



# Healthwatch Bury

Annual Report 2018-19

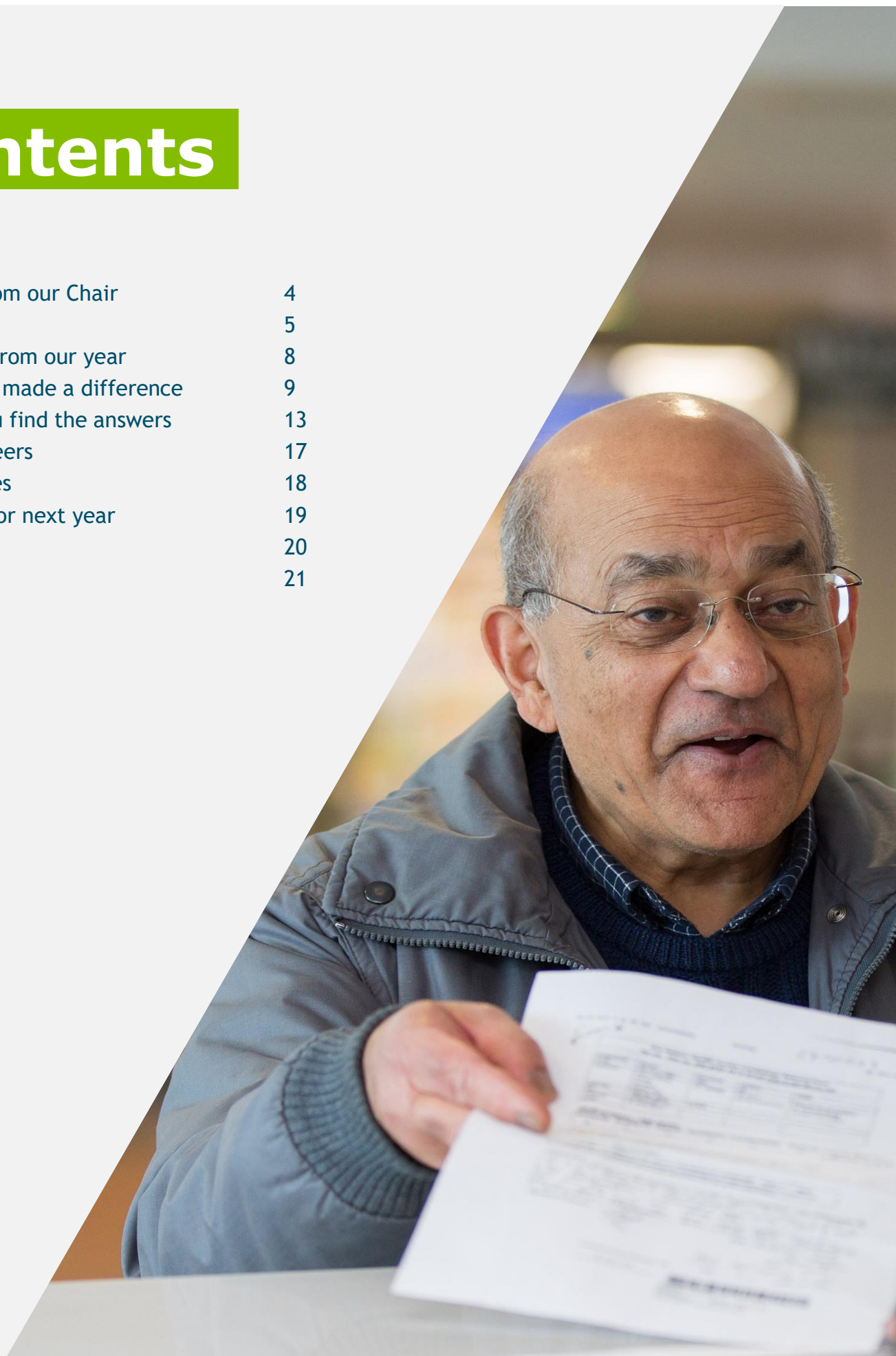
Visit from the British Council - Active Citizens





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# Message from our Chair

This report describes the work which has been achieved during the year by our small, dedicated staff team. In particular, I would like to draw your attention to the Mental Health and Wellbeing Guide, produced as an addition to our signposting service, to address concerns regarding lack of support for people suffering from mental health issues.

Healthwatch Bury exists to ensure people are at the heart of health and social care services. It is an independent Community Interest Company which aims to represent all communities, especially those who find it hardest to be heard.

Our mission is to ensure that the collective voice of people using health and social care services is heard, considered and acted upon. We listen to what people like about services, what could be improved, and we share their views with those with the power to make change happen. We are constructive as well as challenging with service commissioners and providers, ensuring we provide evidence to support what we say and do.

The future of health and social care is a challenge for us all. People are now living longer and relying even more on health services and on social care that enables them to stay out of hospital. It is difficult to maintain the quality of services, even harder to improve them, when money is so tight.

During the next financial year, we shall work with others through local and regional cross sector links and partnerships, to enhance health and social care provision for Bury residents. It is also our intention to hold meetings/events in different areas of our borough, in addition to those held centrally. Please support this new initiative.

As you read this report, please let us know what you think. Are we focussing on the right things? How can we help to influence the delivery of high quality health and social care services for the people of Bury?

Finally, I would like to thank everyone who shared their story with us during the past year - we can't make a difference without you!



**Barbara J Barlow**  
Healthwatch Bury Chair

# About us

## Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

*As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.*

*If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.*

*If you're part of an organisation that's worked with, supported or responded to Healthwatch Bury, thank you too. You've helped to make an even bigger difference.*

*None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.*

*If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.*



A handwritten signature in black ink, which appears to read 'Robert Francis'.

**Sir Robert Francis QC**  
Healthwatch England Chair

Last year we heard from over 1000 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



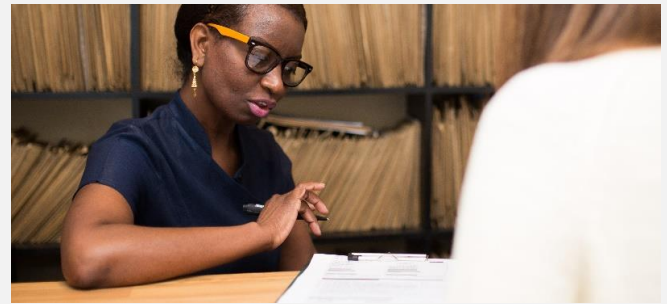
Make it easier to see a doctor or nurse quickly



Healthcare professionals should be empathetic and receive the appropriate support and training



Staff should take the time to include carers in the conversation about the treatment and care of the patient



Commissioners should provide information and briefings to local support groups on new services and how to access them

## Our vision is simple

Health and 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 are heard when services are being commissioned and delivered.



## Our approach

We listen to our residents. People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with those who deliver the services. We are independent and committed to ensuring high quality services in Bury.



## People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out into the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us to recommend ways in which policy and practice can change for the better.



# Highlights from our year:



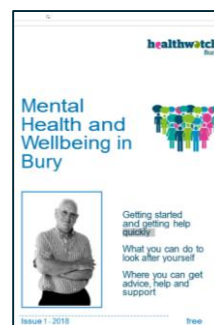
We engaged with over 1200 people at drop-ins and community events



We held 4 member and public engagement events with 6 key note speakers providing helpful updates and information



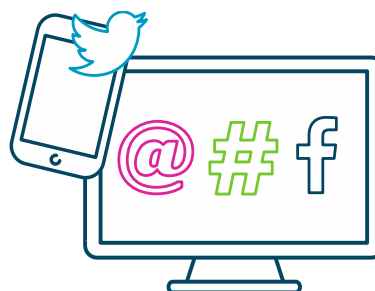
We have signposted over 102 people to a wide range of information and advice and over 67 cases have receiving support from our Independent NHS Complaints Advocate



We have sent out over 250 copies of our 'Mental Health and Wellbeing in Bury Guide' which is also available on our website



We have produced four research reports and made a number of recommendations for service improvements



This year we have had over 4200 website users, 1300 Twitter followers and 436 Facebook followers.

# How we've made a difference

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Bury. We show that when people speak up about what's important, and services listen, care is improved for all.

## Maternity 12+6

Bury CCG sought Healthwatch Bury's views regarding some concerns around the Maternity 12+6 indicator. There is wide agreement and a good evidence base to indicate that a woman should undergo a holistic assessment of her health, emotional and social needs in pregnancy, often called her booking appointment, before the end of her 12th completed week of pregnancy.

As such, maternity service providers target 90% of women receiving their first 'booking' appointment before 12 weeks plus 6 days. However, Bolton Foundation Trust raised a concern with Bury CCG regarding the attendance of patients from Bury for their assessment at the Trust.

Healthwatch Bury produced a survey that was targeted via social media to women in Bury. Alongside the survey the team also carried out visits to children's centres and play groups to find out more information about the mums' experiences. Healthwatch received feedback from 100 Bury women. A report of the findings was produced and shared with Bury CCG.

Healthwatch Bury was then asked to be part of a multi partner meeting, to discuss the survey results and feedback, resulting in the following outcomes.

### Outcome:

1. Pennine Acute Health Trust now offer new weekend appointments which allows women who book later in their pregnancy to be seen more quickly.
2. The midwifery service routinely monitors key performance indicators including 12+6 and will take action to address (within secondary care).



## Making Smoking History

The Greater Manchester (GM) Tobacco Programme, '[Making Smoking History](#)', sets out an unprecedented ambition to deliver a tobacco control programme at a pace and scale greater than any other global city. The aim being to reduce smoking prevalence by one third by 2021 which will see 115,000 fewer smokers in GM. As part of this GM wide initiative Healthwatch Bury worked with the Bury Voluntary Community and Faith Alliance. A survey was sent out to local groups and a focus group was held with 13 participants.

A number of issues relating to smoking were being discussed including:

- Smokefree places and homes
- Licensing
- Help to Quit
- Tobacco harm and Pricing
- The Tobacco Industry

Two people signed up for a 'Stop Smoking' Service in Bury at the end of the session and the feedback was fed back to the GM Tobacco Programme.

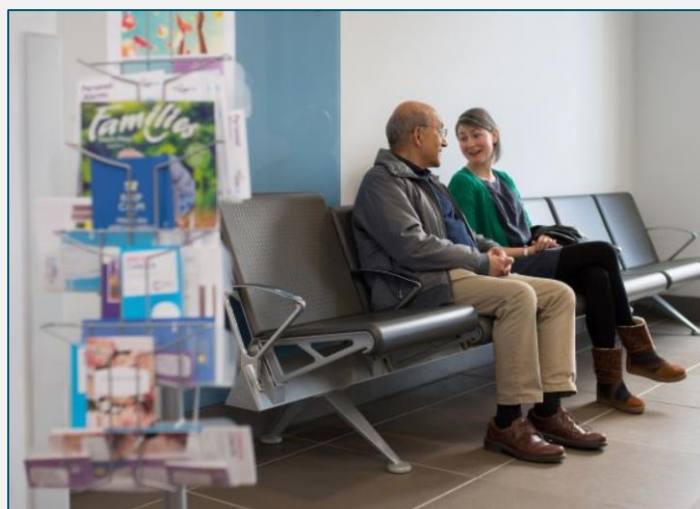
## Carers in Crisis

Healthwatch Bury completed a research project identifying issues and concerns of carers when the person, who is being cared for, is experiencing a mental health (MH) crisis. The key findings showed that caring for someone with mental health impacted on the carer's own health and wellbeing with many experiencing poor mental health themselves. The demands from the person being cared for, whether deliberate or implied, often have a negative impact on the carer through intensifying their feelings of guilt that, as a carer, they are not providing enough support.

The impact on finances, having to give up work or reduce their hours, also puts a strain on families. Carers described being isolated with little time or money for socialising. Carers described their frustrations with the lack of early intervention, long waiting times and poor access to services, alongside lack of professional consistency and the need for greater joined up working across services was also expressed.

The Associate Director - Mental Health and Specialist Services Bury, Pennine Care NHS Foundation Trust responded positively to the report with a commitment to sharing the findings at the Bury Leadership Group and meeting with the chair of the Triangle of Care Group in Bury to develop a local action plan to address the findings and recommendations in this report.

He welcomed the number of favourable comments received in the report and acknowledge the need to improve the patient and carer experience, and shared the report with the staff in all teams and to the consultant group.



## GP Access

During the past 12 months, GP Practices represented one of the most common areas the people of Bury were telling us about. A significant proportion of this feedback related to the experiences in getting an appointment with a GP.

In response to public feedback, Healthwatch Bury met with a number of local community based groups (homeless, older people, learning disability, blind, BME, veterans, refugee and asylum seekers and a women's mental health group) and produced an online survey to understand people's experiences of accessing an appointment with a GP in Bury. 350 people completed the survey.

This is what the results revealed:

### Accessing Non urgent and Urgent Appointments

- 23% of those who responded found making an urgent appointment difficult with a further 17% finding it very difficult
- 22% found making a non-urgent appointment difficult with a further 10% finding it very difficult
- 56% were given an urgent appointment the same day
- 25% were given a non-urgent appointment within 1-2 weeks

### Telephone Contact and On-Line Communication with GP Practice

- 37% rated getting through to their GP practice on the telephone as fairly good
- 15% of respondents didn't know what on-line services their GP practice offered. Of those that did 32% of respondents had not used any on line services in the past year
- 49% had never tried to book an on line appointment, but of those that had 21% had found it very easy
- 46% had never tried to look for information or access services on line

### Medical Reception Staff and Opening Hours

- 69% had been asked by their receptionist why they needed to see a medical practitioner.
- 20% did not understand why the receptionist asked their reason for booking an appointment.
- 26% of respondents found the appointment time offered wasn't suitable as it wasn't with their preferred doctor
- 27% didn't know the opening time of their surgery.
- 31% didn't know about extended opening hours

The report was well received and will be presented to Bury CCG Primary Care Commissioning Group for further discussion on the recommendations made in the report.



## Continuing our Partnership in Greater Manchester

The ten local Healthwatch organisations of Greater Manchester are committed to developing a strong and supportive working relationships at a Greater Manchester level. Throughout 2018-19 we have collaborated as a network and worked closely with the Greater Manchester Health and Social Care Partnership (GMHSCP) and Healthwatch England.

As part of this continued commitment we are working with our local commissioners and with the GMHSCP to build on our experiences with additional support from Healthwatch England, to co-produce a new leadership and governance model and our ongoing collaborative working plans.

It has been a busy year for us at a GM level with involvement in:

- The GM Health and Care Board
- Co-writing GMHSCP Engagement Framework
- Co-writing Theme 3 Communication and Engagement Strategy and outline operational plan
- Participation in Theme 3 Design Oversight Forum work
- Ensuring challenge/assurance role is embedded in the Partnership
- Sharing all local Healthwatch reports with the Partnership
- An independent review of how our stakeholders view Healthwatch and how we work together
- The provision of a Joint Data Protection Officer role including shared policies, approaches and training
- Joint working and representation on a number of key areas of work such as mental health and Acute hospital services at Board level
- GM HW Quality Summits feeding directly into the GM Quality Board.



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: [www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

t: 0161 253 6300

e: [info@healthwatchbury.co.uk](mailto:info@healthwatchbury.co.uk)

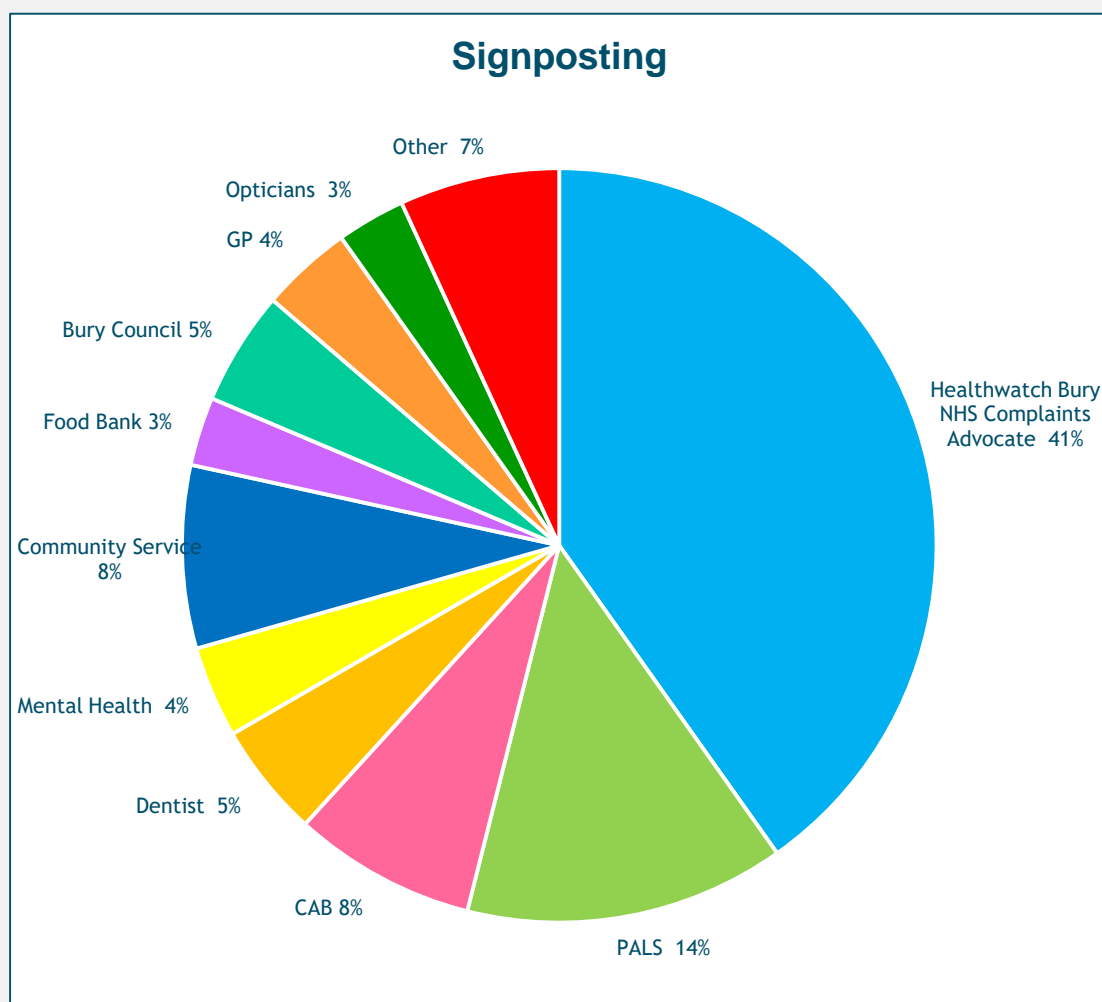
# Helping you find the answers

## What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Healthwatch Bury signposted over 102 people to a wide range of information and advice linked to health and social care services in 2018-19. The pie chart below shows a breakdown of the topics requested. Over 67 of the requests were about the NHS complaint process and were referred to the Healthwatch Bury NHS Complaints Advocate. Healthwatch Bury took over the management of the Independent Complaints Advocacy service in April 2018.

Here are the most common things that people ask us:



## Social Media

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

- Care and Treatment Reviews - Family Survival Guides
- Rochdale and District Mind - mental health news
- REACT TO RED - Pressure Ulcer Prevention (information for patient/carer)
- Stress for Mental Health Awareness Week
- Supporting people with additional needs into work
- D-Caff, Greenmount Village Community - a place to meet for people living with dementia, their carers, family and friends
- Individual employer funding from Skills For Care - training for personal assistants and support staff
- Local foodbank outlets
- What to expect during assessment and care planning - A quick guide for people using adult social care services
- A new system, part of the GP practice forward view, being introduced at GP practices across Bury, will help patients to access the right care to meet their needs.
- Winter Support for Rough Sleepers
- The Yellow Card Scheme - Report a suspected medication side-effect
- Care Homes - understanding your rights



## Follow us on social media

Keep up to date with what's happening on health and social care in Bury through our social media pages:

w : [www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

🐦 : [www.twitter.com/Healthwatchbury](https://twitter.com/Healthwatchbury)

f : <https://www.facebook.com/Healthwatch.bury>

## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There a number of organisations that can provide help, but people don't know where to look. Last year we helped over 100 people access the advice and information they needed.

You can access our advice and information in a number of ways including:

- Specific advice and information blogs online
- Our 'Feedback form'
- At our member and public information events
- At community events
- Promoting relevant information through our social media channels
- Over the phone

## Healthwatch Bury Member and Public Information and Engagement Events:

In addition to our e-bulletins and newsletters we held member and public information events throughout the year to help raise awareness about relevant events taking place in Bury but also on specific issues to provide advice and information.

In May, Jo Stevens from the Pennine Care Stroke Community Team and Gill Pearl from Speakeasy UK, presented a fantastic double act. They gave an informative presentation about stroke prevention and how to recognise if someone is having a stroke and the support available, in Bury, for people with aphasia (an impairment of language, affecting the production or comprehension of speech and the ability to read or write). Free blood pressure checks were held at the end of the session.

The Healthwatch Bury Power of Attorney workshop held in June proved a popular event. Emma Lowe, a local solicitor and member of Healthwatch, explained to the audience about the Power of Attorney process and application. The session proved very popular with twenty three people attending the workshop.

At the AGM in September 2018 our guest speaker Warren Heppolette, Executive Lead - Strategy & System Development at Greater Manchester Health and Social Care Partnership, took the audience through the 'The GM Journey'. Warren explained how the partnership's vision 'to deliver the greatest and fastest possible improvement to the health and wellbeing of the 2.8m people of Greater Manchester' will be achieved.

In October our guest speaker Tyrone Roberts, Director of Nursing at Fairfield General Hospital and Rochdale Infirmary, (part of the Northern Care Alliance) explained how the hospital had gone from 'requiring improvement to scoring the CQC rating of good' for Fairfield General Hospital.


Our second guest speaker was Vicky Riding, Chief Executive, Bury and Rochdale Doctors on Call (BARDOC), who presented an informative session on the organisation's work, forthcoming changes and improvements to the service and the additional support they provide to the homeless people across Bury



## Healthwatch Bury Independent NHS Complaints Advocacy Service

As of the 1<sup>st</sup> April 2018, the Independent Complaints Advocacy Service has been managed by Healthwatch Bury. The service is free, confidential and independent and is available to anyone who needs support to make a complaint about NHS funded care and treatment.

The need for the service is increasing with cases rising from 14 in April to over 40 at the present time, with more on a waiting list. Our advocate has dealt with a range of issues covering all aspects of NHS services. The case study below provides a flavour of the work and support our advocate provided:

 David sought advice and support from Healthwatch Bury following an incident at Fairfield General Hospital (FGH). Whilst checking into reception during a visit to A&E at FGH, it became apparent to David that there was no loop system facility available. Due to this, David had difficulties communicating with the receptionist, which resulted in confidential information having to be communicated, in a raised voice, in a quiet waiting area causing him obvious embarrassment and inconvenience.

*Further concerns were also expressed by David regarding the wording of appointment letters. In these letters the patient is advised that an interpreter service is available to any patient who requires this. He was concerned that the letter could be misleading as the information is not clear enough and asked if this could be reworded.*

*David also felt that due to the correlation between cardiac problems and hearing loss, the Cardiac Rehabilitation Centre had the potential of seeing multiple patients with hearing problems, and therefore it was important for them to ensure that all staff had some form of deaf awareness training.*

*Healthwatch Bury NHS complaint advocate attended a local resolution meeting with David at FGH where he had the opportunity to highlight some of the concerns that he had personally experienced within the Trust in recent months. The Diversity and Inclusion Manager emphasised the improvements that had been made to ensure that staff within the trust were receiving training in deaf awareness. David expressed concerns that in their initial response letter in 2017, only approximately 250 members of staff had received training in deaf awareness. The Diversity and Inclusion Manager advised that as of August 2018, 5132 members of staff have received appropriate training on how to deal with patients with hearing difficulties.*



### Are you looking for help?

If you need help to make a complaint against the NHS. Don't struggle alone. Healthwatch Bury Independent NHS Complaint Advocacy Service is here for you.

w: [www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

t: 0161 253 6300

e: [advocacy@healthwatchbury.co.uk](mailto:advocacy@healthwatchbury.co.uk)

# Our volunteers

## How do our volunteers help us?

At Healthwatch Bury we couldn't make all of these improvements without the support of our volunteers who work with us to help make care better for their communities.

What our volunteers do:

- Raise awareness of the work we do in the community
- Visit services to make sure they're meeting people's needs
- Support our day to day running e.g. governance
- Collect people's views and experiences which we use in our reports

Our volunteers gave over 600 hours to supporting our work.

This year we have started our enter and view training with six volunteers attending the training day run by Kate Johnson, Engagement Lead, North of England, Healthwatch England.

Two Bury College students are busy engaging with their fellow students on developing our Youthwatch web pages - designed by young people for young people.

## Governance

The Healthwatch Bury Board meet on a regular basis to discuss the work of Healthwatch Bury and receive feedback, including best practice, from Greater Manchester and other local Healthwatch organisations

- Barbara Barlow, Chair
- Alan Norton, Director
- Tan Ahmed, Director
- Ryan Heywood Riordon, Director

Over the past year our Directors have attended events, represented Healthwatch Bury at strategic meetings (both locally and at a GM level) and supported the team at various engagement and signposting events.



## Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: [www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

t: 0161 253 6300

e: [info@healthwatchbury.co.uk](mailto:info@healthwatchbury.co.uk)



# Our finances

## How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent in the region of £123,535.

We also received £1,105 of additional income from Healthwatch GM and Making Smoking History.

Income 2018/19	£
Funding received from local authority to deliver local Healthwatch statutory activities	£122,000
Funding received from local authority to manage local Independent NHS Complaints Advocacy activities	£9,000
Additional income	£1,105
Total income	£132,105
Expenditure	£
Operational costs	£12,641
Staffing costs	£94,130
Office costs	£20,411
Total expenditure	£127,182
Surplus C/F for designated purposes	£4,923

# Our plans for next year

## Message from our CO

The Team and I have been very busy over the last year. We've spoken to many people about their health and social care experiences and influenced the shape of services at a GM and local strategic level. Our social media is reaching more people and providing them with access to important information about health and social care services. Our Independent NHS Complaints Advocate service is in increasing demand which has meant we now have a waiting list.

Our reports showed how hard life can be for those caring for someone with mental health and the importance of their voice being heard in the care of their loved one. We heard how important communication is to patients about what's happening in the local GP practices and to pregnant mothers about ensuring they access their scans at the right time.

It's been a busy year for Healthwatch Greater Manchester with the ten local Healthwatch organisations meeting regularly to shape and influence the GM Health and Social Care Partnership work. We have an ongoing piece of work with Healthwatch England which will be looking at our GM governance model and helping us to shape how we will operate at a GM level going forward.

We will be continuing to work in collaboration with our fellow Greater Manchester Healthwatch organisations and have a number of projects under way looking at HR, IT systems and research support, to identify efficiencies and better ways of working.

Healthwatch Bury will be working even harder in the forthcoming year to help gather your views on the good and not so good of health and social care. We will be developing an enter and view programme, collaborating with Rochdale and Oldham Healthwatch to run a number of

public engagement events to support our local CCG engagement work.

We will be rolling out the 'Healthwatch Bury 100' micro volunteering programme for those people with less time in their hands but plenty to say by encouraging them to sign up for simple quick surveys to complete over the year.

As I am retiring this will be my last Annual Report so I wanted to sign off with a big thank you to my Board and the team at Healthwatch Bury for their hard work and support over the past two years. A big thank you as well to all the groups and charities across Bury who have made our work so much easier and to the public for their views and input in shaping the services they want. I am sure Healthwatch Bury will continue to go from strength to strength.

*Joanne Horrocks*

**Joanne Horrocks**  
Healthwatch Bury CO



# Thank you

Thank you to everyone who has taken the time to share your experiences with us.

Your experiences and views really can shape and change local health and social care.

To all the workers in the NHS and Social Care services, who worked with us, listened and responded positively to the views and issues raised a big thank you. Your professionalism and care for the most vulnerable in our society is hugely appreciated.

## Contact us

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📘 Facebook: <https://www.facebook.com/healthwatchbury>

🌐 Website: [www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

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 license agreement.

If you need this in an alternative format please contact us.





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