

healthwatch
Bury

healthwatch

Your voice counts

Tell us about your health and social
care experiences

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Don't let your
voice go unheard.
We won't!

**Healthwatch
Bury**

Annual Report 2017/18



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Who We Are

You need services that work for you, your friends and family. That's why Healthwatch Bury want you to share with us your experiences of using health and social care - both good and bad. We use your voice to encourage those who run services to act on what matters to you.



As well as championing your views locally, we share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.



Health and social 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.

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 ideas that work. We are independent and committed to making the biggest difference to you.

Message From Our Chair And Chief Officer



This year Healthwatch Bury has been strengthening relationships with our NHS and local authority colleagues, our community and voluntary partners. Having our Research and Public Participation Coordinator back from maternity has enabled greater engagement with the public through local events and drop in sessions and our presence on social media is continually attracting a growing audience.

Our reports this year focused on mobility challenges and adult mental health which were well received. They provided a detailed insight into the issues facing local people, giving commissioners a greater understanding of what it is like for service users living in Bury MBC. The feedback from both themes highlighted the importance of health professionals understanding and empathy around their conditions. The vital role that families and carers play in helping people to maintain their independence and social life was clearly important to.

The support of local mental health groups in enabling people to manage their condition was also a key factor but the lack of information and knowledge about services was a block. To help Healthwatch Bury has produced the 'Mental Health and Wellbeing in Bury' booklet which provides advice on getting help, what people can do to look after themselves and where they can get advice, help and support locally. We will be providing copies to GP practices and other key organisations across Bury and the feedback we have received so far has been very positive.

Going forward the introduction of the One Commissioning Organisation and Local Care Alliance will change the current health and social care landscape and the way services are commissioned and delivered. Ensuring local voices are heard and involved in service design will be even more important and a key role for Healthwatch Bury over the coming months.

Alongside our Healthwatch colleagues from across Greater Manchester we will continue to influence and shape the work of the GM Health and Wellbeing Partnership through our representation on the GM strategic groups and meetings with strategic partners.

We are both looking forward to continuing to develop the role of Healthwatch Bury in ensuring the communities and individuals of Bury are fully represented across the health and social care provision.

Highlights From Our Year

This year
we've had over
5,800
website users



We've gained
over

1,000
new twitter
followers



We've received feedback
from over

190

People in Bury



Our reports
have tackled
mental health
and mobility
challenges
and
opportunities



Hello

Hi

We've engaged with
over 1500
people in the community



We've Signposted
74 people to a
wide range of
information
and advice



Listening To People's Views

Healthwatch Bury has spoken to over 1500 people (32% increase from 2016/17) in the 2017/18.

How the local people's experiences have been collected:

- Running various health and social care surveys (social media, emails, stands etc.)
- Running various focus groups
- Holding drop in sessions across the borough
- Attending large community events across the borough
- Visiting local support groups across the borough
- Carrying out one to one interviews
- Reaching out to people via social media (Facebook, Twitter, website)

Healthwatch Bury listened to people's views in a number of ways and engaged with the diverse community:

Running a Mental Health Stigma Survey as part of the Mental Health Project

The survey was promoted online and people also had an opportunity to complete the survey by visiting the Healthwatch Bury stand at Bury Market and at the Wellbeing Event at the Jinnah Day Care Centre in May 2017. The survey was produced to find out about people's views on stigma and raise awareness about mental health.

Visiting local mental health support groups as part of the Healthwatch Bury Mental Health Project

The team visited 8 mental health support groups to have open discussions with the service users regarding their experiences of visiting their GP about their mental health concerns. In addition to that the survey was distributed to all the GP surgeries and widely promoted online.

One to One interviews with people who have mobility difficulties as part of the Mobility Challenges project.

The team met with the service users on a one to one basis to find out about their views regarding the social care services and their experiences.

Visiting local support groups as part of the Healthwatch Bury Mobility Challenges and Opportunities project.

The team went to visit local groups to seek their views about the health and social care services specifically relating to people who have mobility difficulties. The team visited the Multiple Sclerosis Society and Bury Red Rose (over 60's group)

'It Starts With You' campaign

The team went to visit the number of groups to find out what matters to local people about health and social care services. The feedback is currently being collated into a report.

Holding a drop in session at the Castle Leisure Centre to gather views from individuals regarding the closure of the toning tables.

Healthwatch Bury became aware of the toning tables closure at the Castle Leisure Centre in 2017 and fed back people's views to the commissioners. Although the decision to close the toning suite had already been made, commissioners responded to the service users and are keen to re-engage with their customers and offer them alternative options.

Maternity booking times

Healthwatch Bury carried out a survey regarding Maternity Booking Times. The survey was promoted via social media and the team went to visit the Children's Centres' Play and Stay' sessions to talk to mums about their experiences.

Making Sure Services Work For You

Healthwatch Bury responded to requests from Pennine Care Foundation Trust for people to take part in **PLACE assessments** (Patient-Led Assessments of the Care Environment) at different venues within the Trust.

PLACE are voluntary and were introduced in 2013. The programme is open to all NHS and independent sector hospitals, hospices and treatment centres. It was a government initiative, to ensure the assessment is impartial and based on patient perspective and experience, first created to enable organisations to undertake an annual self-assessment to a standard format of their non-clinical services.

The results are a Trust indicator and are shared with the Care Quality Commission who use the information in discharging their responsibilities for monitoring and reporting on Trust performance.

PLACE is a visual assessment focusing on the environment in which care is provided, as well as supporting services. In addition to senior staff, the assessments involve local people (known as Patient Assessors) going into hospitals as part of teams to assess how the environment supports the provision of clinical care, assessing such things as privacy and dignity, food, cleanliness and general building maintenance and, more recently, the extent to which the organisation has also considered, where relevant, aspects of the environment in relation to patients suffering from dementia.

At the beginning of the year, PLACE ward assessments took part at and The Hope and Horizon Units, part of the Child and Adolescent Mental Health Service which treats/supports a range of young people with both acute and complex needs and The Irwell Unit, a purpose built 48-bedded Mental Health unit for adults. A member of the Healthwatch Bury team had the pleasure of meeting both staff and patients who had volunteered to show the assessors around.

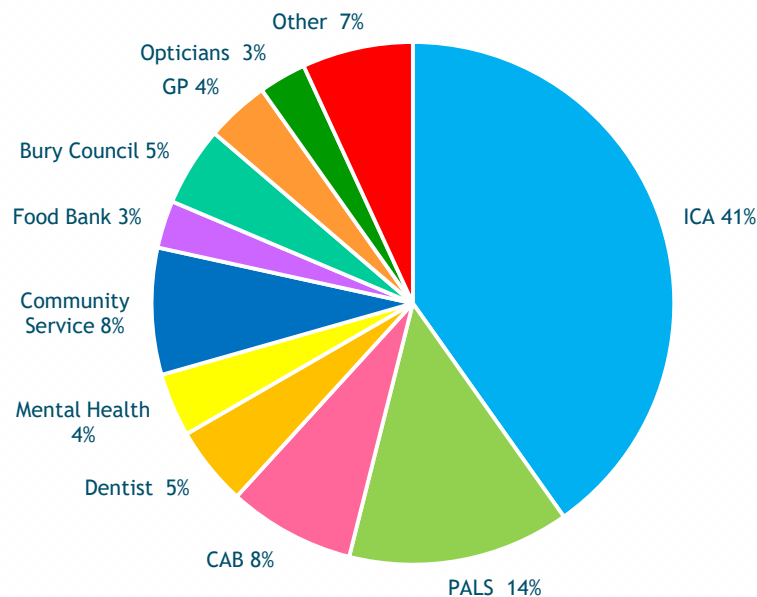




Providing Information

Healthwatch Bury signposted 74 (an 11% increase on 2016/17) people to health and social care services over the past year. The pie chart below shows a breakdown of the topics requested. Over 50% of the requests were about the NHS complaint process and we referred 41% of those to the independent advocate (ICA). This year Healthwatch Bury is running the ICA service which will help provide an even greater insight into the issues affecting local people.

Signposting



Social media (website/twitter/Facebook) enables Healthwatch Bury to reach an even wider audience and this year has been a busy one with information shared about:

- Pharmacy opening times (Easter and Christmas)
- Bury Diabetic Support Group
- Bury Multi Agency Support Group
- Foodbanks - Chesham Fold Community Centre and Freedom Church.
- Drop-in support sessions for young people in Bury (16-19) - Townside Primary Care Centre
- 'Bridging the Gap' - aim to get people with long term conditions into sport
- Mental Health - BIG support session, activities at the Creative Living Centre, The Big White Wall, Healthy Minds
- Bury Homeless Services - Bury Red Door, Nightstop, Calico
- Awareness - bowel screening, MS services and support for Carers, Hate Crime, pressure ulcer, Self-Care - Pharmacy (treatment self-treatable condition at home) , flu vaccination

The Healthwatch Bury website also provides support software that adds speech, reading, and translation, facilitating access and participation for people with dyslexia, low literacy, English as a second language, and those with mild visual impairments.

158 people used the software for:

- | | |
|----------------|--------------------------------|
| • Speech | 76 |
| • Toolbar | 64 |
| • Translate | 11 (50% Estonian & 50% Arabic) |
| • Simplify | 3 |
| • MP3 | 2 |
| • Text manager | 3 |



Case Study

A member of the public contacted Healthwatch Bury with regards to a visiting relative from Europe who had become ill during her stay and needed to see a GP.

The family were struggling to find a doctor who would see their relative despite a visit to the walk-in centre and various GP clinics and asked if Healthwatch Bury could support in anyway.

Action: We contacted NHS England who explained that there should be no reason why she could not be seen by a GP however this would be at the GP discretion.



Outcome: We raised awareness that visitors from the European Economic Area are strongly advised to bring a valid European Health Insurance Card (EHIC) and private travel insurance whilst visiting the UK.

Visitors to the UK should note that the NHS healthcare system may be different from other country's and therefore an EHIC might not cover everything they would expect to get free.

The NHS will let foreign visitors know up front if care is chargeable, before treatment begins, and GPs will check the status of patients.

*It is not yet clear whether an exit from the EU will result in changes to these entitlements.

More information about the European Health Insurance Card (EHIC) can be found here:

<https://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx>

Visiting from the EU:

<https://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/visiting-england/Pages/visitors-from-the-eea.aspx>



How Your Experiences Are Helping To Influence Change

This year we produced four local reports and took part in a Greater Manchester wide engagement initiative:

Mobility Challenges & Opportunities - explored the issues and concerns affecting people living in Bury with mobility impairment. We completed one to one interviews, met with two local groups and promoted a survey across social media channels.

The key messages showed that:

- Most people with mobility impairment rely on support from family and friends with many acting as carers.
- Personal assistants are key to help people remain independent but keeping and finding the right PA is not always easy.
- Access to suitable transport is important to help them maintain their independence but access issues and costs are blockages. The need for improved mobility friendly public transport and access to facilities is required.
- Access to local groups and social interaction is important but many don't know where to go although those that do find them invaluable.
- Accessing funds and benefits is a constant round of assessments and reviews.
- Finding information and the ability to challenge funding decisions related to care, is difficult.
- Access to adaptations to help people remain independent takes too long.
- About half of the respondents did not feel involved as much as they wanted to be in discussions about their healthcare.
- There is a need for greater empathy concerning disabilities, through improved disability awareness training across health and social care. Services should be co-produced and developed

alongside mobility impaired service users.

- Around a third of wheelchair respondents had no concerns about the repair service but half had found the service difficult to access and waiting times are too long.

The report made a range of recommendations around personal assistants and the provision of greater levels of support, advice and guidance. We encouraged stronger policies around transport and closer working and investment in the voluntary sector to support local groups. We recommended joined up assessments to ensure a more holistic approach to the services and to reduce bureaucracy and duplication.



People's experiences of accessing and talking to Bury GP's about their mental health

We gathered feedback from service users' regarding their experiences of both before and after accessing their GP's about their mental health. We received 118 survey responses and met with 8 mental health groups.

From the survey results 81% of respondents had approached their GP about their mental health concerns in the last 12-18 months, with just under 60% seeking help within 3 months of becoming concerned and 17% waiting for over a year before seeking help.

Prior to going to their GP the survey results showed that service users managed their condition in multiple ways through the help of family and friends, self-diagnosis, self-medication, on-line advice and via local charities/groups. However, some people chose to ignore their condition reaching crisis point before seeking help. Feedback indicated the lack of crisis care support and advice, as being a major area of concern for service users.

Just over 60% of survey respondents indicated they had no concerns or fears in going to talk to their GP about their mental health. The 30% who expressed fears gave the following reasons:

- The potential stigma attached to being diagnosed with a mental health condition
- The potential impact being diagnosed with a mental health problem may have on work
- Concern about not being taken seriously
- Concern about being sectioned
- Lack of time to discuss issues and in getting a timely appointment

A further question highlighted that around 18% had actually found it difficult to talk to their GP.

When asked what would have improved the experience of those who responded, the main suggestions were for alternative therapies to be offered, quicker referrals, less waiting times to access secondary care services and the need for more time with their GP's.

Other key messages from the survey and group feedback highlighted the following issues:

- Lack of access to childcare and travel costs often prevented women from going to their GP to discuss their mental health problems.
- The debilitating effect of having a mental health condition can make using public transport difficult and a block to accessing help.
- Mental health stigma and taking the first step to help is a particular issue in the BAME communities. Finding the courage to make that first step is so difficult without the help and support of family and friends.
- Group therapy at Healthy Minds isn't for everyone - more alternative therapy options are needed.
- Physical health concerns are often overlooked when someone has a mental health condition.
- Local mental health groups are highly valued by service users for helping them to manage their condition.
- More information about mental health and what local services are available is needed in Bury and across the local health care services.

The report outlined a number of recommendations particularly around the provision of advice and guidance to patients and their carers. To help Healthwatch Bury produced 'Mental Health and Wellbeing in Bury' booklet which provides advice on getting help, what people can do to look after themselves and where they can get advice, help and support. We will be providing copies to GP practices and other key organisations across Bury.



Mental health Information on Bury GP websites survey

We reviewed all Bury GP websites to ascertain what specific mental health information they contained. We also looked at whether the information and signposting was easy to find and how appropriate the language and messages were on mental health.

The report highlighted gaps in information for example, there was no information relating to children and young people or for family members and carers on any of the sites. The recommendations suggested additional information and links to web based resources. The report also provided a GP website checklist with prompts and questions covering layout, language, information and signposting.



GP Experience Mental Health Survey

We asked GPs to complete a short survey regarding their experiences with supporting patients. The comments received from GPs mirrored a lot of the service user views and needs. The feedback highlighted the need to improve available mental health information and training. The lack of timely access to secondary care service is seen as a blockage and a frustration for both GP and service users. Increasing the alternative treatment options available would also be welcomed.

Our recommendations were to develop a structured package of mental health training for GPs and healthcare staff that supports their on-going development. For GP practices to provide details and information about services available in local communities to all healthcare staff which our booklet will help support. We recommended that commissioners and GP practices strengthen ties by supporting and promoting local mental health groups to service users.

The local Council and Bury CCG responded positively to the reports which are to be presented for further discussion at a practice wide event attended by clinical and non clinical staff from GP practices across Bury.

Medication, Admission and Discharge: Patient Views and Experiences - A Greater Manchester Healthwatch Collaboration

The project was in response to the Local Professional Network's [LPN] request for invitations to conduct a patient engagement project across Greater Manchester. The purpose of the engagement was to find out what patients think about electronic referral systems between pharmacy teams [hospital, community, general practice and mental health] across Greater Manchester and if patients support the principle of sharing information this way.

Alongside a survey Greater Manchester Healthwatch organisations carried out one to one interviews with individuals in various locations and completed focus group discussions. A joint GM report was presented to the LPN who are currently reviewing the report and potential next steps for the commissioning of the service.



Working With Other Organisations And Our Communities

Healthwatch Bury has continued to build relationships with service providers, commissioner and other key partners. Over the past year we have attended a range of strategic groups for example:

- Bury Health and Wellbeing Board
- Bury CCG Primary Care Commissioning Committee
- NES Sector Clinical Services Transformation Board
- Healthwatch and Pennine Acute Trust Forum
- Healthwatch and Pennine Care NHS Foundation Trust Forum
- Locality Plan Communication and Engagement Work stream
- Single Hospital Service and Healthwatch Working Group
- Bury CCG Patient Cabinet
- Bury's Voluntary, Community and Faith Alliance (VCFA)
- Bury's Children and Young People's Forum

Through our Healthwatch Forum's with both the Northern Alliance and Pennine Care Foundation Trust we receive updates on ongoing work from key clinicians and report concerns and issues received through our feedback and engagement work. We are currently developing a NE sector Patient and Public Voice to help ensure that the service user voice is integral to the changes happening across acute services.

Healthwatch Bury was also represented on the steering group for the Pharmaceutical Needs Assessment (PNA) for Bury to ensure the development of a PNA that fulfils the statutory requirements.

Healthwatch Bury were invited to initial planning discussions around engagement with patients about the proposed merger of six GP practices into Tower Family Healthcare. As part of the Bury CCG Primary Care Commissioning Committee, Healthwatch Bury also had the opportunity to view and comment on the proposal of one of the first proposals nationally to merge this number of practices into one.

We helped inform people about the Bury Urgent Care Service Redesign, through a members and public engagement event. Dr. Kiran Patel, Chair and Clinical lead of Bury CCG updated the audience on the plans and answered questions from the audience. Healthwatch Bury also provided an independent critique of the consultation report and were appropriate our views have been reflected in the report.



Bury, alongside the nine other Greater Manchester NHS organisations and councils, signed an historic devolution deal with the government to create the Greater Manchester Health and Social Care Partnership. The aim being to take charge of health and social care spending, to improve the health and wellbeing of the 2.8 million people living in Greater Manchester. Since 2017 the ten Healthwatch organisations have been represented by a Healthwatch Liaison Manager and delegates from across the Healthwatch organisations also sit on a range of GM strategic groups. We have been able to:

- Promote and facilitate joint working between local Healthwatch organisations and the Greater Manchester Health and Social Care Partnership
- Share information relating to Greater Manchester Health and Social Care Partnership initiatives and the work of Healthwatch relating to these
- Co-ordinate Healthwatch representation so that the consumer voice is heard effectively in appropriate Greater Manchester Health and Social Care Partnership conversations
- Support Healthwatch in Greater Manchester in meeting effectively as a network.

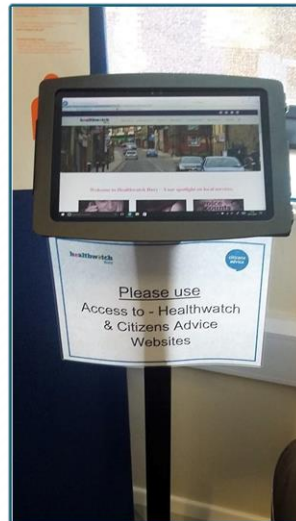




Healthwatch Bury and Citizens Advice Get Connected

Healthwatch Bury and Citizens Advice enhanced the public waiting area at their drop-in centre with a new top-of-the-range tablet for clients to access information via the web. This new self-help kiosk with access to the internet at their fingertips, enables clients to find the answers to their queries without needing to wait to see an adviser face-to-face.

Through this kiosk, Healthwatch Bury's website signposts people to a wealth of social and health care information and helps residents collect people's experiences of health and social care to influence and challenge service design. The kiosk also helps residents to access Citizens Advice information, template letters and guides to areas such as housing and benefits on their web site. Both web sites provide the tools clients need to be able to take steps to solve their own problems and gain confidence in using today's technology. This was part of a wider project for Citizens Advice Bury District, aimed at tackling digital exclusion in the Bury area.



GM Healthwatch Conference

The GM Healthwatch conference was held at the end of October, aimed at those who are active in their local Healthwatch and partners from organisations working in health and social care. The event focused on how we work together on practical and operational topics with each Healthwatch organisation highlighting pieces of work they had been involved in. Healthwatch Bury presented on their Mobility Challenges and Opportunities work and cohosted a complaints workshop.

The second day concentrated on a more strategic focus, particularly around mental health, acute (hospital) service changes, engagement in locality plan implementation and promoting healthy lifestyles. The event was positively received and subject to funding is likely to become an annual event.





#ItStartsWithYou

Healthwatch England launched a campaign 'It Starts With You' in 2017. The aim of the campaign was to encourage as many people as possible to share their views about the local health and social care services through their local Healthwatch.

Healthwatch Bury contacted local voluntary, community and faith groups to arrange to go and talk to their members and gain people's views.

The team visited the following groups between the end of September 2017 and March 2018:

- Bury Carers Centre - the members completed the general survey
- Ladybird Toddlers Play Group - the attendees completed the general survey
- Bury People First - a support group for people with learning disabilities
- Communic8te Bury - a support group for people who are deaf or have a hearing impairment
- Parkinson's UK - the Parkinson's support and research charity.
- Bury Society for the Blind and Partially Sighted People
- The Eagle's Wing - The friendship group for the refugees and asylum seekers
- Speakeasy - a specialist aphasia charity based in Ramsbottom, Bury.

- Irwell Valley Housing Association (4 locations)
- Great Places Housing Association

During these visits we spoke to 178 individuals about a variety of issues. Valuable discussions about the local services were held. Talking to the local groups has given Healthwatch Bury real insight into the views of local people and the challenges they are facing when accessing the services. Healthwatch Bury will be visiting few more groups before producing a final report with the findings.





Meet The Team



Barbara Barlow
Chair



Alan Norton
Director



Tan Ahmed
Director



Robin Ward
Director
Resigned July 2017



Carol Wilson
Director
Resigned December 2017



Joanne Horrocks
Chief Officer



Annemari Poldkivi
Research & Participation Coordinator



Andrea Wilson
Administrator & Social Media Coordinator



Decision Making

In the summer of 2017, the Healthwatch Bury Board with support from an external consultant, reviewed its governance arrangements. This led to a refreshed 'Rules' document helping to strengthen the way Healthwatch Bury operates. The 'Rules' were approved by members at the September 2017 AGM.

The Board meets on a regular basis to discuss the work of Healthwatch and works closely with colleagues from other Healthwatch organisations to share ideas and best practice.

Healthwatch Bury is aware of the need to strengthen its Board membership and is actively recruiting new Board members to fill our skills gaps on an on going basis.

How we involve the public and volunteers

Alongside the engagement work with local groups Healthwatch Bury has attended 17 community events to promote our work and take comments and feedback from the public on their health and social care issues and concerns.

We have also held member and public information events:

- Our Wellbeing Event in November had two speakers - Cath Coward, Health and Wellbeing Officer, from Bury Councils Healthy Lifestyles, provided an introduction and taster session to a seven week course designed to provide people with the knowledge, skills and tools to improve their health and wellbeing. Jax Effiong, Community Safety Manager, from Greater Manchester Fire Service provided an overview of their 'Safe and Well Visits' which aim to empower and motivate people to make positive changes to their health, wellbeing and fire safety.

- In January, alongside Dr. Kiran Patel from Bury CCG who provided the update on the Bury's Urgent Care Service Redesign, we also had guest speakers from North West Ambulance Service, Jill Cheetham, Head of Relationships, Geoffrey Downes and Martin Chappell, Locality Managers, who gave an informative update on the patient transport service.





Income 2017/18	£
Funding received from local authority to deliver local Healthwatch statutory activities	£122,000
Additional income	£400
Total income	£122,400
Expenditure	£
Operational costs	£18,321
Staffing costs	£83,575
Office costs	£17,175
Total expenditure	£119,071
Balance brought forward	£2,929

What Next For 2018/19?

Over the forthcoming year we will be undertaking major projects looking into the current headline issues in health and social care in Bury. The shape and direction of our projects was decided by and with, local people and colleagues. Nineteen people responded to a survey asking for their views on what they felt this year's priorities should be.

We also held a team planning day to look back over the last year and the work we have done to help us decide and shape the activities, allocate resources and identify tools that can help give our project plans structure and substance.

Our Top Priorities For Next Year

1. Adult mental health
2. Children's mental health
3. GP access
4. Community Healthcare & Nursing services
5. Patient access to services





Contact us

To contact us for information or to tell us about your experiences of accessing Health or Social Care services within Bury MBC, please see our contact details below.

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Email: info@healthwatchbury.co.uk
Website: www.healthwatchbury.co.uk
Twitter: [www.twitter.com/healthwatchbury](https://twitter.com/healthwatchbury)
Facebook: <https://www.facebook.com/Healthwatchbury>

We will be making this annual report publicly available on 30th June 2018 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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 require this report in an alternative format please contact us at the address above.

