

Healthwatch Trafford Annual Report 2023- 2024



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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

It is now almost 2 years since the inception of the Integrated Care System (ICS). It has been a difficult time and there have been many challenges, not least the scrutiny imposed by NHS England which, whilst necessary, will result in significant changes for all partners in the coming year.

Trafford Healthwatch has always had a good relationship with all partners in the locality. We sit on the main Boards where, as a critical friend, we support through our engagement with the public, relay people's experiences, make suggestions, evaluate change and make recommendations in our reports and attendance at meetings. We have an agreed governance process, whereby our reports' recommendations are considered and feedback on these provided. Not all our recommendations are accepted as one might expect. However, in looking back at previous reports it is clear that the themes we have selected recur on an almost regular basis.

Our main priority in 2023/24 was the same as in 2022/23 – children's mental health. On behalf of the 10 Healthwatch in Greater Manchester, research is underway looking at the pathway to Child and Adolescent Mental Health Services (CAMHS) through survey work, focus groups and individuals' testimonies. Our report will be published this summer, and we sincerely hope that our recommendations will be seriously considered. Four of the 10 Healthwatch did a similar piece of work as far back as 2019 when long waiting times and poor communication were highlighted.

Other substantial pieces of work have been our digital young people's report which has looked at the on-line self-help which is available. We have also worked with our public health colleagues to design a survey and engagement plan gathering parents and young people's views and experiences on vaping, and our report on this is due in July. We have also looked at alcohol use and done some other health inequalities surveys in specific areas where there is known deprivation. In March 2023 we provided an analysis report on Trafford's Urgent Care Review and the outcome of that review will be published in the not-too-distant future.

We managed to attract additional work in the year which generated income but, of course, this is non-recurrent. However, we hope that our research capacity will enable us to continue to supplement our local authority grant.

Our board members have been diligent in undertaking their responsibilities. Our staff and volunteers continue to do sterling work and frequently go the extra mile in delivering that work.



One of our statutory duties is listening to people and making sure their voices are heard. We want to include voices of seldom heard groups and we want to act on feedback and drive change to ensure that we have efficient, effective and, importantly, sustainable services that stand up to scrutiny and which our population needs and provides good outcomes for them.

Heather Fairfield, Chair, Healthwatch Trafford

About us

Healthwatch Trafford is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



Year in review

Reaching out:

36,299 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

1237 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.



Making a difference to care:

We published

4 reports

about the improvements people would like to see in health and social care services.

Our most popular report was

Healthwatch 100: alcohol use in Trafford

Which investigated people's feelings about alcohol consumption and where to get help.



Health and social care that works for you:

We're lucky to have

23

outstanding volunteers who gave up 125.83 hours to make care better for our community.

We're funded by our local authority.

In 2023 - 24 we received

£131,017

From them which is 5.2% more than the previous year.

We currently employ

3.6 FTE staff

who help us carry out our work.



How we've made a difference this year

Quarter 1



Following the release of our Occupation Therapy Services report, we established meetings with Trafford Local Care Organisation around their improvement plan.



We provided information to migrants from Ukraine and Hong Kong about how to access health and care services in the UK, as part of an English for Speakers of Other Languages conversation café. This helped showcase the support we offer and connect with people on the grassroots level.

Quarter 2



We took an in-depth look into digital mental health services for young people, with the help of an intern from Manchester University



We set up Listening Events in July, to visit different groups (cultural, minority, religious, disability, and LGBTIQ) to create better connections and amplify their feedback around health and social care services

Quarter 3



Volunteers joined Manchester Foundation Trust's PLACE (Patient Led Assessments of the Care Environment) assessments in November and December, highlighting service experience from a patient perspective.



We conducted our yearly Autumn/Winter snapshot and gave the report to commissioners outlining local people's concerns and priorities around health and social care.

Quarter 4



We began our project on alcohol consumption in Trafford to find out if people were concerned and where they might go to find support. The report has been shared with local forums and decision makers and fed into strategic planning documents such as the JSNA.



We contributed to the development of priorities and actions for improving women's care in the borough through the Trafford Women's Voices sessions

Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Greater Manchester influence decisions made about services at Greater Manchester Integrated Care System (ICS) level.

This year we've worked with Healthwatch in Greater Manchester to achieve:



Gathered opinions from across our local communities and used our knowledge to contribute towards the development of the Greater Manchester Dementia United Quality Standards, the Greater Manchester ICS People and Communities Engagement Strategy and the Shanley Report.

Undertook a Greater Manchester Children and Young Peoples (CYP) Mental Health Project, with a focus on pathways to mental health support. This project gathered peoples lived experiences of existing service provision across Greater Manchester. Recommendations and findings will be fed back to GM and local commissioners and providers to help shape future service delivery.



The appointment of 3 key roles to the Healthwatch in Greater Manchester partnership. These include an Independent Chair of the Network, Chief Coordinating Officer and Administration and Data Officer. These roles will drive forward the leadership, coordination and delivery of the All Age Strategy 2022-2025 alongside partnership working across the Greater Manchester Healthwatch Network.

Worked in collaboration with Greater Manchester Patient Services to co-produce ongoing reports throughout the year which identify challenges and share the lived experiences of the people of Greater Manchester. We have and will continue to ensure their voices are heard throughout the Greater Manchester ICS through their Quality and Performance Committee.





Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Young people's digital mental health support

Last COVID-19 saw a huge increase in demand for mental health services as well as a rapid expansion in online mental health provision, as access to in-person care was limited.

The period also saw a commitment from the local authority to maintain and improve young people's mental health, set out in the Trafford Local Transformation Plan Children & Young People's Mental Health & Wellbeing 2022-2023. We decided to take a closer look at the online services available to young people, with support from a Manchester University intern who worked with us for an 8-week period during the summer of 2023.

- There is a **clear need** for digital support due to increased waiting times.
- NICE has only **recently** completed Early Value Assessments of some services.
- Digital mental health support for children and young people was very **broad**.
- Parents and carers of children with mental health difficulties are offered a **variety of support options** in Trafford, such as online programmes and workshops.
- Most commissioned services offer **limited accessibility tools**.
- Digital services do conduct monitoring of user data and effectiveness, though this is **not fully comprehensive** and is usually **not publicly available**.
- Young people had very **mixed experiences**, but generally had **not used** most digital services and thought that **improvements could be made** to promote and personalise support options.
- **Kooth** was the most well-known and accessed service amongst respondents.
- Digital services appear to offer key advantages, including **anonymity, variety of support, low or no wait times**, and easy **accessibility**, including **out-of-hours support**.

Our response

We made several recommendations including more access to monitoring data and further testing; better publicity and promotion; the creation of an easily accessible service list; contingency plans by commissioners; improved accessibility tools; more support for 19-25-year-olds; more person centred, evidence-based care to be as effective as in person services; and further Healthwatch work on the topic including throughout Greater Manchester.

What difference did this make?

Since January 2024, we have led on the Pathways to CAMHS project in partnership with the Healthwatch in Greater Manchester Network. This project is exploring children and young people's experiences of the pathways, as well as those of families and professionals across Greater Manchester. Data is currently being gathered by way of surveys, focus groups, case studies and interviews, and we aim to publish a report in July 2024.

Two ways we have made a difference in the community

Enter & View

We conducted an Enter and View visit at Manchester and Trafford Community Diagnostic Centre at Withington Hospital in February 2024.

We interviewed patients in the imaging, respiratory and cardiology areas. We received the following comment from the CDC after sharing our report with them:

"In response to the recommendations made in the report that would further improve patients' experiences, we will incorporate these recommendations and subsequent Improvement Actions into our existing action plan, monitored bi-monthly by the CDC Equalities Group to ensure that we can use this feedback to further improve our services in the Withington CDC.

We would like to thank Healthwatch Trafford for their time in producing the local report and we look forward to reading the overall report that will follow from Healthwatch England regarding CDCs nationally in due course."



Occupational Therapy Assessments, Adaptations, and Equipment

As a direct result of our Occupational Therapy Services: Assessments Adaptations, and Equipment report, we now meet Trafford Local Care Organisation (TLCO) monthly.

They also took on board our recommendations and incorporated them into their improvement action plan. The meetings are held with the Managing Director and Strategic Programme Manager and have improved both our understanding of how the system works, our ability to respond to public enquiries, and allowed us to monitor progress against the agreed actions and raise further issues. These include phone line management. We communicated feedback that it was difficult to reach the One Stop equipment store via telephone, and subsequently more staff were brought on to manage the public line. They were also able to reduce the quantity of phone numbers associated with the store, which had been causing confusion and further difficulties getting through.





Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Launching our Listening Events and Focus Group sessions with Bluesci service users and self-advocacy groups.
- Taking part in Trafford neighbourhood and community network meetings, including the Jewish community.
- Attending peer support groups and events such as Carers Information Day and the Trafford Veterans' Breakfast.
- Meeting professionals to find out more about reaching the Black community ahead of the Trafford Living Well Model launch.

Reaching wider across the borough

This year we really focused on getting out and reaching the wider Trafford community, and our staff and volunteers spoke to over 800 people during the year. We engaged with people at meetings, listening events, drop-ins at community spaces, focus group sessions and at event stalls. We listened to their feedback and concerns, signposted them, and shared information

We have made a particular effort to reach people that we hear from less often and have taken the initiative by setting up Listening Events, where we hear a specific group's feedback and concerns, and proactively reaching out to different community groups asking to take part. This had allowed us to meet a wider range of residents than before and helped us build relationships with more people in Trafford.

Helping people get started with healthcare

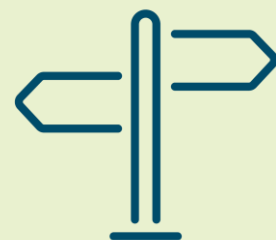
One group we met with was for migrants at the ESOL Conversation Café. The group meets weekly, and people can come along to develop their spoken English in a relaxed and enjoyable way. We gave a talk on health and social care services available to residents in the UK and provided information about how to access services like GPs and pharmacies, as well as how to contact health and social care services was shared with the group. Two members supported people in booking GP appointments online through their practice websites.

Our most frequently sought out information centres around giving feedback to services, and many people continue to frequent our website information page about accessing a GP. We produced leaflets on these topics as well as how to use a pharmacy (in partnership with Greater Manchester Local Pharmaceutical Committee) and **1331 were taken over the year**. These leaflets are useful not only for people familiar with the NHS, but also people just getting started, and are written in easy-to-understand language.

Where to?

People came to us for help finding all kinds of services. Here are just some of the places we signposted to over the year:

- Advocacy Focus
- MFT Patient Advice Liaison Service (PALS)
- Kooth
- GP Managers
- Trafford Carers Centre
- NHS Talking Therapies
- Trafford Social Care Team
- Personal Health Budget Team





Advice and information

If you feel lost and don't know where to turn, Healthwatch Trafford is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people who support people to find care
- Helping people communicate directly with services to share feedback

Signposting not just for individuals

Helping people find what they need for themselves and their clients.

"Many thanks for your email, and for the information provided. I have contacted Advocacy Focus for their support."

"That's a great help thank you!"

Healthwatch Trafford receive dozens of enquiries from the public looking for information on where to go. From where to escalate a complaint to finding support for relatives in need of care, our signposting work helps people access the care they need in the right places. Over the last year, we've connected people to children's social care complaints, advocacy support, out-of-hours homelessness advice, and more.

However, it isn't just individual patients that come to us for assistance, and we've received numerous messages from local care organisations who also value our insight.

We've helped link care support workers to at-home dental care services for housebound patients as well as advocacy services in advance of meetings with hospital staff. This highlights the importance of our knowledge and relationships not just for residents themselves but also for the services that care for and represent them.

Making sure feedback reaches the right people

Since the move to Integrated Care Systems, it's been all change.

Our most commonly sought advice is how to make a complaint or give feedback to health and social care services. The move to new systems of commissioning and NHS structures has meant that feedback is directed to new places, and we've made sure to keep up-to-date to give people the most accurate information we can.

In some cases, this has involved calling round to find the right person or digging for a specific email address. This has also highlighted when something has been difficult to find or information has been missing.

What we've been hearing: local resolution

- Many residents have contacted us for information on where and how to escalate complaints.
- This has followed breakdowns in local resolution, in some cases resulting in tension between service users and service managers.
- This has been occurring across services, rather than being limited to one kind.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Attended volunteer catch-ups and engagement planning sessions as well as board meetings
- Co-facilitated Listening Events and Focus Group sessions, and championed Healthwatch Trafford at events across the borough, including NHS Party in the Park, Trafford Live, Sale Volunteer Fair, and Stretford Volunteer Fair.
- Gave feedback on our reports as part of our readers' panel
- Carried out an Enter & View visit to a local community diagnostic centre
- Joined Manchester Foundation Trust's Patient Led Assessments of the Care Environment project as assessors
- Young volunteers undertook asthma awareness training



"Volunteering has kept my brain active since retirement. It has been interesting meeting the staff team. Volunteering with Healthwatch Trafford keeps my interest alive and up to date with what's happening in health and social care. I'm also able to utilise experience after leaving job."



Heather –
Healthwatch
Trafford



"I find my volunteering work interesting, stimulating and varied. It has increased my knowledge, awareness and understanding of my local community. I get great satisfaction from helping people and I hope my volunteering work is beneficial to the local community. I can work flexibly so I can fit my volunteering in around other commitments. I feel well supported and have sufficient training to carry out my specific role."




Anonymous
volunteer-
Healthwatch
Trafford

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

-  www.healthwatchtrafford.co.uk/volunteer
-  0300 999 0303
-  info@healthwatchtrafford.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Local Authority	£131,017	Expenditure on pay	£115,979
Additional income	£18,396	Non-pay expenditure	£1,606
		Office and management fees	£12,268
Total income	£149,413	Total expenditure	£129,853

Additional income is broken down by:

- £17,520 received from Healthwatch in Greater Manchester for project delivery and development support.
- £875 funding received from the Care Quality Commission for delivery of an Enter & View visit to Manchester & Trafford Community Diagnostic Centre.

ICS funding

Healthwatch across Greater Manchester also receives funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Supporting the development of the HW in GM Network, including funding for an Independent Chair and Chief Coordinating Officer for Healthwatch in Greater Manchester.	£125,480
	£125,480

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Discharge to Assess (D2A) – The patient experience of Pathway Three
2. CAMHS (Children and Adolescent Mental Health Services)
3. Vaping in children and young people



Statutory statements

Healthwatch Trafford, 12-14 Shaw's Road, Altrincham, Cheshire, WA14 1QU

Healthwatch Trafford uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 5 times.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and send to Healthwatch England, Trafford Metropolitan Borough Council, and Greater Manchester Integrated Care Partnership.

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority and integrated care system area, for example, we take information to: Health and Social Care Reform Board, Clinical and Practitioner Senate, ICS Communications and Engagement Group, Trafford Provider Collaborative, Trafford Locality Board, Trafford Health Scrutiny, Trafford Health and Wellbeing Board, Trafford Local Dental, Pharmaceutical, and Medical Committees, Trafford Metropolitan Borough Council, and the Care Quality Commission.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made one Enter and View visit. We made four recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Community Diagnostic Centre – Withington Hospital	Healthwatch England commission	Wrote a report with recommendations.


Healthwatch representatives

Healthwatch Trafford is represented on the Trafford Health and Wellbeing Board by Heather Fairfield, Chair of the Board of Directors. During 2023/24 our representative has effectively carried out this role by attending meetings throughout the year.

Healthwatch in Greater Manchester is represented on Greater Manchester Integrated Care Partnerships by our Chair. In Trafford our representatives are members of (and attend) the Trafford Integrated Care Board, Health and Social Care System Reform Board, Health and Social Care Delivery Programme Board, Clinical and Practitioner Senate, ICS Communication and Engagement Strategy Group, Trafford Provider Collaborative Board, Children’s Commissioning Board, and Locality Quality Group, among others.

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