



Healthwatch Rochdale 360° Review Report

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About Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumer's views about services are represented both locally and nationally;
- We focus on local voices being able to influence the delivery and design of local services;
- We have statutory powers that enable local people to influence health and social Care services under the Health and Social Care Act 2012

Healthwatch Rochdale discovers what people want from their health and social care services such as hospitals, GPs, care homes and pharmacies. This is referenced against information gathered from health and social care providers, commissioners as well as national and local research sources. Healthwatch Rochdale also produce reports about services visited and make recommendations for action where there are areas for improvement.

Background

Healthwatch Rochdale has been running since 2013, and the 360° review was a chance for stakeholders to have their say and share their opinions on Healthwatch Rochdale to help us evaluate how well we are doing and areas where we could improve. Please note these 360 reviews has not be completed by members of the general public.

Gathering of opinions took the form of a short six question survey that was sent out to professionals who were signed up to our mailing list; the survey was also sent to partner organisations.

The survey was open for two weeks and had 19 responses. The survey had several statements for people to comment on whether they strongly agree, somewhat agree, some what disagree and strongly disagree.

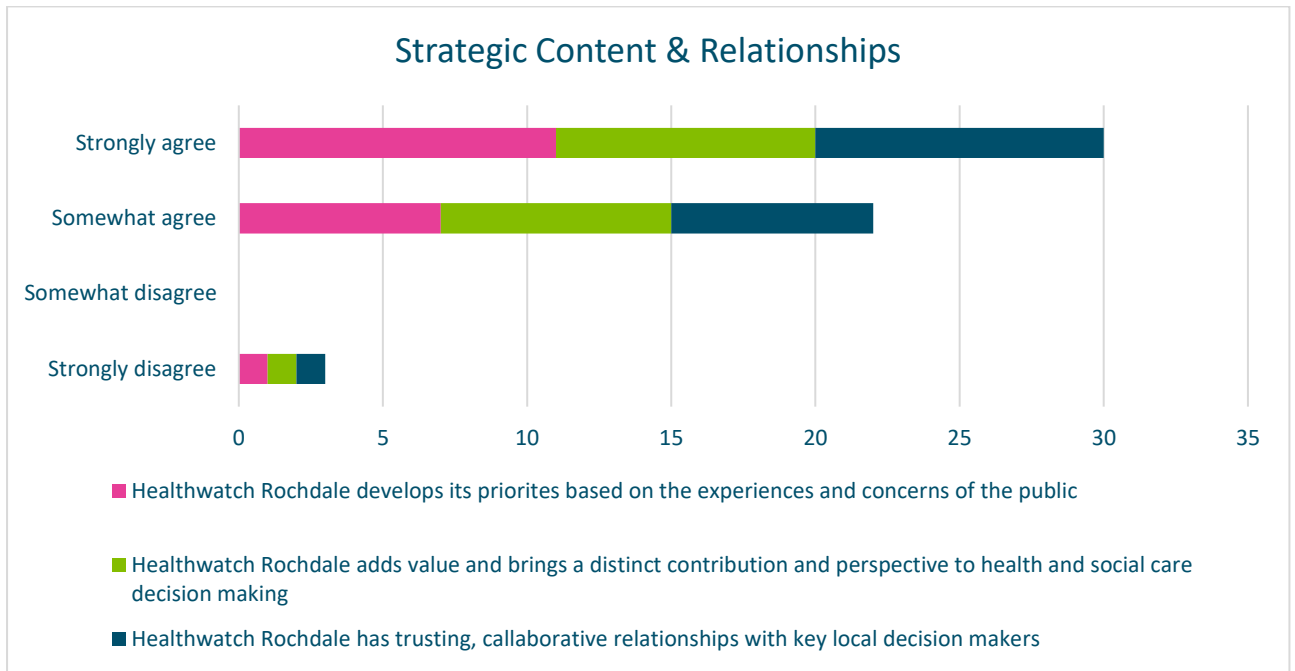
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Results

Question 1.

Healthwatch Rochdale develops its priorities based on the experiences and concerns of the public? Healthwatch Rochdale adds value and brings a distinct contribution and perspective to health and social care decision making? Healthwatch Rochdale has trusting, collaborative relationships with key local decision makers?



- Healthwatch Rochdale develops its priorities based on the experiences and concerns of the public- **58%** strongly agreed, **37%** somewhat agreed, **0%** for somewhat agreed and **5%** said they strongly disagree.
- Healthwatch Rochdale adds value and brings a distinct contribution and perspective to health and social care decision making- **47%** strongly agreed, **42%** somewhat agreed, **5%** somewhat disagreed and **5%** strongly disagreed.
- Healthwatch Rochdale has trusting, collaborative relationships with key local decision makers- **53%** strongly agreed, **37%** somewhat agreed, **5%** somewhat disagreed and **5%** strongly disagreed.

Question 1 continued.

How could Healthwatch be more effective in this area (comments taken from respondents of the survey):

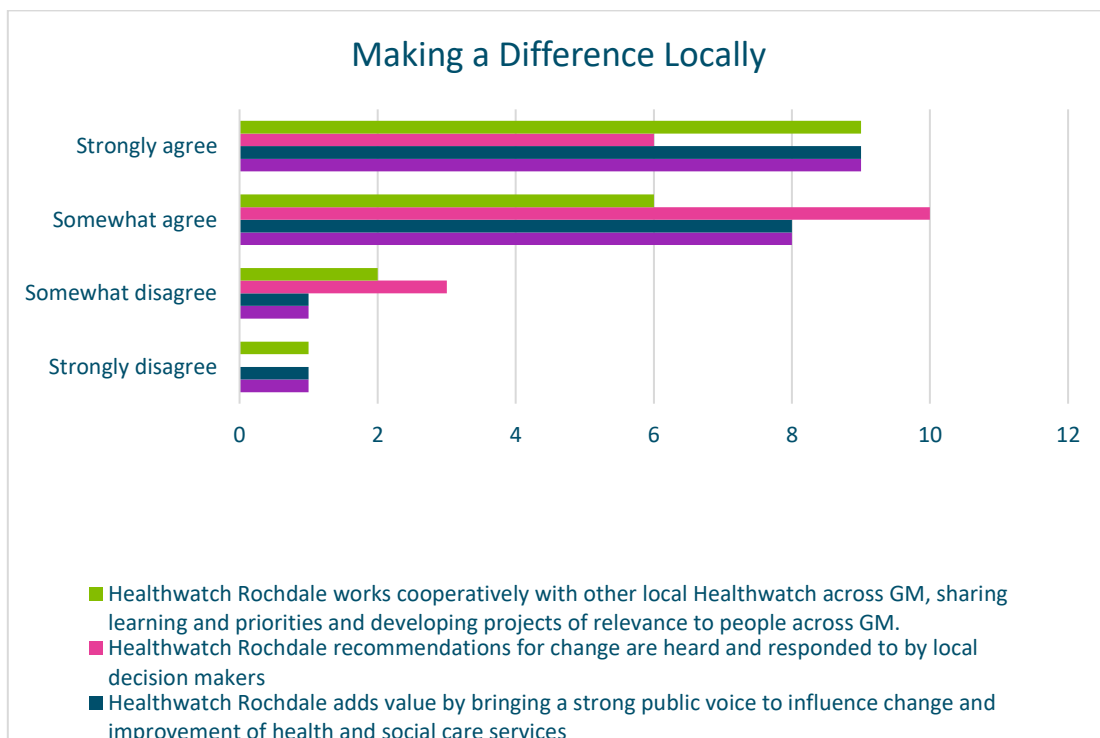
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- 6 More noticeable presence needed. Care Act 2014 statutory guidance specifies the role of Healthwatch on local Safeguarding Adult Boards. I am aware that Healthwatch is a member of RBSAB, but have only attended 2 out of 6 meetings in 2017/18.
- 6 Possibly more joint working.
- 6 More publicity to raise awareness.
- 6 By educate people more (workshop).
- 6 The NES HW organisations are working more closely together which is key as more health and social care changes impact on a wider footprint than just Rochdale, Bury or Oldham etc.
- 6 HW Rochdale has always been key in this and willing to take a strong lead in any work that needs to be done which has been helpful.
- 6 Be more pro-active with established groups.
- 6 Stop encouraging a blame culture, treat partners like partners. Raise concerns immediately with the partner. Many officials seek to blame first and understand later.
- 6 For Healthwatch to be more effective they would need more resources, which are out of their control

Question 2.

Healthwatch Rochdale captures the experiences and aspirations of local people, including those from diverse and seldom heard groups, in its research and reports? Healthwatch Rochdale adds value by bringing a strong public voice to influence change and improvement of health and social care services? Healthwatch Rochdale recommendations for change are heard and responded to by local decision makers? Healthwatch Rochdale works cooperatively with other local Healthwatch across GM, sharing learning and priorities and developing projects of relevance to people across GM?



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- Healthwatch Rochdale captures the experiences and aspirations of local people, including those from diverse and seldom heard groups, in its research and reports- **48%** strongly agreed, **42%** somewhat agreed, **5%** for somewhat agreed and **5%** said they strongly disagree.
- Healthwatch Rochdale adds value by bringing a strong public voice to influence change and improvement of health and social care services- **48%** strongly agreed, **42%** somewhat agreed, **5%** somewhat disagreed and **5%** strongly disagreed.

Question 2 continued.

- Healthwatch Rochdale recommendations for change are heard and responded to by local decision makers- **33%** strongly agreed, **52%** somewhat agreed, **16%** for somewhat agreed and **0%** said they strongly disagree.
- Healthwatch Rochdale works cooperatively with other local Healthwatch across GM, sharing learning and priorities and developing projects of relevance to people across GM.- **50%** strongly agreed, **33%** somewhat agreed, **11%** somewhat disagreed and **6%** strongly disagreed.

How could Healthwatch be more effective in this area (comments taken from respondents of the survey):

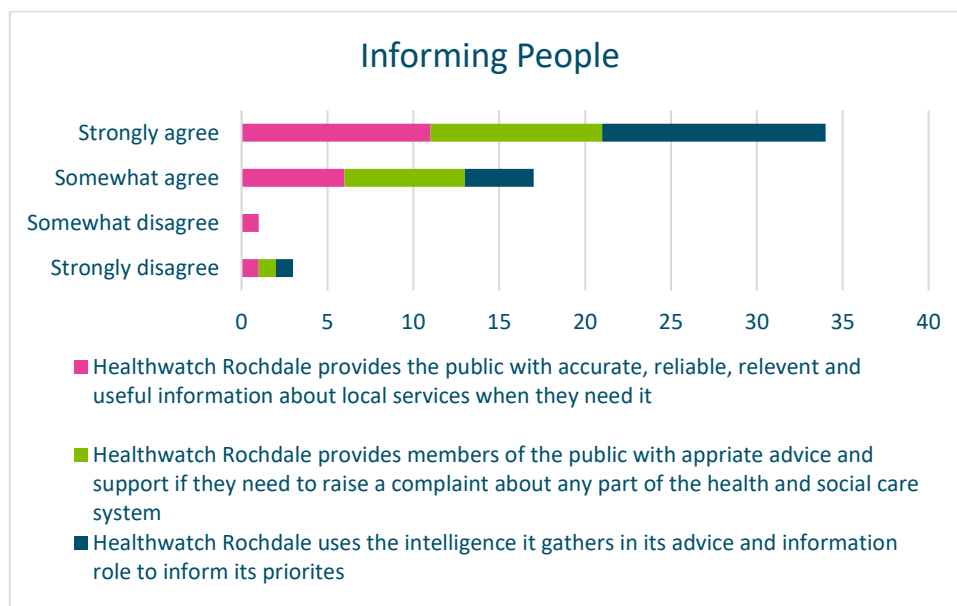
- I can only see 2 Enter and View reports for this year on the website . It is not clear how any recommendations are followed up on. On of the reports did not have any comments from the provider so I am not sure if they accepted or acted on the recommendations.
- More effective links with VCF partners.
- More workshops.
- I lack the knowledge about how effectively HW Rochdale recommendations are responded to but I know that all HW organisations struggle at times to get full responses and reaction to their reports. All GM HW orgs are looking at research methodologies and how they evidence their reports to demonstrate the robustness of the process and to ensure that stakeholders/CCGs & LAs take notice of the reports - this is a GM wide issue - more support/advice and access to researchers & academics for all local HW would help.
- There is a need to cooperate and understand, this doesn't happen we are just told.

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Question 3.

Healthwatch Rochdale provides the public with accurate, reliable, relevant and useful information about local services when they need it? Healthwatch Rochdale provides members of the public with appropriate advice and support if they need to raise a complaint about any part of the health and social care system? Healthwatch Rochdale uses the intelligence it gathers in its advice and information role to inform its priorities?



- 6 Healthwatch Rochdale provides the public with accurate, reliable, relevant and useful information about local services when they need it- **58%** strongly agreed, **32%** somewhat agreed, **5%** for somewhat agreed and **5%** said they strongly disagree.
- 6 Healthwatch Rochdale provides members of the public with appropriate advice and support if they need to raise a complaint about any part of the health and social care system- **56%** strongly agreed, **39%** somewhat agreed, **0%** somewhat disagreed and **5%** strongly disagreed.
- 6 Healthwatch Rochdale uses the intelligence it gathers in its advice and information role to inform its priorities- **73%** strongly agreed, **22%** somewhat agreed, **0%** for somewhat agreed and **5%** said they strongly disagree.

How could Healthwatch be more effective in this area (comments taken from respondents of the survey):

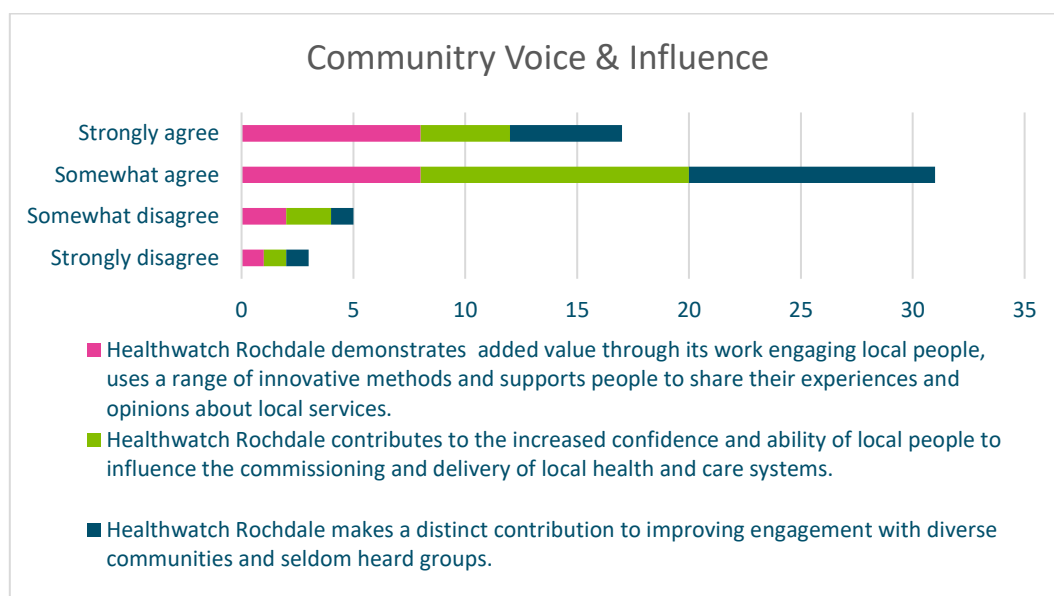
- 6 I can see no evidence of this on the website
- 6 More awareness

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Question 4.

Healthwatch Rochdale demonstrates added value through its work engaging local people, uses a range of innovative methods and supports people to share their experiences and opinions about local services? Healthwatch Rochdale contributes to the increased confidence and ability of local people to influence the commissioning and delivery of local health and care systems? Healthwatch Rochdale makes a distinct contribution to improving engagement with diverse communities and seldom heard groups?



- 6 Healthwatch Rochdale demonstrates added value through its work engaging local people, uses a range of innovative methods and supports people to share their experiences and opinions about local services- **42%** strongly agreed, **42%** somewhat agreed, **11%** for somewhat agreed and **5%** said they strongly disagree.
- 6 Healthwatch Rochdale contributes to the increased confidence and ability of local people to influence the commissioning and delivery of local health and care systems- **21%** strongly agreed, **63%** somewhat agreed, **11%** somewhat disagreed and **5%** strongly disagreed.
- 6 Healthwatch Rochdale makes a distinct contribution to improving engagement with diverse communities and seldom heard groups - **29%** strongly agreed, **61%** somewhat agreed, **5%** for somewhat agreed and **5%** said they strongly disagree.

Question 4 continued.

How could Healthwatch be more effective in this area (comments taken from respondents of the survey):

- 6 I can see no evidence of this.

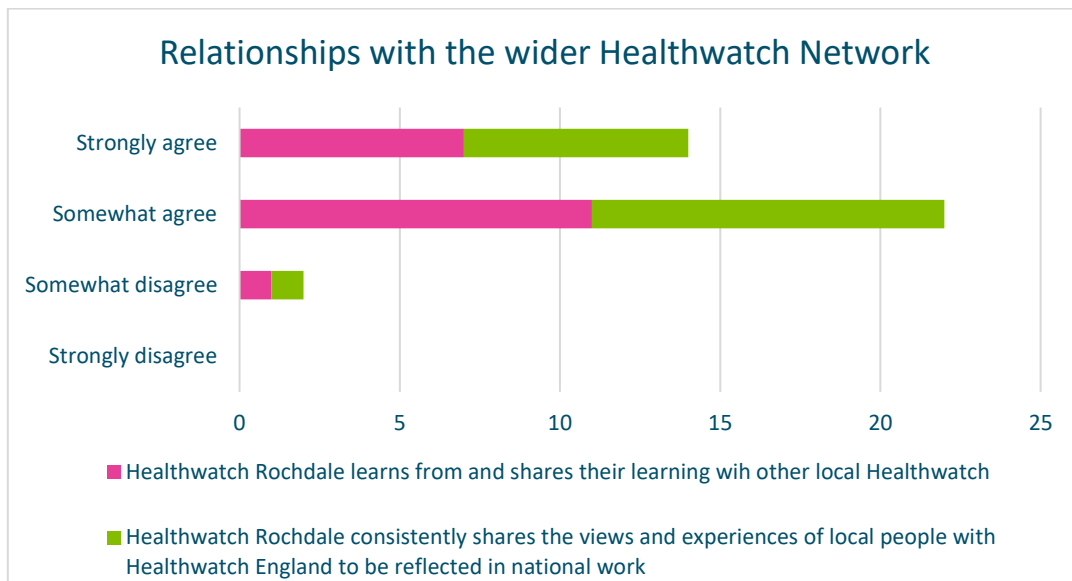
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- 6 The outputs of their engagement work should be fed into all strategic partnerships. Also, where there are specific issues, regarding individual patients, these could be raised with the appropriate service/commissioning as they arise, to ensure a timely response/resolution.
- 6 More of the same being seen around the right strategic tables and networking at that strategic level which is increasingly harder to do in an everchanging health and social care landscape.

Question 5.

Healthwatch Rochdale learns from and shares their learning with other local Healthwatch?
 Healthwatch Rochdale consistently shares the views and experiences of local people with Healthwatch England to be reflected in national work?



- 6 Healthwatch Rochdale learns from and shares their learning with another local Healthwatch- 37% strongly agreed, 58% somewhat agreed, 5% for somewhat agreed and 0% said they strongly disagree.
- 6 Healthwatch Rochdale consistently shares the views and experiences of local people with Healthwatch England to be reflected in national work- 37% strongly agreed, 58% somewhat agreed, 5% somewhat disagreed and 0% strongly disagreed.

How could Healthwatch be more effective in this area (comments taken from respondents of the survey):

- 6 I can't comment- I can see no evidence of this on your website, but a peer review from one of the other GM Healthwatch organizations would be beneficial to see if there is any learning that can be incorporated locally.
- 6 I assume they do don't really have that level of knowledge.

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Demographic information

Who are you?

- 6 0% of respondents were members of the general public
- 6 11% of respondents were employees of Rochdale Borough Council
- 6 21% of respondents were employees of Heywood Middleton & Rochdale Clinical Commissioning Group
- 6 5% of the respondents were from Pennine Acute Hospital Trust
- 6 42% of respondents were employees in the voluntary sector
- 6 21% of respondents were other including:
 - Senior care worker
 - Barnardo's
 - HW Bury

Where do you live?

Answer Choices	Responses	
Middleton	5.56%	1
Heywood	11.11%	2
Rochdale	50.00%	9
Pennines	5.56%	1
Other (please specify)	27.78%	5
	Answered	18
	Skipped	1

What is your age?

Answer Choices	Responses	
17 or younger	0.00%	0
18-20	0.00%	0
21-29	0.00%	0
30-39	0.00%	0
40-49	41.18%	7
50-59	52.94%	9
60 or older	5.88%	1
	Answered	17
	Skipped	2

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Are you male or female?

Answer Choices	Responses	
Male	17.65%	3
Female	82.35%	14
Transgender	0.00%	0
	Answered	17
	Skipped	2

What is your Ethnicity?

Answer Choices	Responses	
English/Welsh/Scottish/Northern Irish/ British	82.35%	14
Irish	0.00%	0
Gypsy or Irish Traveller	0.00%	0
Any other White Background	0.00%	0
White and Black Caribbean	0.00%	0
White and Black African	0.00%	0
White and Asian	0.00%	0
Any other mixed/multiple ethnic background	0.00%	0
Indian	0.00%	0
Pakistani	5.88%	1
Bangladeshi	5.88%	1
Chinese	0.00%	0
Any other Asian Background	0.00%	0
African	5.88%	1
Caribbean	0.00%	0
Any other Black/African/Caribbean Background	0.00%	0
Arab	0.00%	0
Any other Ethnic Group	0.00%	0
Other (please specify)	0.00%	0
	Answered	17
	Skipped	2

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Healthwatch Rochdale 360 Review Action Plan

ID	Recommendation	Action	Review date
1	To review information sharing through external communications to public and professionals	To review the communication and engagement strategy to look at innovative communication styles to reach a wider range of the public and professionals	2019/2020
2	Continue partnership working in the Rochdale borough with the public and voluntary sector organisations	To review the current partnership working with public and voluntary sector organisations in line with the Healthwatch Rochdale work plan. Scope other opportunities for partnership working in the Rochdale borough	2019/2020
3	Raise further awareness of the Healthwatch Rochdale service in the Rochdale borough	To raise awareness by 25% per year in line with the service specification	2019/2020
4	Review usability and content on the Healthwatch Rochdale website	New Healthwatch Rochdale website to go live in April 2019 with all information readily available, including reports	2019/2020
5	Review the meetings which Healthwatch Rochdale operational staff attend	Ensure attendance at appropriate meetings in line with Healthwatch Rochdale's workplan.	2019/2020

Note to reader: Healthwatch Rochdale will be incorporating the action points into the Healthwatch Rochdale operational work plan for 2019/2020. The operational workplan will be available on the Healthwatch Rochdale website which can be accessed by visiting www.healthwatchrochdale.org.uk.

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