

Activity Report

Report of the Healthwatch Bury activities in Quarter 3
(October – December 2023)



Contents

Contents.....	1
Current work streams.....	2
Governance updates.....	5
Public feedback.....	7
Issues raised in Bury.....	8
Issues found and highlighted.....	9
Where we have been.....	10
Online and social media statistics.....	11
Website analytics.....	12
Public engagement.....	13
Engagement events.....	14
Feedback and signposting enquiries.....	16
Case studies.....	17

Current work streams

Quarter 3 2023/24



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.

In late December, Danielle Ruane, the Chief Coordinating Officer for the GM Network, has had a baby and is now off on maternity leave. Her plan is to return in April, however until then we have Heather Etheridge, the GM Network's independent chair, Ife Okewole, Admin and Data analysis support and Kate Jones, Chief Executive of Healthwatch Rochdale covering her role.

At this point, the network is gearing up to deliver some work on some joint priorities, including work on Children's mental health services as well as some cross boundary work on Menopause services. More will be coming, but plans are being drawn up for the coming year to fit in with local Healthwatch work-planning.

Bury

Enter and View

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

The focus in Q3 was delivering Enter and View training, previsit to Killelea House and planning the future programme.

The next Enter and View visit to Killelea House has been scheduled for the Q4. 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. A session was held with the Bury and Rochdale African Community Support Group and plans are being put in place to arrange a session at the BIG in Mental Health new premises.

Pharmacy Research Project

We applied for Healthwatch England funding and were successful. The aim of the project was to speak to pharmacy staff and pharmacy users about their experiences of using community pharmacies and carry out in depth semi structured interviews. Healthwatch Bury spoke to a community pharmacy staff member and patients who are under 25, from ethnic minority background or low income. The interviews were carried out and transcripts and summary document were submitted to Healthwatch England that will form part of the national report into pharmacy 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 has started looking into Women's Health issues. We have started to collect feedback by visiting different groups and working in partnership with local groups.

Prescriptions Project

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

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

Children and Young People's Project

We are looking to develop a programme of volunteering for young people – Youthwatch – to involve young people in the Healthwatch Bury work programme.

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

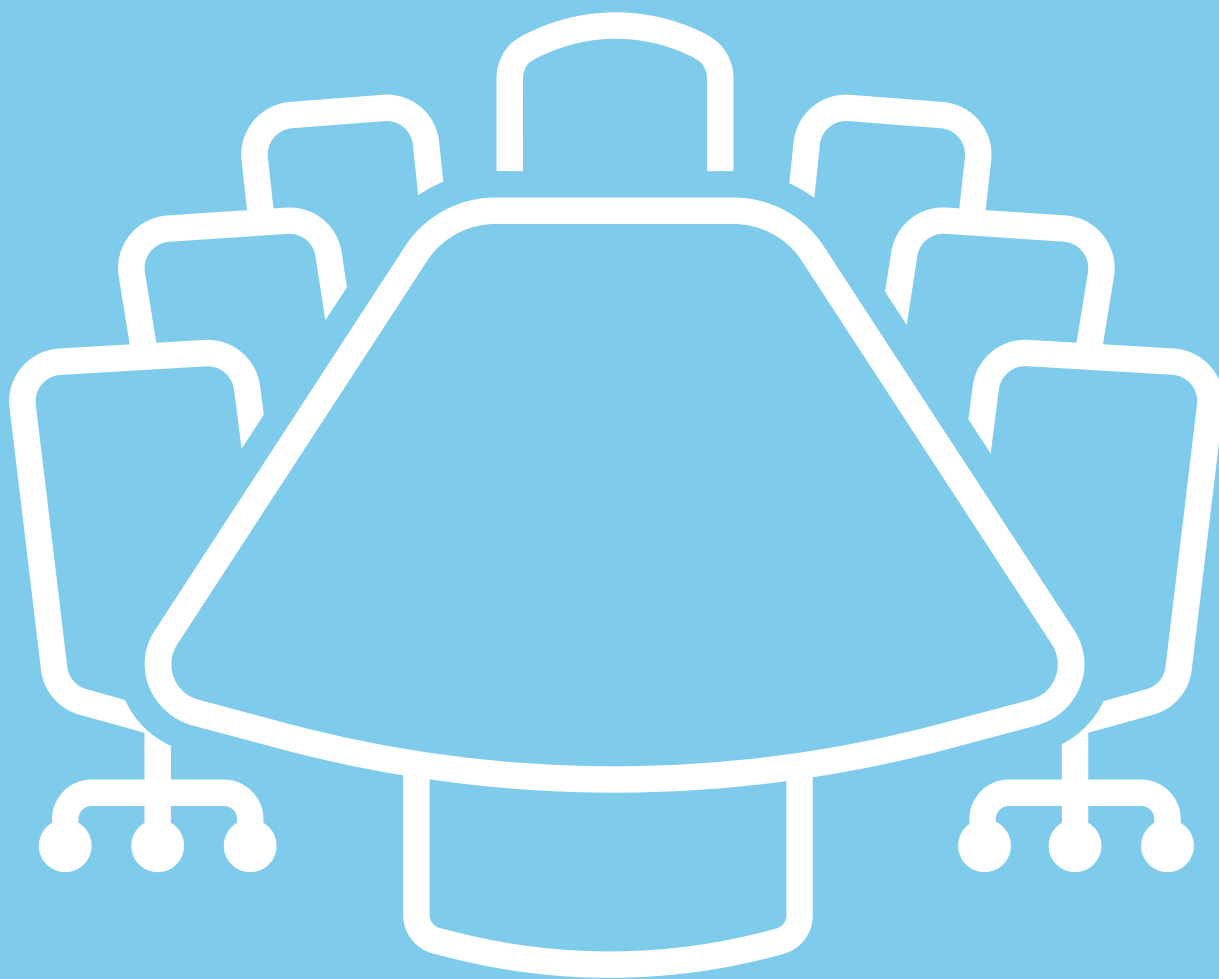
Volunteer Programme Our volunteer coordinator has recruited numerous volunteers who have been able to assist us with Facebook Live sessions, analysing data for various reports, carrying out Enter and View visits and supporting with general research.

Facebook Live

Three further sessions were held in Q3. Topics covered were CABB and Macmillan support service, Staying Well Team and Breast Cancer awareness session. All sessions are being recorded and can be seen on the YouTube channel: [Healthwatch Bury - YouTube](#)

Governance updates

Quarter 3 2023/24



Quarter 3 Highlights

📍 **Board Meeting** held on **25th October 2023**

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

📍 **Healthwatch Bury AGM** was held on **28th November 2023**

at Elizabethan Suite, Bury Town Hall. This was our first hybrid meeting with attendees having the option to join by MS Teams if preferred.

We asked those present to join the discussion about access to healthcare in Bury, and what matters to them. This was an interactive experience using Mentimeter to gather real - time feedback.

📍 Regular monthly meetings with **Care Quality Commission** scheduled.

📍 Regular **monthly Board bulletins** circulated.

Board activities schedule till March 2024

Date	Time	Location	Drop – in/Meeting
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 meeting

Public feedback

Quarter 3 2023/24



Issues raised in Bury

📌 Women's Health and Menopause

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

📌 Prescriptions

Feedback received around prescriptions services. We are currently looking into prescriptions project and asking for patients' feedback around this topic. We have signposted patients to right services wherever appropriate and have started talking to local people about their experiences. We have also liaised with the Local Pharmaceutical Committee and Medicines Optimisation Team to make them aware of this project.



Issues found and highlighted


- **Supporting patients to access the NHS app** promoting the NHS app regarding the leaflets and posters we are taking out now. We have successfully helped the patient to set it up at Eagles Wing (took several attempts re verification) but she is now able to use it for ordering repeat prescriptions and our engagement team is promoting its use with older people in response to issues raised on engagement. Also starting some work with Tower Family Health but in a private capacity with a meeting tonight through Patient Participation Group (think this could alleviate some of telephone issues).
- **Access to Sexual Health services.** We received numerous queries from patients who have tried to access local sexual health services in Q3 but have been struggling to get seen. We arranged a meeting with the service provider to discuss the issues that have been brought to us by patients and the provider explained about their workforce and capacity and offered a direct referral route. Sexual Health Partnership has recently been set up and Healthwatch Bury is represented at the Partnership meetings.



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>	84	7	10	6	9	10	8	8	16	10			
<i>Bury East</i>	33	2	3	4	4	5	4	4	7	6			
<i>Prestwich</i>	10	0	4	0	3	0	1	1	1	1			
<i>Bury West</i>	11	2	1	2	0	2	2	0	2	0			
<i>Bury North</i>	7	0	1	0	2	1	1	0	2	2			
<i>Whitefield</i>	7	0	1	0	0	2	0	1	3	1			
<i>Virtual</i>	8	3	0	0	0	1	1	2	1	0			
<i>Number of public contacts</i>	1,147	101	206	113	75	89	128	127	191	117			
<i>Number of complaints/compliments/comments recorded</i>	287	33	26	22	30	35	37	35	26	42			
<i>Number of public signpostings</i>	204	7	22	6	18	24	25	34	26	42			
<i>Healthwatch 100: #of surveys conducted</i>	8	0	3	0	0	0	0	0	2	3			
<i>Healthwatch 100: #of survey responses</i>	138	2	0	0	0	0	0	0	34	101			

Online and social media statistics

 <p>X (Twitter)</p> <p>New followers: 8</p> <p>Total followers: 1,737 (+8)</p> <p>Number of tweets: 95(+18)</p> <p>Impressions: 6,186 (-2,297)</p>	 <p>Website</p> <p>Visits: 6,878 (+376)</p> <p>Page views: 38,470 (+27,984)</p> <p>News articles: 15 (-5)</p>
 <p>Facebook</p> <p>Likes: 653 (+8)</p> <p>Page visits: 763 (+449)</p> <p>Posts: 128</p>	 <p>Other</p> <p>Mailing list: 260(+2)</p> <p>Members: 87(+7)</p> <p>Newsletters: 3</p>
 <p>LinkedIn</p> <p>Followers: 91 (+5)</p> <p>Posts: 22 (+10)</p>	 <p>Instagram</p> <p>Followers: 271 (+31)</p> <p>Total post reach: 132 (+29)</p>

Website analytics

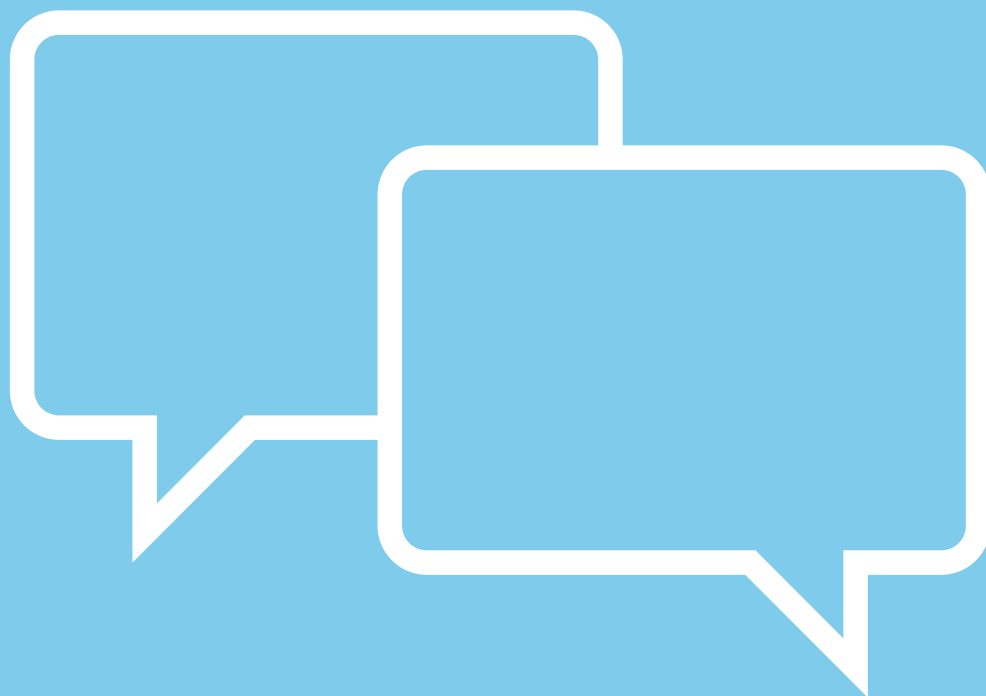


Website most visited pages in Q3

	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.	Pharmacy Opening Times for Christmas & New Year Bank Holidays Healthwatch Bury (Article published in December 2023)	Christmas and New Year Pharmacy Opening Hours
3.	Bury Food Banks (Article published November 2021)	Bury Food Banks
4.	Events Healthwatch Bury	Events Healthwatch Bury
5.	Minor Eye Conditions Service (MECS) (Article published September 2021)	Minor Eye Conditions Service (MECS)
6.	Links to services Healthwatch Bury	Find services Healthwatch Bury
7.	Caritas Christmas Dinner	Caritas Christmas Dinner
8.	Bury Sexual Health Service (Article published August 2021)	Bury Sexual Health Service
9.	Achieve Recovery Services (Article published November 2022)	Achieve Recovery Services in Bury
10.	Alzheimers and Dementia Get together Club (Event published in August 2023)	Alzheimers and Dementia 'Get Together Club'

Public engagement

Quarter 3 2023/24



Engagement events

Event	Location	Audience	Neighbourhood	Number of contacts
GM Womens Health Strategy workshop	Stretford	All	NA	40
NHS Patient letter focus group	Whitefield CC	Older people	Whitefield	30
Answer Cancer Update	Castlemere CC	All	NA	40
Health Advice & Assistance	Bury United Reformed Church	Asylum seekers and refugees	Bury East	4
Menopause awareness	Radcliffe	Women	Radcliffe	12
Menopause awareness	Bury East	Women	Bury East	11
BOOBS Breastfeeding group	Radcliffe Library	Mums	Radcliffe	9
Breathe Easy	Elton Liberal Club	People with long term conditions	Bury North	5
Over 50s women's coffee and chat	Whitefield	Women	Whitefield	25
Church Lane CC drop-in	Church Lane CC	All	Prestwich	16
Gupp Shapp	Mosses Centre	Women from ethnic minority background	Bury East	21
Bury Older People's Network	Bury Unitarian Church	Older people	Bury East	17
Health Advice & Assistance (09/11)	Bury United Reformed Church	Asylum seekers and refugees	Bury East	4
BSV Whitefield chair exercise group	Whitefield CC	Older people	Whitefield	6
Age UK Jubilee Centre	Jubilee Centre	Older people	Bury East	23
ESOL Coffee morning	Blackburne Hall	People from ethnic minority background	Bury East	11
Bury and Rochdale African and Caribbean support group drop-in	Bury Metro Christian Centre	People from ethnic minority background	Bury East	6

New Springs Community Project	Redvales	All	Bury East	15
WOW	Radcliffe	Women; mental health;	Radcliffe	7
Happy Womens group	Whitefield Methodist Church	Women	Whitefield	14
Community Café	Tottington Methodist Church	All	Bury North	12
East Bury Family Hub Christmas Fair	Redvales CC	All	Bury East	15
LGBT workshop	The Met, Bury	All	Bury East	8
BIG in Mental Health	11 Broad Street, Bury	People with mental health conditions	Bury East	9
Radcliffe Family Hub meeting	Redvales CC	All	Bury East	8
The Fed	The Fed	Jewish mums	Prestwich	9
Access Assistance	Bury United Reformed Church	Asylum seekers and refugees	Bury East	5
Brandlesholme Community Café	Brandlesholme CC	All	Bury North	16
Greenmount Cuppa and Chat	Greenmount Old School	Older people	Bury North	27
Asda Pilsworth Community Café	Asda Pilsworth	All	Whitefield	10
ESOL Hong Kong learners	Blackburne Hall, Bury	People from ethnic minority background	Bury East	10

Facebook Live sessions

Topic	(Guest) Speakers	Reach
Bury and Bolton Citizens Advice Macmillan team	Claire	42 (+YT20)
Breast Cancer Awareness session	Alison Chapman	52 (+YT16)
Bury Older People's Staying Well Team	Chris Hargreaves	37 (+YT 11)

Feedback and signposting enquiries

Feedback by service type 1st October – 31st December 2023

Service type	Number of reviews	% of reviews	Number of people signposted	Number of complaints
GP	40	40%	40	30
Dentist	9	8%	8	5
CMHT	8	7%	8	5
Food Bank	5	5%	5	0
Patient transport	4	4%	4	2
Adult Social Care	4	4%	4	2
Hospital	4	4%	4	3
Obstetrics & Gynaecology	3	2%	3	1
CAB	2	2%	2	0
Vaccination clinics	2	2%	2	1
Pharmacy	2	2%	2	2
Urology	2	2%	2	0
Services for people with autism	2	2%	2	0
Gastroenterology	2	2%	2	1
Children's social services	1	1%	1	1
Continence and stoma	1	1%	1	0
Dementia support	1	1%	1	0
Health visitors including baby clinics/Maternity care	1	1%	1	0
Inpatient care	1	1%	1	1
Maternity care	1	1%	1	0
Mental health crisis service	1	1%	1	0
Rheumatology	1	1%	1	0
Screening services and testing	1	1%	1	0
Sexual health	1	1%	1	1
Trauma training	1	1%	1	0
Bury ICB	1	1%	1	0
Diabetes care	1	1%	1	0
Equipment services	1	1%	1	0
Total:	<u>103</u>			

Case studies

Quarter 3 2023/24



GP Access query



You said: Caller very upset that they have changed the rules for booking routine appointments at their GP practice and the fact that you can't book appointments in advance anymore.

We did: I contacted the GP practice to enquire as to whether patients are currently able to prebook non urgent appointments especially vulnerable patients. I also asked if the information relating to Ask My GP and booking appointments on their website was up to date.

'In line with government guidance around capacity and access, the practice aims to deal with patients at the point of contact and book them in or signpost accordingly at the first opportunity, hopefully that same day.

To support this the majority of our appointments are book on the day, but not all of them; in addition, we would make exceptions for vulnerable patients and where possible book them an appointment in advance if this is necessary e.g., to allow them to be brought by a carer or family member, or if clinically appropriate for follow up. The reception manager has updated the AMG times on our website in line with current operational hours, and removed information on Walk In Centres, which we hadn't realised remained on there, so thank you for pointing that out'.

We relayed this information to the patient and consequently the practice manager spoke with caller, explained the practice appointment system and what to do if they were struggling to book an appointment. Caller was happy with the plan.

Food poverty – supporting older vulnerable person



You said: Older person extremely upset on the telephone and explained that they had very little food. Person is housebound with COPD (on a breathing machine), unable to leave their home due to fear of not being able to breath and lives alone with no support. Person was desperate for food and possible help with gas and electric.

We did: I telephoned all of the food banks, and none were able to deliver. The food banks in Prestwich were accepting walk-ins only. I contacted Age UK Home from Hospital service to see if they could support as an urgent request.

The Home from Hospital service provided a voucher, some shopping and put some money on their gas. They had arranged to go back the following day to sort payments and arrange weekly food support.

Arranging patient transport for a vulnerable patient



You said: Contacted by a Crisis Supporter at Bury Peer Led Crisis Service, BIG in Mental Health. Client approached the crisis service who needs fortnightly treatment for pain. Has multiple physical problems and has been told does not qualify for patient transport.

They are physically unable to use public transport and cannot afford taxis to get to Wythenshawe.

We did: We sent patient the details for [Healthcare Travel Costs Scheme \(HTCS\)](#) and team suggestions of alternative options (Ride and Ride and HMR Circle). HMR Circle are able to support person to get to their appointments. Crisis Supporter emailed to thank us for our help and getting the appropriate support for the patient.

Getting a right diagnosis – supporting patient with their concerns



You said: Patient has suffered with acid reflux for over 16 months and now has a suspected stomach ulcer. Patient saw several GPs at Tower Family Health (Tottington). Patient feels that this issue could possibly have been prevented. An appointment was made to have some investigatory tests however there was some delay and patient had to follow this up. Patient is a carer for a disabled child and struggled. Patient had tried to speak with the practice manager and wanted to make an official complaint.

We did: I discussed the options regarding making a complaint with the patient and with their agreement I made a referral to Patient Services. I spoke to the patient again and although they were now on the waiting list for treatment, they still wanted to continue with making a complaint.

Following this complaint, patients GP and the Complaints Manager invited patient to a face-to-face meeting at the Tottington practice.

All the patients' health concerns were addressed and clearly explained. The Complaints Manager spoke with patient again to enquire if they required any further information and patient advised that they were happy and to close the complaint.



healthwatch Bury

Healthwatch Bury
Bridge House
Yeagate Industrial Estate
Heap Bridge
Bury
BL9 7HT

www.healthwatchbury.co.uk
t: 0161 253 6300
e: info@healthwatchbury.co.uk
@Healthwatchbury
Facebook.com/HealthwatchBury1