

Activity Report

Report of the Healthwatch Bury activities in Quarter 1
(April-June 2023)



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Current work streams

Quarter 1 2023/24



Greater Manchester

Greater Manchester Healthwatch Network

We received the good news that the Greater Manchester Healthwatch 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, has been approved. The funding, which should cover a Chief Officer level coordinator and admin facility, along with associated costs and functions, has been agreed at the level the GM Healthwatch network put forward in their business case and, 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.

GM Healthwatch Network has been interviewing this week for a Chief Coordinating Officer to act on behalf of the network in the interactions with the GM ICB. We will also be recruiting in the next couple of weeks for an independent network chair. Both positions will be hosted by Healthwatch Bury.

The GM network also published our joint annual which includes our aims and where we are as a network at this point: [Healthwatch in Greater Manchester publish their Annual Report 2022-23 | Healthwatch Bury](#)

Bury

Annual Report 2022/23

Healthwatch Bury Annual Report was published on 30th June 2023 Giving a background to what we have been doing, how we have helped people in the borough and contributed to the system.

Explaining the differences, we have made to some people's health and care journey and where we have worked to highlight problems some have faced, our report gives an insight to Healthwatch Bury, its ways of working, resources, outputs and its priorities for the coming year. Read the full report [here](#).

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.

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 Q1 the Healthwatch Bury volunteers visited the GP surgeries to carry out audits/observations and to collect feedback from staff about their awareness of sensory loss and mobility impairment.

The patient survey was closed in Q1, and the focus has been on collating data from the one-to-one interviews, patient surveys, and audits to start bringing the information into one report.

As part of this project, three separate directories have also been produced and shared with local stakeholders. The directories have been received well and we are currently waiting on feedback from local key groups to ensure it's suitable for patients' needs.

Enter and View

Enter and View Programme is underway. The report from the first Enter and View visit to Nazareth House was published in the Q1: [Enter & View report : Nazareth House](#)

Enter and View Panel meets on a regular basis and the second visit was carried out in June to Burrswood Care Home, the report from that visit will be published in a due course.

The next Enter and View visit has been scheduled for the Q2. Healthwatch representative also attends the Risk Escalation Group to contribute to current evidence and to keep up to date with local updates.

Volunteer Programme

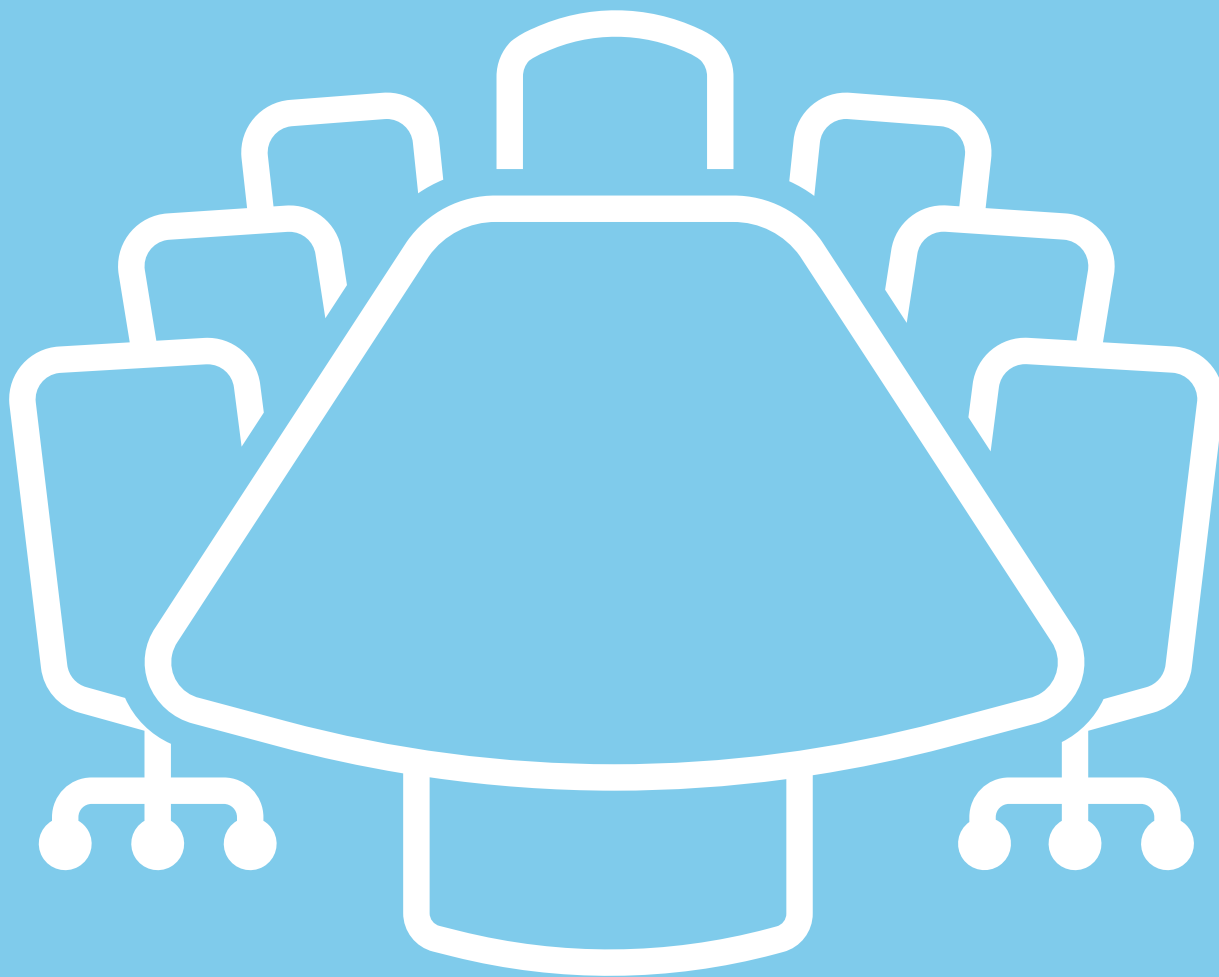
Our volunteer coordinator has recruited numerous volunteers who have been able to assist us with Facebook Live sessions, analysing data for various reports, carrying out Enter and View visits and supporting with general research.

Facebook Live

Three further sessions were held in Q1. Topics covered were Sexual Health service, Bowel Cancer and Menopause awareness session. All sessions are being recorded and can be seen on the YouTube channel: [Healthwatch Bury - YouTube](#)

Governance updates

Quarter 1 2023/24



Quarter 1 Highlights

📌 Board Development Session held on 27th June 2023

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

📌 Regular **monthly Board bulletins** circulated.

Board activities schedule till March 2024

Date	Time	Location	Drop – in/Meeting
Wednesday, 30 th August	5-7pm	MS Teams	Board drop in
Tuesday, 26 th September	5-7pm	MS Teams	Board meeting
Wednesday, 25 th October	5-7pm	MS Teams	Board drop in
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

Access to NHS dentists

One of our main enquiries is patients looking to register with the NHS dentist. There are some dental practices who accept children as the NHS patients. There has been a shortage of NHS dentists for a while. We became aware of the dental practice in Bury that accepted new NHS patients. Their patient list is now full and they're unable to accept any new patients. This issue has been highlighted by the Greater Manchester Healthwatch.

[Written statements - Written questions, answers and statements - UK Parliament](#)

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

- ADHD/Autism Services were provided by the LANCs UK till February 2023. Since 10th February 2023 the service was taken over by another provider temporarily. We have received numerous enquiries from patients in Q1 about this service relating to referrals and waiting times.

We have been in touch with the local Integrated Care Board who has informed us that the Bury ICB don't have the authority or resource to commission NHS services anymore and this now sits with NHS GM Integrated Care. Bury ICB are working with them to try and address the issue that for Bury, Oldham and HMR have no commissioned provider of NHS services for adults needing an ADHD or ASD assessment. However, there is no current timeline and there is going to be no easy resolution to this. Bury ICB are trying to pull together and distribute some fresh communications for the GPs and for patients. There are local mental health services available for those people who are struggling with their mental health.

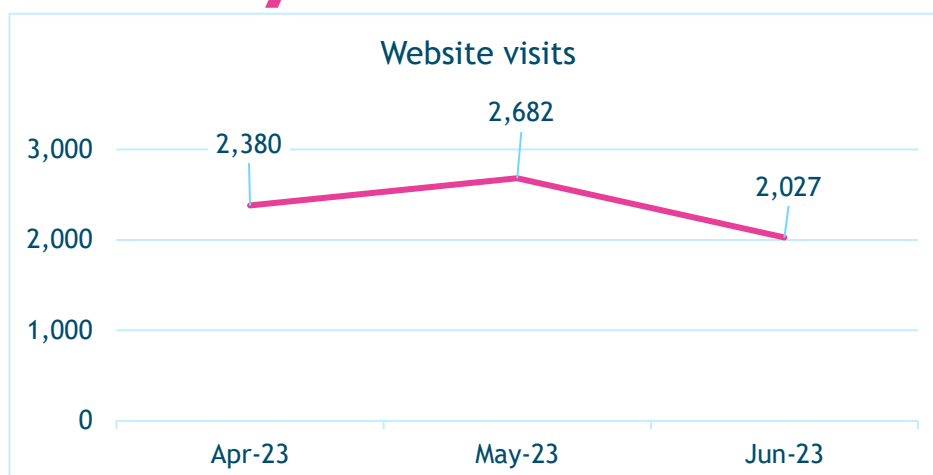
Where we have been

	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>	23	7	10	6									
<i>Bury East</i>	9	2	3	4									
<i>Prestwich</i>	4	0	4	0									
<i>Bury West</i>	5	2	1	2									
<i>Bury North</i>	1	0	1	0									
<i>Whitefield</i>	1	0	1	0									
<i>Virtual</i>	3	3	0	0									
<i>Number of public contacts</i>	420	101	206	113									
<i>Number of complaints/compliments/comments recorded</i>	81	33	26	22									
<i>Number of public signpostings</i>	35	7	22	6									
<i>Healthwatch 100: #of surveys conducted</i>	3	0	3	0									
<i>Healthwatch 100: #of survey responses</i>	3	2	0	0									

Online and social media statistics

 <p>Twitter</p> <p>New followers: NA</p> <p>Total followers: 1,709 (+11)</p> <p>Number of tweets: 124 (+10)</p> <p>Impressions: 12,000 (-650)</p>	 <p>Website</p> <p>Visits: 6,987 (-825)</p> <p>Page views: 13,028(+408)</p> <p>News articles: 15 (-13)</p>
 <p>Facebook</p> <p>Likes: 633 (+12)</p> <p>Page visits: 502 (-220)</p> <p>Posts: 180(+64)</p>	 <p>Other</p> <p>Mailing list: 255 (-2)</p> <p>Members: 80(NA)</p> <p>Newsletters: 2</p>
 <p>LinkedIn</p> <p>Followers: 77(+3)</p> <p>Posts: 19 (-16)</p>	 <p>Instagram</p> <p>Followers: 210 (+33)</p> <p>Total post reach: 142 (-13)</p>

Website analytics

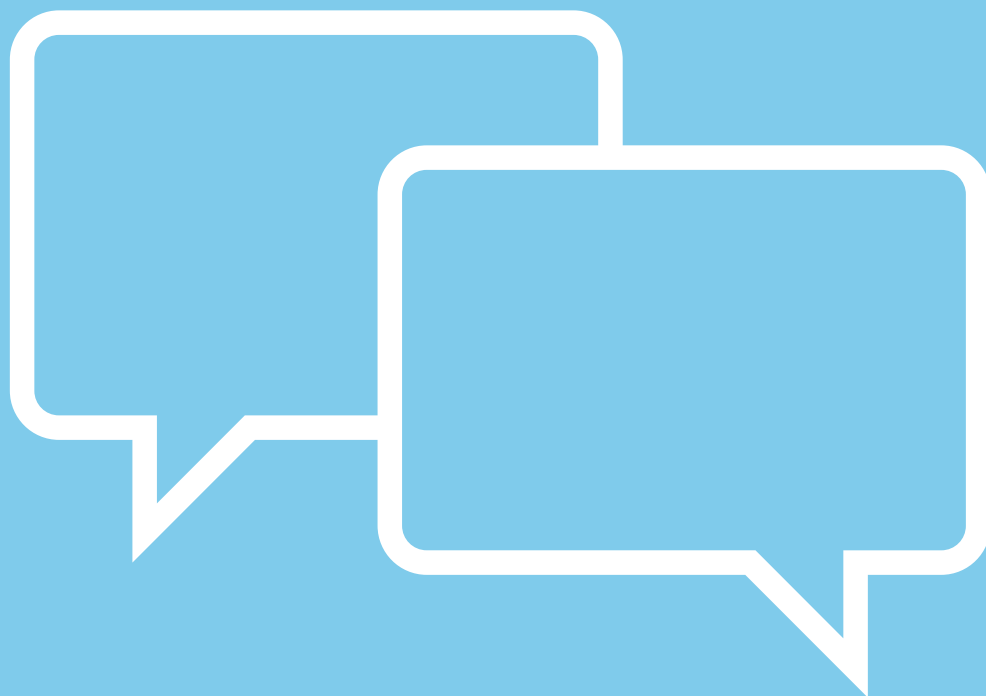


Website most visited pages in Q1

	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.	COVID Vaccination Sites in Bury (Article published October 2022)	Covid Vaccination Sites in Bury
3.	Minor Eye Conditions Service (MECS) (Article published September 2021)	Minor Eye Conditions Service (MECS)
4.	Healthwatch in Greater Manchester Network – Work with us! (Advert published May 2023)	Healthwatch in Greater Manchester Network
5.	Bury Food Banks (Article published November 2021)	Bury Food Banks
6.	BOOBS in Bury- Breastfeeding Support for Mums (Article published February 2022)	BOOBS in Bury- Breastfeeding Support for Mums
7.	How can you find and NHS dentist? (Article published May 2022)	How can you find an NHS dentist?
8.	Bury Sexual Health Service (Article published August 2021)	Bury Sexual Health Service
9.	Achieve Recovery Services in Bury (Article published in November 2022)	Achieve Recovery Services in Bury
10	Government emergency alert system to be tested this month (Article published April 2023)	Government emergency alert system to be tested this month

Public engagement

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Engagement events

Event	Location	Audience	Neighbourhood	Number of contacts
Park bench surgery	Burrs Country Park	All	Bury East	14
Community Safety event	Radcliffe Market	All	Bury West	15
Park bench surgery	Close Park	All	Bury West	8
Bury Pride	Bury Town Hall	LGBTQIA+	All	64
Bury Hearing Hub drop in	Bury Hearing Hub	People with hearing impairment	Bury East	6
Happy Women Group	Whitefield Methodist Church	Women with mental health	Whitefield	10
Church Lane Social group	Church Lane CC	Older people	Prestwich	14
SEND event	Manchester Maccabi	SEND families	Prestwich	23
Dementia Action week	Mill Gate	All	Bury East	33
Park bench surgery	Philips Park	All	Prestwich	2
Health Advice & Assistance	Bury United Reformed Church	Asylum seekers and refugees	Bury East	6
Prestwich Clough	St Mary's Park	All	Prestwich	73
Park bench surgery	Whitehead Park	All	Bury West	16
Park bench surgery	Nuttall Park	All	Bury North	23
Bury Walk with Me	GM Walking	All	Bury West	17
Bury Carers week lunch	Radcliffe United Reformed Church	Carers	Bury West	13
Bury Older Peoples Network event	Bury Town Hall	Older people	All	60
Park bench surgery	Clarence Park	All	Bury East	3
Health Advice & Assistance	Bury United Reformed Church	Asylum seekers and refugees	Bury East	4
SEND event	Bury Town Hall	SEND families	Bury East	16

Facebook Live sessions

Topic	(Guest) Speakers	Reach
Sexual Health Service	Emma Zurowski	30 (+50 YT)
Bowel Cancer Awareness	Hannah Dixon, Alison Chapman	22 (+61 YT)
Menopause Awareness	Jane Straccia	20 (+40 YT)



Healthwatch Bury Volunteer Coordinator, Charlotte, promoting the volunteering opportunities with the VCFA, Bury Society for the Blind and and other partners in Mill Gate Shopping Centre. June 2023

Feedback and signposting enquiries

Feedback by service type 1st April – 30th June 2023

Service type	Number of reviews	% of reviews	Number of people signposted	Number of complaints
GP	21	26%	18	16
Dental	16	20%	15	15
Hospital	9	11%	9	9
Autism/ADHD	6	8%	6	3
Mental Health	4	5%	4	3
Social Care	4	5%	4	3
Continence and stoma	3	4%	3	2
Sexual health	3	4%	3	0
Food Bank	2	3%	2	0
Vacancies	2	3%	2	0
Advocacy	1	1%	1	1
Care records	1	1%	1	1
COVID -19	1	1%	1	0
Dementia	1	1%	1	0
Ear syringing	1	1%	1	1
NHS 111	1	1%	1	0
Pharmacies	1	1%	0	0
Repeat prescriptions	1	1%	0	0
Visual impairment	1	1%	1	0
Volunteering	1	1%	1	0
Wound dressing	1	1%	1	1
Total	<u>81</u>			

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

Case studies

Quarter 1 2023/24



Continence Service and Disability Team



You said: Person looking for help with cost of bed mats for adult daughter with autism, person is already under Continence Team for nappies. Following a discussion with family GP they were informed that they should be able to get support with this, but social worker says there is no help available for bed mats. Daughter experienced a very traumatic event, and her mental health has severely deteriorated in the last 6 years, so much so that social services are now talking about daughter going into a home. Mum feels let down by the Disability Team in Bury.

We did: We contacted the Continence and Stoma Service to confirm that they will not fund bed mats. Service can offer patient a review if they have not had one in some time to access absorbency of pads or nappies, however daughter was accessed 12 months ago is on the highest absorbency. I made enquiries with Bury Advocacy Hub and Bury Carers Hub regarding support for mum. Referral made to Bury Advocacy Hub. I also sent mum details of funding advertised in the SEND newsletter for carers & young people aged 18 – 24.

The family now have a care company going into the home to help with daughter's personal care and they are looking for a cleaner that will understand 'what they are walking into'. Mum has also restarted counselling for her own mental health.

GP practice and annual blood test



You said: Person telephoned the office very distressed that due to staff absence at their GP practice their annual blood tests would be cancelled and they would need to wait until September. Patient was very concerned that in September it would be 18 months since their last blood tests and Diabetes UK have advised that she contact her practice about this. Patient also explained that they are having problems with their prescriptions (missing items/wrong medication) and has said that this is causing a great deal of stress. Patient is thinking about stopping all their medication. We had a chat about whether it was possible for Michelle to do her bloods at another practice before September, however when Michelle enquired about this, she was told this would not be possible as blood tests are part of annual review.

We did: We contacted patient's GP practice to explain the patients concerns and to see whether they would be happy to give them a call to discuss. Practice rang the patient and arranged for them to have bloods done the following week and they would complete the review in September. Practice also agreed to look at issues patient was experiencing with medication.

Sexual Health query



You said: Patient has a contraceptive implant that expires in November, they are experiencing a lot of side effects and patient feels that they are unable to cope with side effects for another 6 months. Patient tried to contact Bury Sexual Health Service for over an hour, and they have no free appointments.

We did: Details provided for online appointment booking with Bury Sexual Health Service. Information also provided regarding Healthwatch Bury Live session with Bury Sexual Health Service on Fri 14th April.

As patient was still experiencing difficulties in booking an appointment, we spoke with a member of staff from Bury Sexual Health. Unfortunately, there was a waiting list, so we asked that person could be added to the list. Sexual Health have advised the waiting list can be anything between 4 weeks and 6 months. Patient sent an email to say that they had now received an appointment and wanted to thank Healthwatch for our support.

Hospital services



You said: Patient admitted to Fairfield hospital and during their stay was asked to sign a 'End of Life' document by the consultant. Patient felt very vulnerable and became very upset, she was on her own at the time and refused to sign. Patient spoke with her husband when he arrived to visit, however they did not see the doctor again. Patient believes that people should not be asked to sign without a family member in attendance and would the opportunity to raise this with Fairfield.

We did: With the consent of the patient, we made a referral to the Patient and Liaison Service (PALS). We received notification that a PALS Officer would contact the patient the following day to discuss their concern.




healthwatch Bury

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