB/Scrutiny/CCG

David Kirk - Secondary Care/Urgent Care

Gerry Wright - Enter & View Lead

Mary Foden - Mental Health

Mike Bailey - Discharge / Learning Disabilities

Mike Lappin - Stockport Together

David Moore - Health & Care Record/Citizen Panel

Janet Ratcliffe - Clinical Networks Experience

John Leach - Director Representative

Anand Dutta - Research



Representatives & Champions

In addition to our wonderful Operational Team we also have some impressive and dedicated 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 the Safeguarding Board 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.

Enter and View Representatives

Our Enter & View Representatives are embedded in our everyday work programmes. They are always raring to get involved, we do not see Enter & View visits as separate activities, we utilise their skills and expertise to engage with our local community. Members include:

Gerry Wright

Trish Fraser

Tony Johnson

Mike Lappin

Eve Brown

Margaret McCausland

David Atkinson

Sue Carroll

Jackie Burns

Moong Seng Ong

June Westley

Pauline Roberts

John Leach

David Kirk

Meet the Team

We have a very small staff team who support our members and ensure we comply with our statutory duties. Due to part time working arrangements, the whole team equates to 2.5 full time equivalent staff.

Maria Kildunne - Chief Officer

Gavin Owen [Seconded to DWP] - Senior Officer

Maqbul Rose - Work Programme Manager

Francine Harrop - Information and Signposting Officer

Charlotte Clarke - Communications Officer

Meet the Directors

The Directors of Healthwatch Stockport are responsible for running the organisation ensuring we are legally compliant and financially viable. They oversee and consider group applications. They delegate health and social care work programme planning to the Operational Team and Staff Team.

Sue Carroll - Chair

David Atkinson - Finance Director

John Leach - Director

Gerry Wright - Director

David Moore - Director

Anand Dutta - Director

Martin Davies - Director [retired November 2018]

What is the Stockport 100?

Every 3 to 4 months we will be running a survey that helps us review an issue in our work programme about local health and social care services.

We want at least 100 local people to share with us their thoughts, views and experiences of health and social care so that we can shine a spotlight on services and present our findings to commissioners and providers of those services.

What is in it for you?

Besides helping services in your area to improve and enable more people to have a better health and social experience, after each survey closes, we will hold a prize draw. The more responses we receive the higher the value of the prize! [Terms and conditions are published on our website]

It will also make you part of a group that tackles current affairs within the health and social care system. It will give you the chance to be part of our Healthwatch Stockport community.

Short and Easy

We know sometimes surveys can be a pain, so we want to make sure you know that these surveys will be short, so they are not time consuming. We also want to make sure the questions are easy to follow and do not require much effort on your part.

What type and how many Surveys will I be answering?

Every survey will be about something totally different and can range from anything to do with health and social care, for example from dental access to experience at your local GP surgery. We aim to produce at least 4 surveys per year. However sometimes there may be more but you are not obliged to complete a certain number of surveys. However you must complete a survey for a chance to win one of our prize draws.

How do I join Healthwatch Stockport 100?

It is easy to join. Contact comms@healthwatchstockport.co.uk or tel. 0161 974 0753 or join online at www.healthwatchstockport.co.uk/stockport-100-0



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

Monday to Friday 10am - 2pm
(a voicemail operates at other times)

0161 974 0753

info@healthwatchstockport.co.uk

To read our full Healthwatch Stockport Annual Report
2018/19 visit

www.healthwatchstockport.co.uk/reports

healthwatch
Stockport

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