

Championing what matters to you

Healthwatch Rochdale
Annual Report 2021-22



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Meet the Team

Non Executive Directors



**Margaret
Parker**
Chair of the
Board



**Ben
Greenwood**
Vice Chair



**David
Bradshaw**



**Rosemary
Nunwick**



**Simon
Wootton**



**Melanie
Tunney**



**Stephen
Sanderson**

Staff



Kate Jones
CEO



Claire Birch
Information &
Communications
Coordinator



**Naomi
Kenyon**
Engagement
& Volunteer
Manager



Rob Butler
Operations
Coordinator

Message from our chair

Once again this last year has been dominated by the challenges faced by Covid 19. Nevertheless, it is heartening to report that the Healthwatch team and volunteers have continued to carry out the work of the organisation in new, innovative and virtual ways.

With the lifting of the government restrictions in the latter part of the year the Healthwatch team were pleased to return to the office in a new location. They are once again in the community speaking to local people and have re-established our Information, Advice and Signposting surgeries across the Rochdale Borough.

Volunteers are the lifeblood of the organisation without whom we could not deliver many of our projects. With this in mind, I wish to convey particular thanks to our Advisory Group who have worked continuously throughout the year for the improvement of local services

Of particular note this year are the contributions that have been made to our work through Youthwatch & the Rochdale & Oldham Maternity Voices Partnership (ROMVP).

I would like to thank my fellow Directors on the Board for their time and commitment to Healthwatch. As the recently appointed Chair, I look forward to working closely with them in the forthcoming year to make a real difference to health and social care services in the Rochdale Borough.

I wish to convey special thanks and appreciation to Ben, who stepped in as the interim chair from April to December 2021, and would to thank Rosemary Nunwick, who recently resigned from the Board. However, I am pleased to say she is maintaining her links with Healthwatch by continuing as a Volunteer with our Advisory Group.

I cannot thank enough the hardworking, enthusiastic and committed staff team, led by Kate Jones our Chief Executive, who have done an amazing job throughout the last year.

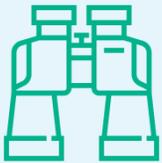
Finally, a big thank you to all the residents who have engaged with us over the year. Your feedback is valued and important in ensuring that services are right for local people and that you are receiving the care, treatment and support you want and need.

Margaret Parker
Healthwatch Rochdale Chair

About us

Your health and social care champion

Healthwatch Rochdale is your local health and social care champion. Covering the four townships of Rochdale, Heywood, Middleton & The Pennines. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A better health and social care experience for everyone in Rochdale.



Our mission

We are the independent voice of local people in challenging and influencing health and social care provision in the Rochdale borough.



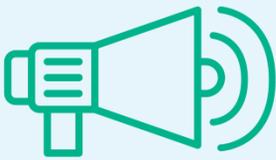
Our values

- **Inclusive** - We start with local people first.
- **Independent** - We are independent and act on behalf of all local people. We challenge and influence those in power.
- **Credible** - We hold ourselves to the highest standards through openness and transparency.
- **Collaborative** - We work with others locally, regionally and nationally and we learn from people's experiences.
- **Responsive** - We take what we know and translate it into actions.

Our year in review

Find out how we have engaged and supported local people.

Reaching out



496 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

552 people

came to us for information and advice about services that are available locally.

Making a difference to care



We carried out

7 surveys

on issues including mental health, the Covid 19 vaccination programme & surveys for young people aged 13-18 years old.

Our surveys had a total of

940 responses

with most responses on the Covid 19 vaccination programme.

Health and care which works for you



We are lucky to have

63

outstanding volunteers, who gave up 374 hours to make care better for our community.

We are funded by our local authority. In 2021-22 we received:

£136066

which is the same as last year.

We also employ

4 staff

who help us carry out this work.

How we have made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



We set up Youthwatch Rochdale for people aged 13 – 18 who live, study or work in the Rochdale borough. Monthly meetings take place via zoom with guest speakers attending. Youthwatch allows young people to raise issues and questions they have around local services.

Summer



Worked in partnership with Rochdale and District Disability Action Group (RADDAG) to identify the needs of refugees and people seeking asylum when using health & care services. Identified as part of the project was a need for organisations to work together, need for The Red Cross to be present in the borough, and identified GP practices not registering patients or offering translation services.

Autumn



We carried out a survey with young people in the Rochdale borough. We received over 250 responses identifying gaps in information for young people. Areas included health and fitness, creative groups, things to do as hobbies, well being services/support, information around domestic abuse and “Next Steps” information eg banking, housing, finances, voting.

Winter



In January we set up our #Youthwatch100 to give young people in the Rochdale borough the opportunity to have their say, and use their voice to make a difference to health & social care locally.

Members of #Youthwatch100 are aged 13-18 and are given the chance to share their views by signing up to a monthly digital survey.

Meet our new Chair of the Board

We have appointed Margaret Parker as Healthwatch Rochdale's new Chair of the Board.

We have appointed Margaret Parker as our new Chair of the Board, who will help to lead and steer the direction of our organisation and oversee our governance.



A former board member since August 2020, Margaret succeeds Interim Chair of the Board, Ben Greenwood.

Margaret brings a wealth of experience to her role with 35 years professional experience in education & social care; supporting children & families including roles as a teacher and a social worker. The majority of Margaret's working career was spent in management and senior leadership roles.

Initially joining the Healthwatch Rochdale Board of Directors due to personal & family experiences of health care, Margaret said of her appointment:

"I am delighted to take on this new role as Chair and I am looking forward to working with the hardworking, enthusiastic staff team and the committed members of the Board to offer the support, leadership and

direction to deliver our statutory obligations and respond to the needs of the local community to have quality health and social care services that meet what they want."

Stepping down from his current role of Interim Chair back to Vice Chair, Ben Greenwood said:

"Margaret will take over from me as interim chair until the board endorses her appointment at the next meeting. I will return to my role as vice chair and look forward to supporting Margaret in her new role. I am really looking forward to working with Margaret on improving health and care services in the borough and delivering for the residents of Rochdale, Heywood and Middleton."

You can find more information on our Board and public board meetings on our website www.healthwatchrochdale.org.uk.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve



Engage Project

Background:

Healthwatch Rochdale and Rochdale & District Disability Action Group were commissioned to deliver the third year of the Engage Project.

The aim of the project was to identify the challenges facing health service professionals in meeting the health needs of an increasingly diverse population in Rochdale. This included new and emerging communities, refugees and people seeking asylum. The project aimed to identify the needs of the community whilst raising awareness and promoting access to health services, in addition to producing health related information materials.



Approximately 201

refugees, people seeking asylum, professionals and people from support organisations have been engaged as part of the project.

The project began by looking at what information, support and organisations was available. Due to the covid pandemic 4 online forums were held with representatives who work locally with refugees or people seeking asylum which provided valuable insight into local issues.

An online meeting took place with SERCO, the local housing providers for refugees and people seeking asylum as well as attendance at a GP Practice manager meeting to gather further information.

Towards the end of the project face to face engagement became possible and we attended some fantastic groups who offer support locally such as Caring and Sharing Coffee Morning and the Shamwari Project monthly luncheon.

In addition to this a Rochdale Borough GP website review was undertaken and this review highlighted that no GP practice websites had an information section for refugees and people seeking asylum, 65% of the websites had no search function which made finding information difficult.

What difference did this make

The project identified many gaps locally in the information shared/provided. It also highlighted the need for further training within GP Practices around registration of new patients. There has also been a local offer to re-establish a multi-agency forum.



“Gate keeping within GP surgeries is a barrier, receptionists need more training on the rules of registering and the documentation that a person needs.”

Online focus group comment, Professional working within the Rochdale Borough.



Ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Homeless Christmas Cheer



Healthwatch Rochdale donated brand new items to the value of £100 to an event for the homeless which took place at Rochdale Infirmary in early December 2021. Items donated included shower gel, shampoo, deodorant, gloves, travel mugs and thick socks.

Healthwatch Rochdale contacted nurses at Rochdale Infirmary to enquire what items would be needed most before dropping off their donation. As a socially responsible organisation Healthwatch Rochdale decided that donating to the event for the homeless in place of sending Christmas cards would have a positive impact on the local community whilst reducing any negative environmental impact.

It also gave an opportunity to raise awareness of Healthwatch Rochdale and how feedback around local services can make a difference to the Rochdale citizens who attended to event.

Care Packages



Healthwatch Rochdale produced 36 wellbeing packages that were donated to pupils at St Anne's Academy in Middleton.

Through the recent launch of Youthwatch Rochdale and discussions with young people it was identified how difficult the last 12-15 months have been for them, especially regarding mental health and wellbeing. Subsequently, Healthwatch Rochdale were successful in a funding grant and received £425 from Action Together as part of their Community Warehouse initiative.

Alongside this Healthwatch Rochdale also donated 20 care packages to patients in hospital during the covid pandemic who did not have bare essentials for their care upon admission, such as a toothbrush and facewipes.

Moving on Service – Update

Thanks to the 42 residents sharing their experiences and thoughts on the closure of the Moving On Service, we have helped Rochdale Council identify issues with the patient consultation process.

Healthwatch Rochdale were informed by a number of borough residents that there had been a consultation held by Rochdale Council 'Transforming Services: Adult Care Prevention Services' which had resulted in the decision to close the 'Moving On' service. In response to this, the issue was raised at Healthwatch Rochdale's Advisory Group for discussion. Advisory Group members unanimously agreed that further investigation into this matter was required by way of a consultation. During this process Healthwatch Rochdale consulted with 42 previous service users or their carers.

Healthwatch Rochdale carried out semi-structured interviews with the 42 participants who had previously used the Moving On service. Of these, only four people participated in a virtual call with all others stating they would prefer telephone calls. During the interviews residents were asked if they had felt involved in the consultation process and how the closure of this service affected them.



"Moving On gave me a new lease of life and I found myself, when I did not know that I was lost." – Service User



"Moving On brought me back to life - I was going down a blackhole. Then came relief, someone came and took the pressure off – feel like going back to square one again now." – Service User

What difference did this make

Following these discussions, we made ten recommendations to Rochdale Adult Care which have received a response including that Adult Care will work with Healthwatch to make them aware of future public consultations and ensure that individual needs are taken account of during future consultation processes. In addition, Adult Care have confirmed that there is a new offer at Alkrington Day Centre hoping to commence from June 2022 including:

- Full refurbishment of the building
- New service is more inclusive
- more variety, usage and groups within the building
- An 'Assistive Technology' room will also be available to the community

Three ways we have made a difference for the community – you said we did

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



GP Practice

You told us about issues you were experiencing with a specific GP practice regarding booking appointments, medication and prescriptions. We spoke with commissioners and the practice to try and resolve issues. We then contacted The Care Quality Commission (CQC) who were aware of the issues and are now working together with the practice to resolve issues.



NHS Dentistry Prescription Costs

You told us that it is confusing knowing whether you are no longer eligible for free NHS dental treatment if your financial circumstances or benefit entitlement changes.

We shared information digitally and face to face about how to check if you are eligible for free dental treatment.



Translation Services

We were informed that a service was not providing translation services for non-English speaking patients and people seeking asylum. We contacted local commissioners and as a result refresher training is being provided to staff to ensure that all patients who require translation services are able to access them.

FREDIE Award

As part of Healthwatch Rochdale's ongoing commitment towards maintaining and developing a working environment that is welcoming to people from all backgrounds and abilities, we recently embarked on a journey with the National Centre for Diversity to achieve the Investors in Diversity for Small Charities Award.

By embarking on this journey, we were able to engage with staff across all our divisions and enable them to "have their say", on how we are doing in terms of FREDIE: Fairness, Respect, Equality, Diversity, Inclusion and Engagement.

The Investors in Diversity Award is a nationally recognised award that has been achieved by organisations across all sectors including housing organisations, construction, and engineering; as well as other sectors such as education and charities.

Through the Investors in Diversity programme, organisations have been able to develop working environments that are inclusive, transparent and enhance how they communicate with a diverse range of people.



Achieved.
Valid Until
April 2024



100% of staff said

'My organisation has FREDIE policies in place that include a commitment to 'fairness for all'

Working towards Quality in Action

Action Together, is the infrastructure organisation for the voluntary, community, faith and social enterprise (VCFSE) sector in Rochdale, Oldham and Tameside. We have been working towards the Quality In Action Award (QiAA) with Action Together for some time.

The QiAA offers an independent, local seal of approval which publicly demonstrates an organisations commitment to quality assurance and continuous improvement. It has enabled us to review policies and procedures, enhance our website content, and give our overall organisation a health check in order to make improvements.

By applying for this award, it will show that Healthwatch Rochdale has the correct policies, procedures and resources in place to reassure providers and beneficiaries that we are delivering quality services and activities.

The award focuses on the following main topics: Organisational Governance, Safeguarding, Safer Recruitment and Staffing, Health and Safety, Equal Opportunities, Promotion and Partnership, and finances of the organisation.

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- **Providing up to date information on COVID-19**
- **Linking people to reliable information they could trust**
- **Supporting the COVID-19 vaccination and booster programme**
- **Helping people to access the services they need**



#TogetherRochdale

#TogetherRochdale was formed at the start of the Covid 19 pandemic to ensure that local people received the information they need.

#TogetherRochdale is made up of local health & care providers with Healthwatch Rochdale leading the group.

Healthwatch Rochdale produce a monthly e-bulletin with all local NHS & care service news and have a page on their website with information & advice from across the borough.

#TogetherRochdale has shared information on the Covid 19 vaccine and information on what services are available locally.



#Wednesdays Weekly

Healthwatch Rochdale hosted an online #WednesdaysWeekly session in partnership with Action Together. The session was held to raise awareness of the Healthwatch service in the Rochdale borough.

The session provided information on the role of Healthwatch Rochdale, the work we do and how local people can get involved.

The session was recorded and uploaded to Healthwatch Rochdale's YouTube channel.



"Informative snippet of the great work Healthwatch Rochdale do in the borough" -
Board member, Healthwatch Rochdale.



Visit www.healthwatchrochdale.org.uk/advice-and-information for information & advice on a range of NHS & care issues.

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Helped to gather feedback.
- Reshared information on social media.
- Adapted to a digital way of volunteering.
- Were the voice, eyes and ears of our local community.
- Attended two face to face and four online volunteer events.





Youthwatch Rochdale

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

Our members meet online monthly with guest speakers discussing topics such as mental health & wellbeing, Rochdale in Rainbows & Covid vaccinations.

3 members have received a £25 shopping voucher for their dedication to the role.



Youthwatch 100

Youthwatch 100 (#YW100) was set up so that young people's views & opinions can be heard via a monthly survey around a specific topic.

Each entry is put into a draw to be in with the chance to win a £20 Voucher at the end of each month. This has vastly increased the insights we gather from youth of the Rochdale borough.



Digital Youth Project

We ran a feedback campaign to find out what topics young people wanted more information on. We received over 200 responses, which was narrowed down to four main topics. We then worked with students from Brown Hill Pupil Referral Unit to digitally research local services and produce an information leaflet around what services are available to young people in the Rochdale borough.



Want to sign up to the Youthwatch 100?

You will be sent a link each month to the survey.

Sign up by using the following link:

<https://healthwatchrochdale.org.uk/youthwatch-100-application-form>

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income	
Funding received from local authority	£136066
Additional funding	£35000
Total income	£171066

The above figures are only an estimation, and have not been finalised by an independent accountant.

Top three priorities for 2022–23

- 1. Strengthen and support Healthwatch Rochdale’s Advisory Group.**
- 2. Re-open our Enter and View programme.**
- 3. Ensuring the local Rochdale voice is fed into the new Integrated Care System and Greater Manchester Level.**

Next steps

Over the next 12 months Healthwatch Rochdale will concentrate on ensuring the voice of local people is fed into the new integrated care system both at Greater Manchester level and locally. Healthwatch Rochdale want to ensure patient experience is embedded into local quality improvement plans by sharing our data intelligence with commissioners and local service providers.

Strategy refresh – Healthwatch Rochdale’s current strategy is due to be renewed for April 2023, this will be a key strategic piece of work over the next 12 months ensuring the Rochdale citizens have the opportunity to have their say on our future plan.

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming year, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that’s because of where you live, income or race.

Statutory Statements

About us

Healthwatch Rochdale,

No. 2 The Esplanade , Second Floor, Suite 5,

Rochdale, OL16 1AE.

Healthwatch Rochdale uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 4 times and made decisions on financial matters to improve our innovation, engagement & inclusivity.

Our Advisory Group ensure feedback from the lived experience of local residents accessing NHS & care services inform and shape the work of Healthwatch Rochdale. We ensure wider public involvement in deciding our work priorities. The Advisory Group ensure that feedback about experiences of Rochdale residents are communicated to the Healthwatch Rochdale Board to inform and support their decision-making processes.

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it online and hand out to people when we are out in the community.

Responses to recommendations and requests

Providers sent a response to our recommendations following the closure of the Moving On Service. Further follow up is taking place on these recommendations.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.



healthwatch Rochdale

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