



your news

Issue 3 | Spring 2021



healthwatch
Rochdale

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Message from our CEO



Kate Jones
CEO

It has been a busy time for us at Healthwatch Rochdale in the first quarter of the year. As a staff team we have been spending time consulting with residents to help create our annual work plan for the next financial year April 2021-March 2022. Our workplan was finalised and approved at our public board meeting in March 21. Our key areas of work will be GP's and mental health community services, alongside our usual key work streams, Advisory Group, Youthwatch, an audience with forum and our information, advise and signposting surgeries.

Couple of things to update you on ready for the new financial year:

Jane Jackson, Chair at Healthwatch Rochdale has stepped down from her role after 6 years of strategically leading the organisation. I would like to take this opportunity to thank Jane for her dedication and support over the years and wish her all the success in her new ventures.

With this in mind, our Vice Chair, Ben Greenwood will be stepping as up interim chair for 3 months whilst we recruit a new Chairperson. Ben, thank you for your support and I look forward to working with you more closely over the next 3 months.

In February, we saw the arrival of our new Company Administrator, Rob Butler, welcome on-board Rob. Rob will be supporting the development of the organisation, specifically around governance and covering the day-to-day management of administration with the team.

I am pleased to announce that Healthwatch Rochdale have successfully been chosen to deliver the Maternity Voice Partnership, in collaboration with Healthwatch Oldham, across Rochdale and Oldham. This is a very exciting opportunity for us and more information on this project will be shared in due course.

Finally, there is light at the end of the tunnel, restrictions are soon to start to be lifted after a long and strange 12 months in lockdown due to the covid -19 pandemic, please remember to remain cautious and stay safe.

Take Care, Kate.

Meet the Team

Non Executive Directors



Ben Greenwood
Interim
Chair of the
Board



David Bradshaw



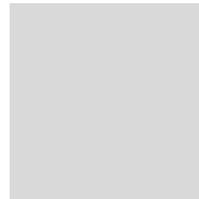
Simon Wootton



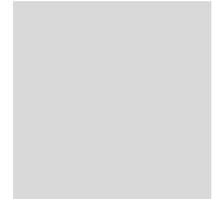
Rosemary Nunwick



Melanie Tunney



Margaret Parker



Stephen Sanderson

Staff



Kate Jones
CEO



Claire Birch
Information &
Communications
Coordinator



Tracey Coatman
Engagement
Coordinator



Naomi Kenyon
Volunteer &
Involvement
Officer



Rob Butler
Company
Administrator

Meet our new Company Administrator



Rob Butler, Healthwatch Rochdale Company Administrator

Rob Butler is the newest member of the Healthwatch Rochdale team having just joined in the role of Company Administrator.

Rob is responsible for the day-to-day administration and support of the team, including the central inbox and telephone lines. Rob will work closely with the Healthwatch Rochdale board and help develop the governance across the organisation.

Rob joins the team at a pivotal time to further underpin and support the evolution/awareness of Healthwatch Rochdale.

Rob has previous experience in the private sector and is currently working towards a CIPD level 5 qualification. Rob has a passion for local health and social care service specifically, inequality around access. Rob feels everyone should be able to access health and care services when needed.

Rob is a Middleton resident and has lived within the borough for the majority of his life.

Quarterly Highlights

Providing support



130 people

have shared their health and social care story with us in Jan, Feb and March

68 people

were given information and signposting advice about local support and services

Reaching out



2928 people

visited our website throughout Jan, Feb and March.

130 pieces of feedback

were received via our website feedback form, email and over the telephone

Making a difference to care



683 people

gave their views in our communications survey

54 people

took part in our public consultation on our work priorities for 2021/22

Our forums

Healthwatch Rochdale brings to you an audience with...

These are new monthly sessions which will enable residents to have direct access to health and care professionals, including at a delivery and a decision-making level. Sessions will include a presentation or over-view from guest speakers and then time for residents to raise questions, suggest improvements or share what is going well within local services.

The monthly topics will be agreed by the Healthwatch Rochdale team and the Advisory Group, who will consider information such as local data and insight from residents, knowledge on services being reviewed or re-designed locally and national awareness days.

Sessions will last for 1 hour (5 minutes, welcome, 15 – 20 minutes presentation, 15-20 minutes Q and A, 15 minutes for HWR awareness raising, polls if required and standard evaluations.

Due to the current restrictions on face to face working meetings will be virtual at this stage and will need to be pre-booked.

The topic of the first session will be shared via social media and Healthwatch Rochdale's mailing list.

Mental Health Forum

Healthwatch Rochdale have been delivering a Mental Health Forum since July 2020 in response to the Covid 19 residents survey, held earlier that year. The Mental Health Forum was initially set up for residents, but due to a local multi-agency meeting ceasing it was agreed that the meeting would also be open to organisations so they could share the experiences of their service users. Throughout the forums there was low uptake by residents, but a lot of interest and good attendance by other organisations.

On reflection of the low uptake by residents and acknowledgement of the importance of ensuring residents voices are actively listened to by Healthwatch Rochdale, it was agreed to cease delivery of the Mental Health Forum and utilise the time more effectively to reach residents. There will be a new monthly session from April which will enable local residents to have direct contact with health and care professionals, including at a delivery and a decision-making level.

Share your views with us

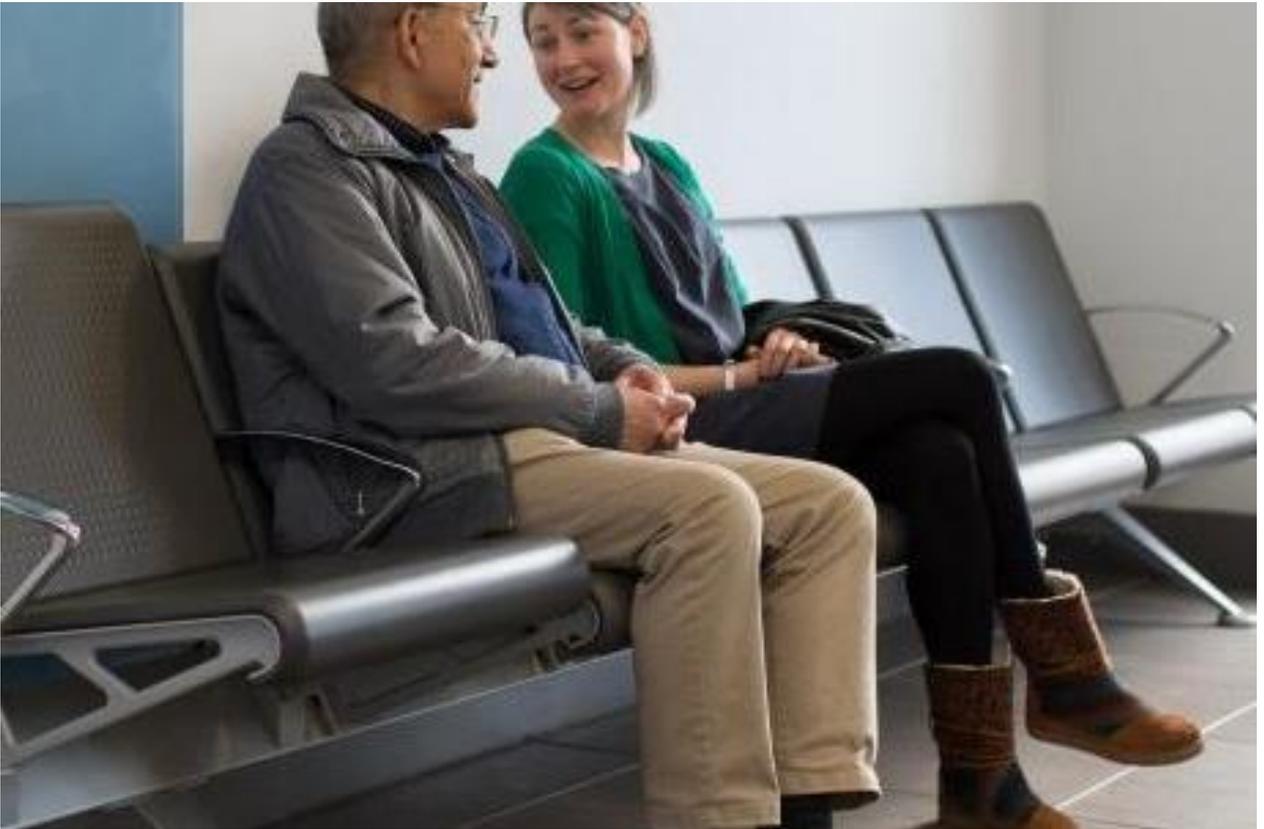
If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchrochdale.org.uk

Telephone: 01706 249575

Email: info@healthwatchrochdale.org.uk





GP and Community Mental Services to be the priority areas of work for Healthwatch Rochdale in 2021/22.

Our priority areas of work in 2021/22 will be GP and Community Mental Health Services following a recent public consultation.

Healthwatch Rochdale invited local people to share their views on where they thought we should work over the next year. 54 people shared their views with us via a short online survey and GP and Community Health Services came out as the top two areas.

Other areas of work identified in the survey that we will be carrying out are:

- **Development of the #TogetherRochdale Communications Group**
- **Development of Healthwatch Rochdale's Advisory Group**
- **Enter and View**
- **Youthwatch**
- **Information, Advice & Signposting surgeries**

You can find more information on our 2021/22 workplan at www.healthwatchrochdale.org.uk

‘Our work priorities are chosen based on feedback we have received and the results of our public consultation





The three winning entries in the Youthwatch competition

Youthwatch Poster Competition winners announced.

We held a poster competition for young people aged between 13 and 18 years old who were residents of the Rochdale borough. We asked them to design an eye-catching poster that could be used to advertise future Youthwatch Meetings.

We sent the competition out to over 40 schools, groups and organisations with youth participation within the Rochdale borough and we had a really good response.

Judging took place with Naomi Kenyon, Volunteer and Involvement Officer Healthwatch Rochdale, Laura Augustine, Action together and Dawn Pierson from Skyline Circus. They looked at each entry and scored it accordingly.

The three main prize winners, who received a £50 Amazon voucher each were:

- Jennifer Wong, Falinge Park High School, Age 13
- Amina Mehmood, Rochdale Islamic Academy, Age 15
- Art Attack Group from Barnardos

There were also 5 runners up whom received a £10 Amazon Voucher each.

The judges had a difficult time choosing the best as they were all so artistic and creative; and all so different using a wide range of mediums to create them.

Congratulations to all winners and runners up.



Volunteer with us

Healthwatch Rochdale volunteers make a huge difference to the work we do and we have a range of opportunities available.

Website: www.healthwatchrochdale.org.uk

Telephone: 01706 249575

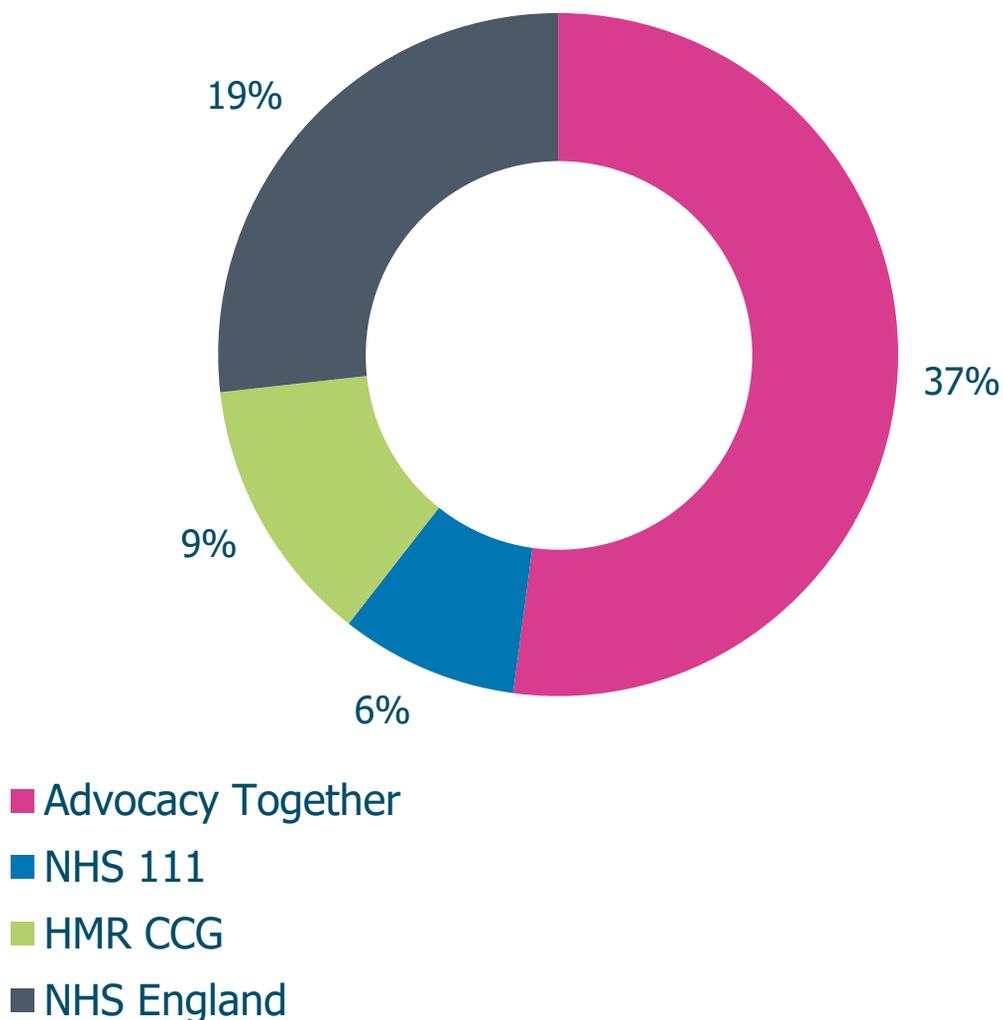
Email: info@healthwatchrochdale.org.uk

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 68 people to other organisations, including making referrals to Rochdale Advocacy Together Hub for assistance with making a formal complaint about an NHS Service.

Here are some of the areas that people asked about.



Healthwatch Rochdale's Advisory Group



The Advisory Group is an independent resident led group who advise the Healthwatch Board on local issues to enable them to determine appropriate actions.

Members meet monthly and review a data report as part of the meeting. This report includes information on issues we have been made aware of by the residents of Heywood, Middleton, Rochdale and the Pennines. The report also identifies any trends and patterns in the data we receive and secondary data by Care Opinion.

The local intelligence Healthwatch Rochdale have gathered during the past 12 months has highlighted concerns regarding access to GP services. In response to resident feedback the Advisory Group recommended that GP access should be a key area of work for Healthwatch Rochdale from April 2021.

consultation and came out as the top area for where people would like us to work over the next year. The initial focus for this piece of work will be a review of all GP practice websites.

Advisory Group members were also made aware of resident's feedback regarding concerns that a local service which supported individuals with acquired brain injuries was being closed down permanently.

In response to the service closure we have carried out extensive engagement work with ex service users. The report and recommendations following this piece of work will be shared with Rochdale Borough Council. The report will then be made available to the public including any response provided to the recommendations.

Volunteering with Healthwatch



Advisory Group

The Healthwatch Rochdale Advisory Group now has eight members who meet monthly via Zoom. The main focus of this voluntary group is to facilitate the contribution to quality improvements of local services by ensuring the patients' voice and lived experiences are shared with providers, commissioners, and residents of the Rochdale borough.

The group have key conversations around feedback we have directly received as well as secondary data received from Care Opinion and look for areas of improvement that could be made locally.

To ensure that the Advisory Group are representing all areas of the Rochdale borough we are really keen to recruit members from the borough of Heywood.

If you are a Heywood resident, we would love to hear from you.

For more information, please see our web page:

Or email advisorygroup@healthwatchrochdale.org.uk

Lived Experience Panel

Northern Care Alliance are looking to develop a Lived Experience Panel that will work alongside them when developing improvements to their healthcare systems. Working with their partners AQUA & us here at Healthwatch Rochdale, they are running a volunteer recruitment drive for this role throughout March/April.

The role will be a fantastic opportunity to work co-productively with a likeminded group of people. It is also a chance to have your voice heard. Full induction and training will be given.

Who is this role aimed at?

- have had recent experience of accessing care from a local hospital or service either as a user, carer or family member
- are a resident of the Rochdale Borough
- have an interest in improving the local healthcare services
- are passionate about the services

Do you want to know a bit more about the role or would like us to send an application pack?

Please email naomi.kenyon@healthwatchrochdale.org.uk or call **01706 249 575**

Volunteering with Healthwatch



Wanted Youth Representatives

Are you aged between 13 and 18 years old and live in the Rochdale Borough?

Would you like to make your voice heard about health and social care services in the borough?

Healthwatch Rochdale are looking for Youth Representatives to be part of our exciting new initiative "Youthwatch".

Here at Healthwatch Rochdale we gather feedback daily around services within our borough. We want to hear young people's feedback about the health and social care services such as Dentists, GP's, Mental Health services, hospital appointments and Opticians.

The role of a Youthwatch Representative is a voluntary one and they will meet once a month, initially online via Zoom, for around an hour to discuss things that are relevant and what matter to the young people across Rochdale.

If you would like more information, please ring our office on [01706 249 575](tel:01706249575) or email naomi.kenyon@healthwatchrochdale.org.uk

If you are an organisation who would like to get involved, we are happy to come along to any meetings you already have up and running to talk about Youthwatch and speak about how we may be able to work alongside your young people.

Youthwatch
Rochdale

Thank you Healthwatch Rochdale Volunteers

We are thankful to all our Healthwatch Rochdale Volunteers who continue to support us and have done so throughout the last year since lockdown restrictions due to the Covid-19 pandemic were first announced. Who would have thought how life would have changed for so many people and they way we have adapted our ways of working and engaging with each other in the last twelve months.

We are still having to do so many things virtually, so many community groups and centres are still not open, and many services are relying on being delivered digitally. These are the reasons that it is more important than ever that we ensure that we continue to receive feedback from residents and service users on the health and social care services within the Rochdale borough.

We are also grateful to all our volunteers who take the time to share our posts, share emails, re-tweet on Twitter, fill in our

consultations and surveys and also use the best form of communication for a service – word of mouth! It is very much appreciated.

We are currently looking at some refresher training for our volunteers and looking at new and innovative ways, now that Covid-19 regulations are changing and more people

are getting the vaccine, to involve our volunteers further.

A role we are hoping to develop is the voluntary Social Media Volunteer role. The Social Media Volunteer post information is on our website, for more information on this role please click [here](#).

We would also welcome anyone who has a background in art, design and graphics as a volunteer for posters and leaflets for our organization. This would be ideal voluntary experience for somebody looking at going into graphic design or with an interest in I-media and ICT. Please contact us if you or anyone you know may be interested in this.



Healthwatch Rochdale
104 – 106 Drake Street
Rochdale
OL16 1PQ

www.healthwatchrochdale.org.uk

t: 01706 249 575

e: info@healthwatchrochdale.org.uk

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