

# healthwatch

## Rochdale

# Winter News

## 2024

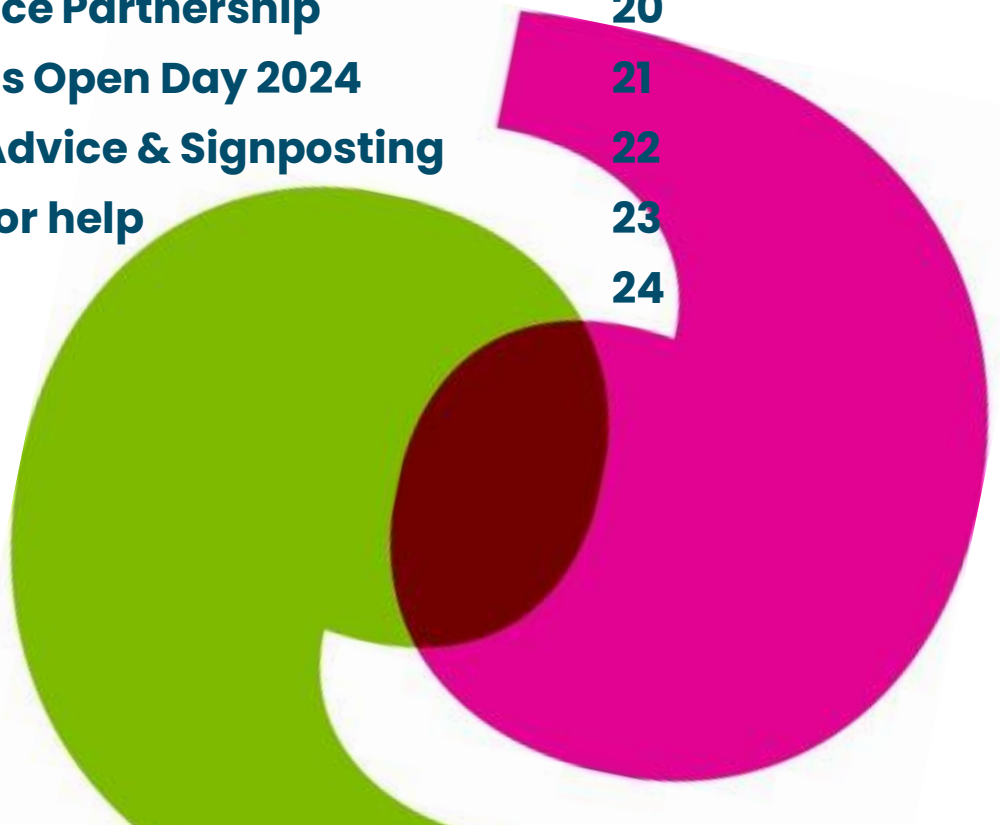


Photo Credit: "Rochdale from Above" Ian Lord Photographer

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# Message from our CEO



*As NHS pressures build, Healthwatch Rochdale helps shape future ambitions through our Enter and View programme*

This winter newsletter is full of insight and information on the work of the Healthwatch Rochdale team throughout the last few months. Thank you to all who got involved, completed our surveys, sent us feedback and supported us across the business. Don't forget, there's always a chance to win a voucher with all our surveys so please have your say.

Throughout December I met with strategic leads at the Care Quality Commission, Rochdale Adult Social Care Services and NHS to discuss our Enter & View programme, which is due to commence in January, within local care homes across Rochdale. Further information on Enter and View can be found on page 15. If you are interested in becoming an Enter and View Representative, please contact [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk) - full training is provided for this role.

In December we held our Christmas gathering for staff, board and volunteers. Thank you to all that came and had some lovely lunch with us at The Flying Horse in Rochdale. Your ongoing support and time given to the organisation is amazing.

Watch this space, Healthwatch Rochdale will shortly be going out to engage with local stakeholders and residents in our annual 360 review. Please get involved and have your say. We are also continuing to review GP websites and local PPGs (Patient Participation Groups) to see how local general practices engage with their patients, if you would like to know more about this work and how you can get involved, please contact Healthwatch Rochdale.

*Kate Jones*  
Healthwatch Rochdale CEO

# Healthwatch Rochdale – Who are we?



Photo Credit: Ian Lord Photographer

## This year Healthwatch Rochdale celebrated its 10<sup>th</sup> anniversary as Rochdale’s health and social care champion.

If you use health services or need care, Healthwatch Rochdale wants to hear about your experience.

It has the power to make sure local NHS and social care leaders listen to your feedback and improve standards of care. It can also help you to find

reliable and trustworthy information and advice or signpost you to the relevant organisation.

This year, Healthwatch Rochdale has supported numerous Rochdale residents to have their say or get the support they need.

There is also a range of volunteering opportunities available to help local residents gain new skills and give back to their community.



### Our vision

Improved health and social care experiences for everyone in Heywood, Middleton and Rochdale.



### Our mission

We are the independent voice of Heywood, Middleton and Rochdale residents. We listen, challenge and shape local health and care services.



### Our values

- **Credible** - We hold ourselves to the highest standards, we are open and honest in everything we do.
- **Co-operative** – We maintain a positive, forward thinking focus and work with others to get things done.
- **Inclusive** - We start with local people first; we work for everyone.
- **Responsive** – We take what we know and translate it into actions.
- **Accountable** - We take responsibility for our actions and stand by our decisions.

# Meet the Team

## Healthwatch Rochdale Board Members



Margaret Parker,  
CHAIR



Ben Greenwood,  
VICE CHAIR



David Bradshaw,  
TREASURER



Melanie Tunney

## Healthwatch Rochdale Staff



Kate Jones,  
CEO



Naomi Burke,  
Engagement & Volunteer  
Manager

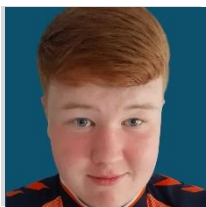


Judith Driver,  
Community  
Engagement  
Project  
Worker



Moira Auchterlonie,  
Project  
Officer

## T-Level Student



Matthew Stott,  
Hopwood  
Hall,  
Middleton





## Welcome to the team Moira!

**Healthwatch Rochdale are pleased to announce they have a new Project Officer on the team, Moira Auchterlonie.**

Moira joins us with over 25 years' experience working in primary care and general practice both locally and at a national level. Her background is in law and medical education. She previously served as a Trustee for the National Association of Patient Participation and is a member of her GP practice Patient Participation Group (PPG).

She also works with NHS England on various patient and community involvement projects and is a Lay Reviewer.

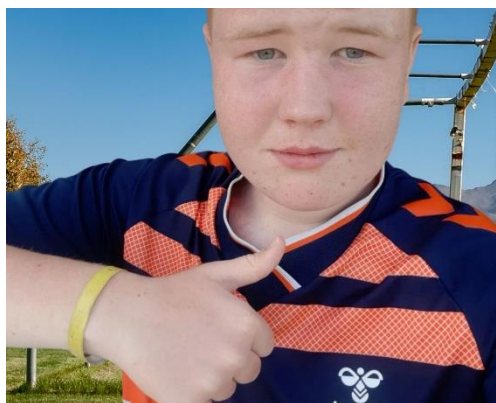
Moira looks forward to using her knowledge and understanding of the health system and passion for analysing patient feedback to support Healthwatch Rochdale to better influence decision makers about what matters to Rochdale residents and service users.

**"We are really looking forward to working alongside Moira and warmly welcome her as part of the Healthwatch Rochdale Team!"**

Kate Jones, CEO



# Healthwatch Rochdale welcomes T-Level Student from Hopwood Hall, Middleton.



**Healthwatch Rochdale is welcoming a new member of the team in the New Year who is a student at Hopwood Hall in Middleton studying on a T-Level course.**

Delivered over a two-year period, T-Levels provide an excellent alternative to A-Levels and are aimed at young people aged 16 to 19 years old who would rather study work-related courses than traditional academic subjects.

T-Level students spend 80% of their time within a classroom environment and 20% of their time on placement within an industry; such as ourselves.

The work placement is an integral part of the qualification where students complete a minimum of 315 hours (approximately 45 days) on a placement to help develop practical and technical skills and a chance to experience a real-life working environment.

We are really looking forward to accommodating Matthew Scott who is currently based at Hopwood Hall in Middleton and will be joining

us every Thursday with a focus on Marketing and Branding.

**Matthew commented:**

“I am currently studying a management and administration T-level and as a part of my course I must complete at least 315 hours of work placement. I am extremely grateful for the opportunity that I have been presented at Healthwatch and believe it can really help me gain the experience I need for my future. I can also give back to the community and people around me by doing so as Healthwatch Rochdale is a vital sector in England for the support and help they give people in local areas. In the future I want to look towards a job in marketing but it's the dream to achieve this in the football industry as I have a major passion for the sport and would love to contribute to it in the future. I look forward to starting my placement and finding out what the future may bring in my time at Healthwatch and learning even more about Healthwatch and developing the skills I need for my future.”

# Our projects

Over the last 3 months Healthwatch Rochdale has been working on building up knowledge and recruitment for Patient Participation Groups and building our communication channels including #TogetherRochdale.



## #TogetherRochdale

#TogetherRochdale is a local partnership communications group that exists to bring together voluntary, community, faith and social enterprise organisations with statutory partners and local providers to ensure there is a consistent partnership approach to communications within the Rochdale borough. #TogetherRochdale is facilitated by Healthwatch Rochdale and works to ensure local communication is effective and meaningful with a wide reach.

## PPG Recruitment

Patient Participation Groups (PPGs) are a vital part of local GP Practices, they offer patients the opportunity to be involved. Patients' lived experiences and feedback around their particular practice is vital to help the staff understand what works well and where improvements could be made.

The NHS requires every GP Practice to have a PPG. We are encouraging Rochdale residents to sign up to be a member of their PPG.

**PPG** healthwatch Rochdale

Rochdale GP practices are **Recruiting Now**

Volunteer Position - Patient Participation Group Representative

Join your Patient Participation Group at your GP surgery and have your say on the future of the service

**Time to have YOUR say on YOUR GP**

Contact your GP reception to find out more. VOLUNTEER GET INVOLVED!

# Our Published Reports

Healthwatch Rochdale has recently published a number of reports. These can be requested in hard copy format or viewed via our website

Read our report on what services local people would like to see in the Alkrington Hub?

The top three services people wanted to see in the hub were:

- Health (Mental Health Support, Rehabilitation, Weight Management).
- Leisure (Social Activities)
- Social Care (Advocacy services, rehabilitation and support for people with learning disabilities and autism)

Would you like this report in an alternative format? **CONTACT US**

Tel: 01706 249 575 info@healthwatchrochdale.org.uk

<https://www.healthwatchrochdale.org.uk/news-and-reports>



# Impact made by Healthwatch – GP Websites

**Healthwatch Rochdale gathers feedback from residents and shares this with the health and social care system to improve services. We also gather key trends on specific feedback on work on different topics to bring around change and impact.**

## Background

Improvements to GP websites have been a priority as part of the Digital First Primary Care Programme.

This was also assessed as an area for concern through Healthwatch Rochdale and feedback from their audits and focus groups further highlighted this as a priority for HMR. The joint working with Healthwatch Rochdale ensures patients remain at the heart of everything we do. The relationship strengthened the need for this programme of working by using patient feedback as a key enabler and evaluator in this project measuring success and providing opportunities for development.

It was agreed that a programme of work would be undertaken to improve the quality of GP Websites in early 2023.

## Outcome

A new template was agreed which was compliant with NHS England guidelines around usability and accessibility.

78% (28/36) of HMR GP practices agreed to adopt this template. As of 6<sup>th</sup> December 2023, 24 of these are now live with their new site.

As part of HMR Core Plus requirements, practices were required to run a comprehensive audit on their site. This has been completed by 67% (24/36) of practices. Practices are being supported to make improvements to their sites based on areas of non-compliance identified through the audit.

## Next steps

Practices to discuss results of the audit with their PPG. HWR and HMR Commissioning Lead to discuss PPGs and next steps with Rochdale Health Alliance (RHA).

Possibility of a joint press release to highlight this work and to raise awareness of what patients can do digitally via their GP websites. To be discussed further in January 2024.

Healthwatch Rochdale plans to re-audit GP websites. They have offered to look at the possibility of qualitative and quantitative feedback from the public about what they think of their GP website. It would be helpful if their audit could incorporate some specific questions around key tasks, that national data shows, patients want to complete when they visit a GP website.

# Quarterly Highlights

## Providing support



**168 people**

shared their health and social care feedback with us October, November, December 2023.

## Feedback Themes

- Podiatry Services
- Getting a GP appointment
- Dental Services
- Cost of living support around healthcare needs

## Reporting



**4 published reports**

- Pharmacy Services Report
- Enter and View: Oldham Postnatal Ward
- CQC Maternity Services Report
- Alkington Hub Consultation

## Making a difference



## Volunteers

- 4 Board Members
- 1 General Volunteer
- 6 Advisory Group Members
- 10 Enter & View Representatives
- 13 Youthwatch Rochdale Members

**155 Hours**

were given to us by our volunteers to help us carry out our work – **750** hours overall in 2023!

# Positive Feedback

Healthwatch Rochdale likes to share where local services are working well as well as showing where improvements can be made.

We share positive experience via:

- #Feedback Friday. Most Fridays we celebrate a local service for providing good service based on the feedback received under the hashtag #FeedbackFriday
- Our Enter and View Reports highlight what is working well at the start of the report
- We celebrate and share when services respond positively to our recommendations and use the views we have collected to help improve and shape patient experience.
- We always ask people to share what is working well.

**FEEDBACK FRIDAY** 

**ADULT SOCIAL CARE, ROCHDALE**

★★★★★



I have to praise the Adult Social Care team for their speedy response time for my mothers referral. The Occupational Therapist came and was very good. He made my mother feel at ease. She struggles with strangers and her dementia. Equipment i.e. bed, commode, wheelchair etc. was brought to the house so I can keep my mum at home. Very helpful and respectful.

Occupational Therapy

**FEEDBACK FRIDAY** 

**VISION CLINIC, ROCHDALE**

★★★★★



I am newly diagnosed with Macular - an eye condition.

I must say that since my diagnosis I have been really well supported especially by the vision clinic at Rochdale Infirmary.

Ophthalmology - Eye Outpatients

**FEEDBACK FRIDAY** 

**CROFT SHIFA, ROCHDALE**

★★★★★



I attend the Croft Shifa Health Centre in Rochdale for my injections in the back of my eye.

The staff are lovely and the quality of service is marvellous.

Always looked after whenever I go there.

Eye Care Services

**FEEDBACK FRIDAY** 

**DENTAL SERVICES, MIDDLETON**

★★★★★



Very happy with my NHS dental service at Fogg and Whitingham in Middleton.

I found it easy to access the care I needed and I also feel like the services were overall good.

Always manage to get an appointment too.

NHS Dentist

# Volunteering with Healthwatch

Healthwatch Rochdale volunteers make a huge difference to the work we do and take part in various activities which range from being a Board Member, to being part of the Healthwatch Rochdale Advisory Group, to taking part in our Enter and View visits. There is a wide range of opportunities available.



**BOARD MEMBERS WANTED**

healthwatch Rochdale

- Develop & Set Strategic Direction & Objectives
- Enhance skills & knowledge
- A chance to make a difference
- Implement recommendations
- Ensure Governance & Compliance

**VOLUNTEER WITH US!**

Email: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)  
[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

## Board Members

Do you want to help guide the work of Healthwatch Rochdale and help improve health and social care services locally? If so, Healthwatch Rochdale wants to hear from you!

This is a great way to get involved locally and help shape the future direction of our work. We look forward to welcoming new ideas, fresh thinking, and taking different perspectives as we seek to strengthen the Healthwatch Rochdale Board.



**VOLUNTEERS WANTED!**

INFORMATION, ADVICE & SIGNPOSTING

- Gather Feedback on health & social care
- Give information on local services
- Offer advice to Rochdale residents
- Signpost to other organisations
- Enhance skills and knowledge
- A chance to make a difference

**CAN I HELP?**

healthwatch Rochdale

Email: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)  
[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

## IAS Volunteer

What matters to you about your community? Are you passionate about health and social care in Rochdale? Do you have a few hours a month to spare to help us with our mission?

As an IAS volunteer for Healthwatch Rochdale, your role will be to promote the work we do and support us in being an advocate for the resident's voice and lived experiences in the Rochdale Borough, making care better for people.



**IMPACT ASSISTANT WANTED**

healthwatch Rochdale

- Help track and record Impact
- Help improve how services are delivered
- Enhance skills & knowledge
- A chance to make a difference
- Flexible Volunteering role
- Remuneration for travel

**VOLUNTEER WITH US!**

**GET INVOLVED!**

Email: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)  
[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

## Impact Assistant

Could you help identify impact achieved in order to track and showcase the difference we are making within the Rochdale Borough?

The NEW Impact Assistant role will help the Healthwatch Rochdale team record and keep track of the changes we are wanting to see in health and care services.

If going out and directly working with the public isn't your thing, this could be the ideal role that allows you to support and contribute to the success of Healthwatch Rochdale.

# Volunteers are at the heart of all we do!

Healthwatch Rochdale staff would like to convey their thanks to all the volunteers for their continuous hard work in being champions within their communities for Healthwatch.

Through 2023 Volunteers gave 720 hours of their time.



## Advisory Group

Healthwatch Rochdale is recruiting for Advisory Group members. As an Advisory Group member, you will help ensure the lived experience of people receiving care and treatment is used to help shape local health and social care services in Rochdale.

Advisory Group members meet monthly via Zoom and there are now several members of the Advisory Group who are currently working on issues that have been identified through our trends analysis.



## To find out more about volunteering with Healthwatch:

- Visit the Website
- Email or Call us
- Speak to us on engagement
- Visit one of our IAS sessions
- Book on to a virtual 1-2-1

**Website:** [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

**Telephone:** 01706 249575

**Email:** [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)

# Youthwatch Rochdale

**Youthwatch Rochdale aims to encourage young people to use their voice and have a say on local issues.**

**Youthwatch Rochdale is for young people between 13 and 18 years old, who live, work, study or access services in the Rochdale Borough.**

The second Tuesday of each month from 6:30pm, Youthwatch members meet online via Zoom to discuss health and social care issues that are important to them and have welcomed guest speakers who included Rochdale Youth Service, Research Project staff from Salford University and Career Advisors.

They also take part in relevant surveys and review leaflets or posters for other organisations.

**If a young person attends five meetings, they are remunerated a £25 Voucher and receive a certificate of participation.**

**#Youthwatch100**  
**SIGN UP TODAY**  
 Take part in monthly surveys online and be in with the chance of winning a £20 Voucher

**An exciting opportunity for young people of the borough to win a £20 voucher each month.**

### **Use your voice, have your say!**

There is an exciting opportunity available: **Youthwatch 100**. #YW100 needs 100 young people to sign up and take part in quarterly surveys online to be in with a chance of winning a £20 voucher of their choice.

**To sign up please follow the link: <https://healthwatchrochdale.org.uk/youthwatch-100-application-form>**

## **Share your views with us**



If you are a young person and have a query about a health or social care service, would like to give feedback or need help with where you can go to access further support, get in touch. Healthwatch is here for you.

**Website: [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)**  
**Telephone: 01706 249 575**  
**Email: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)**  
**Text: 07520 645 142**





Have  
your  
say



healthwatch  
Rochdale

## Enter and View

A statutory power for Healthwatch to visit any publicly funded health or social care service, collect the experience of patients, observe the site and make recommendations for improvement.




## Could you join us as an Enter and View Rep?

**Healthwatch Rochdale recommenced their Enter and View programme in the Autumn and are now planning their visits to local health and social care providers for the New Year.**

Previously Healthwatch Rochdale carried out a programme of Enter and View visits to 18 different care homes across the borough making numerous recommendations to help improve the quality of care.

### What is Enter and View?

The Healthwatch network was created under the Health and Social Care Act 2012 and was given statutory powers to Enter and View places that delivered publicly funded health and/or social care services. Healthwatch can carry out an Enter and View visit on an

announced or unannounced basis. The objective of an 'Enter and View' visit is to understand the experiences of patients, to collect their views and make observations of the site. The findings are written up as a report and Healthwatch may make recommendations for improvements or congratulate good practice, based on what patients have said or what has been observed.

Enter and View is NOT an inspection but focuses on the patient experience. It is not a formal assessment of quality or standards and is just one way Healthwatch Rochdale collects information about services.

Enter and View visits are led by a Healthwatch Rochdale staff member and are supported by authorised representatives who volunteer with us.



**Find out more on our website.**

# Out and About in the local community



Healthwatch Rochdale regularly engages with residents across the Rochdale Borough. We encourage people to speak out and share their experiences of health and care services to ensure their voices are heard.

To encourage more residents to share their views with us we are out and about speaking with our local communities and regularly attend community events helping us to build trusted relationships and keep us in touch with local issues and what matters to you.

**We have a number of additional ways in which you can share your feedback with us.**

Telephone: **01706 249 575**

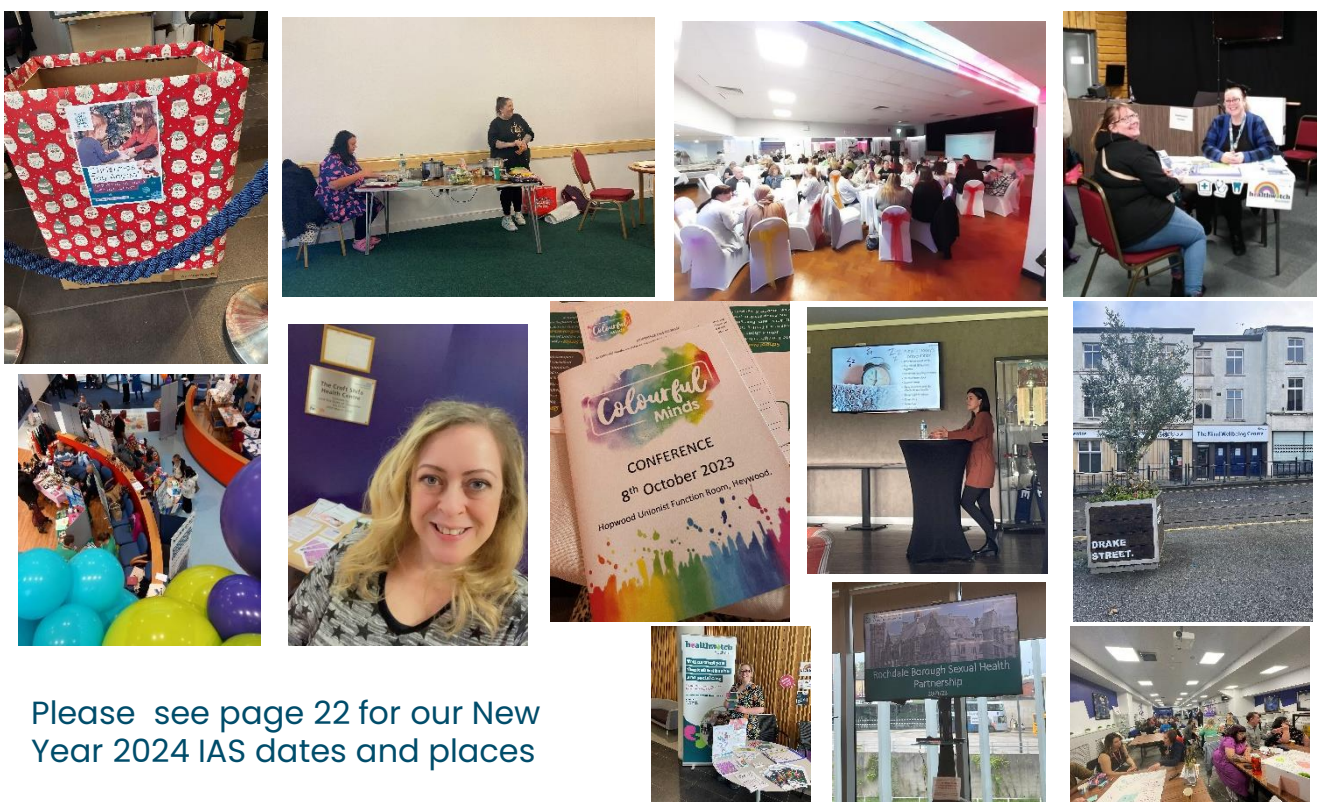
Email: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)

Website: <https://healthwatchrochdale.org.uk/share-your-feedback>

Text: **07520645142**

## Healthwatch Engagement

Below is an overview in pictures of our recent engagement



Please see page 22 for our New Year 2024 IAS dates and places



# Partnership Working

Healthwatch Rochdale work alongside some amazing groups and organisations within the Rochdale Borough. We love to hear from Rochdale residents who are part of these groups ensuring their voices are heard.



## Community Health Event – KYP, Rochdale

Kashmir Youth Project and Living Well Rochdale hosted a community health and wellbeing event which Healthwatch Rochdale held a stall. We listened to local residents' feedback about health and social care, alongside other local organisations such as Home Instead, Diabetic eye screening services, Northern Care Alliance and many more. The aim of the event was to raise awareness of preventative health services to Rochdale residents and encourage a better use of them. The event was a great success.



## Community Open Day – Nye Bevan

As part of self-care week Nye Bevan Health centre hosted a Community Open day offering a chance for residents across Rochdale to find out more about some of the new and existing health, social care, charity and community services available to the local Rochdale community. The centre is a hub for many health and wellbeing services and Healthwatch Rochdale will continue to hold Information, Advice and Signposting sessions in the New Year to engage with residents and listen to feedback.



***"Healthwatch Rochdale has attended so many wonderful events across our five boroughs over the last few months. It is always a pleasure to speak to Rochdale residents, not only to hear their experiences both good and not so good about local health and social care, but also to help them find the best services available for them via our offer of information, advice and signposting stalls."***

*Naomi Burke,*

*Engagement and Volunteer Manager*

# Hope Football

Healthwatch Rochdale has attended Rochdale Football Club's Hope Football session to raise awareness of the organisation and offer information, advice and signposting services.

This pioneering group was launched in June 2023 for adults who are new to Rochdale, making sure they have a safe space on a weekly basis to enjoy sport, where language knows no barriers to the game. Rochdale Football Club wanted to specifically target refugees and people seeking asylum that were new to the area. Healthwatch Rochdale has given information to this group such as how to find a local GP and where to go for additional help within the community. The group is led by Liz Cotterill who also runs a weekly ladies' peer support group which we have had the pleasure of attending, offering a safe space to chat, get help or advice whilst enjoying coffee and cakes.



For more information on Hope Football please see their web page <https://www.rochdaleafccommunity.org/hope-football/> and for more information on community support contact [liz.cotterill@rochdaleafc.co.uk](mailto:liz.cotterill@rochdaleafc.co.uk)

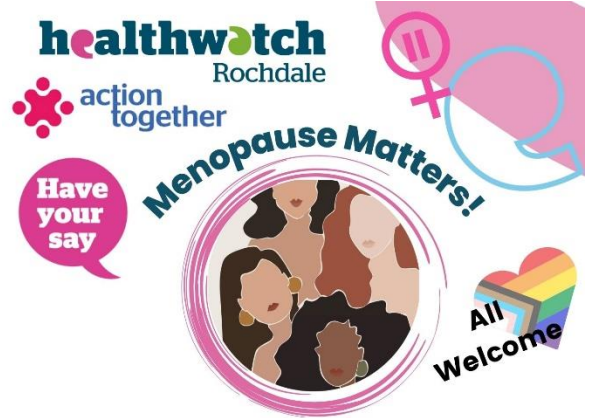
Community Engagement Project Worker, Judith pictured with ladies from the weekly drop-in group based at "our Spot" at RAFC.

# Spotlight on: Women's Health

Following on from feedback Healthwatch Rochdale had received, we are gathering further insights about "Women's Health"

Healthwatch Rochdale has had an increasing demand in the last quarter for information and local services who support residents around women's health and wellbeing. One of the main topics of conversation is "Menopause".

**MENOPAUSE MATTERS** – please join us in partnership with Action Together on Thursday 1<sup>st</sup> February 2024 at Spotland Community Centre, Rochdale from 1:00pm until 3:00pm. All are welcome to attend. Help us map out what services, information and advice are available locally, hear updates on Local Menopause projects and help Healthwatch Rochdale co-design an informative leaflet.



Please join us to discuss all things Menopause.

**THURSDAY 1<sup>ST</sup> FEBRUARY**  
**1PM - 3PM**

**Spotland Community Centre, Rochdale OL12 6PJ**  
Menopause Phase 1 and 2 reports  
Mapping Exercise

Please book on <https://www.actiontogether.org.uk/civcrm/event>  
For enquiries contact us: info@healthwatchrochdale.org.uk 01706 249 575  
Gathering feedback  
Peer Support  
Leaflet Coproduction  
Local Offer

**Booking via Action Together:**

<https://www.actiontogether.org.uk/civcrm/event/info?reset=1&id=3756>

## Please share your experiences of diagnosis, services, treatment and medication around this topic.

Menopause Breast Cancer Cervical Screening Menstrual Health Diabetes  
Gynaecological Conditions Fertility Maternity Mental Health

We make sure NHS leaders and other decision makers hear your voice and improve services locally.

Contact us: 01706 249 575



# Have your say about your maternity care or services.

**The Rochdale and Oldham Maternity Voices partnership (ROMVP) was formed in May 2021, and it has gone from strength to strength especially over the last 12 months.**

The aim of the Rochdale and Oldham MVP is for a range of people to come together to review, improve and codesign maternity care and services locally to meet the needs of local women, parents, birthing people and families in the Rochdale and Oldham area.

Feedback is key for the ROMVP, this way services can improve, or shape further work by listening to the service user’s voice. In order to help gather feedback efficiently, there are now 10 ROMVP Volunteer Advocates supported by the Lead, Leona Barlow and the newly appointed Engagement Facilitator Ruth Wookey.



**Rochdale and Oldham Maternity Voices Partnership Volunteer Advocates pictured at their Christmas gathering at “Our Spot”**

**Meeting #13**  
**Monday 25th March 2024**  
**7:45pm - 9:15pm**  
 **zoom** *JOIN Us*

Please contact us for more information or to share your experience

 [info@romvp.org.uk](mailto:info@romvp.org.uk)  
 [@RO\\_MVP](https://www.instagram.com/ro_mvdp)





The ROMVP Volunteer Advocates not only help gather crucial feedback; they share important information via social media, take part in focus groups, surveys, questionnaires, and consultations. There will be another recruitment drive in the New Year and the ROMVP are hoping to recruit Advocates who are bi-lingual and representative of the diverse communities across Rochdale and Oldham.

The ROMVP also hold quarterly online meetings with guest speakers and representatives from the Trust.

The next quarterly meeting is on Monday 25<sup>th</sup> March 2024, 7:45pm – 9:15pm via zoom.

If you would like more information about the ROMVP please email [info@romvp.org.uk](mailto:info@romvp.org.uk) or check them out on social media @ro\_mvdp

Please share your Maternity Services Feedback via the Link: <https://healthwatchrochdale.org.uk/share-your-experience-local-maternity-services>

# All welcome to join us at our Open Day

**Would you like to know more about what we do and who we work with? Join us for our Open Day – save the date!**

Healthwatch Rochdale is holding an open day showcase event on Tuesday 6<sup>th</sup> February 2024 at 10:30am to 3:00pm at the newly refurbished Rochdale Town Hall and are inviting all Rochdale borough residents and professional partners to come along and learn more about the role of the organisation and the work we have done over the last 12 months.

At the event you can meet the staff team and board members and learn more about the work that Healthwatch has done over the last 12 months and how this has made a difference to local health and care services. You can also sign up for volunteer opportunities, share your experience of services, and get any information or advice you need regarding health & social care.

In addition, there is an opportunity to meet other local organisations we work closely with. Rochdale Advocacy Together Hub will also be there sharing information on how to make a complaint about an NHS service and your right to assistance from an Independent NHS Complaints Advocate.

**Everyone who attends the event will be given the opportunity to enter into a Prize Draw to win a £50 shopping voucher of their choice.**



**healthwatch**  
Rochdale

**OPEN DAY**

**Tuesday 6th February 2024**  
**10:30am – 3:00pm**

**Venue: ROCHDALE TOWN HALL**

**Come and join us for our annual open day to find out more about our organisation, volunteering opportunities and the impact we have made locally.**  
There will also be stalls from our partnership organisations.

**For more information:**

**Contact us:**  
**01706 249 575**  
info@healthwatchrochdale.org.uk  
www.healthwatchrochdale.org.uk

@HWRochdale @HWRochdale  
facebook.com/HWRochdale

**GET INVOLVED!**

“We are so pleased to be able to have our Showcase event in such a beautiful place as Rochdale Town Hall. We have watched its progression from our office. We hope that hosting at this venue will be a great way for the public to come and meet the Healthwatch Rochdale team, find out more about what we do and how sharing experiences can help improve & shape health & care services locally. We look forward to welcoming you all.”

Kate Jones, Healthwatch Rochdale CEO

# Information, Advice and Signposting 2024

Healthwatch Rochdale plays an important role in not just gathering in feedback, but helping people to get the information they need to take control of their health and care locally and find services that will provide them with the right support within the Rochdale Borough.

We can also sign post residents to relevant organisations such as Rochdale Advocacy Hub and Rochdale Carers’ Hub.

We have a number of sessions across the borough – we welcome you to come along and speak to us. Sessions run 10:00am-12:00pm.

## Rochdale Infirmary

- Monday 29<sup>th</sup> January
- Monday 26<sup>th</sup> February
- Monday 25<sup>th</sup> March

## Phoenix Centre, Heywood

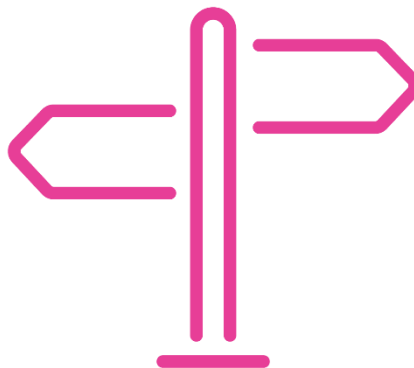
- Thursday 4<sup>th</sup> January
- Thursday 1<sup>st</sup> February
- Thursday 7<sup>th</sup> March

## Alkington Health Centre

- Thursday 11<sup>th</sup> January
- Thursday 8<sup>th</sup> February
- Thursday 14<sup>th</sup> March

## Croft Shifa, Rochdale

- Thursday 18<sup>th</sup> January
- Thursday 15<sup>th</sup> February
- Thursday 21<sup>st</sup> March



## Nye Bevan, Rochdale

- Thursday 25<sup>th</sup> January
- Thursday 22<sup>nd</sup> February
- Thursday 28<sup>th</sup> March



## Share your experience of using local health & social care services

[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)




# Where to go?

The Healthwatch Rochdale Information, Advice and Signposting Service is here to listen to your experiences of using local health and social care and to provide information to help you make informed decisions about services or support available locally. You can contact us now for more information:

Telephone - 01706 249 575

Email - [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)

Text us your feedback - 07520 645 142

## Useful Contacts

- **Rochdale Advocacy** – For help with formal complaints about any NHS service that you have received, an Independent NHS Complaints Advocate can assist you. We can make a referral to the advocacy service on your behalf, or you can contact them directly. You can find more information on the service here <https://www.together-uk.org/projects/advocacy-hub-rochdale/>
- **NHS 111** online can tell you:
  - where to get help for your symptoms, if you're not sure what to do
  - how to find general health information and advice
  - where to get an emergency supply of your prescribed medicine
  - how to get a repeat prescription<https://111.nhs.uk/> or call 111
- **NHS England Customer Contact Centre** – can help with a wide range of Health and Social Care queries on 0300 311 22 33 or by email [england.contactus@nhs.net](mailto:england.contactus@nhs.net). More information can be found here <https://www.england.nhs.uk/contact-us/how-can-we-help/>
- **General Dentistry** - <https://www.nhs.uk/service-search/find-a-dentist>
- **Emergency Dentistry** – Greater Manchester Emergency Dental Team  
Telephone: 0333 332 3800 or 0161 393 7730.  
Email [dental.appointmentbooking@mft.nhs.uk](mailto:dental.appointmentbooking@mft.nhs.uk)
- **GM Integrated Care partnership** – Heywood, Middleton & Rochdale  
Telephone: 01706 664170  
Email: [gmicb-hmr.enquiries@nhs.net](mailto:gmicb-hmr.enquiries@nhs.net)  
Website: <https://gmintegratedcare.org.uk/my-borough/Rochdale/>
- **Care Quality Commission** – tell the CQC about an experience of care – it can be good or bad or a concern about a local service  
Website: <https://www.cqc.org.uk/give-feedback-on-care>  
Telephone: 03000 616161



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