



your news

December 2020



healthwatch
Rochdale

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Message from our CEO



Kate Jones
CEO

During these strange times, Healthwatch Rochdale are continuously asking for feedback from residents on the local health and social care services they have accessed. The information which is received is fed into Healthwatch Rochdale's Advisory Group, local commissioners, and providers to ensure patient lived experience is at the forefront of any decisions that are currently being made. Please visit our website to share your views <https://healthwatchrochdale.org.uk/share-your-views>

Over the last three months the team have been working on developing and recruiting new Advisory Group volunteers. The team have successfully interviewed and recruited several new volunteers who have been inducted into the organisation. Advisory Group members attend monthly meetings to review the feedback Healthwatch Rochdale have received and hold the health and social care system to account. The Advisory Group will feed in to the Local Care Organisation, One Rochdale Health And Care on a quarterly basis with recommendations relating to the feedback that has been received.

The team are currently in the process of developing a Youthwatch Rochdale. Since September, the team have held two partnership events with local youth stakeholders to establish the best way forward to ensure the youth of the borough have a say in the local health and social care system. This has been a great partnership approach to ensuring young people have a voice. The development of the #TogetherRochdale communications group has been a key piece of work for the team this year and this group continues to develop, ensuring a collaborative approach to local messages for residents.

So what's next.....

During January Healthwatch Rochdale will be going out for public consultation for our annual work programme for 2021/2022, this is an opportunity for residents to have their say on areas of work which they feel are appropriate for the team to work on, please get involved! We are starting a new year in very uncertain times, Healthwatch Rochdale want to support residents with access to local health and care services, to do this your feedback is required.

Meet the Team

Non Executive Directors



Jane Jackson
Chair of the Board



Ben Greenwood
Vice Chair



Simon Wootton



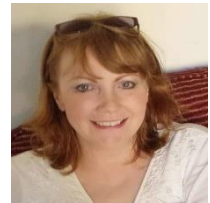
David Bradshaw



Heather Harrison



Rosemary Nunwick



Melanie Tunney

Staff



Kate Jones
CEO



Claire Birch
Information & Communications Coordinator



Tracey Coatman
Engagement Coordinator



Naomi Kenyon
Volunteer & Involvement Officer



Claire Yardley
Administration Support

Quarterly Highlights

September, October and November 2020

Providing support



50 people

have shared their health and social care story with us in October, November and December

48 people

were given information and signposting advice about local support and services

Reaching out



2449 people

visited our website

2 online forums

we hosted 2 online Mental Health Forums to allow people to share their experience of access to mental health services during the Covid 19 pandemic.

Making a difference to care



673 people

shared their experiences with us in our online Covid 19 survey.

Our projects

Over the last 3 months Healthwatch Rochdale has run a Communications Survey, held monthly Mental Health Forums and facilitated the #TogetherRochdale communications group.



Communications Survey

Healthwatch Rochdale have just carried out a survey to identify and shape the way people receive local information.

The findings from the survey will be shared with Rochdale Council, HMR CCG, Public Health Rochdale and other relevant partners and providers. Survey results will be used alongside other sources of information to help make sure local communication is suited to the needs of Rochdale Borough residents.

Mental Health Forum

Healthwatch Rochdale have continued to hold their monthly mental health forum.

The forum is a safe space for people to share their experience of using local mental health services.

Findings from the forum are shared anonymously with the local Mental Health Partnership Board to help shape service design and delivery. More info on page 8



#Together #Rochdale

#TogetherRochdale

#TogetherRochdale is a local partnership communications group that exists to bring together voluntary, community, social enterprise, and faith 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.



Healthwatch Rochdale Advisory Group:

This an independent group who advise the Healthwatch Board on local issues to enable them to determine appropriate actions.

The group is resident led and aims to ensure that lived experiences of local people receiving care and treatment becomes a valued and essential factor in the quality assurance and governance of local health and social care services in Rochdale.

Meetings are currently held monthly and have an agenda including a 'Data Feedback Report'. The report contains local intelligence from several sources and

enables members to review local feedback and to then determine any actions including no further action, seek further data, raise as a concern, make recommendations, or suggest immediate action be taken

The Advisory Group are looking for new members to join them. They are looking for residents with special interest in the following areas: Mental health, Children and young people, Older people, BAME Communities, People with a physical or learning disability, Primary care health services (GP's, community pharmacy, dental, and optometry), Secondary care health services (hospitals), Adult Social Care, children's social care and carers.

All health and social care providers need to ensure that person centred care is at the heart of what they do



The Mental Health Forum is open to anyone living in the Rochdale Borough and / or agency representatives who are advocating on behalf of local residents.

The Mental Health Forum are developing systems to ensure that residents lived experience effectively feeds into Healthwatch Rochdale's Advisory Group and subsequently into the health and social care system, to inform change, when relevant.

Members of the forum have raised a number of re-occurring themes including:

- limited access to culturally appropriate services
- GP access issues

- and digital exclusion.

An action Plan has been devised to capture and track issues and actions.

Our next meeting is on Wednesday 27th January from 1-2.30pm . If you would like to know more about the Forum, or to attend please contact us on telephone: 01706 249575 or email:

info@healthwatchrochdale.org.uk

 The Forum provides a safe space for you to share your experience of using local Mental Health services.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchrochdale.org.uk

Telephone: 01706 249575

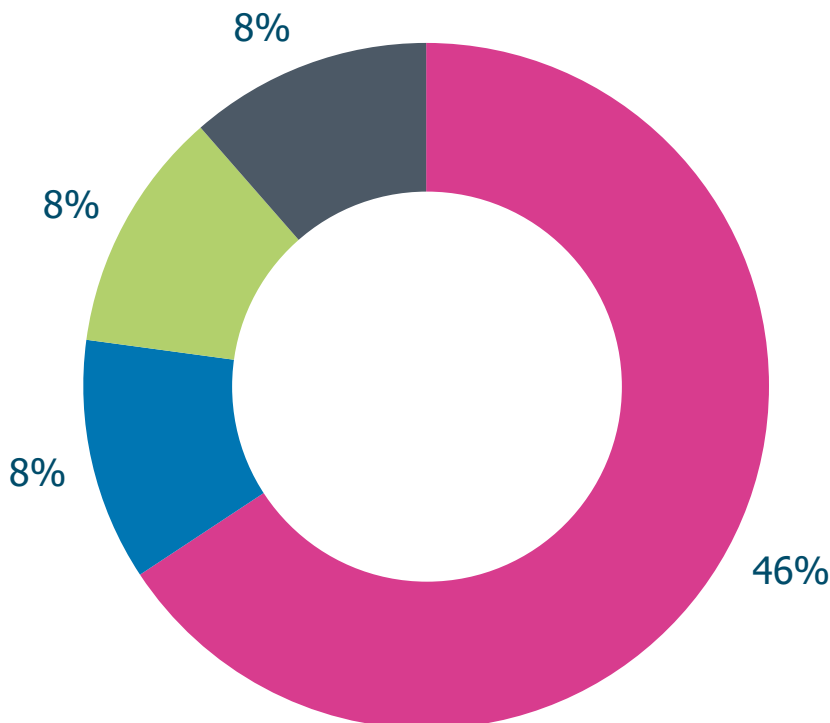
Email: info@healthwatchrochdale.org.uk

Information, Advice and Signposting

The 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.

Over the last 3 months Healthwatch Rochdale signposted 48 people to other organisations, including making 22 referrals to Rochdale Advocacy Together Hub for assistance with making a formal complaint about an NHS Service.

Here are the top four areas that people were signposted to.



- Advocacy Together
- NHS Find A Dentist
- NHS 111
- NHS England

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.

Advisory Group

Healthwatch Rochdale are still 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.

If you would like more information on this opportunity, please visit our volunteer page on www.healthwatchrochdale.org.uk

Youthwatch

On Wednesday 9th December we met with a variety of services and organisations including Healthy Young Minds and Rochdale Connections Trust to discuss how we could further engage local youths in the work of Youthwatch.

This includes ensuring we capture the voice of local youths in our surveys and feedback on health and social care services across the Rochdale borough.

In the New Year Healthwatch Rochdale will be holding a competition to design a poster for Youthwatch. This will be sent to schools across the borough giving pupils the opportunity to take part.

The winning poster will be used as part of the recruitment of Youthwatch representatives.

Volunteering

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

It was lovely to see so many of our Volunteers and staff gather over zoom in their Christmas attire for the Christmas Quiz. This has been a very unusual year to say the least and it was heartwarming to "see" our team virtually, work together on the quiz, share stories and try to guess what people's truth was in our little "two lies and a truth" game.

We are looking forward to working with them all in the New Year and wish all our volunteers a very merry Christmas and a happy new year.

Local people share their lived experience of the Covid – 19 pandemic.



Healthwatch Rochdale carried out a survey in partnership with Rochdale Borough Council to understand how local residents were coping during the Covid - 19 pandemic and understand what would make the situation easier to live with

The survey ran from 22 May to 30 June 2020 and had a total of 673 responses. In September, Healthwatch Rochdale ran 17 focus groups to understand individualised experiences. From these focus groups 37 responses were collected and analysed.

Residents recommendations for improvement

- Provisions for face masks for those living in poverty
- Calls for tougher policing when breaking Covid-19 rules
- Access to a dentist has been particularly poor, especially when dealing with children or the disabled.
- Difficulty in shopping with children, suggestion of time slots for single parents to shop with younger children
- Criteria for food packages be reassessed as groups of lone vulnerable people were missed.
- Encourage local communities to support one another
- Local updates from councillors were helpful.
- Sharing local stories of Covid-19 patients could help lower anxieties.
- Re-establishing Council run 'Meals on Wheels' Services once again to ensure nutritious hot food can be delivered to the Boroughs poor, elderly & vulnerable

Read the full report at www.healthwatchrochdale.org.uk

Census 2021 will provide a snapshot of modern society

Households across the Rochdale borough will soon be asked to take part in Census 2021.

The census is a once-in-a-decade survey that gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

It will be the first run predominantly online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets.

“A successful census will ensure everyone from local government to charities can put services and funding in the places where they are most needed,” Iain Bell, deputy national statistician at the Office for National Statistics, said.

“This could mean things like doctors’ surgeries, schools and new transport routes. That’s why it is so important everyone takes

part and we have made it easier for people to do so online on any device, with help and paper questionnaires for those that need them.”

Census day will be on March 21, but households across the country will receive letters with online codes allowing them to take part from early March.

The census will include questions about your sex, age, work, health, education, household size and ethnicity. And, for the first time, there will be a question asking people whether they have served in the armed forces, as well as voluntary questions for those aged 16 and over on sexual orientation and gender identity.

Results will be available within 12 months, although personal records will be locked away for 100 years, kept safe for future generations.

For more information, visit [census.gov.uk](https://www.census.gov.uk).

census 2021

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