

Activity Report

Report of the Healthwatch Bury activities in Quarter 2
(July – September 2023)



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Current work streams

Quarter 2 2023/24



Greater Manchester

Greater Manchester (GM HW) Healthwatch Network

GM HW Network have had their request for funding to cover the network and coordination function for reporting into the GM Integrated Care board, partnerships and their workstreams, was approved earlier this year. The funding, subject to a yearly review, will run for three years.

This should allow us as a network of 10 local Healthwatch to work together more efficiently and link us into the work being done in our region in a more direct manner. Healthwatch Bury have offered to host the role and manage the function, giving us a small management fee to cover it. We are really pleased to be able to move forward with this and look forward to the great work it will hopefully allow us to accomplish.

We have now recruited the GM HW Chief Coordinating Officer and Chair. The first GM HW Network meeting with the new support structure in place was held in the end of August.

Bury

Primary Care Audit Project

Feedback from service users indicated there are barriers to communication in local GP surgeries for the deaf and hard of hearing community. These issues range from access to primary care during out of hours, being unable to hear name called whilst at the surgery and being unable to hear what the health professionals are explaining. Meetings have been held with Communic8te in Bury and service users have contacted Healthwatch Bury with their lived experiences.

In Q2 the focus was on finalising the draft reports and finalising the signposting directories.

Enter and View

Enter and View Programme is underway. Enter and View Panel meets on a regular basis and the third visit was carried out in July to Holt House Care Home, the report from that visit and the previous visit to Burrswood Care Home were published in Q2.

The next Enter and View visit to Killelea House has been scheduled for the Q3. Healthwatch representative also attends the Risk Escalation Group to contribute to current evidence and to keep up to date with local updates.

Access Assistance Drop-in sessions.

Let's Do It funding came to an end in the end of September 2022. Healthwatch has continued to hold monthly drop-in sessions for asylum seekers and refugees in Bury

East Township. The cases we have continued to support with include making GP appointments, housing, women's health and booking interpreters.

Pharmacy Research Project

We applied for Healthwatch England funding and were successful. The aim of the project is to speak to pharmacy staff and pharmacy users about their experiences of using community pharmacies and carry out in depth semi structured interviews. Healthwatch Bury will be arranging to speak to a community pharmacy staff member and patients who are under 25, from ethnic minority background or low income.

Women's Health and Menopause

Feedback received from patients has indicated there is an issue around women getting support and awareness around menopause in Bury. Department of Health and Social Care has also just published their 10-year Women's Health Strategy for England.

Healthwatch Bury will be looking into Women's Health issues in the coming months. We will be looking to collect feedback by visiting different groups and working in partnership with local groups.

Prescriptions Project

Numerous patients have shared their experiences of prescriptions and difficulties they have experienced. There also seems to be inconsistency across board of getting a prescription depending on which GP practice patient is registered with.

Healthwatch Bury will be looking to gather patients' feedback to look more into issues around prescriptions and produce any information and leaflets that may benefit patients.

Children and Young People's Project We are looking to develop a programme of volunteering for young people – Youthwatch – to involve young people in the Healthwatch Bury work programme.

We would like to recruit participants who could find out about topics that are important for young people and support with writing articles to create a website where young people could find reliable and trustworthy information about health and social care issues. We also envisage young people becoming more involved in our social media channels.

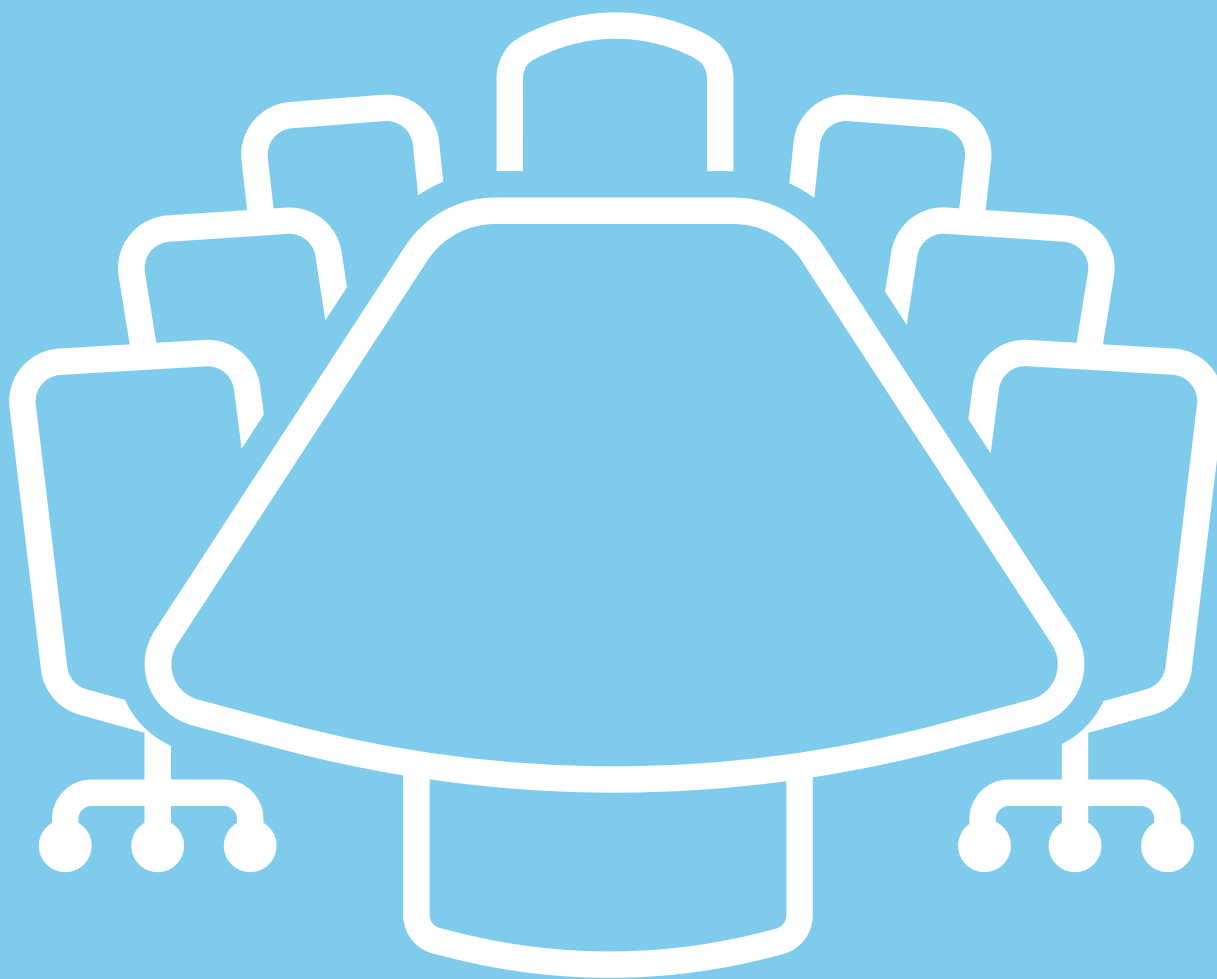
Volunteer Programme Our volunteer coordinator has recruited numerous volunteers who have been able to assist us with Facebook Live sessions, analysing data for various reports, carrying out Enter and View visits and supporting with general research.

Facebook Live

Two further sessions were held in Q2. Topics covered were Bury Hearing Hub and Role of Community Pharmacies session. All sessions are being recorded and can be seen on the YouTube channel: [Healthwatch Bury - YouTube](#)

Governance updates

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Quarter 2 Highlights

- 📍 **Board Drop-in Session held on 30th August 2023**

See the previous Board meetings minutes here: [Board minutes | Healthwatch Bury](#)

- 📍 **Regular monthly meetings with Care Quality Commission scheduled.**
- 📍 **Regular monthly Board bulletins circulated.**

Board activities schedule till March 2024

Date	Time	Location	Drop – in/Meeting
Wednesday, 25 th October	5-7pm	MS Teams	Board meeting
Tuesday 21 st November,	5-7pm	MS Teams	Board meeting
Monday, 18 th December	5-7pm	MS Teams	Board drop in
Monday, 29 th January	5-7pm	MS Teams	Board drop in
Thursday, 29 th February	5-7pm	MS Teams	Board drop in
Tuesday, 26 th March	5-7pm	MS Teams	Board drop in



Public feedback

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Issues raised in Bury

📌 Women's Health and Menopause

We have received feedback around women's health especially enquiries relating to menopause and getting support from their GP when presenting with symptoms. Getting a right medication can take a while and it has become apparent that doing your research prior to the visit is important. Healthwatch Bury is aware of the issue and is hoping to find out more details by talking to local groups about their experiences.



Issues found and highlighted

Access to Sexual Health services







We received a number of enquiries during the Q2 regarding patients struggling to access the sexual health services. We have now been in touch with the service provider and met up with the team who welcomed the feedback and reassured us that they are putting steps in place to improve the service. They also explained that some of the reasons for this are around the increase in demand due to rising numbers of STI's across England and also due to lack of access to GPs.

We now have a direct referral route to sexual health services. Regular meetings have been put in place with the service and training will be delivered to the HW Bury team to help to signpost patients to the best place.

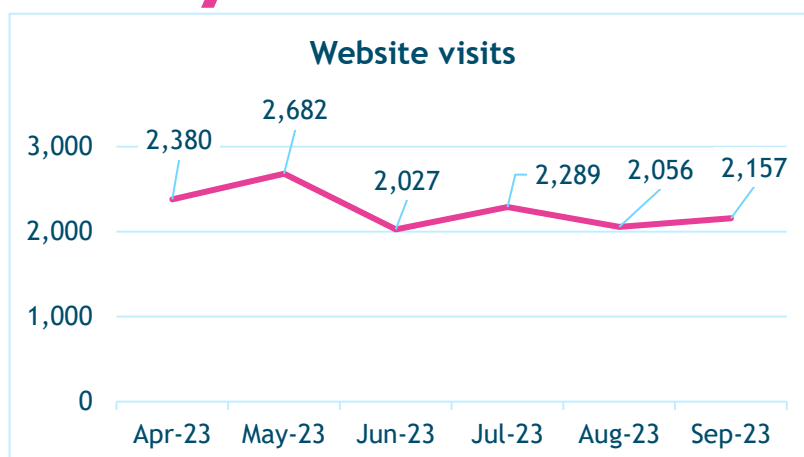
Where we have been

	2023/24 to date	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	March-24
<i>Engagement activities -total</i>	50	7	10	6	9	10	8						
<i>Bury East</i>	22	2	3	4	4	5	4						
<i>Prestwich</i>	8	0	4	0	3	0	1						
<i>Bury West</i>	9	2	1	2	0	2	2						
<i>Bury North</i>	5	0	1	0	2	1	1						
<i>Whitefield</i>	3	0	1	0	0	2	0						
<i>Virtual</i>	5	3	0	0	0	1	1						
<i>Number of public contacts</i>	712	101	206	113	75	89	128						
<i>Number of complaints/compliments/comments recorded</i>	184	33	26	22	30	35	37						
<i>Number of public signpostings</i>	102	7	22	6	18	24	25						
<i>Healthwatch 100: #of surveys conducted</i>	3	0	3	0	0	0	0						
<i>Healthwatch 100: #of survey responses</i>	3	2	0	0	0	0	0						

Online and social media statistics

 <p>X (Twitter)</p> <p>New followers: 20</p> <p>Total followers: 1,729 (+20)</p> <p>Number of tweets: 77 (-47)</p> <p>Impressions: 8,483 (-11,517)</p>	 <p>Website</p> <p>Visits: 6,502 (-485)</p> <p>Page views: 10,486(-2,542)</p> <p>News articles: 20 (+5)</p>
 <p>Facebook</p> <p>Likes: 645 (+12)</p> <p>Page visits: 314 (-188)</p> <p>Posts: 128(-52)</p>	 <p>Other</p> <p>Mailing list: 258(+3)</p> <p>Members: 80(NA)</p> <p>Newsletters: 2</p>
 <p>LinkedIn</p> <p>Followers: 86(+9)</p> <p>Posts: 12 (-7)</p>	 <p>Instagram</p> <p>Followers: 240 (+30)</p> <p>Total post reach: 103 (-39)</p>

Website analytics

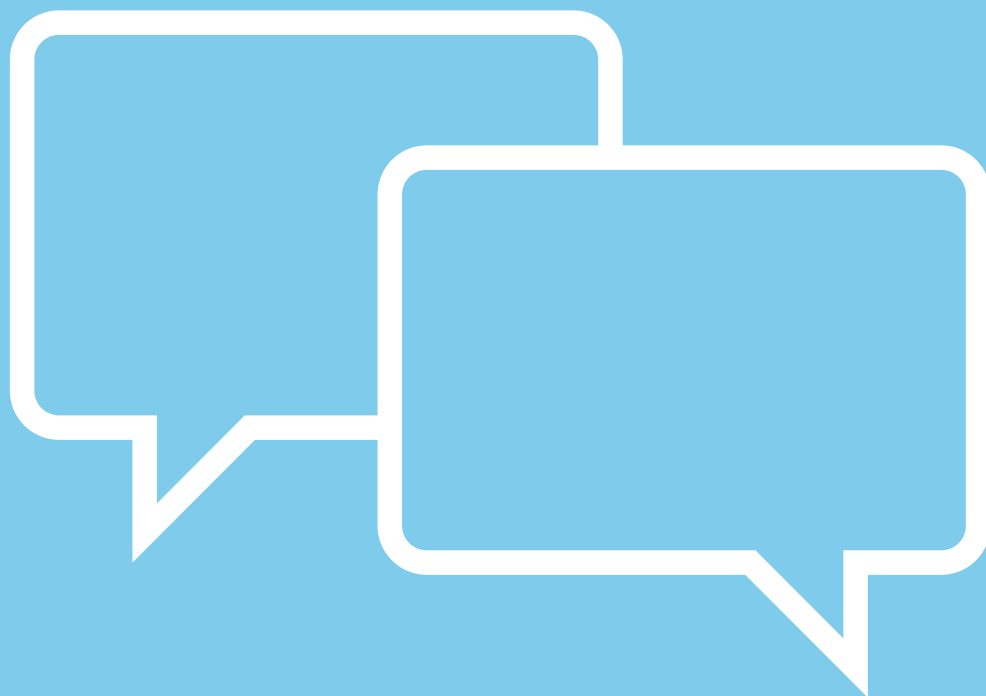


Website most visited pages in Q2

	Website section	Description
1.	Mouth Cancer Action Month – checking for mouth cancer (Article published November 2021)	Mouth Cancer Action Month – checking for mouth cancer
2.	BOOBS in Bury- Breastfeeding Support for Mums (Article published February 2022)	BOOBS in Bury- Breastfeeding Support for Mums
3.	Achieve Recovery Services in Bury (Article published in November 2022)	Achieve Recovery Services in Bury
4.	Bury Food Banks (Article published November 2021)	Bury Food Banks
5.	Bury Sexual Health Service (Article published August 2021)	Bury Sexual Health Service
6.	Minor Eye Conditions Service (MECS) (Article published September 2021)	Minor Eye Conditions Service (MECS)
7.	COVID Vaccination Sites in Bury (Article published October 2022)	Covid Vaccination Sites in Bury
8.	How can you find and NHS dentist? (Article published May 2022)	How can you find an NHS dentist?
9.	Pharmacy Bank Holiday Opening Hours – 28 th August 2023 (Article published August 2023)	Pharmacy Bank Holiday Opening Hours – 28th August 2023
10	Order coronavirus (COVID-19) rapid lateral flow tests (Article published April 2021)	Order coronavirus (COVID-19) rapid lateral flow tests

Public engagement

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Engagement events

Event	Location	Audience	Neighbourhood	Number of contacts
BIG in Mental Health	Bury United Reformed Church	Mental Health	Bury East	8
Park bench surgery	St Mary's Park	All	Prestwich	4
NHS Recruitment event	Town Hall	All	Bury East	7
Menopause Group		Women	Bury North	3
Health Access Assistance (13/07/23)	Bury United Reformed Church	Refugees and asylum seekers	Bury East	1
Park bench surgery	St Mary's Park	All	Prestwich	21
Six Town Housing Roadshow	Sherbourne Court	Low income	Prestwich	10
Park bench surgery	Hoyles Park	All	Bury East	9
Community Café	Tottington Methodist Church	All	Bury North	12
Six Town Housing engagement event	Fir Street Play Area, Ramsbottom	Low income	Bury North	4
Bury Safety Centre event	Bury Safety Centre	All	Bury East	29
Health and Disability event	Mill Gate Shopping Centre	Low income, people with a disability	Bury East	10
Six Town Housing engagement event	Parkside View, Bury	Low income	Bury East	5
Six Town Housing engagement event	Mather Avenue, Radcliffe	Low income	Whitefield	9
WOW Summer Fair	Radcliffe Market	Low income, mental health	Bury West	10
Six Town Housing engagement event	Coronation Gardens	Low income	Bury West	1
HMR Circle/Persona	Green Café, Clarence Park	Older people	Bury East	2
Goats Gate Dementia group	Goat's Gate pub	People with dementia and their carers	Whitefield	14

Health Access Assistance	Bury United Reformed Church	Refugees and asylum seekers	Bury East	5
Brandlesholme Coffee morning	Methodist Church	All	Bury North	19
Bury Older People's Network	Bury Unitarian Church	Older people	Bury East	14
Growing Together event	Radcliffe Library	All	Bury West	28
Health Access Assistance	Bury United Reformed Church	Refugees and asylum seekers	Bury East	1
Women of Worth	Radcliffe	Low income, mental health	Bury West	9
Dementia Roadshow	Elizabethan Suite	Older people, mental health	Bury East	43
Awareness of domestic abuse in older people	Elizabethan Suite	Older people	Bury East	7
Cost of Living event	Sedgley Community Centre	Low income	Prestwich	7

Facebook Live sessions

Topic	(Guest) Speakers	Reach
Bury Hearing Hub	Mark O'Brien	19 (+26 YT)
Role of Community Pharmacies	Ali Dalal	15 (+14 YT)



Feedback and signposting enquiries

Feedback by service type 1st July – 30th September 2023

Service type	Number of reviews	% of reviews	Number of people signposted	Number of complaints
GP	25	24%	13	21
Mental Health	15	14%	10	14
Adult Social Care	9	9%	7	6
Dental	9	9%	4	7
ADHD/Autism	8	8%	5	6
Hospital services	8	8%	4	3
Food bank	5	4%	5	0
Women's Health	3	3%	3	2
Eye services	2	2%	1	2
Patient choice	2	2%	2	0
Prescriptions	2	2%	2	2
A&E	1	1%	0	0
Access to services	1	1%	0	0
Cancer care, CAB	1	1%	1	0
Care services	1	1%	0	1
CHC	1	1%	0	0
Children's services	1	1%	1	0
Community enquiry	1	1%	1	0
Drug and alcohol recovery	1	1%	1	0
First aid	1	1%	1	0
Job enquiry	1	1%	1	0
Long Covid	1	1%	1	0
Long Term Conditions	1	1%	1	0
ME/CFS	1	1%	1	1
Sexual health	1	1%	1	0
Wound care	1	1%	1	0
Total	<u>103</u>			

*Please note number of complaints refers to negative feedback rather than official referrals to the complaints' advocacy services.

Case studies

Quarter 2 2023/24



Sexual Health query



You said: We received an enquiry from a member of public supporting a young person with a suspected STI (with symptoms) unable to make an appointment with Sexual Health – ‘there are no online appointments available for 3 weeks and the phonenumber is not available due to a lack of staff’.

We did: With some perseverance we managed to get through to Sexual Health via the phonenumber. I was informed that there are no available appointments in Bury and they advised this young person to go to one of their drop-in clinics at Rochdale or Oldham.

We provided the drop-in clinic details for Rochdale and Oldham. Person unhappy that young person cannot receive local support and treatment for this in Bury and wanted to know who to raise a concern with. I provided the contact details for Bury Sexual Health complaints department and for the commissioners of the service, Bury Council. I also sent a link to ‘Help to make a complaint’ section on the Healthwatch Bury website.

We have since met with the service who reassured us the steps will be put in place to make improvements.

Social Care experience



You said: Person's adult son has autism, and his current housing situation is impacting on his mental health. Son lives in supportive living accommodation. Son's mental health professional is now involved, and his Occupational Therapist has also raised a safeguarding concern. Son has ‘Reactive Depression’ and his current housing needs and poor care are affecting his mental and physical health. Mum originally contacted us for some advice and didn't want to raise a concern/complaint.

Mum believes that son's current care provider is neglecting his needs. Son should receive 21 hours of care, and this currently is not being met. Son has autism and finds it very difficult to have new people providing care – recently left 9 days without familiar care. Care provider have recorded that son has refused care when this happens. Since being under the care of this provider son has become depressed and experiences suicidal ideation.

We did: We raised a Safeguarding alert with Bury Adult Safeguarding Team. I also provided the details for the Local Government and Social Care Ombudsman as mum feels that she has exhausted local resolution.

Received a call from mum thanking Healthwatch Bury for our help and support. Bury Safeguarding and the Commissioning Team have now been in touch with mum to discuss concerns.




healthwatch Bury

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