

The value of listening

Healthwatch in
Greater Manchester
Annual Report 2023–2024



Contents

Message from our Chair	3
About us	4
The way we work	6
Our Strategic Objectives	7
Year in review	8
How we have made a difference this year	9
The voices of Greater Manchester	11
Collaboration	12
Listening, hearing, advice and information	13
Future priorities	14
Statutory statements	15
Healthwatch locally across Greater Manchester	16
Glossary	17



"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

Reflecting on the past year, it is inspiring to see how Healthwatch in Greater Manchester (HW in GM) has adapted and thrived amidst ongoing challenges. Our commitment to listening and including everyone in the local community has never been stronger. Through dedicated outreach and engagement efforts, we have ensured that the diverse voices of Greater Manchester are heard and valued.

We have analysed people's experiences to spot trends and create meaningful change. By meticulously collecting and examining feedback, we have been able to identify key areas for improvement in local health and social care services. This proactive approach has enabled us to drive change and improve services, making a tangible difference in people's lives.

Our work has made a significant impact, particularly for seldom heard groups such as ethnic minorities, carers, people with disabilities, the LGBTQIA+ community, refugees, and those experiencing homelessness. We have made concerted efforts to reach out to these groups, ensuring their concerns and experiences are not only heard but acted upon. Our goal is to bridge the gap between these communities and the services they rely on, fostering a more inclusive and responsive healthcare system.

At the Integrated Care Systems (ICS) level, HW in GM has worked tirelessly to ensure that the voices of our local community are heard. By collaborating with other Healthwatch organisations, we have been effective in influencing decisions taken by Integrated Care Boards (ICB's) and Partnerships. This collective effort has strengthened our impact and helped shape a more equitable healthcare landscape.

I would like to extend my heartfelt thanks to the 10 Healthwatch organisations for welcoming me, Heather Etheridge, as the new HW in GM Chair, and Danielle Ruane as the HW in GM Chief Officer. Your support has been invaluable. Special thanks to Trafford Healthwatch for coordinating the first of this year's HW in GM projects project focusing on Children and Young People's experiences with CAMHS, and we look to complete our second project on Menopause and Women's Health. Reports from both of these projects will be available on our website.

Looking ahead, we remain dedicated to our mission of amplifying the voices of Greater Manchester's residents. We will continue to listen, analyse, and act, ensuring that every individual has a say in the health and social care services they depend on.



“By listening to our community and acting on their feedback, we have driven meaningful change in health and social care services, making a real difference in people's lives.”

Heather Etheridge, Chair, Healthwatch in Greater Manchester



About us

We make sure NHS leaders and 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 world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



About Us

We are committed to fostering meaningful engagement across all levels of our work. By cultivating a strong and productive relationship with the Integrated Care System and key stakeholders, we ensure that our collective voice brings strength and influence while honouring the diverse perspectives within our communities.

Our approach is:

- Create arrangements for meaningful engagement.
- Foster a strong and productive relationship with the Integrated Care System.
- Bring strength and influence whilst valuing difference across our communities.
- Trust others and be trusted to provide constructive challenge.
- Utilise best practice and adopt Healthwatch England's Quality Framework.
- Work in partnership with others.
- Collaborate and explore external funding opportunities for joint projects.



The Way We Work

The 10 local Healthwatch organisations in Greater Manchester have a longstanding tradition of collaborating on joint initiatives and sharing intelligence, particularly when care provided in one locality affects residents of another.

Since late 2021, the Healthwatch have been preparing for integration within the Integrated Care System (ICS) framework by refining governance structures, establishing strategies, and finalising collaboration frameworks.

Healthwatch plays a crucial role at the place-based locality level and remains commissioned by local authorities to fulfil statutory obligations. Within the ICS context, the 10 Healthwatch entities have a vital responsibility to work collaboratively across Greater Manchester, in partnership with the ICS and other key stakeholders. As a network, Healthwatch holds a distinctive position in gathering intelligence from face-to-face interactions, complaints, surveys, and listening events across the 10 localities, providing crucial insights to inform decision-makers and ensure accountability for service improvements.

This collaborative approach has facilitated the establishment of a leading partnership agreement between the Greater Manchester Healthwatch Network and the Greater Manchester ICS, effective from 2023 to 2026. This agreement positions Healthwatch at the forefront, ensuring a more cohesive and influential presence in shaping decisions at the Greater Manchester ICS level.

Throughout 2023/24, the Network met 12 times and made decisions on matters such as future workplans, governance and operations of the network, and representation across Greater Manchester ICS where we can have the most impact.

Across the Greater Manchester, we take information to several strategic boards including the Quality and Performance Committee, Systems Quality Group, Strategic Patient Safety Council, Engagement, Inclusion and Assurance Group, amongst others and share feedback and scrutiny with decision makers at the ICS.

By offering strategic input, providing constructive challenge, and leveraging influencing skills, we have ensured that the voices of people of Greater Manchester, carers, and their families are heard. Collaborating with leaders from the healthcare system, the public, seldom heard communities, the voluntary and community sectors, and various local stakeholders, we have significantly enhanced our strategic impact over the past year.

We also take insight and experiences to decision-makers including Members of Parliament, the Care Quality Commission and we also share our data with Healthwatch England to help address health and care issues of Greater Manchester at a national level..

Our Strategic Objectives

Our strategic ambition is to passionately illuminate the voices of all diverse communities in Greater Manchester and to advocate on their behalf, at all levels of the new ICS to ensure that individuals can get all the health and care support they need. As part of our All Age Strategy 2022–2025 we have 6 key objectives which guide our efforts.



Build on the development of a sustainable and high-performing Healthwatch in Greater Manchester



Be well governed and use our resources for greatest impact



Amplify the experiences of people needing or using health and care services



Reach out to all communities to ensure that they are heard and reduce the barriers that some groups face



Act on what we hear to transform health and care policy and practice



Share our expertise in engagement within the network and beyond

Year in review

Reaching out:

43829 people

shared their experiences of health and social care services with Healthwatch's across Greater Manchester, helping to raise awareness of issues and improve care.



8518 people

came to Healthwatch's across Greater Manchester for clear advice and information about topics such as mental health and the cost-of-living crisis.

Making a difference to care:

Across Greater Manchester Healthwatch have published:

134 reports

about the improvements people would like to see in health and social care services and Enter and View reports.



Health and social care that works for you:

In April 2023 we received funding from Greater Manchester Integrated Care to enable us to deliver our network ambitions which are over and above our locally funded statutory obligations.

£297,000

Total funding for 3-years. April 2023 to 2026

We currently employ

3 staff

who help us carry out our work, which are supported by the Network.



How we've made a difference this year



We made appointments of 3 new roles to the Network to drive forward our collaborative efforts and delivery of our All-Age Strategy 2022-2025



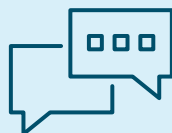
We met with the Chief Executive Officer of Healthwatch England to discuss our plans in Greater Manchester



We engaged with the British Dental Association and MP's to highlight the lived experience of lack of access to Dentistry care



We reviewed and updated our framework of Governance including network mechanisms for enhanced collaboration



We developed our website, and social media platforms to inform people about the work of Healthwatch in Greater Manchester and how to be involved



We provided quarterly reports to the Quality and Performance committee highlighting hotspots, themes and challenges for people across Greater Manchester



We engaged and contributed towards the development of the Greater Manchester ICS People and Communities Engagement Strategy and their 'Fit for the Future' engagement plans



We undertook a Children and Young Peoples (CYP) Mental Health Project, with a focus on pathways to mental health support

How we've made a difference this year continued



We engaged with and provided input to the consultation process for ADHD and IVF Cycles across Greater Manchester



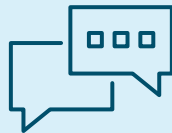
We reviewed and provided feedback on the process of the CQC Inspection framework for the ICS



We developed strategic partnerships with VCSFE, research and grassroots organisations across Greater Manchester



Our work on the Menopause and Women's Health informed inclusion of lived experience as part of service evaluation and future sustainability of the service



We engaged with and provided constructive feedback on the Dementia United Quality Standards



We provided regulatory review and response to quality accounts of Trusts in Greater Manchester



We worked with Professor Shanley to provide feedback as part of review into quality assurance procedures in the aftermath of the Edenfield Scandal.



Our work highlighting lived experience of people in Greater Manchester informed the development of system wide learning from patient experience

The Voices of Greater Manchester



“You kindly showed me compassion and understanding, and it was good to be able to speak with someone independent and without bias. I feel I can't trust anyone and it's comforting to know that Healthwatch are there.”

Anonymous, Resident of Greater Manchester

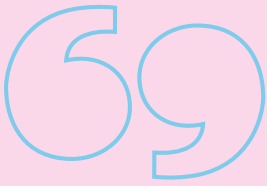


“You have been such an amazing source of support for me, you gave me the push and confidence I needed every step of the way. If Healthwatch hadn't been there I don't know what I would have done and will be singing Healthwatch praises to everyone”.

Anonymous, Resident of Greater Manchester



Collaboration



The Partnership Agreement with Healthwatch GM has enabled us to strengthen our engagement work and ensure that we truly work together to identify and respond to the needs of our people and communities. Healthwatch brings the voice of communities directly to the ICB and we work together to respond appropriately. The partnership also means we have a platform to codesign engagement and this has included programmes of work such as the Big Conversation and Fit for the Future, enabling us to ensure that we get the conversations right and engage in a meaningful way. All of this has been invaluable in supporting us to deliver People and Communities Participation Strategy.

Greater Manchester Integrated Care Board



Listening to your experiences

The ICS 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 feed this back to the ICS to inform their strategies for future service design and delivery and help them improve.

Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

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, your local Healthwatch 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, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost-of-living crisis

Future Priorities



We will listen to and engage with the our stakeholders to set our priorities for this nest year



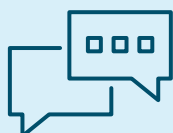
We will remain responsive to the feedback we receive from the people of Greater Manchester, keeping real time data to identify and escalate any hotspots of concerns to the ICS



We will engage with partners both regionally and nationally, to ensure Greater Manchester voices are heard



We will continue to engage with all levels of the ICS, providing a critical and collaborative approach to support quality improvement across Greater Manchester



Wie will continue to ensure our All Age Strategy is progressed, and our objectives continue to be met



We will undertake regular review of our governance framework, guiding policies and processes to ensure we continue to be sustainable and progressive



We will continue to monitor and provide updated research and advice to the ongoing development of Women's Health Hubs and future sustainability across Greater Manchester



We joined the Alternative Provider Collaborative, a partnership of charities and social organisations operating across the Greater Manchester ICS



Statutory statements

Healthwatch in Greater Manchester is hosted by Healthwatch Bury CIC, 56-58 Bolton Street, Bury, Greater Manchester, BL9 0LL

The Healthwatch in Greater Manchester Network is a partnership between 10 Healthwatch across Greater Manchester including:

- Healthwatch Bury
- Healthwatch Manchester
- Healthwatch Rochdale
- Healthwatch Stockport
- Healthwatch Trafford
- Healthwatch Bolton
- Healthwatch Oldham
- Healthwatch Salford
- Healthwatch Tameside
- Healthwatch Wigan and Leigh

Who we are

This year, we have worked together as a Greater Manchester Network, but this would not be possible without from the individual Healthwatch for each area of Greater Manchester. These include:

Healthwatch	Web Address
Healthwatch Bolton	healthwatchbolton.co.uk
Healthwatch Bury	healthwatchbury.co.uk
Healthwatch Manchester	healthwatchmanchester.co.uk
Healthwatch Oldham	healthwatcholdham.co.uk
Healthwatch Rochdale	healthwatchrochdale.org.uk
Healthwatch Salford	healthwatchesalford.co.uk
Healthwatch Stockport	healthwatchstockport.co.uk
Healthwatch Tameside	healthwatchtameside.co.uk
Healthwatch Trafford	healthwatchtrafford.co.uk
Healthwatch Wigan and Leigh	healthwatchwiganandleigh.co.uk

Glossary


Abbreviation	Description
HW in GM	Healthwatch in Greater Manchester
ICB	Integrated Care Board
ICS	Integrated Care System
LGBTQIA+	Lesbian, gay, bisexual, transgender, queer (or sometimes questioning), intersex, asexual, and others.
VCSFE	Voluntary, Community, Faith and Social Enterprise Sectors.



healthwatch
In Greater Manchester

Healthwatch in Greater Manchester
56-58 Bolton St,
Bury,
BL9 0LL

 www.healthwatchingreatermanchester.co.uk

 01616609806

 Info@healthwatchingm.co.uk