

Public Board Meeting Operational Update


Quarter 1
April, May, June 2024




KYP Women's event

Healthwatch Rochdale - Volunteers

<p> Youthwatch #YW100 T-Level Student </p>	<p> 8 38 1 </p>
<p>Volunteers</p>	<p>2</p>
<p>Advisory Group</p>	<p>5</p>
<p>Board</p>	<p>4</p>
<p>Enter and View Reps</p>	<p>9</p>

Quarter 1


Volunteer E-bulletin



Goodbye & Good Luck

Thank you Ben, Retiring Vice Chair

Ben Greenwood, has been Vice Chair of the board since Healthwatch Rochdale began in April 2014, but he has stepped down due to other commitments.

Ben said: "I am honoured and humbled to have been part of Healthwatch Rochdale since its inception 12 years ago under the Lansley reforms. In that time, the organisation has achieved so many things and has become an integral part of the health and social care system in the borough. I want to pay tribute to all staff, volunteers and fellow board directors over the years who have played their part in championing better outcomes for residents. I know Healthwatch Rochdale will continue to go from strength to strength and will continue play a vital role in improving services."

We would like to thank Ben for all his hard work and dedication and wish him well for the future.

WANTED!

This Quarters volunteering spotlight is on:

Board Members


Joining the Healthwatch Rochdale Board provides a great opportunity to help make a real difference in Rochdale, helping to deliver service improvements, influence local development, and ensuring the benefits for communities by representing the diverse views of Rochdale patients, service users and carers that we gather through the feedback we receive.

Your role will be to help guide the work that we do. This role is voluntary, but we can pay out of pocket expenses and we can also make reasonable adjustments where necessary alongside training and mentor support.


INTERESTED? Contact for more info kate.jones@healthwatchrochdale.org.uk

Volunteer Thankyou


Please join us for our Volunteering thank you lunch - please bring a friend who may be interested in volunteering with us.




Thursday
27th June



**12:30pm-
2:30pm**



VINESTEINS
The Walk, Rochdale



FREE

We can also reimburse your public transport costs or fuel/car parking. Keep receipts.

Volunteer & Involvement: Youthwatch

 @HWRochdale

Youthwatch
Rochdale

JOIN US

What is Youthwatch Rochdale?

- A volunteering opportunity for young people age 13-18 years old who live, work, study or access services in the Rochdale Borough
- A chance to have your say around health or social care services - "Youth Voice"
- An opportunity to meet other young people and build skills
- A way to be recognised for your work with vouchers and certificates

Contact us:

01706 249 575

info@healthwatchrochdale.org.uk

www.healthwatchrochdale.org.uk/volunteer

Youthwatch Rochdale Aims

To engage the youth of Heywood, Middleton, Rochdale North, Rochdale South and the Pennines on Health and Social Care matters. Giving them greater voice and inclusion.

- **Involvement of Young People:** *Padlet Review*
- **Youthwatch 100:** *Measles Vaccinations*
- **Monthly Meetings via Zoom:** *April – Vaping, May – Mental Health, June – HMR Young peoples Mental Health Service*
- **Recruitment Pack** [Youthwatch Webpage: Recruitment.](#)
- **Partnership working** *HMR Young Peoples Mental Health Team, Public Health, Living Well, Hopwood Hall Middleton, Rochdale Young Carers Hub*

ROMVP- Update

- From 1st April 2024, Healthwatch Rochdale are no longer hosting the Rochdale and Oldham Maternity Voices Partnership.
- This is now hosted by “Voices for Choices” Greater Manchester and Eastern Cheshire

YOUR ROMVP IS CHANGING...

Big changes are happening for the Rochdale and Oldham Maternity Voices Partnership, please watch this space. In the meantime please be aware of NEW contact details: romvp@maternityvoicesgmec.org.uk





Healthwatch Rochdale Engagement in Quarter 1

Aim: To raise the profile locally of Healthwatch Rochdale and ensure greater patient and public involvement, gathering of lived experiences and service users voice of health and social care within the Rochdale Borough.

- **Violence Against Women & Girls – an open and honest conversation –**
Hosted by Action Together at The Lighthouse, Middleton. Engaging with stakeholders/VCFSE to tackle VAWG and impact on womens health
- **Pathway to CAMHS – HWR Hosted online – 4 focus groups with parents/carers**
- **Engaging with older people:** Pensioners Forums and Leaders Meeting
- **PPG Focus Group – Hosted by Peterloo GP Practice, Middleton**
- **Gateway Leisure – Raising Awareness and links to Youthwatch for Autism youth group**

Engagement and Involvement Quarter 1



Session	Frequency
Information, Advice and Signposting	6 sessions across the Rochdale Borough
Raising Awareness sessions	9 sessions updating on what HWR do 3 Youthwatch
Forums	10 external forums
Surveys	2 surveys – Measles, FREDIE
Events	7 external
Training	11 external • See next slide
Enter and View	2 • Royal Oldham Postnatal Ward revisit • The Mews Care Home

April – Focus on Pathway to CAMHS as part of Healthwatch in Greater Manchester project.

May – Focus on raising awareness of Enter and View programme: Feedback, CQC, managers, staff, volunteers.

June – Focus on Volunteering Recruitment

FOCUS ON FREDIE We are continually looking at how we can better reach residents for Equality, Diversity, Inclusion. Working towards renewal of this for 2024.

Qtr 1 Theme: Additional Needs, Neurodiversity, SEND

Engagement



Community Influencers Forum



Health Research Festival



Mental Health Week Hopwood



The Rochdale Carers Hub



Flash day



Women's Welfare




KYP Women's event



Caring & Sharing Women's event



Active Listening	Healthwatch Induction	Welcome to Healthwatch
Annual Report: How to write and How to use the template	Equality, Diversity and Inclusion	Understanding Health and Social Care
Intro to Health and Social Care	Charity Log	Rochdale Safeguarding - SHARED
Stress Management, Talking Therapies	Young People & Mental Health	

The Enter and View Reps revisited end Qtr 4 and into Qtr 1:

- ☛ Rochdale Infirmary Outpatients Department
- ☛ Rochdale Infirmary Urgent Treatment Centre
- ☛ Royal Oldham Hospital Postnatal ward in collaboration with Healthwatch Oldham Reps

FIRST CARE HOME – The Mews, Rochdale








Reports due to be published in Quarter 2

Read the original reports and recommendations on our website
<https://healthwatchrochdale.org.uk>



We use a wide range of communications within our work and social media has many functions in line with our communications strategy.

	Platform	Follows/Likes
	X (formally Twitter)	1.5k 1,619 following 2.2k 2,342 followers
	Facebook	1.2k 1.2k likes 1.4k 1.5k followers
	Instagram	783 920 following 990 1,057 followers
	LinkedIn	115 139 followers
	Youtube	11 14 subscribers

#Together #Rochdale

Please follow our new account:
Healthwatch.Rochdale
 **TikTok**

FOLLOW

30 followers



Patient Participation Groups

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Heywood, Middleton & Rochdale – Patient Participation Review Report

PPG re-audit – January 2024

Further work

Healthwatch Rochdale re-audited the GPs across the Rochdale borough throughout December 2023 and January 2024 to see if implementation of the PPG's had been completed.

Key Findings

Breakdown below per Primary Care Network areas

Primary Care Networks	Active PPGs 2023/2024	Due to restart / still support 2023/2024	No plan to restart 2023/2024
Corncliffe	3 3	2 0	1 3
Heywood	1 1	2 4	2 0
Middleton	1 2	2 2	4 1
Perrines	2 4	3 1	2 1
Rochdale North	3 5	0 2	4 0
The Bridge	1 1	2 2	3 3

Yellow highlight - Able to target support where PM responsive and requested help to restart PPG.

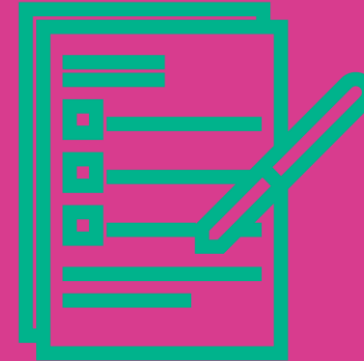
Green highlight - Increased number of active PPGs since 2023.



Healthwatch Rochdale has used the Healthwatch Trademark which covers the logo and Healthwatch brand when advertising work on our voluntary activities as outlined by the licence agreement.
Healthwatch Rochdale is a company limited by guarantee incorporated in England (No. 804970) & 2023 Healthwatch Rochdale.

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PPG Best Practice Guide



Live survey

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Developing your PPG

Kate Jones
CEO
June 2024



Completed 5 121 sessions with PM's

Patient Participation Groups

	Action
1	Request all practices update their website with up-to-date PPG information.
1a	<ul style="list-style-type: none"> Discussed HWR report with PCN Clinical Directors re: contractual requirement
1b	<ul style="list-style-type: none"> Local Primary Care Team continues to work with PCNs and member practices to update PPG information
2	Contact GP senior partners and Practice Managers to remind them of the contractual requirement to deliver a PPG
2a	<ul style="list-style-type: none"> Both GPs and Practice Managers will be included in further communications reminding them of their contractual requirements regarding PPGs
3	Offer information, support and training for all GP Practice Managers to re-establish their PPG with information from NHSE and Healthwatch Rochdale (HWR)
3a	<ul style="list-style-type: none"> Work with HWR to support the GP practices to re-establish their PPGs.
3b	<ul style="list-style-type: none"> Meetings are being set up between HWR and the primary care team and local engagement lead to explore resource and support that Healthwatch has to offer in order to provide a joined-up offer of support to practices.
3c	<ul style="list-style-type: none"> HWR created a support pack for practice PPGs
3d	<ul style="list-style-type: none"> HWR offer of individual practice support
3e	<ul style="list-style-type: none"> Further discussions with PCNs and practices for them to consider how they would like to take these offers forward to gain the maximum benefit of the information
4	Request all GPs to train reception staff on what a PPG is.
4a	<ul style="list-style-type: none"> HWR resources will be shared with practices
4b	<ul style="list-style-type: none"> We will request that practices ensure all staff are aware of the PPG and its role.
4c	<ul style="list-style-type: none"> We will share the information with Primary Care Academy (PCA) and follow up whether this can be included as part of regular receptionist training offers
5	Create Primary Care Network PPG meetings to strengthen neighbourhood and PLACE based working.
5a	<ul style="list-style-type: none"> Once practice level PPGs are up and running (01/04/24) consideration will be given to PCN/Neighbourhood level PPGs being set up. Discussed initially with the PCN CDs and they are supportive of developing a PCN/ neighbourhood model in the longer term.
6	Re-establish a locality- based PPG across the Rochdale borough and advise practice managers
6a	<ul style="list-style-type: none"> 6 PCN/Neighbourhood level groups may be more beneficial

You said

1. Cross boundary Primary care issues – specifically Whitworth residents – Lancashire services
2. No local services for children's sexual abuse support
3. Issues with BLS and translation services within primary & secondary care
4. Mental health Padlet reviewed by Youthwatch, some issues raised with developers
5. Mixed messages and confusion over lung health checks in Heywood
6. GP telephone appointments, DNA's being recorded due to practise not calling at correct times, afternoon appointments specifically booked by patients and morning calls being received, if missed, GP will not call back

We did

1. HMR commissioners currently reviewing this issue with Lancashire commissioners. Individual case impact, Rochdale resident was able to attend Rochdale services instead of Burnley.
2. Currently Rochdale children have to attend St Mary's in Manchester, commissioners reviewing this gap in services for young people.
3. Locally secondary care task & finish group set up and changes already underway. Primary care commissioners gathering further feedback from GP's across HMR.
4. Youthwatch suggested changes to various elements of the app, changes are currently being made inline with youth voice.
5. Feedback shared with GM ICB and new coms provided around this service
6. Commissioners are currently looking into this and advising GP's to make calls at confirmed booked appointments

What's next in Quarter 2

Operational

- **I-Pads/Engagement Phone** – Utilise them to enhance the gathering of feedback
- **Engagement sessions** – Theme: Diverse Ethnic Communities and celebrating South Asian Heritage Month, 15th August Celebration event Rochdale Town Hall
- **Recruitment** – Community Engagement Project Worker (18 hours)
- **Enter and View Care Home Programme in Place**, 4 reports to be published, training for new Reps 19th July
- **Publications** – Healthwatch Rochdale Annual Report 2023-2024. Enter and view reports x4, PPG report, menopause report
- **Student Placement** – Work Experience from Falinge Park High School x2
- **Events/Engagement** – Feel Good Family Picnics, What's in Rochdale: Deeplish, Red Cross, Fibromyalgia/chronic pain womens group, Sensory Awareness Event, Refugee & Asylum Seeker Forum

Strategically

- **Organisational change over** – LTD company by guarantee to Charity
- **Annual Report** – Updates and presentations to be provided across the borough
- **FREDDIE award** - Renew kite mark
- **Board development** – September session arranged – new board members
- **Implementing 360 action plans** – raise awareness of HWR with key stakeholders
- **Staff and board annual appraisals** – Complete staff survey and board audit skill sets
- **Rebranding** – Review current documents and update
- **Advisory Group development** – September session arranged – new volunteers
- **HW in GM Development** – GM menopause project led by Rochdale
- **Extra Funding** – Increase revenue