

Activity Report

Report of the Healthwatch Bury activities in Quarter 4
(January – March 2024)



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Current work streams

Quarter 4 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 underway. Enter and View Panel meets on a regular basis and the third 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 Enter and View visit to Killelea House was carried out in the Q4 and the report is due to be published. 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.

We started drop-in sessions in partnership with Red Door in Q4 to support homeless people and to find out about their needs.

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 Q4 was visiting mums and toddlers' groups and reaching out to LGBT 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 will be looking to 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 – Youth watch – 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.

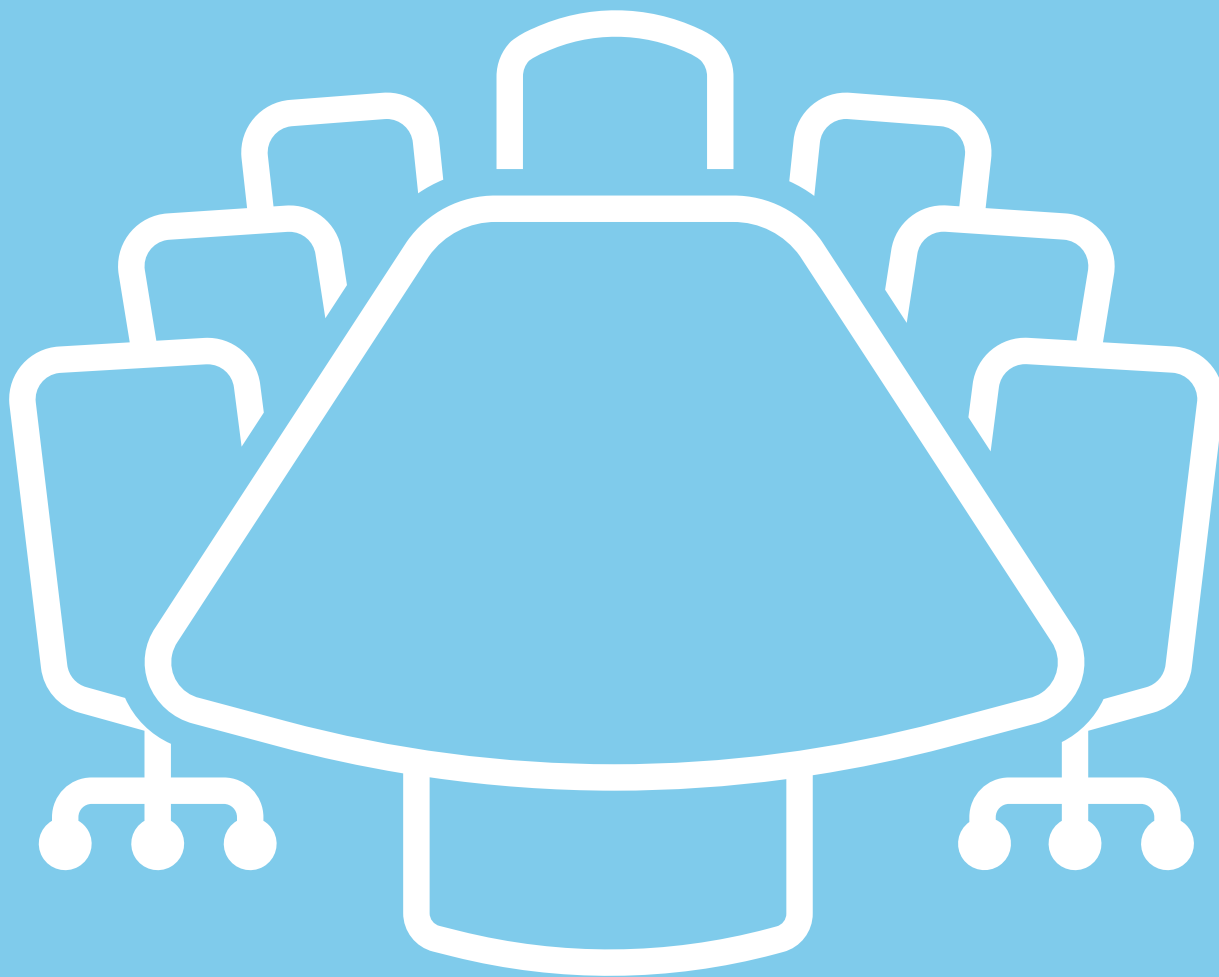
Volunteer Programme Our volunteer coordinator has recruited numerous volunteers who have been able to assist us with Facebook Live sessions, analysing data for various reports, carrying out Enter and View visits and supporting with general research.

Facebook Live

Two further sessions were held in Q4. Topics covered were Stroke Prevention and Awareness and Cervical Cancer Awareness session. All sessions are being recorded and can be seen on the YouTube channel: [Healthwatch Bury – YouTube](#)

Governance updates

Quarter 4 2023/24



Quarter 4 Highlights

📍 **Board Meeting** held on **29th January 2024**

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

📍 **Board drop-in session** held on **29th February 2024**

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

📍 Regular **monthly Board bulletins** circulated.

Board activities schedule 2024/25

Date	Time	Location	Session name
Wednesday, 1 st May	2-4pm	Teams	Board meeting
Tuesday, 7 th May	5-6pm	Teams	Annual Report planning session
Wednesday, 29 th May	5-6pm	Teams	Board drop in
Tuesday, 25 th June	5-7pm	Teams	Board meeting
Monday, 22 nd July	5-6pm	Teams	Board drop in
Wednesday, 28 th August	5-6pm	Teams	Board drop in
Tuesday, 24 th September	5-7pm	Teams	Board meeting
Monday, 28 th October	5-6pm	Teams	Board drop in
Wed, 27 th November	4-5pm	TBC	AGM premeeting
Wed, 27 th November	5-7pm	TBC	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

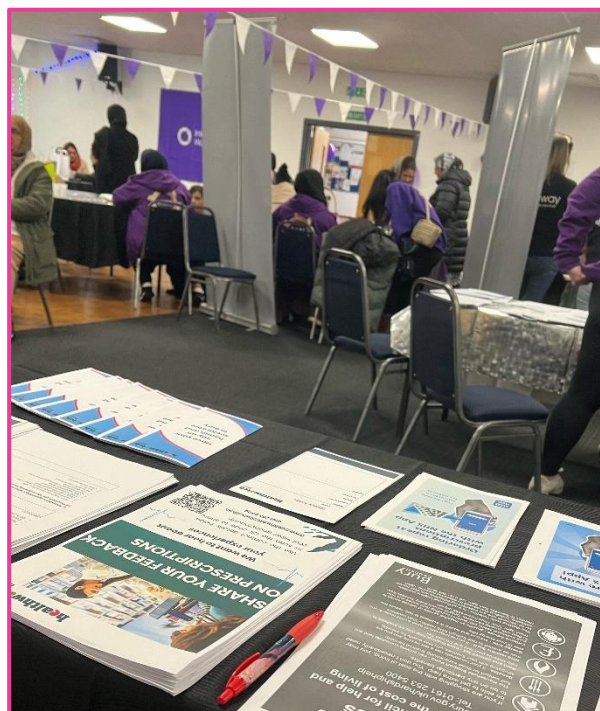
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Issues raised in Bury

📱 NHS App – supporting patients.

We have become aware during our regular engagement activities of people's experiences of the NHS app. Many experiences have been positive, but some patients need further support to access and use the app. We have been signposting patients to digital support sessions wherever appropriate and have also been supporting people to access the NHS app by providing the NHS leaflets and posters. 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. One of our engagement officers has also started some work with Tower Family Health with a through Patient Participation Group which may help to alleviate some of the telephone issues as patients can cancel and book appointments via the NHS app for some of the GP surgeries in Bury area.



Issues found and highlighted

- ❶ **Women's Health** Women receiving letters asking them to confirm they want to stay in the waiting list for their gynaecology appointment by scanning in the QR code or visiting the website link within 14 days. No alternative option offered for the patient to confirm they want to stay in the waiting list. Letters unclear and will have disproportionate impact on those who are disadvantaged, older and less IT literate.

We emailed Public Health, and the following response was received:

"My team have looked into this - it is a very important question. Just to provide some reassurance it is going to be raised at the elective care and cancer recovery and reform board and we are going to ask the more generic question of 'What approach is the trust taking to validating waiting lists, and how is the trust assuring itself and commissioners that any waiting list cleansing exercise is not widening inequalities in access to care by disproportionately affecting under-served groups?' I will feedback the outcomes of the discussions, but once again thanks for raising."

- ❷ **Supporting tenants and residents** We have been attending housing drop-in sessions and one of the identified themes was around residents being digitally excluded and needing help with any online forms. The same theme was recently fed back at the Older People's Meeting as well. Properties are empty across Bury because older people cannot access bidding services online and need help from the housing officers.

Tenants also said they need support and help with form filling as they find them overwhelming. Healthwatch has offered to join any of these sessions to help residents fill in any forms relating to health and social care services (e.g. registering with the GP, support with the NHS app, free prescriptions form, signing up to prescriptions delivery service etc.). It would need various agencies coming together (e.g. CAB and Housing Support) to make sure residents are able to get the support that is required.







We have recently come across with numerous people who live in private housing and experience many issues with mould and damp and severe poverty, we usually signpost them to the right services within the Bury Council and the Cost-of-Living support. **We have created a leaflet about health costs in Bury to promote during engagement activities, please see the link [here](#) and information article on our website: [What help can you get to pay for your prescriptions?](#)**

Where we have been

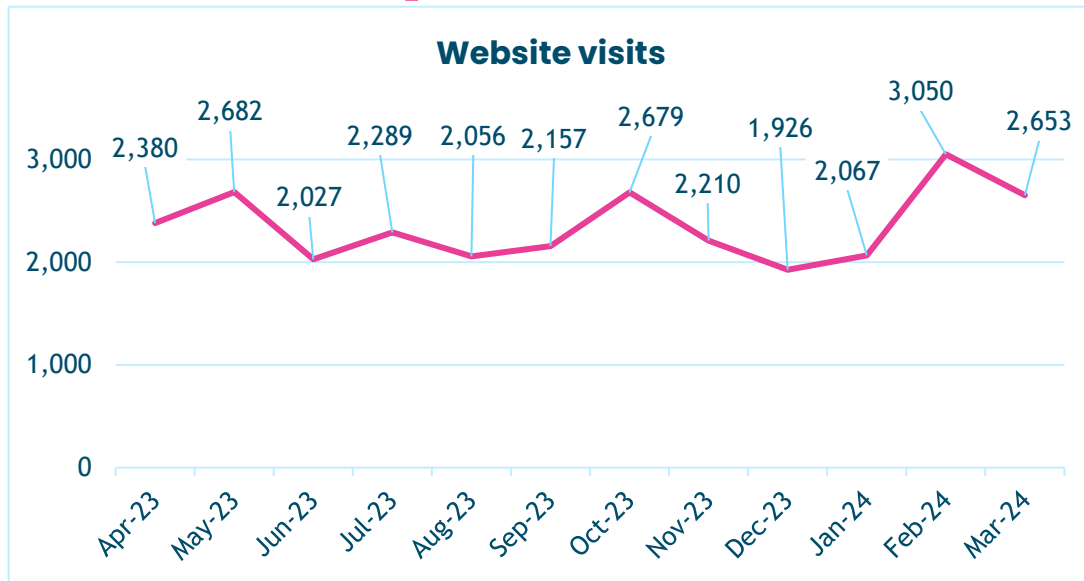
	2023/24 to date	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
<i>Engagement activities -total</i>	138	7	10	6	9	11	9	8	16	10	18	18	16
<i>Bury East</i>	64	2	3	4	4	5	4	4	7	6	7	8	10
<i>Prestwich</i>	16	0	4	0	3	0	1	1	1	1	2	3	0
<i>Bury West</i>	18	2	1	2	0	2	2	0	2	0	1	1	5
<i>Bury North</i>	20	0	1	0	2	1	1	0	2	2	5	5	1
<i>Whitefield</i>	10	0	1	0	0	2	0	1	3	1	1	1	0
<i>Virtual</i>	10	3	0	0	0	1	1	2	1	0	2	0	0
<i>Number of public contacts</i>	1,832	101	206	113	75	89	128	127	191	117	242	260	183
<i>Number of complaints/complaints/compliments/comments recorded</i>	414	33	26	22	30	35	37	35	26	42	65	28	34
<i>Number of public signpostings</i>	325	7	22	6	18	24	25	34	26	42	65	26	30
<i>Healthwatch 100: #of surveys conducted*</i>	7	0	3	0	0	0	0	0	2	1	1	0	0
<i>Healthwatch 100: #of survey responses</i>	379	2	0	0	0	0	0	0	34	101	92	89	60

*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)</p> <p>New followers: 22</p> <p>Total followers: 1,759 (+22)</p> <p>Number of tweets: 100(+5)</p> <p>Impressions: 6,547(-361)</p>	 <p>Website</p> <p>Visits: 7,732 (+854)</p> <p>Page views: 27,510 (-10,960)</p> <p>News articles: 26 (+11)</p>
 <p>Facebook</p> <p>Likes: 671 (+18)</p> <p>Page visits: 799 (+36)</p> <p>Posts: 116</p> <p>Total reach: 12.6K</p>	 <p>Other</p> <p>Mailing list: 260</p> <p>Members: 87</p> <p>Newsletters: 1</p>
 <p>LinkedIn</p> <p>Followers: 90 (-5)</p> <p>Posts: 13 (-9)</p>	 <p>Instagram</p> <p>Followers: 303 (+32)</p> <p>Accounts reached: 296 (+164)</p>

Website analytics

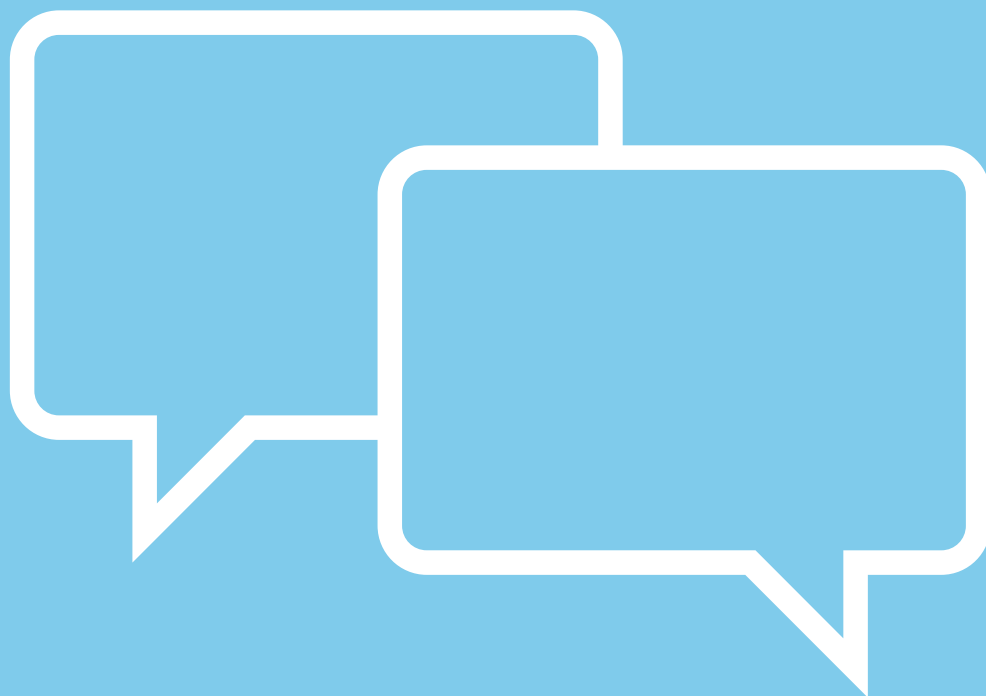


Website most visited pages in Q4

	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.	Events Healthwatch Bury	Events Healthwatch Bury
3.	Bury Food Banks (Article published November 2021)	Bury Food Banks
4.	Minor Eye Conditions Service (MECS) (Article published September 2021)	Minor Eye Conditions Service (MECS)
5.	Bury Sexual Health Service (Article published August 2021)	Bury Sexual Health Service
6.	How can you find an NHS dentist? (Article published July 2023)	How can you find an NHS dentist?
7.	Achieve Recovery Services (Article published November 2022)	Achieve Recovery Services in Bury
8.	Healthwatch In Greater Manchester CAMHS Survey (Published in March 2024)	Healthwatch In Greater Manchester CAMHS Survey
9.	Prescriptions survey (Published in December 2023)	Prescriptions survey
10	Bury food and fuel support (Published in August 2023)	Bury food and fuel support

Public engagement

Quarter 4 2023/24



Engagement events

Event	Location	Audience	Neighbourhood	Number of contacts
Parkinson's Support Group	Bolton Road Methodist Church	People with long term conditions Older people	Bury West	27
Chatterbox	Ramsbottom Community Church	Older people	Bury North	13
Eagles Wing – Women's Health survey	Bury United Reformed Church	Asylum seekers and refugees	Bury East	6
Eagles Wing – Women's Health survey	Bury United Reformed Church	Asylum seekers and refugees	Bury East	6
Toddlers' playgroup	Heaton Park Methodist Church	Women	Prestwich	14
Christ Church, Ramsbottom	Christ Church, Ramsbottom	Older people	Bury North	21
Housing drop in	Top O'the Fields	Tenants and residents	Whitefield	10
Growing Together Radcliffe	Outreach Centre	All	Bury West	19
HWB stall	Fairfield General Hospital	All	Bury East	20
Parent & Toddler group	Summerseat Methodist Church	Women	Bury North	15
Speakeasy	Ramsbottom Cricket Club	People with long term conditions	Ramsbottom	40
Housing drop in	Mosses House, Bury	Tenants and residents	Bury East	5
Recovery Forum event	The Met	People with addiction and mental health conditions	Bury East	9
Little Stars P & T group	Christ Church, Ramsbottom	Women	Bury North	14
Lightbulb drop in	St Andrews Church	All	Prestwich	13
BIG in Mental Health	Broad Street, Bury	People with mental health conditions	Bury East	10

Tottington Cozy Corner	Tottington Methodist Church	Older people	Bury North	12
Afternoon Tea	Whitefield Methodist Church	Older people	Whitefield	33
LGBTQI+ group	Adult Education Centre	LGBTQIA+ people	Bury East	4
Prescriptions case study	Fusiliers Museum	All	Bury East	1
Friends of Tottington	Tottington Centre	All	Bury North	12
Social Prescribing meet up	Cosalea, Walshaw	All	Bury West	5
Prescription case study	McDonalds	All	Whitefield	1
Brandlesholme Coffee morning	Brandlesholme Community Centre	Older people	Bury West	24
BOPN	Unitarian Church, Bury	Older people	Bury East	13
Merry Melodies Dementia	Tottington Methodist Church	People with dementia and their carers	Bury North	31
Merry Melodies Dementia	Prestwich Cottage	People with dementia and their carers	Prestwich	29
One Step Bury	One Step Hub	People with mental health conditions	Bury East	3
Fairfield Visitors policy	Fairfield General Hospital	All	Bury East	14
Heaton Park Tots group	Heaton Park Methodist Church	Women	Prestwich	26
Women of Worth	Radcliffe	Women with low self-esteem and domestic violence survivors	Bury West	10
GM Menopause conference	Bury Town Hall	Women	Bury East	35
Red Door	St Joseph's Church	Homeless people	Bury East	1
Cost of Living Event	St Andrews Church	All	Prestwich	6
One Step Bury Men's Group	One Step Hub	People with mental health conditions	Bury East	5
One Step Bury Ladies Group	One Step Hub	People with mental health conditions	Bury East	6

U3A	The Art House	Older people	Bury East	19
WOW International womens day	Radcliffe Market	Women	Bury West	6
Eagle's Wing	Bury United Reformed Church	Asylum seekers and refugees	Bury East	1
Digital Drop In	Tottington Centre	Older people	Bury North	5
International Women's Event	Mosses Centre	BAME community	Bury East	26
Bury Good Offer event	St Stephen's Primary School	Parents and families	Bury West	9
HWB stall	Fairfield General Hospital	All	Bury East	18
HWB drop in – Red Door	St Joseph's Church	Homeless people Asylum seekers and refugees	Bury East	12
BOPN	Unitarian Church, Bury	Older people	Bury East	14
Food pantry	Christ Church, Ramsbottom	All	Bury North	9
Trinity Baptist Church Food Bank	Trinity Baptist Church	All	Bury West	8
Little Gems Toddler group	Metro Christian Centre	Parents and families	Bury East	22
HWB drop in - Red Door	St Joseph's Church	Homeless people	Bury East	15
Bolton Road Methodist Church Food Pantry	Bolton Road Methodist Church	All	Bury West	8

Facebook Live sessions

Topic	(Guest) Speakers	Reach
Stroke Prevention and Awareness	Fiona Davison	40 views (+29 YT)
Cervical Cancer Awareness	Alison Chapman	39 views (+20 YT)

Feedback and signposting enquiries

Feedback by service type 1st January to 31st March 2024

Service type	Number of reviews	% of reviews	Number of people signposted	Number of complaints
GP	48	38%	46	27
Adult social care	20	16%	20	9
Mental health	13	10%	12	3
Dentist	7	5%	6	3
A&E	5	4%	4	4
Obstetrics & Gynaecology	5	4%	5	2
Other	5	4%	5	0
Autism services	4	4%	4	1
Patient transport	4	4%	3	2
Gastroenterology	3	2%	3	1
Hospital services	3	2%	3	1
Pain management	2	1%	2	1
Pharmacy	2	1%	2	0
Urology	2	1%	2	0
Orthopaedics	1	1%	1	1
Sexual health	1	1%	1	0
Rheumatology	1	1%	1	0
Cardiology	1	1%	1	1
Total	127			

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

Case studies

Quarter 4 2023/24



GP and NHS Talking Therapies Service



You said: Patient has previously had treatment through NHS Bury Talking Therapies and is currently on a waiting list for support for PTSD. Talking Therapies believe that the patient may benefit from further investigation regarding PTSD and have referred them back to GP so that their GP can make a referral for psychological treatment/assessment. Patient has said that their GP will not make a referral without a letter from Talking Therapies, however Talking Therapies have said that patient's GP has already had this information previously. Patient feels stuck between the services and doesn't know how to move forward with their situation.

We did: Healthwatch Bury contacted the patient's GP practice who informed us that to the best of their knowledge, the support is supposed to be offered by NHS Talking therapies and that the surgery would have requested a letter from them to clarify whether referral is required for a different service.

Healthwatch Bury contacted NHS Talking Therapies and although they have confirmed that patient is on the waiting list for treatment, they have stipulated that the service cannot diagnose conditions which is something patient has said they would find beneficial. Talking Therapies have said that in this case they would advise that the patient contact their GP.

Healthwatch Bury made a referral to Patient Services on the patient behalf who contacted Talking Therapies. Patient Services provided an update and informed us that Talking Therapies will be supporting the patient with their request for a GP letter.

GP and Pharmacy – changes to medication



You said: A member of the public contacted us looking for support as they were experiencing some issues at their GP practice. We have previously contacted the individual's GP on a number of occasions on their behalf regarding issues with appointments and medication and the practice manager had been very helpful, however the patient informed ourselves that they were still experiencing ongoing problems regarding medication. The patient is on several medications for gastric issues. A consultant in Gastroenterology at Fairfield hospital prescribed a branded reflux suppressant however this had been replaced by a generic suppressant by the pharmacy. The patient had been informed by the practice that they could not prescribe the branded reflux suppressant. The patient believed the generic medication to be less effective and contacted Gastroenterology for some advice, who referred them back to their GP to prescribe.

We did: Healthwatch Bury made a referral to Patient Services on the patients' behalf and agreed to contact the patient when reply was received. Patient Services contacted the practice and informed us that the Practice Manager would reply to the patient to discuss a way forward and also update ourselves. Healthwatch Bury received another call from the patient to say that they hadn't heard from the practice, and we agreed to follow this up. Healthwatch received a copy of the response which we were able to read to the patient over the telephone. The practice offered to make an appointment with the patients preferred GP to discuss their concerns and to review medication.

Breast Cancer Screening for older people



You said: Healthwatch Bury visited Parkinson's support group and query was raised by an older lady asking why her mammograms have been stopped. The patient has previously had breast cancer and received regular check-ups but they have now been stopped. She is concerned that she'll get breast cancer and will not know about it.

We did: Healthwatch Bury followed up the enquiry with a Cancer Care Coordinator and they said: 'If a patient is below screening age for example 35yrs. She would have annual mammograms until she was 50yrs and then she would fall into the national screening programme of mammograms every 3 years until the age of 70 – if she did not choose to remain in the programme.

From the age of 70 years every female can remain 'in the programme' however they have to request it. The patient would be able to continue being screened for as long as she wanted but this would only be every 3 years.

The advice is to check on a regular basis (but not too often e.g. once a month) if she notices any changes then her GP will (normally see a pt with such history the same day) and get her referred on a Two Week Wait (TWW). TWW's are being seen pretty promptly at the moment too which would hopefully reassure her.

Healthwatch Bury passed the response to the group lead, who was really pleased with the prompt response and was able to pass the information onto the patient.

Supporting a vulnerable patient – mental health medication review



You said: We attended a community event in March and met a vulnerable lady at the International Women's Day event. Her query was to do with her mental health and being overwhelmed by her medication and prescription service. So due to her mental health she had missed her last prescription for anti-depressants. In order to get another prescription, she needed a GP appointment but had been unsuccessful in getting through and due to her mental health struggles did not want to attempt to try again.

We did: Healthwatch Bury engagement officer supported the lady and called on her behalf to arrange an appointment for her. The engagement officer explained we had met through Healthwatch event and recommended that they carry out a mental health review. Healthwatch Bury followed this up and emailed the surgery with recommendations, which were to arrange a regular follow up to ensure she stays on track with her medication.




healthwatch Bury

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