

Activity Report

Report of the Healthwatch Bury activities in Quarter 2
(July – September 2024)



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Current work streams

Quarter 2 2024/25



Greater Manchester

Greater Manchester (GM HW) Healthwatch Network

The Greater Manchester Healthwatch Network is the formalised arrangement of the 10 local Healthwatch organisations, enabling us to work across a regional footprint and allowing us to work on topics that span multiple local authority areas.

- **GM ADHD services review.** We are involved with the engagement planning and lived experience representation in the review of ADHD services happening in GM at the moment, including sitting on two of the key groups (CYP & Adults). We are reviewing their comms plans and assisting with finding people to engage with.
- **Healthwatch in GM website.** Currently the final version is being reviewed and tested ahead of going live. The site will have links all the 10 Healthwatch in Greater Manchester and will showcase the reports and work of the network.
- The GM Healthwatch team have now got access to the Healthwatch England database which all of us upload our information into, allowing us to access all the data from GM Healthwatch's without the necessity of a separate database or 'double handling' data. We are the first group of Healthwatch to gain access and are potentially pioneering the project for other ICB areas across England. This will aid our reporting and make creating reports much easier.
- **CAMHS Report.** The report that has been put together by all 10 GM Healthwatch is now being reviewed by the network ahead of an expected publication date at the end of October. The work, which was led by Healthwatch Trafford, gives the broad context across the region, as well as breakdowns of findings in each of the localities.
- Invite for the **Healthwatch in GM Conference.** The GM Conference event is scheduled for the 29th November. The plan is to showcase the work we do to partners and the ICB, as well as focus on where we could work more effectively and improve our partnership work with more resourcing:
<https://www.tickettailor.com/events/healthwatchingreatermanchester>



Bury

Enter and View

Enter and View Programme is underway. Enter and View Panel meets on a regular basis.

The Enter and View visit to Children and Adolescent Mental Health Services was carried out in the Q2 and the draft report has been completed. Next Enter and View visit is currently being planned. 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. The sessions have been extended to other groups in the community to ensure we reach out to most vulnerable.

Joint Family Support sessions for the Bury East area

We have started building links with the new family hubs. We are attending a monthly joint drop-in session at Bury East Family Hub in partnership with Department of Work and Pensions, Bury Council, NHS Talking Therapies and Ingeus to provide a one stop drop-in session. The purpose will be to provide support for employment, benefits, mental health and wellbeing services access, support accessing health and social care services.

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 started looking into Women's Health issues in 2023. We have started to collect feedback by visiting different groups and working in partnership with local groups. The focus in Q1 was talking to the learning disability group lead and writing up the findings. The draft report has now been produced and published: [Women's Health Project Report \(healthwatchbury.co.uk\)](https://healthwatchbury.co.uk).

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 finished gathering patients' feedback regarding the issues around prescriptions in Q1, the focus was going out to health centres and local ESOL support group. We produced an information leaflet around prescription costs and have now created a draft report. The report has now been finalised and response was received from the Primary Care team and the Local Pharmaceutical Committee. We have also met with the Bury North team to discuss how to best disseminate the messages about the patient led prescribing.

Clearer Communications Project

Clearer Communications Project's aim was to look at patients' letters and how to simplify the templates so they're accessible for everyone. The focus in Q2 was to complete the draft report.

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. Engagement was carried out with the Early Break substance misuse support group for parents and with Derby High School to start building links with the children and young people's services.

Eye Care Project

Healthwatch England started their eye care survey and wanted to gain more insight by asking a small number of local Healthwatch to do more in depth research around people's experiences who are currently in the waiting list for the secondary eye care treatment or have been in a waiting list in the last two years but have now had their treatment.

Healthwatch Bury was successful in gaining funding to carry out in depth research and numerous drop ins were arranged to Fairfield General Hospital's eye clinic and Rochdale Infirmary's eye clinic. The deadline for the evidence was the end of September and all surveys have now been submitted to Healthwatch England. Final report from Healthwatch England will be shared in a due course.

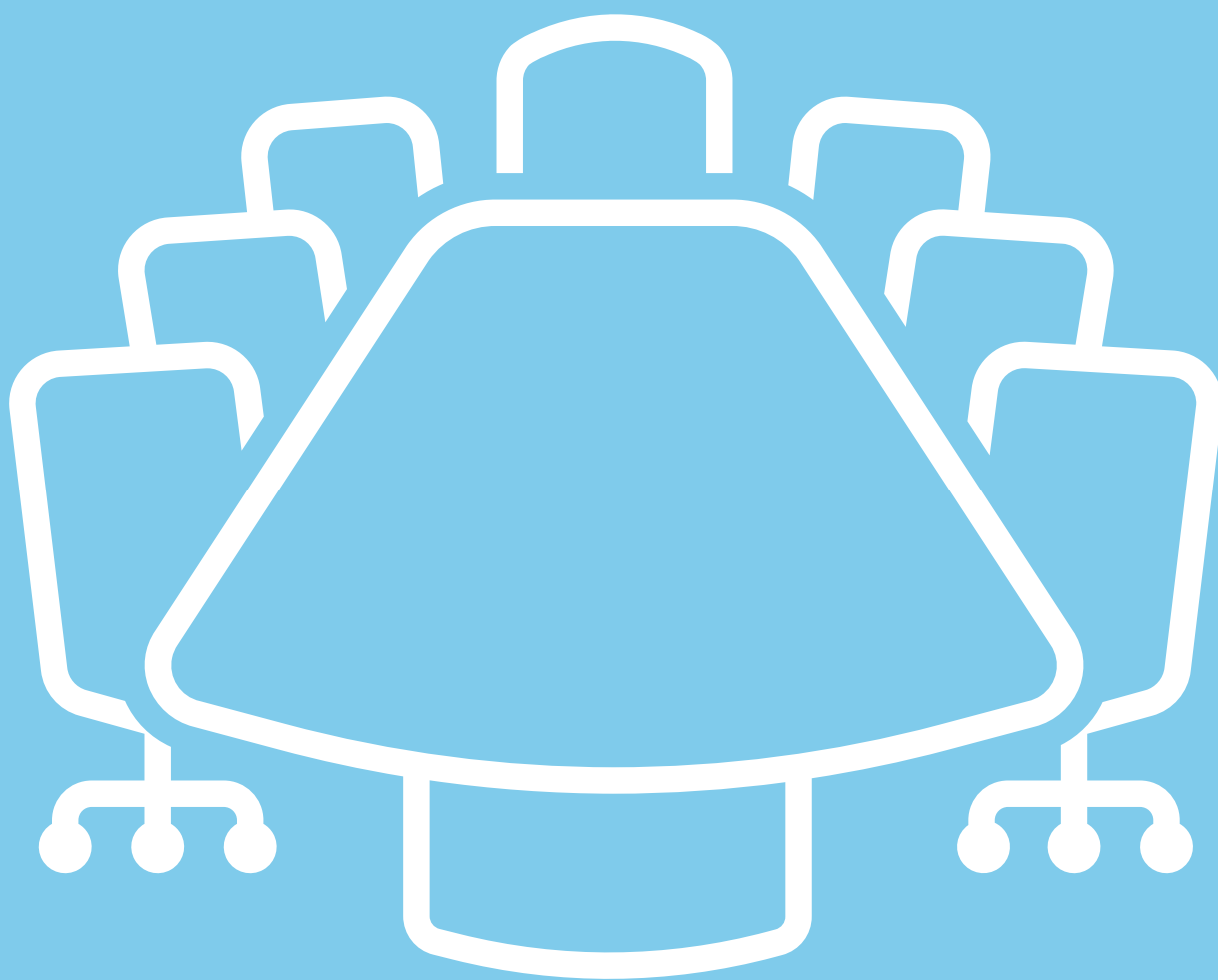
Volunteer Programme Our volunteer coordinator has recruited numerous volunteers who have been able to assist us with analysing data for various reports, carrying out Enter and View visits and supporting with general outreach.

Facebook Live

Two further sessions were held in Q2. Topics covered were **Persona Shared Lives** and Gambling Awareness session with **Gamblers Anonymous**. All sessions are being recorded and can be seen on the YouTube channel: [Healthwatch Bury – YouTube](#)

Governance updates

Quarter 2 2024/25



Quarter 2 Highlights

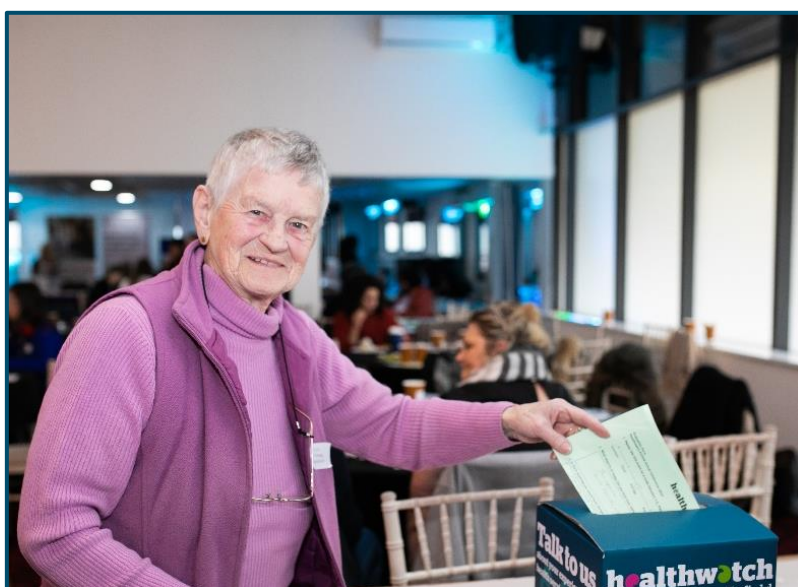
- **Board drop in** held on **22nd July** and **Board Meeting** held on **24th September**.

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 2024/25

Date	Time	Location	Session name
Monday, 28 th October	5-6pm	Teams	Board drop in
Wed, 4 th December	4-5pm	The Mosses Centre	AGM premeeting
Wed, 4 th December	5-7pm	The Mosses Centre	AGM
Tue, 28 th January 2025	5-7pm	Teams	Board meeting
Thu, 27 th February 2025	5-6pm	Teams	Board drop in
Tuesday, 25 th March 2025	5-7pm	Teams	Board meeting



Public feedback

Quarter 2 2024/25



Issues raised in Bury

Antiviral prescribing policy

Clinically vulnerable patient contracted COVID and thought he qualified to be considered for anti-viral under box 1, solid cancer, metastatic/ inoperable. The GP wasn't clear, and the carer was told that the NICE guidance they were looking at sounded like an old one and did not prescribe the required medication.

Patient had to ring 111 and had to be taken to hospital in an ambulance. The patient received antiviral medication while at the hospital.

The query was escalated to local Public Health Team and GP Practice also made aware.

The NICE guidance that is referred to, it was last updated 13 March 24 and appears current; The guidance also says a patient can call their GP, 111, or their hospital specialist – if a second opinion is required and they don't feel able to get one from the practice.



Issues found and highlighted

- **Poor Communication and Attitude of Staff**

'Poor verbal communication and attitude of staff member' and 'GP rude and argumentative.'

These issues highlight a need for improved staff training in communication and customer service to ensure patients feel respected and heard.

- **Access to Food Support**

Multiple requests for food bank support indicate a significant need for accessible food banks in the community.

- **Appointment and Referral Issues**

Patient wanting to cancel eye screening appointment at Moorgate Primary Care Centre," "Previous patient at Radcliffe Pain Management Service, had issues and looking to be referred to an alternative," and "Patient unable to book an urgent GP appointment.

These issues suggest difficulties in managing appointments and referrals, which can lead to delays in receiving necessary care.

- **Administrative and Communication Issues**

Patient has contacted us as they have received a letter to say that they have been discharged due to not turning up to their appointment, however the appointment letter was delivered to the wrong address.

Administrative errors and poor communication can lead to misunderstandings and missed appointments, affecting patient care and satisfaction.

- **Community and Social Support**

Community engagement officer from a local voluntary organisation looking for information on funding for an electric wheelchair or scooter for client and person looking for the contact details for the organisers of the Bury Mela event.







Requests for community and social support indicate a need for better access to resources and information to assist individuals in the community.

Where we have been

	2024/245 to date	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
<i>Engagement activities -total</i>	60	9	9	10	9	12	11						
<i>Bury East</i>	37	6	5	6	5	9	6						
<i>Prestwich</i>	4	0	2	1	0	1	0						
<i>Bury West</i>	5	1	0	1	1	0	2						
<i>Bury North</i>	7	1	2	1	2	1	0						
<i>Whitefield</i>	0	0	0	0	0	0	0						
<i>Virtual</i>	5	2	0	1	1	1	0						
<i>Number of public contacts</i>	683	46	79	179	117	142	120						
<i>Number of complaints/compliments/comments recorded</i>	161	37	31	27	23	19	24						
<i>Number of public signpostings</i>	161	37	31	27	23	19	24						
<i>Healthwatch 100: #of surveys conducted*</i>	4	3	0	0	0	1	1						
<i>Healthwatch 100: #of survey responses</i>	26	26	0	0	0	12	41						

*Please note the number reflects our own surveys, not those we promote, and use created by others such as Healthwatch England etc.

Online and social media statistics

 <p>X (Twitter) New followers: 7 Total followers: 1,797 (+7)</p>	 <p>Website Visits: 7,386 (-514) Page views: 12,002 (-2,932) News articles: 28(+7)</p>
 <p>Facebook Likes: 700 (+10) Page visits: 926(-74) Posts:182 (+51) Total reach: 9K (-8.1K)</p>	 <p>Other Mailing list: 265 Members: 87 Newsletters: 1</p>
 <p>LinkedIn Followers: 96 (+3) Posts: 32 (+1) Impressions 1,218</p>	 <p>Instagram Followers: 347(+9) Accounts reached: 243 (+24)</p>

Website analytics

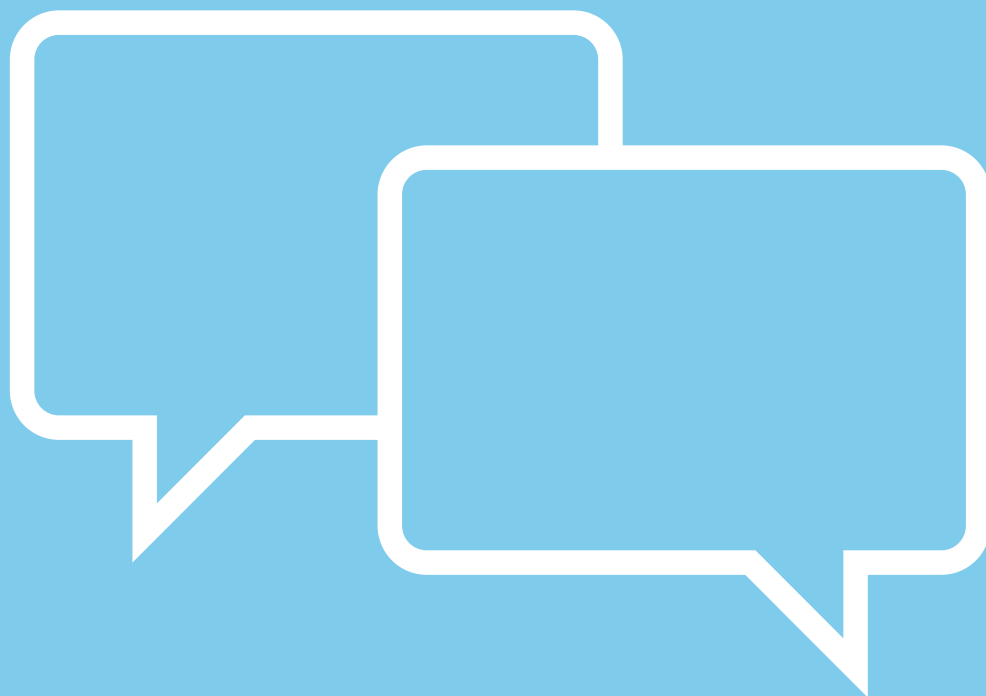


Website most visited pages in Q2

	Website section	Description
1.	Events Healthwatch Bury	Events Healthwatch Bury
2.	News and Reports	News and reports
3.	Bury Sexual Health Service (Article published August 2021)	Bury Sexual Health Service
4.	BOOBS in Bury - Breastfeeding support for mums (February 2022)	BOOBS in Bury- Breastfeeding Support for Mums
5.	Bury Food Banks (Article published November 2021)	Bury Food Banks
6.	How can you find an NHS dentist? (July 2023)	How can you find an NHS dentist?
7.	Minor Eye Conditions Service (MECS) (September 2021)	Minor Eye Conditions Service (MECS)
8.	GM Fire and Rescue Open Day (August 2024)	Greater Manchester Fire & Rescue Open Day
9.	Tell us about your eye care experience (September 2024)	Drop-in: Tell us about your eye care experience
10.	Mental Capacity e-learning course (October 2022)	Free Mental Capacity Act e-Learning course

Public engagement

Quarter 2 2024/25



Engagement events

Event	Location	Audience	Neighbourhood	Number of contacts
Drop In	Greenmount GP Practice	Patients	Bury North	21
Drop In	Spring Lane GP Practice	Patients	Bury West	13
Joint Family Hub drop in	East Bury Family Hub	Residents of Bury East	Bury East	2
Joint Family Hub drop in	East Bury Family Hub	Residents of Bury East	Bury East	1
Health Access and Assistance (18/07)	Bury United Reformed Church	Asylum seekers and refugees	Bury East	10
Park Bench Surgery	Clarence Park	All	Bury East	29
Collabor8 event	Bury Fire Station	All	Bury East	17
Park Bench Surgery	Nuttall Park	All	Bury North	24
Health Access and Assistance (8/8)	Bury United Reformed Church	Refugees and asylum seekers	Bury East	4
Fire Service Open Day	Fire Station Training Site	All	Bury East	27
Drop In	St Gabriel's Medical Centre	Patients	Prestwich	25
Drop In	Peel GP Practice	Patients	Bury East	20
NHS App support session	Greenmount Old School	Older people/digitally excluded	Bury North	8
Eye care drop in	Fairfield General Hospital	Patients	Bury East	11
Drop In	Knowsley Medical Practice	Patients	Bury East	12
NHS App support session	Bury Adult Learning Centre	All/digitally excluded	Bury East	0
Eye care group visit – ADAB	Mosses Centre	Ethnic minorities	Bury East	17

Eye care drop in	Bury Society for the Blind	Visually impaired	Bury East	8
Visiting times	Fairfield General Hospital	All	Bury East	10
Eye care drop in	Fairfield General Hospital	Patients	Bury East	14
Recovery Forum Open Day	Radcliffe FC	People with substance misuse	Bury West	15
Eye care drop in	Fairfield General Hospital	Patients	Bury East	9
Joint Family Hub drop in	East Bury Family Hub	Residents of Bury East	Bury East	0
Drop In	Knowsley Medical Practice	Patients	Bury East	18
Eye care drop in	Rochdale Infirmary	Patients	NA	17
ESOL drop in	Blackburne Hall	Ethnic minorities	Bury East	5
Hepatitis testing event	Radcliffe United Reformed Church	All	Bury West	11
Eye care drop in	Bury Society for the Blind	Visually Impaired	Bury East	12
Eye care drop in	Rochdale Infirmary	Patients	NA	14
Eye care drop in	Rochdale Infirmary	Patients	NA	5

Healthwatch Bury Live sessions

Topic	(Guest) Speakers	Reach
Gamblers Anonymous – gambling awareness sessions	Virginia	24 (+YT 30)
Persona Shared Lives	Mo Arthur	18 (+YT 77)

Feedback and signposting enquiries

Feedback by service type 1st July to 30th September 2024

Service type	Number of reviews	% of reviews	Number of people signposted	Number of complaints
Mental Health	17	26%	17	17
Neurology	10	16%	10	0
Food Bank	7	12%	7	0
Social care	6	10%	6	3
GP	5	9%	5	5
Hospital	4	6%	4	4
Other	4	6%	4	0
Dental	2	4%	2	1
ADHD `	1	1%	1	0
CAB	1	1%	1	0
CHC	1	1%	1	1
Chiropodist	1	1%	1	0
Continence and stoma	1	1%	1	1
Diabetic eye screening	1	1%	1	0
Disability support	1	1%	1	0
Long term condition	1	1%	1	0
Pain clinic	1	1%	1	1
Pharmacy	1	1%	1	1
The BAME project	1	1%	1	0
	<u>66</u>			

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

Our Location

Updates on our home



Office Update

As of the beginning of April this year, we took on the lease of a shop unit as part of a community focussed partnership with Irwell Valley Housing Association.

The shop was a former boutique clothing store which had been vacated during the covid pandemic and has required extensive renovation to fit the requirements of Healthwatch Bury's plans.

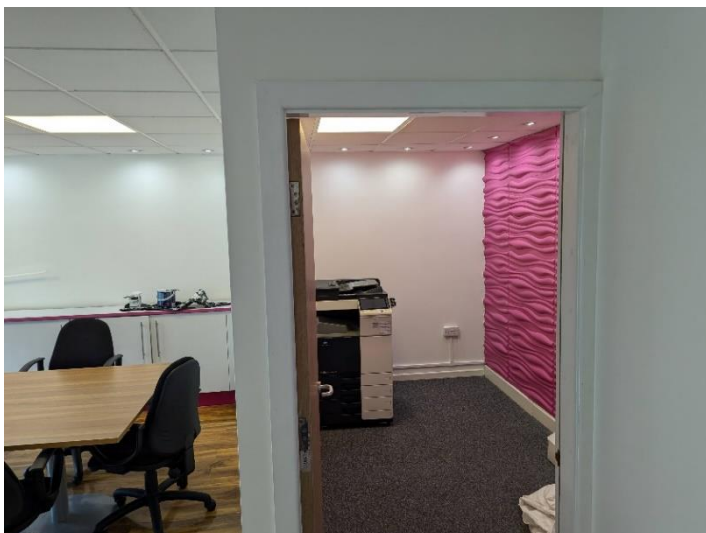
We have used local contractors to undertake the development, who have extensive experience in working to make properties accessible and available to all.

We are at the stage now where we can hold meetings and work from the office, including meeting in person with members of the public through booked appointments, but there is still some work to do before we are completely ready to open the doors to the public for walk-in service.

We are exploring avenues for assistance with funding to make the space more comfortable and public friendly. We have organised two launch events:

- **Public Launch Event:** On Tuesday, October 29th, the public is invited to visit our new premises, meet our staff, participate in activities, and enjoy light refreshments.
- **Stakeholder and Voluntary Sector Launch Event:** On Tuesday, November 19th, we will host a special event for stakeholders and local voluntary sector groups.

Further details about these launch events can be found later in the report.



New Office Launch Event

We are thrilled to share the highlights from our public drop-in launch event held on Tuesday, 29th October. The event was a success, with an impressive turnout of 46 attendees. It was wonderful to see so many familiar and new faces joining us to celebrate the opening of our new office.

The day was filled with engaging activities, including chair-based exercises that many of our guests enthusiastically participated in. Additionally, attendees had the opportunity to receive health checks, making the event not only enjoyable but also beneficial for their wellbeing.

We are grateful to everyone who took the time to join us and contribute to the vibrant atmosphere of the day. Your presence made the event truly special.

We look forward to welcoming you to our next stakeholder event and continuing to build strong connections within our community.

Thank you once again for your support!



New office launch – stakeholder event

We are excited to invite you to the launch of Healthwatch Bury's new office on **Tuesday, 19th November**, from **11am to 3pm** at **56–58 Bolton Street, Bury, BL9 0LL**.

This is a great opportunity to chat with our staff, connect with local partners and stakeholders, and explore our new premises. We are honoured to have The Mayor in attendance on the day.

A light lunch will be provided, and we would love for you to join us to celebrate this milestone with us.

To secure your place, please book via the Eventbrite link: [Eventbrite Booking Link](#) Please let us know of any allergies and accessibility requirements in advance of the event.



irwell valley homes

healthwatch Bury

You are invited



Healthwatch Bury's new office launch

Tuesday, 19th November
11am – 3pm

56–58 Bolton Street, Bury, BL9 0LL

We welcome our partners, providers and local voluntary sector organisations to celebrate our new office opening in Bury.

Case studies

Quarter 2 2024/25



Personal Wheelchair Budgets



You said: A community engagement officer from a local organisation called seeking information about wheelchairs and funding options for an electric wheelchair or scooter for a client. They inquired if there are any benefits schemes, they can apply for.

We did: Healthwatch conducted some research and consulted with a team member. We then emailed various signposting information on 'Personal Wheelchair Budgets' and the application process, as well as details on assessment services like Bury Adult Social Care, Bury Staying Well Team (for those over 50), and links to the Posture & Mobility Service and the Red Cross wheelchair hire service. Additionally, we provided information on mobility scooter grants and financial support available through various charitable organisations, the Access to Work scheme, the NHS, and the local council.

"Thank you so much for this information... I will definitely contact you again with more queries."

Dentist – British Sign Language Interpreter



You said: The patient contacted us to file a formal complaint about their treatment by the dentist as a Deaf individual. They require a British Sign Language interpreter for medical appointments, which are typically arranged through the GP or hospital beforehand.

The patient expressed frustration that the dentist claimed they couldn't book an interpreter, which the patient believes is an excuse since there is often plenty of time to arrange one. When the patient brought this up with the practice manager, they were told that the practice was adhering to NHS guidelines and was not obligated to book an interpreter. The patient feels that the lack of an interpreter leads to misunderstandings and has negatively impacted their treatment in the past. After discussing the issue with an interpreter, they were advised to contact Healthwatch.

We did: As the patient has already raised their concern with the practice on several occasions and not received the desired outcome, Healthwatch provided some information on making a complaint and made a referral on the patients' behalf to NHS Greater Manchester Patient Services.

Asylum seeker – homelessness



You said: At the end of May, Healthwatch Bury received a call from a mental health housing navigator at Creative Living/CMHT in Bury about an individual he was helping to find accommodation. This individual, a failed asylum seeker, was homeless and had been assaulted while sleeping rough in a park in Bury. He had visited A&E and was treated for a broken clavicle. Follow-up appointments revealed that the fracture was not healing

because he was still sleeping rough. A letter to his GP suggested he might need surgery, but the hospital stated they could not operate while he was homeless as he had no place to recuperate.

We did:

Healthwatch Bury reached out to PALS on his behalf to verify this information and received a response indicating that the NCA Overseas Department had contacted the Home Office about his status. The Home Office confirmed that the patient was a failed asylum seeker without leave to remain, making him liable for hospital treatment costs. The NCA had written to him to inquire if he could pay for the treatment, but this was not feasible as he lacked funds.

HWB contacted PALS again when it was learned that he had been provided a bed in Eccles under the ABEN scheme. His GP had written to GMIAU regarding the necessity of surgery. The NCA clarified that the decision to withhold further treatment was made by clinicians in orthopaedics and gastroenterology (a separate medical referral), so no additional treatment would be offered.

In July, a letter was sent to PALS from Doctors of the World UK, who were now representing him after a referral from the Boaz Trust. There is currently no further information on the response to that letter, but the patient has still not received additional treatment and continues to suffer from pain and disability due to the injury.




healthwatch Bury

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