

Inform

Newsletter



**You can click on any QR Codes in
this newsletter to take you to the
relevant page**

Contents

A word from our Chief Officer	3
Festive Feedback Forum	4
Meet our SMG	5
The Big Conversation	6
Don't Forget About Me Update	7
Adult Social Care Group	8-9
Issues affecting the Deaf community	10-11
Volunteering	11
Information and Advice	12
Feedback	13
Out and About	14
Training and Events	15
Say Hello to Healthwatch	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 2 of our **Inform Newsletter**, I would like to say Happy New Year to all our members, friends and colleagues and wish you all the best for 2023. We had a lovely Christmas here at Healthwatch Stockport and the team are looking forward to working with you all this year.

After such a good response about our first newsletter and our 'What to know this Winter' guide, printed copies of the newsletter are a must for members and we will producing a new one every quarter- both in print and digitally.

We have a big year ahead of us. Health and social care services are being severely challenged with long ambulance queues at the hospitals, trouble finding an NHS dentist and access to social care services being consistently raised to us, we have much to do.

I am pleased to announce that our first big event after the pandemic was a huge success. Close to 100 attendee's were present at our **Festive Feedback Forum** held in December at The Masonic Guildhall. Thank you to everyone who attended, we are so grateful for your feedback.

Our next **Feedback Forum** will be held in March, more details can be found on page 4. Please register for your place as soon as possible!

On the next page find out more about our Strategic Monitoring Group members and what they do. There is also further information about how you can be involved in your local Healthwatch throughout this newsletter.

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

It is with great sadness that our lovely friend of Healthwatch, Gill Owen-John has passed away late last year. Gill worked at Stockport Council and was a commissioner of Healthwatch, she worked alongside us for many years and was real supporter of the work we do.

Kind regards,



Maria Kildunne

Festive Feedback Forum



7th Decemeber 2022 – Guildhall

In early December, we hosted our 'Festive Feedback Forum' at The Stockport Masonic Guildhall. The event was the first we have hosted since before Covid and we were very pleased to have such a large turnout of Healthwatch Stockport members, members of the public and local organisations.

We were delighted to have Caroline Simpson, Chief Executive of Stockport Council, and Councillor Hunter, Leader of Stockport Council, in attendance. They provided a detailed update on the Greater Manchester Integrated Care System and informed attendees on the introduction of the One Stockport Health and Care Locality Board. With the NHS undergoing constant changes in recent years, the transparency was welcomed about how these changes will affect residents in Stockport.

Our next guest speaker was Helen Coombes, the Interim Director of Adult Social Care in Stockport. Helen spoke frankly about the problems that exist in adult social care in the borough and the plan that herself, and her colleagues, have in tackling them.

The question and answer segment of the event allowed for attendees to share their lived experiences of health and social care services in Stockport. The themes of the discussion included the importance of effective communication between health and social care services, the need for more tailored care packages to suit the needs of an individual as well as more funding and support being allocated to the third sector to relieve the pressures that health and social care services are facing. We are thankful to everyone who shared their experiences as a resident of Stockport. 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 is heard.

We would also like to thank attendees for their positive feedback on how the event was run, we hope to make the next 'Feedback Forum' a similar success. This will be held on **Wednesday 15th March at Cheadle Village Hall**. Please visit www.healthwatchstockport.co.uk or ring the office on 0161 974 0753 for more information.

Click the QR Code to take you to the booking form.



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



Paul McCrory



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, please contact the office.

The Big Conversation

In our last issue, we set out the work we started to support the NHS Greater Manchester 'Big Conversation'. We wanted to understand what matters most to people and communities in Greater Manchester and to ensure that the new five-year plan reflects the health and care needs of local people and communities. Throughout **October 2022**, in partnership with NHS Stockport locality and Sector3, we asked people and communities in Stockport four simple questions.

The four questions were:

What would make the biggest difference to your life in relation to healthier choices?

What prevents you from making healthier choices?

What enables you to make healthier choices?

What improvement should be prioritised for health and social care services?

Questions were devised by NHS GM and all 10 boroughs asked the same questions.

We engaged with more than 250 people in this consultation and had over 75 responses via our online survey.

The most common themes that appeared were:

- health and care services to communicate more efficiently
- cost of living and peoples finances
- knowledge and being able to access 'good' information
- lack of time and time management
- to see more prevention and early intervention services
- access to more services that are more convenient



NHS Greater Manchester have now produced their [Big Conversation phase 2 report](#), reaching over 2,500 individuals and gathering over 10,000 comments. If you would like to read the report please contact the office.



Locations we attended:

One Stockport HUB,
Lancashire Hill,
Meet, Greet & Grow,
and local networks



Andy Callaghan from NHS Greater Manchester collecting responses at the Merseyway One Stockport hub. (above)

Progress on our Learning Disability Programme

Over the last 2 years we have been working on issues that affect people with a learning disability when accessing health and care services.

In late 2020, we produced our ['Don't Forget About Me' report](#) which highlighted issues from people with a Learning Disability. These concerned:

- [The Blue Butterfly system](#), an electronic flagging system used to alert staff that a person with a learning disability has been admitted to their ward.
- [Implementing the Learning Disability Improvement Standard](#) which the NHS sets for all Trusts.
- [Lack of a hospital liaison nurse](#).
- [Inequity regarding annual GP Health Checks](#).
- [Communication between families and carers](#), particularly those who are formal support carers.

The report was brought to the Stockport Health and Wellbeing Board which has a remit to improve the health and wellbeing of the local Stockport population. Here it was acknowledged and we were given a commitment from the Accountable Officer at the Clinical Commissioning Group that an action plan would be implemented.

The action plan has been in place for 12 months and has been overseen by our Healthwatch Learning Disability Reference Group, made up of health and social care providers and people supporting those with learning disabilities, such as [Stockport Advocacy](#), [Pure Innovations](#), [CALD](#), [Supportability](#), [Independent Options](#), [PossAbilities](#) and [Walthew House](#).

We are coming to the end of this piece of work, satisfied that many of our recommendations have been implemented or there are plans in place to implement them. As we have worked through the plan, new challenges have been raised, and we will continue to work through those as well.

We would like to thank Lee Woolfe, Adult Safeguarding Lead and his team at Stepping Hill Hospital, who has helped update the action plan throughout the year. Lee has been instrumental in setting up initiatives in the hospital and working with providers who support people in the community, to improve hospital experiences for those with Learning Disabilities.

A full impact report will be available in March, if you would like to receive a copy please let us know.

Social Care

Why social care?

For the next year, we will be focusing on social care and your experiences in Stockport. After dental care access, it is the most frequent reason that we are contacted through our Information and Advice service. People often find it difficult to navigate what social care is available to support their needs.

The issues with social care are vast. We receive calls about payments relating to home care, experiences of leaving hospital and what support should be available, where to go to receive a social care assessment and how it differs from a continuing health care assessment, finding suitable care homes, supporting people with a learning disability in applying for a bus pass, day care provision, support groups and everything in between!

The frequency of people using our Information and Advice service as well as our Feedback Centre, reflects the need for improvements in these local services and for people to feel supported and involved in their own, or their loved ones, social care plan.

It is also important as Social Care is embedded in the four One Stockport Health and Care System priorities:

Cost of Living

Home First Focus

Hospital Flow
and Discharge

Mental Health
provision

Research

Healthwatch England carried out research that identified 3 main findings for people accessing social care:

- 1 People don't know where to get help if they need social care support. Those who do usually come from more affluent households.
- 2 When people try to access support, they are more likely to speak to someone in the NHS, which poses a risk that if people are not going to the right place for information, they may miss out on the support they need.
- 3 There is a limited awareness of what social care assessments are for which could be resulting in a disconnect between the public's expectations and what services they deliver. And for others, the assessment processes and the quality of care and support are not meeting needs.

Social Care

Our Plans



Over the course of the next few months, we will be holding conversations with partners in social care, the voluntary sector and community groups as well as with the wider health and care system about the issues we are hearing about.



We will then work in partnership with people who use services, and the wider voluntary sector organisations that help deliver social care, to support improvements in the experiences of these social care services.

Our primary focus will be to better understand the experience of people who have been discharged from hospital to their home or place of care, with a social care plan. We want to know what information was available to them, how they found the assessment experience, what their expectations were and whether their individual needs were met.

In the summer, in partnership with Stockport Advocacy, we will be reviewing day care services and shining a light on how these services are meeting the needs of local people in Stockport in a post-Covid era.

We have scope to do much more and we are working with the team at Adult Social Care to enable opportunities for further collaboration. Those who attended our Festive feedback Forum in December, will have heard Helen Coombes, the Interim Director of Adult Social Care in Stockport, speak about the issues within social care and the commitment they have in ensuring that community voices are embedded in the transformation of social care services.

Our Strategic Monitoring Group have set up a task group to oversee this piece of work. If you would like to get involved, or have experiences that you would like to share, we would love to hear from you.



Issues affecting the Deaf community



Walthew House and Healthwatch Stockport have been working closely for several years to raise the issues that Deaf people face, particularly when accessing healthcare.

Recently, we further highlighted the issues Deaf people face to the hospital. These included:

- Staff not knowing how to book British Sign Language (BSL) interpreters.
- When an interpreter is 'booked' it is in fact only 'requested' and most of the time the request has not been confirmed. This leads to a lot of interpreters "not turning up" (and being blamed).
- When an interpreter is booked, it is not booked regularly i.e. if someone is known to be staying in hospital for a period of time, a daily interpreter (including weekends) needs to be booked for the individual.
- Notes and communication are not passing between doctors, physios, nurses, during staff change overs.
- Some staff refusing to remove facemasks (or at the very least swapping for a clear face shield) to assist communication.
- Some staff have been led to believe or assume that it is the responsibility of the Deaf individual to book a BSL interpreter.
- Whilst advocating for patients, Walthew House have been asked to interpret for patients 'whilst you are here', although they are not a qualified BSL interpreter.
- There have been instances where patients have been given diagnosis or other details written on a piece of paper.

In our correspondence, we included two examples of recent cases where treatment has not been acceptable and not compliant with the Accessible Information Standards.

As a result of, Walthew House and ourselves met with Stepping Hill NHS Trust staff to discuss the issues. We requested a task group to be set up which would include members of the Deaf community to:

- Implement measures to ensure compliance with the Accessible Information Standard, and current legislation
- Ensure patients have a BSL interpreter when needed and that they feel they have been treated with dignity and respect.
- Improve the overall quality of experience and care.

Whilst we were disappointed that a task group was not set up, they did commit to discussing the issues at the next Hospital Patience Experience Group. This is largely made up of hospital professionals, who ensure patient experience across the site is improved. Shirley from Healthwatch is invited to attend and will report back on any progress made.

For more information on this issue or you would like to feedback about your experiences please contact Shirley Hamlett, here at Healthwatch.

**Walthew
House**

Click the QR
code to read
our sensory
loss report.



Volunteering

Not a member?

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

To become a member you can call the office to speak to one of the team, email us, or click this QR Code which will take you straight to our website where you can sign up from there.



Meet Michelle

If you can remember, in our last newsletter there was a 'Meet Michelle' section. Well, we have not one, but two Michelle's that volunteer with us!

Michelle McManus assists us with our communications and has been a great help in running our social media channels. Thank you Michelle!

Information and Advice

How we can help you

During October, November and December, 47% of our Information and Advice enquiries related to dental care access. We continue to keep our database of dentists up to date by contacting the dentists on a regular basis to confirm their capacity to make NHS patients appointments. By doing this, we have been able to assist families and waiting patients, in finding available dentists. We also liaise with NHS England, who commission Dental Care, on a regular basis to keep them updated.

Over the
people w
had alre
the respo



Share your views - GP Appointment Feedback

Please take the time to complete our survey. Your feedback is important.



ies from
aints. Many
addressing

We do not deal with complaints directly, however, we do anonymously record the themes emerging from the complaint in our Feedback Centre. We then signpost or refer them to other organisations who can support them, most frequently this is to NHS Complaints Advocacy Stockport. For further information on how to get support with a complaint, please contact us.

Ways to contact Healthwatch to ask for information and advice

On the phone



Through our website

<http://>



By email



Make a 1-1 appointment

GP Access

It is your last chance to complete our survey around access to your GP. If you have been to your GP in the last 12 months, we want to hear your experience.

Make sure your voice is heard. The survey closes at the end of February and we will be publishing the report in April. There will be a summary in the next **Inform Newsletter**.

If you would like to complete the survey, you can contact the office or click the QR Code to the right.



Feedback

Without feedback, we would not be able to do our job. We gather feedback on all health and social care services in Stockport. If you have been to see your GP, dentist, hospital or receive social care support, we want to hear from you.

We know that it is difficult to make a dental appointment as a NHS dentist patient, waiting to be seen at A&E is at an all time high, we know that there is a lack of beds at Stepping Hill and we also know that you might experience difficulties making an appointment at your GP practice.

We want to hear about your experiences and how they have affected you! If you have had a good experience, let us know 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 October, November and December

Thank you to those who have provided feedback about the care you have been receiving, whether it be from using your GP practice or how you felt about a recent trip to hospital. Remember, we do want to hear good experience as well as where you think services could be improved. We feed all the insight we receive into our Feedback Centre (all anonymous), which enables us to identify themes in which to focus our work.

Recently we have received feedback about changes to social care packages. People have informed us that they have had a reduction in how much funding they receive, which helps them to provide respite or care for their loved one.

Mental Health support is an issue which is consistently raised with us. Access to support has taken longer than a year in some cases due to long waiting lists. Sadly whilst waiting for the support, they have sought, or have considered seeking, alternative services which are often found in the private sector.



Click the QR Code to visit
our feedback centre



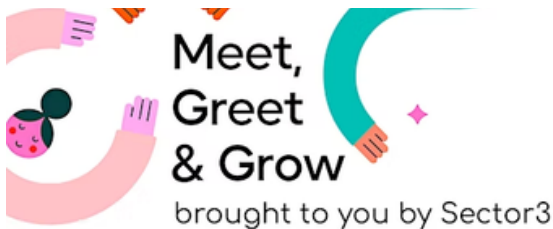
Winter 22/23

Out and About

Meet, Greet & Grow

Meet, Greet & Grow was a training and networking day hosted by [Sector3](#) at Stockport Guildhall. Shirley, Francesca and Liam from Healthwatch attended the informative event. We were able to attend sessions relating to cultural importance, challenge the status quo, holding difficult conversations and harnessing volunteer opportunities.

The networking opportunities with voluntary, community, faith and social enterprise organisations was great and we made many new connections and people signed up to become Healthwatch Stockport members.



Advocacy Week

As part of Advocacy Week, [Stockport Advocacy](#) hosted their very own 'Advocacy Day' right here at the Land O' Cakes.

It was lovely to see all the service users that see Stockport Advocacy on a daily basis. We were asked what advocacy meant to us:

"Advocacy is when you have no where else to go or feel like you are going around in circles. Help is out there and an advocate can help you realise you are not alone."



Where 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 have been to:

Stockport Women's and Girls Network

Stockport Refugee Support Network

VCFSE Cross Sector Forums

GM Big Collaborative Event

GM BME Network

Team Around the Place (TAP)

New Women's Institute Group set up by Stockport Advocacy

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

Training and Events

If you want to know more information about any of the events, please contact the office. You can find our details on the back page.

Say 'Hello' to Healthwatch with Walthew House

When: Monday 20th February 2023 - 10:30am - 12:00pm

Where: Walthew House, 112 Shaw Heath, Stockport SK2 6QS



Say 'Hello' to Healthwatch with BOOST

When: Wednesday 14th March 2023 - 10:30am - 12:00pm

Where: Address TBC

Healthwatch Stockport's Feedback Forum

Our Feedback Forum's are an opportunity for Healthwatch members and members of the public to come and find out about what we are working on and other health and care related topics. Places are limited/ booking is required.

When: Wednesday 15th March 2023, 10:30am - 13:00pm

Where: Cheadle Drill Hall Village, Brook Rd, Cheadle, SK8 1PQ



Healthwatch Stockport Enter and View Training

We will be resuming our enter and view programme this year. If you would like to know more about our next Enter and View training please contact the office. [Details found on back page]

When: Tuesday 14th February 2023, 10:00am - 14:00pm

Where: Cheadle Drill Hall Village, Brook Rd, Cheadle, SK8 1PQ



Healthwatch Stockport Member Forum: Our Strategy

Learn more about our strategic plan for the next 3 years.

When: Thursday 16th February 2023, 10:00am-11:00am(online), 12:00am-13:00pm (in-person)

Where: Online and Land O'Cakes, 48 Middle Hillgate, Stockport, SK1 3DL (limited spaces).

Did you know these forums are only for members. Two forums will run in one day. One in-person forum, limited to 15 members, and one online forum. To become a member, please contact the office or visit our website.

Healthwatch Stockport Briefing Session: Pharmacy

These are sessions where we invite key people from health and social care to update us on specific topics or area of work relating to the Healthwatch work programme. If you would like to be invited to our briefing sessions, please get in touch. Topic: Pharmacy.

When: Monday 27th February 2023, 12:30pm-2:00pm

Where: Online



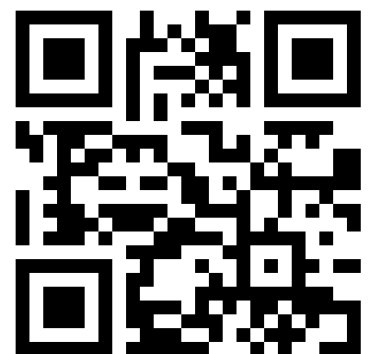
Say 'Hello' to Healthwatch

In recent months, the team have been joining forces with other local organisations to discuss local health and social care services in Stockport. In Stockport, we are fortunate to have such a strong network of organisations that can offer support for a variety of health and social care needs. It is essential to maintain and strengthen existing connections between organisations to maximise the support that Stockport residents can receive.

As part of our role at Healthwatch Stockport, we receive calls from people who are seeking information and signposting. To successfully assist those who need help, having a vast understanding about what is available in the locality is important. To that end, it was fantastic to visit Beechwood Cancer Care in October to gain a greater understanding of the services they provide.

The drop-in sessions are also an opportunity for people to provide feedback about health and social care services in Stockport. Healthwatch relies upon the feedback of residents to influence the delivery of health and social care in Stockport, by collaborating with different organisations we can hear from a variety of people and communities. In November, we visited [Re-Dish](#) who provide crisis support for those in Reddish and Heaton Norris as well as strengthening community pride. It was great to be able to open the discussion about gaps within health and social care services that residents of Reddish and Heaton Norris were experiencing. Over the next year, we intend on collaborating with more local organisations and groups to widen the discussions about health and social care services in Stockport.

We are dropping in to [Stockport Women's Centre](#), [Walthew House](#) and [BOOST](#) over the next few months!- if you are involved in an organisation that hosts a regular meeting then we would love to come along and say hello!



Contact us

info@healthwatchstockport.co.uk

0161 974 0753

078710 89100

healthwatchstockport.co.uk



Inform. Involve. Influence.
Independent.