



Annual report 2019-20

Guided by you

Contents

Message from our chair	3
Our priorities	4
About us	5
Highlights from the year	7
How we’ve made a difference	9
Helping you find the answers	17
Our volunteers	22
Our finances	25
Our plans for next year	27
Thank you	29
Contact us	30

Message from our chair

Dear readers,

It would be remiss of me to begin my Annual Report without mentioning how the year ended, on 31st March, by people experiencing the most profound health related change to daily life most of us will have known. The emergence of COVID 19, and its influence on the UK and globally will obviously be felt, for at least the coming year, and those delivering health and care services will need to take into account how actions such as restrictions on movement, service availability, and changes to access, continue to affect people from all sections of society. Healthwatch staff have already been supporting people directly through signposting and intend to gather comments to ensure people's views are represented.

The Board makes its decisions about priorities based on where we feel we can make the biggest impact, within both our human and financial resources and by considering the current changes being implemented by our partners. The results for 2019 can be found on page 5.

For me, one of this years highlights was the day I visited Bury College to present a paperweight to Xander Ross. Xander produced an excellent mental health video for young people, urging them to: 'talk to someone' and shares his thoughts on page 24. There are plans to develop further work in 2020.

In 2019, we wanted to do more to get our name recognised in Bury, so as part of our marketing strategy, we delivered posters to libraries and local businesses and have hugely increased our distribution list, even during the coronavirus pandemic.

Another group we wished to target were staff in partner organisations, as we often rely on their good word and assistance to share our work. Our new concise leaflet gives the link to Healthwatch England's video and refers them to our Enter and View leaflet. Thanks go to senior colleagues within the local hospitals, for offering to take them to team meetings and the Chair and staff of the CCG for their support in getting them out to GP practices, optometrists, pharmacists, dentists and care homes.

In terms of Greater Manchester we have contributed to two major reports this year, one being the NHS Long Term Plan suite of reports that focused on opinions from all ten Healthwatch in Greater Manchester. The report was ultimately recognised as highly commended at the Healthwatch England conference. The second report was on Child and Adolescent Mental Health Services (CAMHS) known locally as Healthy Young Minds. Mental health is a growing national priority, with more action rightly being called for to recognise what are often hidden challenges.

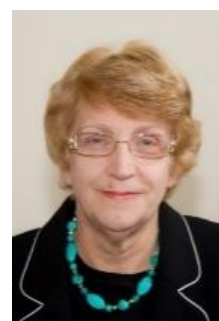
Regardless of the present challenges and staff adapting to home-based working, we have ambition to do more in the next year and have already begun projects for 2020; on COVID 19, as well as local changes to health and social care and the impact of the Integrated Neighbourhood Teams.

My thanks as ever go to staff for hard work and flexibility that allows us to continue to fulfil our remit.

I sincerely hope the residents of Bury will remain safe during the coming months.

BJ Barlow

Barbara J Barlow,
Chair Healthwatch Bury.



Our priorities

Below are Healthwatch Bury six priorities for 2019-20 based on what you told us.



Mental Health

Showing someone you care may only take a few seconds but it could be the turning point in a person's life.



Dental Services

Unhealthy teeth and gums have been associated with chronic conditions including diabetes, heart disease, stroke and cognitive disease or dementia.



NHS Long Term Plan

NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people their say.



Learning Disabilities

Disability may affect the way a person learns new things throughout their lifetime, so it is essential that they are equally valued, listened to and included.



Integrated Care

The Accountable Officer, for Bury One Commissioning Organisation, said: "Bury LCO has a fantastic opportunity to make a real difference to people's lives. We now have all the professionals we need to deliver health and care services working together in one organisation, following one over-arching vision and plan."



End of Life Care

End of Life Care should enable patients to live their final days according to their own wishes, so that they can continue to do the things they love, enjoying an experience that's as individual as they are and, above all, ensuring dignity, comfort and quality of life, by reducing pain and suffering.

About us

Here to make care better

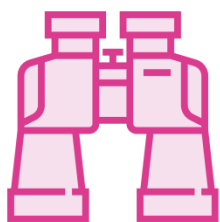
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis
Healthwatch England Chair





Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out into the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchbury.co.uk

Twitter: @Healthwatchbury

Facebook: @Healthwatch.bury

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



10 volunteers

helping to carry out our work.

We employed

3 staff

2.5% of whom are full time equivalent.

We received

£122,000 in funding

from our local authority in 2019-20, the same as the previous year.

Providing support



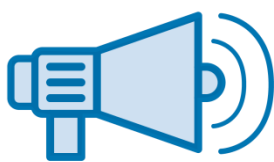
248 people

shared their health and social care story with us

130 people

accessed Healthwatch advice and information online or contacted us with questions about local support, 27% more than last year.

Reaching out



6443 people

engaged with us through our website which is over 50% more than in the previous year, 1853 people engaged with us through social media, and 767 people engaged with us at community events.

Making a difference to care



We published

11 reports

about the improvements people would like to see with their health and social care, and from this, we made 37 recommendations for improvement.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Bury.

Helping young people access better mental health support

The children and young people's mental health service review was a joint project between Bury, Rochdale, Oldham and Trafford Healthwatch. The aim was to compare the different experiences of families, children and young people accessing mental health services across the combined area.

We developed a survey to gather people's feedback and it was also used as the basis for 1 focus group discussion and 9 one to one interviews. We heard from 51 families whose children had experience of using mental health services in Bury. The children and young adults using services were aged between 5 and 24 years.

We also spoke to 15 professionals, including teachers and GP's, to find out about their experiences of referring children and young people into mental health services.

Key messages were:

- 68% of parents felt that Healthy Young Minds (HYM) offered a very professional service with high levels of confidentiality and trust between the clinician and young person.



- Waiting times for referrals to HYM are too long with 40% waiting more than 3 months for their first appointment.
- There is little support for young people with a dual diagnosis of mental health and autism spectrum conditions.
- Most families stated that 'having a good school behind you' can make a positive difference to the young person's experience.
- The support that is being offered is quickly saturated, due to the high level of need; this may mean an adequate preventative response is missed.

Following completion of the report for the Bury area, staff from Pennine Care Foundation Trust and Healthwatch Bury met to discuss the recommendations and the next steps for the service were highlighted:

- Transition Team recruitment, ongoing.
- Additional support and training to schools.
- Monthly parental workshops.
- Ongoing Commissioning for Quality and Innovation around transition
- Ongoing commitment to meeting waiting time standards across all agencies.
- Commitment to Mental Health and Emotional Wellbeing
- Interventions to be offered in schools



For the most part I feel as though I'm dealing with the issues alone and that I am ill equipped to do so. I also feel as though my daughter is not ill enough to access most service offers. This is frustrating as proactive early intervention would help long-term.'



'Very satisfied other than it is becoming quite an expense to visit the dentist, even for just a check-up.'

Helping people access better dental services

Healthwatch Bury received a number of enquiries and feedback relating to patients' experiences of dental care in 2018/19. A significant proportion of this feedback related to their experiences in accessing an NHS dentist.

Healthwatch Bury produced and publicised a survey to gather people's views about accessing their dentist. The survey was carried out between March and May 2019. We received feedback from 59 people regarding their dental care.

Here are some of the highlights of what people told us:

- 53% of people surveyed told us that they are registered with an NHS dentist and 41% said they are registered with a private dentist. 7% of the respondents stated they are not

registered with a dentist at all.

- 71% of people surveyed rated their experience with their dentist 'Excellent', 'Very Good' or 'Good'.

Our main recommendations included:

- All dental practices to give patients a personal dental treatment plan outlining any information on the treatment and any possible costs.
- All dental practices to display clear current information regarding dental penalty charges.
- We believe it would be beneficial for all information to be provided in plain English and regularly reviewed.

NHS England responded and informed us how they have acted on our recommendations and are planning to carry on working with local dental practices and the Local Dental Committee to improve the services for patients.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here to help you.

Website: www.healthwatchbury.co.uk

Telephone: 0161 253 6300

Email: info@healthwatchbury.co.uk



Working with AQUA

In November, we were given the opportunity to contribute to the ongoing improvement work, led by Bury Local Care Organisation (LCO), on the Palliative and End of Life care pathway.

In addition to supporting the event, led by Aqua, Healthwatch was delighted to support a piece of research aimed at improving the quality of end of life care in all settings – hospital, hospice or primary care setting where a relative(s) were involved in caring for or visiting a loved one.

We aimed to gather information from the residents of Bury who had experienced end of life care within the past three years.

There were mixed feelings about the place to receive end of life care, dependent on personal circumstances and the quality of care received. "She really didn't want to die in hospital and was quite troubled and unsettled." "I think pathways should be individual and should take into account the person's past history..... my mother was a retired nurse."

Jordan emailed us saying, "Thank you to the Healthwatch Bury team for the palliative and end of life care information you provided. Some really powerful experiences were shared there, which will be really helpful for myself..... It's massively appreciated."





Local commissioners involve the service users to better meet the needs of people with a visual impairment.

Healthwatch Bury regularly visits local groups to hear about people's experiences with local services. We were approached by the Bury Society for the Blind Glaucoma Group. The group members expressed their views and some concerns regarding the future of local eye health services and asked if there is anything Healthwatch Bury could do to help.

In the first instance we passed this feedback onto relevant organisations. As a consequence of this, local commissioners became involved with the group and went to visit the service users to listen and involve patients in the review of local eye health services.

The Glaucoma Group also started working with Bury Community Eye Service. This was to understand the experience of glaucoma patients, what they found good and supportive and what was unhelpful, frightening or difficult.

Long Term Plan

#WhatWouldYouDo

Highlights



More than 2000 people shared their views with Healthwatch in Greater Manchester.



Greater Manchester Healthwatch network held 19 focus groups reaching different communities across the region.



Healthwatch Bury engaged with more than 140 people about the NHS Long Term Plan.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Healthwatch in Greater Manchester worked closely together on this project with all 10 Local Healthwatch in the region.

Objectives were to gather, analyse and present a comprehensive set of responses from the people of Greater Manchester on some of the key topics raised in the NHS Long Term plan.

In particular we wanted to find out:

- What people think would help them to live healthier lives? (prevention)
- What would make it easier for people to take control of their own health and wellbeing? (personalisation)
- What would make support for people with long-term conditions better? (care closer to home)
- What people think about increasing the use of technology in health and care services? (digitalisation and tech)
- What people who have autism, learning disabilities, mental health conditions, heart or lung disease, and cancer think would make their health services better?



'I would want to be told all options for treatment but must accept that clinical decisions will also be influenced by priorities and the needs of other patients.'

‘Important to have access to accurate information about prevention and healthy lifestyle, invest in health research especially mental health as it costs a lot to the NHS and other services.’

Engagement in Bury:

Healthwatch Bury had 142 responses to the survey.

The team engaged with the public at Fairfield General Hospital, Radcliffe Health Centre, Age UK Bury, Bury Pride annual event and Bury Market.

In addition to the above, three focus groups were organised with the Fed (Jewish charity), Bury Society for the Blind and Partially Sighted and Bury People First.

Conclusions:

The following key priorities emerged from all the given choices:

- Access to the help and treatment needed
- Choosing the right treatment and this being a joint decision
- Wanting to stay at home as long as possible
- Being able to talk to a health professional via digital platforms

People were keen for their healthcare to be managed efficiently, wanted the healthcare system to be close to them, and be responsive to their needs and wishes. Those delivering healthcare

should make use of technology in an appropriate way to improve access, dialogue, and personalisation.

Respondents looked to a healthcare system provided by people with time to care, a willingness to communicate and understand them and accessibility which extended not just to convenient physical locations, but forms of communication and information sharing that were clear and efficient.

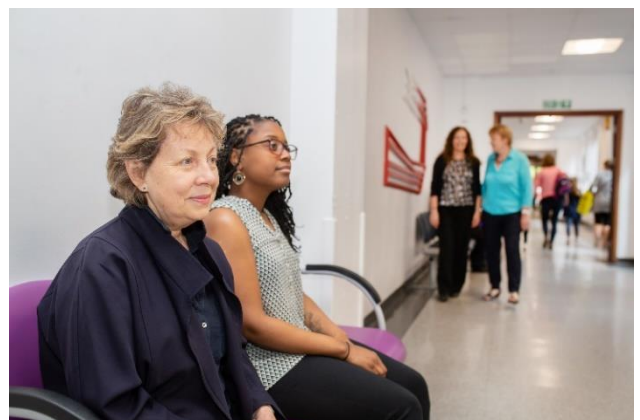
What are we doing about it?

The Greater Manchester Health and Social Care Partnership sent their response to the Healthwatch NHS Long Term reports and recommendations. The final report was highly commended at the Healthwatch England conference.

The main immediate impact was the transport review, which can be found [here](#). The Healthwatch England report [here](#) has some interesting points too.

It is also worth mentioning the organisational impact this piece of work had, as there has been additional investment to do further influential work.

All NHS Long Term reports can be found on the Healthwatch Bury website: www.healthwatchbury.co.uk



Helping you find the answers

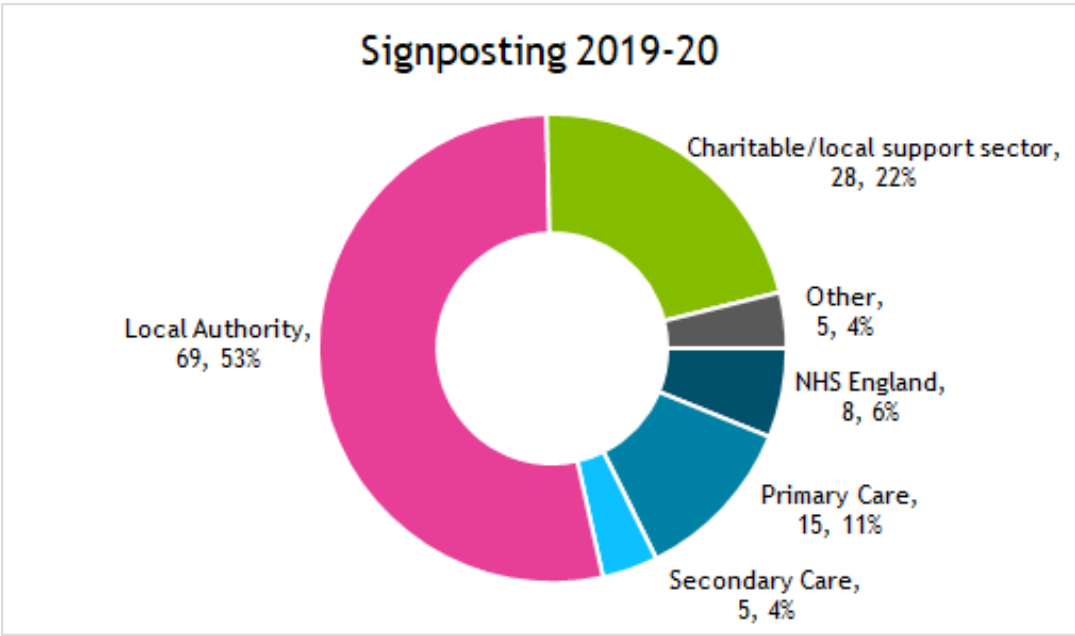


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 130 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



Category detail breakdown
Primary care - GP services (11), Dental services (4)
Secondary care - PALS (3), Patient transport (2)
Local authority - Independent complaints advocacy (49), Mental health services (4), Community health services (4), Social services (3), Bury CCG (3), Homeless services (3), Drug and alcohol services (3)
Charitable/local support sector - Food banks (19), Local third sector (7), Bury law centre (2)

Advocacy Services

There is a duty to provide advocacy in the Mental Health Act, The Mental Capacity Act and the Care Act. Advocacy can be helpful in all kinds of situations when you're finding it difficult to have your opinions and choices heard.

Nowadays, there are many different types of advocacy services that can help you, depending on the sort of help you need. These include health advocacy, mental health advocacy and care advocacy which frequently overlap, especially for people with long term conditions or complex needs.

The NHS complaints advocacy service is a free, confidential and independent service designed to ensure people understand the NHS complaints process and have access to information and support, if they want it at any stage of the complaints process, and to ensure that the best possible outcome to the complaint is achieved.

In 2018, a health complaints advocate was seconded to Healthwatch Bury, on an interim basis, while the local authority reviewed all local advocacy services. The outcome of the review concluded that it would be infinitely better for patients to be helped by an advocacy service which covers all types of advocacy within one organisation.

Therefore, BMBC made the decision to commission all advocacy from n-compass (advocacy services).

Since January of this year, n-compass has provided the single point of contact for most advocacy enquiries in Bury, including delivering statutory and non-statutory advocacy services.

From the 1st April 2020, n-compass will also be responsible for the delivery of the health complaints advocacy within Bury.

Healthwatch Bury regard feedback as important to any service and we are pleased to report that all clients indicated they were satisfied with Ruth's help which was very useful and very thorough. Clients obviously found it useful to have access to support, at a time when they were still unable to think clearly, especially following bereavement.

Below are some of their comments:

'It is a brilliant service and desperately needed – it is hard enough dealing with a sick loved one, especially when things are going wrong and Healthwatch Bury just helps to make you feel you are not going mad and someone will listen.'

'I was extremely pleased with the service I received from your organisation.'

'I would like to thank you for the help I received.'

'I would still contact Healthwatch for their help and support, as I trust their judgement.'

'They are sympathetic, helpful and knowledgeable.'

Case Study: Healthwatch Bury NHS Complaint Advocacy Service

Healthwatch Bury received an enquiry regarding Mr Smith who has various long-term health conditions. Mr Smith was taken into hospital and unfortunately whilst in hospital his dentures went missing. The family consulted PALS and submitted a complaint and a compensation claim. When they initially approached PALS they were told to contact the hospital ward manager. The family had to pay out to replace Mr Smith's dentures and despite repeated requests, they had not received any money. This was a significant sum and the issue was causing the family unnecessary stress whilst Mr Smith was still receiving medical treatment.

The Engagement Officer provided some information regarding care assessments and the details of two local support groups. We also passed the information to Ruth, the NHS Complaints Advocate. Ruth made contact with the family and discussed the possible outcomes in making a complaint. The advocate agreed with the family that she would send the family a contract letter with her contact details and a copy of the Self-Help Information Pack. Ruth also agreed to contact the Ward Manager and check on the progress of Mr. Smith's refund.

Ruth telephoned the ward, but due to staff absence at the hospital, contact took a period of weeks before the case was escalated to the Director of Nursing. A number of conversations took place between the advocate and the Director of Nursing, until a cheque was issued to the

family with an apology regarding the amount of time it had taken.

The family received a cheque for the missing dentures and sent Ruth a bunch of flowers to thank her for her support.

*Names and identifying details have been changed to protect the privacy of individuals.



Ruth our advocate, and flowers sent in gratitude for her work.



Story 1:

A member of the public came to the office for advice concerning the nearest food bank. A quick phone call was made to see if the staff would be able to provide a food parcel.

Our office administrator noticed an increase in the number of people phoning to ask for information regarding food banks in Bury. Andrea collated the details of local food banks to add to our website, to help people get the information they need. In addition we have also added a list of hot food available in the borough.



Story 2:

Mrs. Jones contacted a number of organisations over a period of weeks. She has various physical health needs and was due an eye operation within a few weeks. The lady is a full-time carer and had no friends or family able to take her to hospital. Healthwatch Bury signposted Mrs. Jones to the North West Ambulance (NWS) Patient Transport Service. We also arranged to post some NWS leaflet so that she could share this information with a community group she helps to organise.



Story 3:

We had an enquiry from a Bury community group wanting to know where the Health Visitors are based in Bury. This enquiry was made on behalf of a person who attends their group and is new to the area.

We rang the Health Visiting Team to find out where they are based and to gain more information. Healthwatch Bury were informed that families new to area would be flagged up through 'Child Health', however they can also attend Well Baby Clinics around the borough. A member of the Health Visiting Team sent us the list of clinics to share with the group and this was added to our website.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Bury is here for you.

Website: www.healthwatchbury.co.uk

Telephone: 0161 253 6300

Email: info@healthwatchbury.co.uk

Volunteers



At Healthwatch Bury we are aiming to recruit more volunteers to help us find out what people think is working, and what improvements people would like to see, in services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.

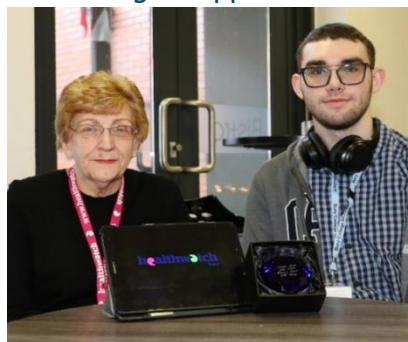
Media Student Showcases Skills for Healthwatch Bury

Healthwatch Bury first approached Bury College with a brief aimed at creating website content that young people can relate to.

Xander Ross accepted the brief and spent weeks identifying the demographic audience, researching statistics and conducting surveys, in order to create a promotional video to help raise awareness about mental health issues amongst young people.

Once the talented Creative Media student had completed the background research, he worked hard to direct the film, choose music, source stock footage and film interviews to produce a brilliant video. We were so delighted that we presented him with a paperweight to celebrate his achievement and recognise his hard work.

Xander said, "I really enjoyed this opportunity and it was great that I could work on a live brief. I enjoyed meeting and working with new people, carrying out research and filming and producing the final film. However, the video has



Barbara Barlow, the Chair of Healthwatch Bury presented Xander Ross with his award.

since allowed me the opportunity to not only create a video to help with my portfolio, but also the opportunity to help educate people and increase understanding of mental health issues which I was incredibly happy to have the opportunity to do. By doing this video for Healthwatch, it has helped open my eyes to the ways in which I can use my media and production skills to help increase understanding of mental health issues."

Paul Howarth, Bury College Work Experience Placement Coordinator, who helped to create the filming opportunity added, "The level of maturity, independence and resilience that Xander displayed throughout the filming process was brilliant. I am in awe of what he has produced."



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Bury.

Website: www.healthwatchbury.co.uk

Telephone: 0161 253 6300

Email: info@healthwatchbury.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Alan

I joined Healthwatch Bury as a Director because I manage life with a disability and use many of the local services.

I realised that there was a need for some improvement and by joining Healthwatch Bury, which has statutory powers, may find an opportunity to contribute to implementing change.

I have attended many meetings as a critical friend and been involved in exciting projects to bring quality to local services.

Florence

I have trained and worked in social care all my life with many different groups. So when I retired, I wanted to continue with voluntary work in this field.

I met a Healthwatch Bury representative at an information session and felt it must be an exciting area to be involved in.

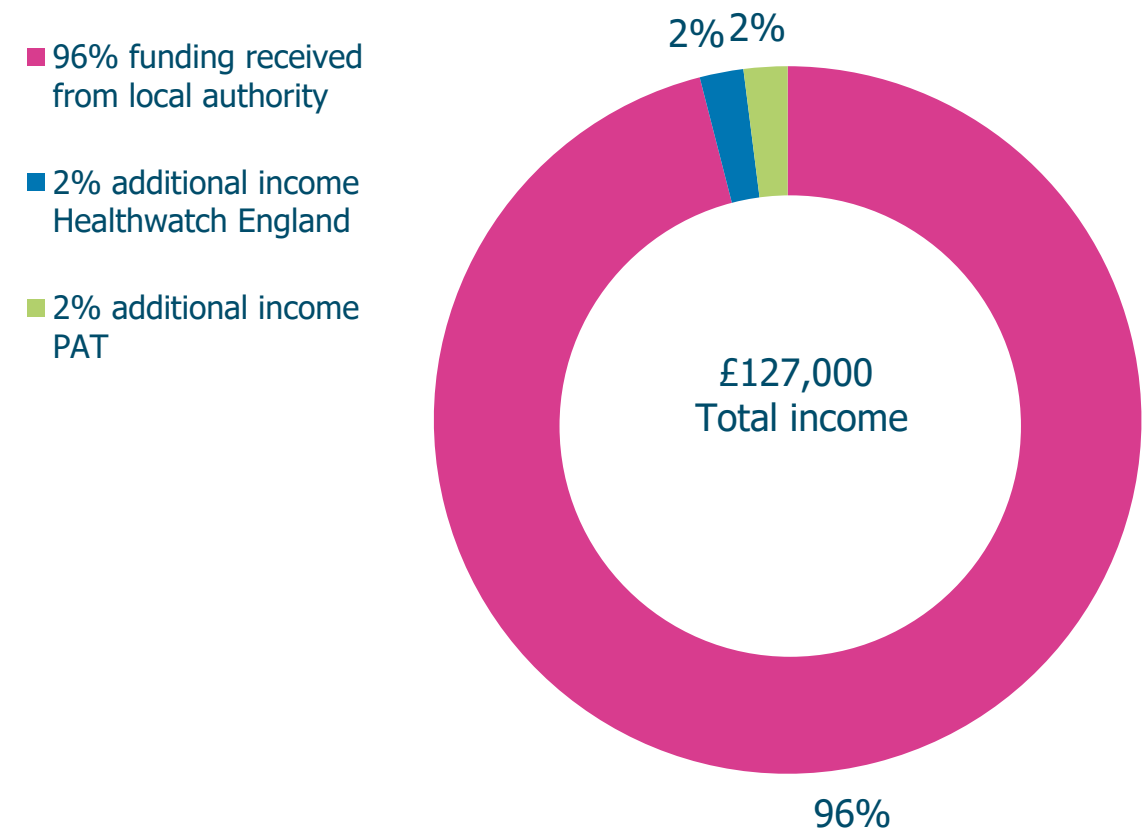
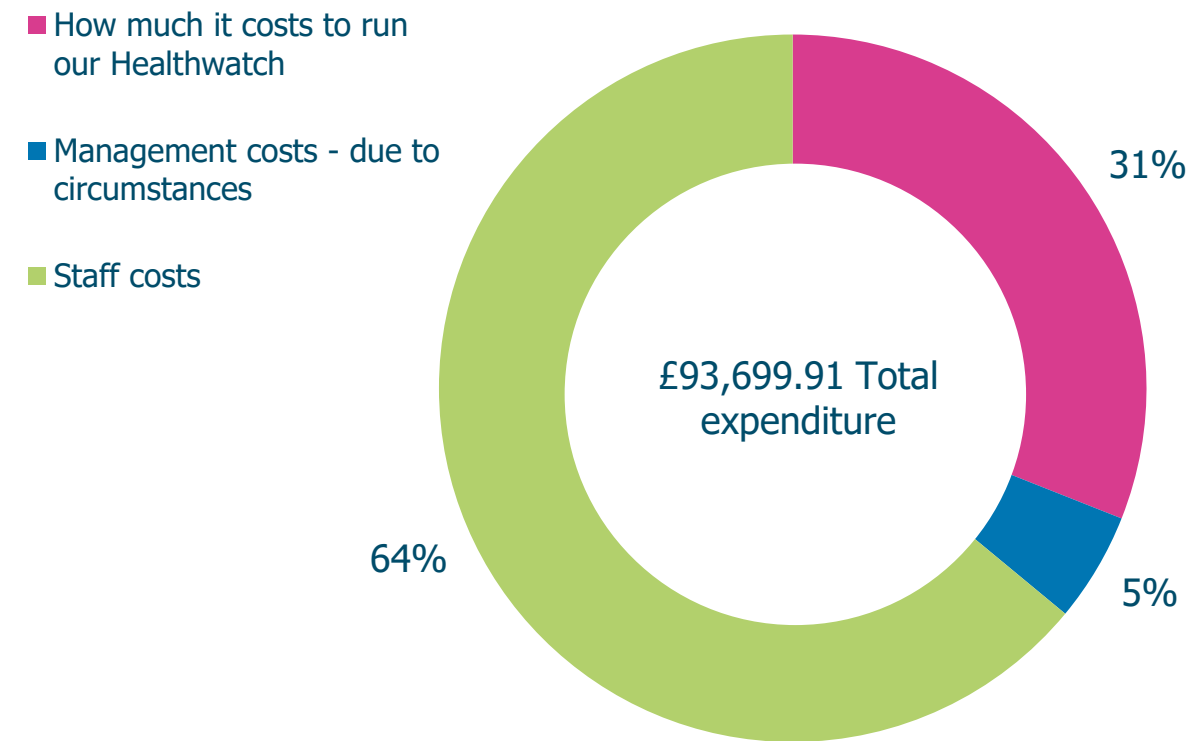
The people I have met have all been welcoming and supportive and the training has been thorough.



Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £93,699.91.



Our plans for next year



Looking ahead

Covid 19

We will carry out a survey of people's experiences. This will also give us the opportunity to make people aware of what we do.

Monitoring Change in Health and Social Care

Intermediate Care – working with the local authority on planned changes to Intermediate Care in Bury

Signposted Related

Continuing Health Care – exploring people's understanding and experiences of the process

Enter and View Team – Home Care Experience

We plan to use our Enter and View team to speak to people about home care services

Commissioning or Partnership Working

We plan to work with a local group that focuses on deaf people's issues and needs.

Thank you

Thank you to everyone that has helped us to put people at the heart of health and social care, including:

- Members of the public who have shared their views and experience with us. As an organisation that protects and promotes the interests of patients and the public, it is important for us to have a good knowledge of how we can help you.
- The voluntary organisations that have contributed to our work
- Our amazing staff who have worked so hard this year to deliver a first-class service, despite difficulties along the way
- Partner organisations and stakeholders
- Key staff from partner organisations who have gone out of their way to involve us and show their support by stating the value of what we do
- Our thanks to Alex Tan for all his help during the past four months.

Please continue to talk to us when things go wrong – we may be able to help you and celebrate when you have a good experience – we will pass on your appreciation



Healthwatch Bury capturing patients' and staff views about NHS Long Term Plan at Fairfield General Hospital in April 2019

Contact us

Healthwatch Bury

1st Floor, St John's House, 155-163 The Rock, Bury, BL9 0ND

Contact number: 0161 253 6300

Email address: info@healthwatchbury.co.uk

Website: www.healthwatchbury.co.uk



Andrea Wilson
Office Administrator

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Contact number: 0161 253 6300

Email address: info@healthwatchbury.co.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Company number 08886952

© Copyright Healthwatch Bury 2020



Healthwatch Bury
1st Floor, St John's House
155-163 The Rock
Bury
BL9 0ND

www.healthwatchbury.co.uk

t: 0161 253 6300

e: info@healthwatchbury.co.uk

 [@Healthwatchbury](https://twitter.com/Healthwatchbury)

 [Facebook.com/Healthwatchbury](https://www.facebook.com/Healthwatchbury)
