

Performance Report

1st October -
30th November 2019



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Chair's report - 1st October to 30th November 2019

GREATER MANCHESTER

Various meetings have been attended, primarily in relation to mental health, GMCA and the Quality and Surveillance Boards.

-Local Healthwatch in Greater Manchester-

The 10 local Healthwatch continue to meet on a monthly basis primarily to develop the network through working together on common priorities and sharing best practice. We have written a common commissioning framework which has been well received by commissioners and we will agree outcome measures in the New Year. GM

Commissioners will be discussing the future arrangements for Healthwatch at a Heads of Commissioning meeting which we hope will tackle some of the funding issues and lengths and types of contracts, which all vary substantially. Three Healthwatch (not Trafford) are imminently due for contract renewal. It has been pleasing to note that Trafford commissioners have been well represented throughout these lengthy discussions.



The work we undertook as a network on the NHS Long Term Plan was highly commended at the Healthwatch Conference Awards.

TRAFFORD

We continue to be involved in the development of the Locality Plan primarily through the Local Care Alliance and, more recently, the Communications and Engagement group.

We were also pleased that a user-friendly version of the plan will be produced to aid consultation with the public during 2020.

We have agreed a process of reporting to the CCG in that we will meet on a formal basis before each Senior Leadership Team and Governing Body to look at issues we have raised and any necessary actions which ensue. We will also discuss contributions to our 2020/21 work plan taking into account our independence and our role as a critical friend to both the CCG and the Council as well as work undertaken at GM level and/or in partnership with other Healthwatch. The majority of our work will continue to be for Trafford.

We are forging stronger links with the community by participating in Trafford College's new Partnership, which brings together local organisations to support their learners and connect with each other. We've begun to work with the College to reach students keen for volunteering experience.



-Youthwatch Trafford (volunteers age 14-18)-

With a new term, naturally some Youthwatch members have moved on to University and College. Contacting schools directly has enabled us to recruit new young volunteers to join the team.

Our Youthwatch volunteers met in November; on the agenda was the new Single Point of Access for Children and Young People's mental health services and they fed back their ideas to Mark Coates of Trafford Council.



The Youthwatch website www.youthwatchtrafford.co.uk is now one year old and has received nearly 1,500 unique visitors. Our Youthwatch volunteers are currently engaged in a full audit of the site to ensure all signposting content is accurate. New pages are soon to be launched regarding Going Travelling (in partnership with Dr Patel's Shay Lane practice) and Living Healthily (in partnership with Trafford school nursing team).

At Let's Talk Youth, the Trafford Youth Conference in November, we gave a talk to teachers and engaged with 60 young people - promoting Healthwatch Trafford services and encouraging young people to have a voice in health and social care.

-Research-

On the back of our Trafford General Report, we have now distributed a HW100 survey looking at access to medical services. We have asked people about any barriers they face in booking appointments, how they feel it could be improved for them and there is an open text response for any other issues they wish to report. The survey closes in January 2020.

We have also published the Trafford Star Service Report, a survey asking the people of Trafford to choose a 'star' social care or NHS service they value and why. We received 118 responses and perhaps unsurprisingly Trafford General Hospital fared well but so, too, did hospitals farther afield in Greater Manchester reflecting how our population make best use of the services available.

-Enter & View-

We published the report on our visit to Kara House Resident Home in October 2019. This is now available on our website.

On 25th October We visited Ferrol Lodge (Sale); the draft report has been finalised and is currently with the Manager for comment prior to publication. We also visited Sunrise (Hale Barns) on 21st November and the draft report for this is in the final stages.

-Advisory Group-

We cancelled the scheduled meeting in November due to our office move. The next meeting will be in January.



-Healthwatch Trafford news-

We have moved offices from Sale Point at the request of Trafford Housing Trust to Stretford Mall. We are on the first floor above Holland and Barrett!

There have been changes to staffing this quarter; our Communications and Information Officer (Adam Webb) has taken shared paternity leave until the end of January, one of our volunteers is covering part of this role on a paid basis. We have also taken over the contract of a colleague from HW Bolton (who was made redundant) on a 3 day a week basis until June 2020. This will enable us to complete a project on behalf of GMHW and Healthwatch England which has generated additional income in 2019.

We have welcomed one new member to our Board, with a second appointment imminent, which will bring our number of Directors up to 7.



Heather Fairfield
Chair
Healthwatch Trafford



Appendix 1 - Public engagement

	2018-19 Totals	2019-20 to date	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
<i>Engagement activities -total</i>	55	45	5	8	5	6	2	7	7	5				
<i>Locality 1</i>	8	8	1	2	1	1	0	2	0	1				
<i>Locality 2</i>	20	12	1	2	0	2	0	3	3	1				
<i>Locality 3</i>	12	10	1	2	1	2	0	1	1	2				
<i>Locality 4¹</i>	11	14	1	2	3	1	2	1	3	1				
<i>Outside Trafford (e.g. Manchester)</i>	4	1	1	0	0	0	0	0	0	0				
<i>Number of public contacts²</i>	1,905	1269	70	184	67	260	238	170	131	149				
<i>Number of complaints / concerns recorded</i>	26	38	4	4	5	2	7	3	4	9				
<i>Number of public signpostings</i>	83	74	6	10	9	8	19	4	2	16				
<i>Healthwatch 100: # of NEW people signed up</i>	307	33	0	4	3	6	2	0	0	18				
<i>Healthwatch 100: # of surveys conducted</i>	7	4	0	1	0	1	1	0	0	1				
<i>Healthwatch 100. # of survey responses</i>	N/A	260	N/A	83	0	23	98	16	0	40				

¹ The four localities of Trafford are defined as:


Locality 1 - Old Trafford, & Stretford, - Gorse Hill, Longford, Stretford and Clifford; Locality 2 - Sale - Bucklow St Martin's (Sale) Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's; Locality 3 - South Trafford - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village; Locality 4 - Urmston & Partington - Bucklow St Martin's (Partington), Davyhulme East, Davyhulme West, Flixton and Urmston. *Note that we also now visit venues outside of Trafford (e.g. Wythenshawe in Manchester).*

² 'Public contacts' are defined as members of the public engaged with at public events (this excludes all other public contact e.g. regarding complaints/concerns, signposting, HW100, social media tweets/shares, visits to website - so does not duplicate other figures in this table)



	2018-19 Totals	2019-20 to date	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020
Number of new volunteers (total)	(48)	(37)	0 (46)	0 (45)	3 (44)	0 (44)	0 (43)	0 (37)	1 (38)	0 (37)				
Number of volunteer hours	1,209	746	117	109	82	170	44	74	90	60				
Business support	162	128	14	12	14	33	12	7	21	15				
Engagement/ Outreach	462	288	13	44	40	66	19	26	57	23				
Research	312	223	65	34	18	49	5	31	0	21				
Strategic	104	53	10	10	2	8	8	5	10	0				
Vol management / Training	168	59	16	10	8	15	0	5	3	2				
Number of feedbacks received via website	304	123	28	17	19	8	4	10	24	13				
Website visits (inc. Youthwatch)	34,872	23,589	3,232	3,059	4,050	4,795	4,204	4,249	5,488	4,835				
Reports published (not inc. performance reports)	16	12	1	1	2	0	8	0	1	0				

Online and social media statistics 1st October - 30th November 2019

Twitter 


New followers: 13
 Total followers: 2,244
 (Youthwatch: 286)
 Impressions: 19.7k people

Facebook 

Likes: 179
 (Youthwatch: 20)
 Posts: 3

Instagram 

Posts: 3
 Likes: 10
 Followers: 711
 (Youthwatch: 102)

Website 

Visits: 10,323
 Page views: 18,957
 News articles: 56
 Youthwatchtrafford.co.uk: 247 visits

Appendix 2 - Feedback analysis

Feedback by service type 1st October 2019 to 30th November 2019

Key: For each row and column green indicates the highest rating and red the lowest.

Service type	Number of reviews	% of reviews	Overall rating	Cleanliness	Staff attitude	Waiting time	Treatment explanation	Quality of care	Quality of food
Hospitals	23	62	4.09	4.33	4.55	3.95	4.45	4.55	3.29
GPs	8	22	3.38	4.29	3.43	3.14	4.00	4.29	1.00
Dentists	0	0	-	-	-	-	-	-	-
Opticians	0	0	-	-	-	-	-	-	-
Community Based	2	5	2.00	5.00	3.50	1.50	3.00	1.00	-
Emergency Care	0	0	-	-	-	-	-	-	-
Pharmacies	1	3	2.00	3.00	2.00	1.00	2.00	2.00	-
Social Care	3	8	2.33	3.00	2.33	3.00	3.00	3.00	3.00
Other	0	0	-	-	-	-	-	-	-

Total reviews: 37

Overall feedback across all Trafford services

Category	Average rating	Number of reviews
Overall rating	3.62	37
Cleanliness	4.24	33
Staff attitude	4.00	35
Waiting Time	3.50	34
Treatment explanation	4.12	34
Quality of care	4.12	34
Quality of food	3.00	10

Where our feedback has come from in Trafford (*where location was given*)

Area	Count	% of feedback	Average of feedback
Altrincham	3	8	3.67
Sale	8	22	3.88
Timperley	0	0	-
Old Trafford	1	3	3.00
Hale	1	3	5.00
Stretford	0	0	-
Urmston	4	11	4.50
Partington	4	11	2.75
Davyhulme	2	5	4.50
Flixton	2	5	4.50
Bowden	0	0	-

Appendix 3 - Healthwatch 100

Booking Appointments

Status of information	Output	Key findings
Survey open (Nov-Jan)	Report	To be determined

Trafford Star Services

Status of information	Output	Key findings
Report Published	Report	People are particularly impressed with hospital services, with them claiming more nominations than any other service type

Trafford General Hospital

Status of information	Output	Key findings
Report Published	Report	Lots of misunderstanding about what services the hospital provides, many feel it is being run down.

The NHS Long Term Plan

Status of information	Output	Key findings
Report Published	Report	Report Published August 2019

Children & Adolescent Mental Health Services

Survey closed	Output	Key findings
Report Published	Report	Report published in July 2019