

The value of listening

Healthwatch Rochdale
Annual Report 2023–2024



healthwatch
Rochdale

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"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

Margaret Parker



As I reflect on another interesting and challenging year with Healthwatch Rochdale through April 2023 and April 2024, I am heartened to confirm that despite the reductions in the Healthwatch team we have continued to successfully meet our obligations to operate as an independent Healthwatch to champion for improved local health and social care services that represent the needs of residents.

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. They are a small team who have risen to the challenges of adapting their ways of working in order to respond to the challenges and have worked tirelessly to successfully deliver the business of the organisation.

We have continued to actively engage with local people through the Information, Advice and Signposting surgeries that are regularly held across the Rochdale Borough. Through the engagement and project work that was undertaken in the last year (and highlighted in the following annual report), the team and volunteers have actively sought the views and opinions of the residents of Heywood, Middleton and Rochdale.

The information we have received from speaking with residents has informed the priorities we have been giving particular attention to within Healthwatch and highlighted what is and isn't working about our health and social care system for you. Listening to these experiences of people has not only identified the issues but informed the recommendations for change we have submitted to the commissioners and providers.

In addition, we have continued to re-establish our Enter and View programme of visits and aim to launch a return to visiting Care Homes in the forthcoming year.



“A big thank you to all the Rochdale residents who have engaged with us over the year and we would like to remind you of the importance of continuing to feed in your experience of using health and social care services. Your views are absolutely essential to ensuring that we can represent the voices of the residents to commissioners and providers of health and social care services.. .”

Margaret Parker, Chair, Healthwatch Rochdale Board

Message from our Chair (cont.)

Margaret Parker

We have continued to contribute to the development work of the Greater Manchester Network of Healthwatch, and through the Network (and the locality meetings within Heywood, Middleton and Rochdale that we attend) we have inputted to the ongoing development of the Greater Manchester integrated care system that was formed in recent years.

Of particular note in 2023/24:

- We have joined with other local organisations in signing a renewed Partnership Agreement with the Greater Manchester Integrated Care System.
- Through the Healthwatch Network recruited a funded Chief Co-ordinator, admin support and an independent chair to improve engagement and co-ordination; and we participated in a joint research project on Pathways to Children and Mental Health Services (CAMHS).

Volunteers are the lifeforce of the organisation without whom we could not meet and deliver many of our projects. With this in mind, I wish to convey particular thanks to our Advisory Group who have worked diligently throughout the year by highlighting issues and making recommendations on areas of work we should focus our attention on. These have been highlighted through the trends analysis as well as the community engagement and feedback received by Healthwatch Rochdale.

I also note with thanks the contributions made by Youthwatch and Rochdale and Rochdale and Oldham Maternity Voices Partnership (ROMVP).

I would also like to convey my thanks to my fellow Directors on the Board for their time and commitment to Healthwatch and their ongoing support and advice to me in my role as Chair. I wish to convey a special thanks and appreciation to Ben Greenwood, who has recently resigned from his volunteer role as Vice Chair of the Board to commence working in a new role with Rochdale Borough Council. Ben has volunteered for Healthwatch for over 12 years and was instrumental in the formation of the Healthwatch as an independent organisation and played a significant role in developing Healthwatch since its inception through his work with the Board. He will be sadly missed, but we wish him well in his new job.

Finally, a big thank you to all the Rochdale residents who have engaged with us over the year. We would like to remind you of the importance of continuing to feed in your experience of using health and social care services. Your views are absolutely essential to ensuring that we can represent the voices of the residents to commissioners and providers of health and social care services. By listening to your experiences, they can more accurately identify and act upon the barriers to high quality care and build more effective services that are right for local people and that are around meeting people's needs.

Margaret Parker

Healthwatch Rochdale is your local health and social care champion.

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

Improved Health and Social Care experiences for everyone in Heywood, Middleton and Rochdale.



Our mission

We are the independent voice of Heywood, Middleton and Rochdale residents. We listen, challenge, and shape local health and social care services.



Our values are:

- **CREDIBLE** We hold ourselves to the highest standards, we are open and honest in everything we do.
- **CO-OPERATIVE** We maintain a positive, forward-looking focus and work with others to get things done.
- **INCLUSIVE** We start with local people first; we work for everyone.
- **RESPONSIVE** We take what we know and translate it into actions.
- **ACCOUNTABLE** We take responsibility for our actions and stand by decisions.



Year in review

Reaching out:

430 people

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

419 people

were given information, advice and signposting about local health and social care services. We additionally had **1403** website hits on our advice articles.



Making a difference to care:

We published

7 reports

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

Our most popular report on our website was

Enter and View: Royal Oldham Postnatal Ward

which highlighted recommendations to make improvements to the service



Health and social care that works for you:

We're lucky to have

54 Volunteers

outstanding volunteers who gave up **656 hours** to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

£140,000.00





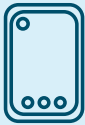

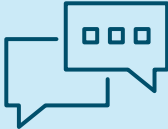
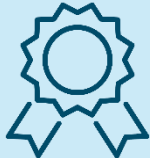
We currently employ

2.8 staff

who help us carry out our work.



How we've made a difference this year

Spring	 <p>We drew attention to the gap in Translator services and raised with the Translational Social Worker Team.</p>	 <p>We took steps to support our local PPGs, creating a support pack and awareness via social media. 43% of local PPGs are now back up and running.</p>
Summer	 <p>Recommendations made at Royal Oldham Postnatal ward following the joint Enter and View Visit with Healthwatch Oldham.</p>	 <p>From our local Pharmacy survey, insight received was used in UK Parliamentary Engagement and in their report.</p>
Autumn	 <p>Using our insights and recommendations from reviewing GP websites, Heywood Middleton and Rochdale GP practices agreed to adopt a consistent and new template.</p>	 <p>Menopause research and reporting raised awareness within Rochdale and Greater Manchester and encouraged organisations to look at policies and wellbeing.</p>
Winter	 <p>Identified a gap in "Tongue Tie" services for newborn babies, this was highlighted to commissioners. Once raised commissioners spoke with provider and re-established service.</p>	 <p>From our reports and evidence highlighting the need for community support on the topic of Menopause, a pathway within the neighbouring town of Bury has been created.</p>

Your voice heard at a wider level



We collaborate with other Healthwatch to ensure the experiences of people in Greater Manchester influence decisions made about services at Greater Manchester Integrated Care System (ICS) level.

This year we've worked with Healthwatch in Greater Manchester to achieve:



Gathered opinions from across our local communities and used our knowledge to contribute towards the development of the Greater Manchester Dementia United Quality Standards, the Greater Manchester ICS People and Communities Engagement Strategy and the Shanley Report.

Undertook a Greater Manchester Children and Young Peoples (CYP) Mental Health Project, with a focus on pathways to mental health support. This project gathered people's lived experiences of existing service provision across Greater Manchester. Recommendations and findings will be fed back to GM and local commissioners and providers to help shape future service delivery.



The appointment of 3 key roles to the Healthwatch in Greater Manchester partnership. These include an Independent Chair of the Network, Chief Coordinating Officer and Administration and Data Officer. These roles will drive forward the leadership, coordination and delivery of the All Age Strategy 2022-2025 alongside partnership working across the Greater Manchester Healthwatch Network.

Worked in collaboration with Greater Manchester Patient Services to co-produce ongoing reports throughout the year which identify challenges and share the lived experiences of the people of Greater Manchester. We have and will continue to ensure their voices are heard throughout the Greater Manchester ICS through their Quality and Performance Committee.

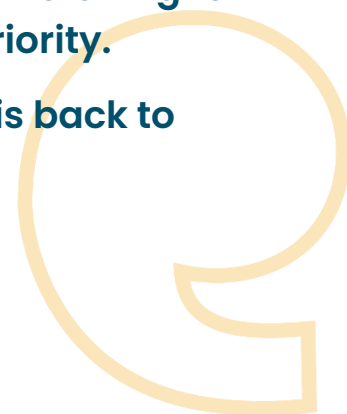




Listening to your experiences

Services cannot make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the Rochdale community a priority.

This allows us to understand the full picture, and feed this back to services and help them improve.



Healthwatch Rochdale's conversations with people from the diverse communities have highlighted that Improvements can't be made without hearing their views.

Over the last year, Healthwatch Rochdale has made listening to feedback a priority for all areas of the community, allowing us to understand the residents' concerns and issues. This is then fed back to organisations and stakeholders to help them improve their services.

Transport – Supporting people with their concerns

Transport is a big concern for residents; travelling to and from appointments especially when appointments are quite a distance from their home has been raised as a main challenge.

Healthwatch Rochdale signposts residents to the Rochdale volunteer driver scheme hosted by HMR Circle. This service provides transport for adults who find it difficult to use public transport for example; elderly residents and those who have mobility or mental health issues. Residents whom have used this service have told us how beneficial to their health and general wellbeing this is, without it, their access to services would be restricted and isolation increased.



The Growth Project



The growth project is an award-winning allotment project, that aims to boost wellbeing of residents living in the borough by supporting people to engage in all aspects of gardening and horticultural activities in a safe, peaceful and beautiful part of Rochdale.

Everyone who spoke with Healthwatch said how helpful it is for their own mental health and wellbeing to have access to this project and a safe space, and how there is always a warm welcome for those who are interested in helping to maintain the gardens.

Email – infohelpline@rochdalemind.org.uk

Three ways we have made a difference in the community

Our Impact Within the Community

Throughout our work, we gather critical information about health inequalities and the barriers or changes that people face, by speaking to those whose experiences and voices aren't often heard.

Middleton Heart Line Club

Attendance at clubs such as this gives Healthwatch the opportunity to discuss issues that residents face as a result of a stroke, heart attack or surgery. Most people do not know who to speak to or where to turn to for help. Clubs like these are vital and successful with rehabilitation and confidence building, as well as supporting members of the family. Gathering feedback gives Healthwatch a view of the care that people received – ranging from a visit to their GP, to their stay in hospital.



Raising Awareness of Local Services

Working with other organisations in the Borough is a way of networking Healthwatch skills to help Rochdale residents. Health events throughout the year have enabled Healthwatch to find out more about residents ongoing health issues, subsequently being able to offer advice and information on which service may be best use to them. All the information given to Healthwatch can help identify common areas of concern and implement change particularly where resident's comments about their experiences are negative.



Diabetes

Talking to groups about health issues over the last 12 months, it has been noticeable that the amount of people concerned about diabetes and the high levels in ethnic minority communities has increased. The importance of a healthy diet has been at the forefront of information offered during advice and signposting within Rochdale community venues. Through involvement with Individuals, focus groups and Health events who have provided this information, we have gathered service user voices and been able to help residents to reduce long term health issues via early intervention.



Enter and View



Rochdale Rooftops
Photo Credit to Ian Lord, Rambling Around Rochdale

Enter and View is a statutory function of Healthwatch allowing them to enter health and social care premises to hear, or see, how people experience the service they receive.

The Healthwatch network was established by the Health and Social Care Act 2012, with the right to 'Enter and View' places that deliver health and care. The right to 'Enter and View' is a statutory power for Healthwatch.

The objective of an 'Enter and View' visit is to understand the experiences of patients, collect their views and make observations of the site, following this up with a report and recommendations.

During 2023–2024 Healthwatch Rochdale recruited, and trained six Enter and View Representatives and carried out three Enter and Views, one of which was a joint visit with Healthwatch Oldham and two were a re-visit to last year's establishments.

The Following Enter and View reports are available to read:

- 🗨️ [Rochdale Infirmary- Outpatients Department](#)
- 🗨️ [Rochdale Infirmary - Urgent treatment Centre](#)
- 🗨️ [Royal Oldham Maternity - Postnatal Ward](#)



Could you accompany us on our Enter and View to make active changes in your community?

Contact us today: volunteer@healthwatchrochdale.org.uk

Healthwatch Rochdale – Enter and View

In August 2023, Healthwatch Rochdale and Healthwatch Oldham conducted a joint Enter and View visit at the Royal Oldham Hospital Post Natal ward.

This was an unannounced visit, although the Director of Midwifery was notified the Enter and View representatives would be carrying out the enter and view and given a two-week time frame of when they could be visiting.

Representatives observed the Postnatal ward over a two-hour period on 30th August 2023 from 11am – 1pm, through the eyes of a patient and spoke with postnatal patients and staff members. On the day of the visit the ward was full.

Following the visit, six recommendations were made. A response was received with an action plan from Royal Oldham Hospital management team within the required statutory time frame.



Enter and View team at Royal Oldham Hospital

The six recommendations were as follows:

1. Birth plans to be discussed earlier in pregnancy and dedicated time to complete these alongside a “Plan B” in case of an emergency or an alternative situation to birthing.
2. Information and/or signage to be available in other languages to meet the needs of Greater Manchester residents.
3. Noise levels on the ward are monitored, rules implemented around use of devices.
4. Clearer signage for the exit, staff to inform patients and visitors verbally how to exit the ward and a member of staff in the reception office/area at all times.
5. Out of hours translation services to be available on the maternity ward.
6. Workforce plan developed and implemented to improve safety and to ensure a commitment to staff wellbeing, staff recruitment and retention.



You can read the full report and the Provider response to the recommendations on our website

www.healthwatchrochdale.org.uk

A review visit will be undertaken in the next financial year to follow up on the action plan.



“This was a great opportunity for a joint enter and view project with our cross-boundary colleagues at Healthwatch Oldham. Key issues were highlighted, and feedback given to senior staff on the ward on the day of the visit and a full comprehensive report has followed. The response from the provider really highlights the impact our report has made.”

Kate Jones, CEO Healthwatch Rochdale

Revisits...



Enter and View at the Outpatient Department at Rochdale Infirmary

In March 2024, the Healthwatch Rochdale team and Authorised Representatives revisited the Outpatient Department at Rochdale Infirmary. The first visit was in April 2023 and Healthwatch Rochdale made seven recommendations to help improve the service. The purpose of the revisit was to see which recommendations had been put in place, as well as to review the service through the patients' eyes.

Improvements made since the last visit included:

- Waiting times are written on the notice board in the clinic.
- Reception area now has a new area with a low accessible desk and grille removed.
- Some areas in the department look much brighter though others are less so.
- Patients can give feedback via a QR code on Patient Advisory & Liaison Service posters.



As this visit was at the year end, the full report with recommendations and Provider response will be available in 2024/2025. It will be shared with commissioners, stakeholders and on the Healthwatch Rochdale website.



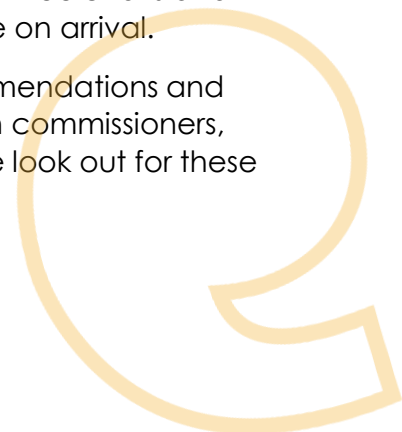
Enter and View at the Urgent Treatment Centre at Rochdale Infirmary

The second revisit this year was to the Urgent Treatment Centre at Rochdale Infirmary in March 2024. The first visit was in March 2023 and Healthwatch Rochdale made four recommendations to help improve the service. The purpose of the revisit was to see which recommendations had been put in place, as well as to review the service through patients' eyes.

Recommendation actioned since the last visit:

- Notice now displayed in the entrance notifying the location of wheelchairs and how patients can access one to help those who may need one on arrival.

As above, as this visit was at the year end, the full report with recommendations and Provider response will be available in 2024/2025. It will be shared with commissioners, stakeholders and also on the Healthwatch Rochdale website. Please look out for these Reports over the next few months.





IAS session,
Caring and Sharing, Rochdale

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.

This year we have reached different communities by:

- 🕒 Holding 75 information, advice and signposting stalls
- 🕒 Hosting 16 awareness raising sessions
- 🕒 Attending 29 Events in the Rochdale Borough
- 🕒 Delivering interactive feedback gathering sessions on key issues of the population



Successful Open Day

Healthwatch Rochdale Open Day and Health Information Event.

Healthwatch Rochdale hosted an Open Day health information event along with 20 stallholders from local health and social care organisations at the newly refurbished Rochdale Town Hall.

The event raised awareness to Rochdale residents about their health, wellbeing and of the local services that offer support from the health and social care sector. Alongside this many residents received basic training on how to use the NHS App and were signed up to it; reducing digital inequalities.

Having the opportunity to work collaboratively as well as spread awareness on such a large scale, particularly to residents who are older, has largely benefited the residents of Rochdale as they now know more about where to go when they need assistance with their health, they received vital blood pressure checks, received information around diabetes and the importance of diabetic eye screening alongside GP advice and Mental Health support to name a few.



*One Rochdale resident said:
"High quality stalls with great literature, staff were keen to help and explain various services available..."*

Age (years)	Attendance
18-24	3.8%
25-49	15.4%
50-64	19.2%
65-79	42.3%
80+	19.2%

NB: Some attendees did not disclose their age

Community Voices

Hope Football

Healthwatch Rochdale attended Rochdale Football Club's Hope Football sessions to raise awareness of the organisation and offer information, advice and signposting services specifically for refugees and people seeking asylum.

This pioneering, and award-winning group, was launched in June 2023 for adults who are new to Rochdale, making sure they have a safe space on a weekly basis to enjoy sport, where language knows no barriers to the game. Rochdale Football Club wanted to specifically target refugees and people seeking asylum that were new to the area. Healthwatch Rochdale has given information to this group such as how to find a local GP, the difference between urgent care and a GP practice, and where to go for additional help relating to healthcare within the Rochdale locality.



Community Engagement Project Worker, Judith pictured with members of Hope Football Club based at RAFC.

For more information on Hope Football please see their web page <https://www.rochdaleafccommunity.org/hope-football/>





Engagement Manager Naomi with Dani Burke, Creative Art CIC and ladies from Soul Sisters – “Talking Menopause” session.

Ethnic Minority Menopause Work

During our initial work gathering in feedback around perimenopause and menopause we found that there was underrepresentation in our data from Ethnic Minority residents of the Rochdale Borough.

Healthwatch Rochdale shared important information on perimenopause and menopause and how it affects women’s health and wellbeing to local community groups.

Discussions were also had around healthy eating and the importance of fighting against hereditary health conditions. The sessions have allowed a platform for women to learn more about their overall health, fostering a sense of empowerment and encouraging a proactive approach to their personal health and wellbeing. These sessions highlighted effective communication strategies that are needed for clearer interaction with healthcare providers on this topic.

Advice and Information



If you feel lost and don't know where to turn, Healthwatch Rochdale 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, a local GP Practice 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 locally
- 🗨 Giving people advice about emergency dentistry services
- 🗨 Supporting people to look after their health during the cost-of-living crisis
- 🗨 Creating #TogetherRochdale monthly e-bulletin

One to one support – Breast Cancer

It is essential that people have clear, accurate communication about their care.

Thanks to the efforts of Healthwatch Rochdale and the 1 2 1 support offered which can be delivered in various formats including Zoom, Teams, telephone or face to face, members of the community are getting the correct information from Information, Advice and Signposting.

From speaking at one of our local BAME women's organisations on women's health issues Healthwatch had a conversation with one of the ladies about getting help for a diagnosis she had just received for breast cancer. Healthwatch had just set up a 1-2-1 support and arranged a meeting with her. We talked about her feelings on her diagnosis and the help she needed both with being a single mum of two, her housing needs, financial support and aftercare if she needed surgery.

We discussed contacting Citizens Advice, Macmillan Support Group and Housing. The lady contacted Healthwatch to say she did everything that had been suggested and had now got the help and support she needed.

Wonderfully Made Women

Healthwatch Rochdale, helping to make one to one support available in the community.

- **Providing contacts to the local voluntary and community groups and organisations.**
- **Making things easier for residents to use their voice by offering a wide range of approaches,**
- **Factual and Actual information and advice: ensuring contact with the appropriate organisations.**

Whilst at the Lighthouse Project based in Middleton in September, Healthwatch was asked to speak to the Wonderfully Made Woman's Organisation from Manchester.

They offer a safe space to anyone that needs to have that time to talk in a safe environment. This is a great asset to the women in Middleton and the Borough. Healthwatch raised awareness of the organisation, and gathered in women's lived experiences of their health and social care journeys.

"Making sure women's voices for health and social care are heard, is what we are about!"

Judith Driver, Community Engagement Project Worker





Ian Lord
PHOTOGRAPHER

Syke Pond,
Photo credit Ian Lord, Rambling Around Rochdale

Volunteering

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

This year our volunteers:

- 🕒 Visited communities to promote Healthwatch Rochdale and what we have to offer
- 🕒 Collected experiences and supported their communities to share their views
- 🕒 Carried out Enter and View visits to local services to help them improve
- 🕒 Shared our Social Media posts
- 🕒 Accompanied us to events and helped manage stalls
- 🕒 Took part in training to upskill and boost knowledge

T-Level Student Volunteer

I am Matthew Scott; I am a T-level student currently doing my placement at Healthwatch Rochdale. I am currently halfway through my T-level having just finished my first year of my course at Hopwood Hall, Middleton. I have been volunteering with Healthwatch on my T-level since the beginning of January this year and I am really enjoying my time here and extremely grateful for the opportunities I have been given by Healthwatch.

I chose Healthwatch Rochdale for my placement as they seemed very friendly when they came into my college looking for T-level students. I was offered a role where I not only get to complete my placement hours and build on my different skills as well as develop new skills, I am able to give back to the community while doing so, which reinforced my desire to join Healthwatch for the duration of my placement.

Since January I have done many different things, varying from developing a new TikTok page to going out into the local community offering information, advice and signposting. All these things have helped contribute to developing my skills for future employment alongside building my confidence and speaking and listening skills. One thing I like as volunteer is how I am able to see the reach that Healthwatch offer to the community and see how they impact the community as they do such a good job of helping everyone. I also like how I have seen first hand differing marketing schemes and how to voice beliefs as I want to do something to do with this in the future.

I am extremely grateful to Healthwatch for giving me this opportunity and will continue to push myself to make the most of it.



Matthew,
T-Level Student

Tribute to Tony Ettenfield

We were extremely saddened to hear of the passing of our Advisory Group member and Middleton resident Tony Ettenfield. Tony was an advocate around health and social care, his vast knowledge, experience and networks in this arena made him a perfect fit as part of our Healthwatch Rochdale Advisory Group. He was one of the founding members three years ago.

His "Better Health 4 Middleton" project was a great signposting asset and at the monthly meetings Healthwatch Rochdale were always made to feel welcome at and it offered the opportunity, with much encouragement from Tony, for residents to air their views and ask questions. Our thoughts are with all that knew Tony, he was a truly remarkable character.



Tony,
Advisory Group Member



"Tony most certainly liked to look on the bright side of life, his witty and cheeky personality always ensured that he had us laughing whenever he was around. The passion Tony had for the Rochdale Borough, and Middleton in particular, was phenomenal. He always encouraged members of his community to use their voice, to speak up and have their say around health and social care. He was a true advocate. and will be missed."

Naomi Burke, Engagement and Volunteer Manager, Healthwatch Rochdale

Healthwatch Rochdale Volunteer

My name is Karen and live in the Pennines area of Rochdale and have volunteered with Healthwatch Rochdale for over 10 years.

I have volunteered across the health and social care sectors in Greater Manchester since 2013 and after unsatisfactory patient involvement volunteering with healthcare providers and CCGs I chose Healthwatch Rochdale, as they offered the opportunity to represent the independent voice of patient and resident experiences of health and social services where there are shortfalls in the quality of care and unmet need, and to share examples of best practice to help improve care for all.

It was important to know that feedback and issues raised by patients would be properly heard and meaningful efforts were made to address the issues with providers and other relevant organisations and ultimately that this could become a respected factor in their own quality improvement processes

I have found Healthwatch Rochdale makes genuine efforts to work equally with volunteers, be respectful and to create governance and assurance processes that embed volunteer voices ensuring meaningful involvement and ultimately credible contributions to quality improvement across health and social care services in Rochdale and Greater Manchester.

In the past year I have volunteered both as a Patient Partner member of the Volunteer Advisory Group and as an Enter and View Representative.

I enjoy being given the opportunity to meaningfully contribute to the improvement of care and safety in health and social care services for Rochdale residents at a challenging time of cuts to services and radical change.



Karen,
Advisory Group Member
and Enter and View Rep

Vital Volunteering

How our Volunteers have helped raise awareness of Healthwatch Rochdale, gathered feedback and shared information and advice for health and social care.

Event Participation	Local Meetings and Networks
Healthwatch Rochdale Annual Open Day	Gathering in views from their local communities
Information, Advice and Signposting Stall Holding	Enter and Views in local establishments
Friends and Family Feedback	Sharing Social Media content



Information, Advice and Signposting Volunteer

My name is Elizabeth Williamson and I live in Rochdale. I have been volunteering for Healthwatch Rochdale since September 2015 – almost 10 years!

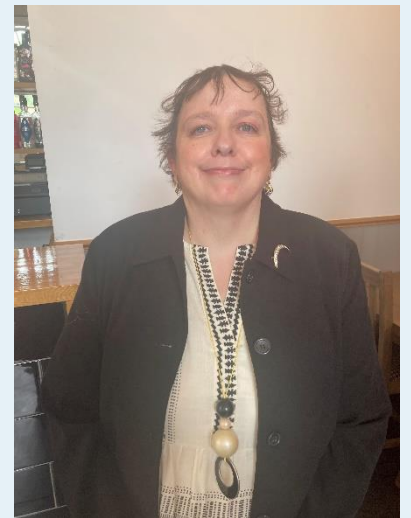
The reason I chose to volunteer at Healthwatch Rochdale is because it's unique in that people's feedback about their experiences of health and social care can make improvements in local health and social care settings.

My roles have been varied from admin support to supporting the organisation's stands at various community engagement sessions to Enter & View Representative.

My current volunteer role is as an Information Advice and Sign posting volunteer. This gets me out and about across the Rochdale Borough. I have an extensive knowledge about services within Rochdale and I like to help people with their enquiries so that they get the right support.

Over the last year I have supported our Annual Open Day at the newly restored Rochdale Town Hall, this was a great opportunity to speak to Rochdale residents about their health and social care experiences, a community health day at a Rochdale based community centre, helped gather feedback on various Healthwatch surveys, and accompanied the staff to many local events.

I look forward to developing my role further.



Elizabeth,
Dedicated Volunteer

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

 www.healthwatchrochdale.org.uk/volunteer

 **01706 249 575**

 volunteer@healthwatchrochdale.org.uk

Thank you Ben



This year we sadly said goodbye to our long-standing vice chair, Ben Greenwood. Ben has been Vice Chair of the board since Healthwatch Rochdale began in April 2014, but he has stepped down due to other commitments within the Rochdale borough.

Mr Greenwood 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."



"Thank you to Ben, for all your hard work, dedication and support you have provided to Healthwatch Rochdale and the Rochdale residents, you will be missed."

Kate Jones, CEO,
Healthwatch Rochdale





Using your Voice Session,
Falinge Park High School, Rochdale

Youthwatch Rochdale

Youthwatch Rochdale are a team of fantastic youth volunteers. Thanks to their efforts in the Rochdale community, we're able to understand what is working and what needs improving.

This year our Youthwatch members:

- 🗨 Used their voice to highlight gaps in services and also what is working well
- 🗨 Collected experiences and supported their peers to share their views
- 🗨 Shared our Social Media posts
- 🗨 Raised awareness of Healthwatch Rochdale within their education settings
- 🗨 Took part in monthly feedback gathering meetings
- 🗨 As part of Youthwatch 100 took part in surveys and coproduction of leaflets



Flying Above Syke Common, Rochdale
 Photo Credit Ian Lord, Rambling Around Rochdale

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.

Our income: Healthwatch Rochdale

Income	
Annual grant from Government	£140,000
Additional income	£27,360
Total income	£167,360

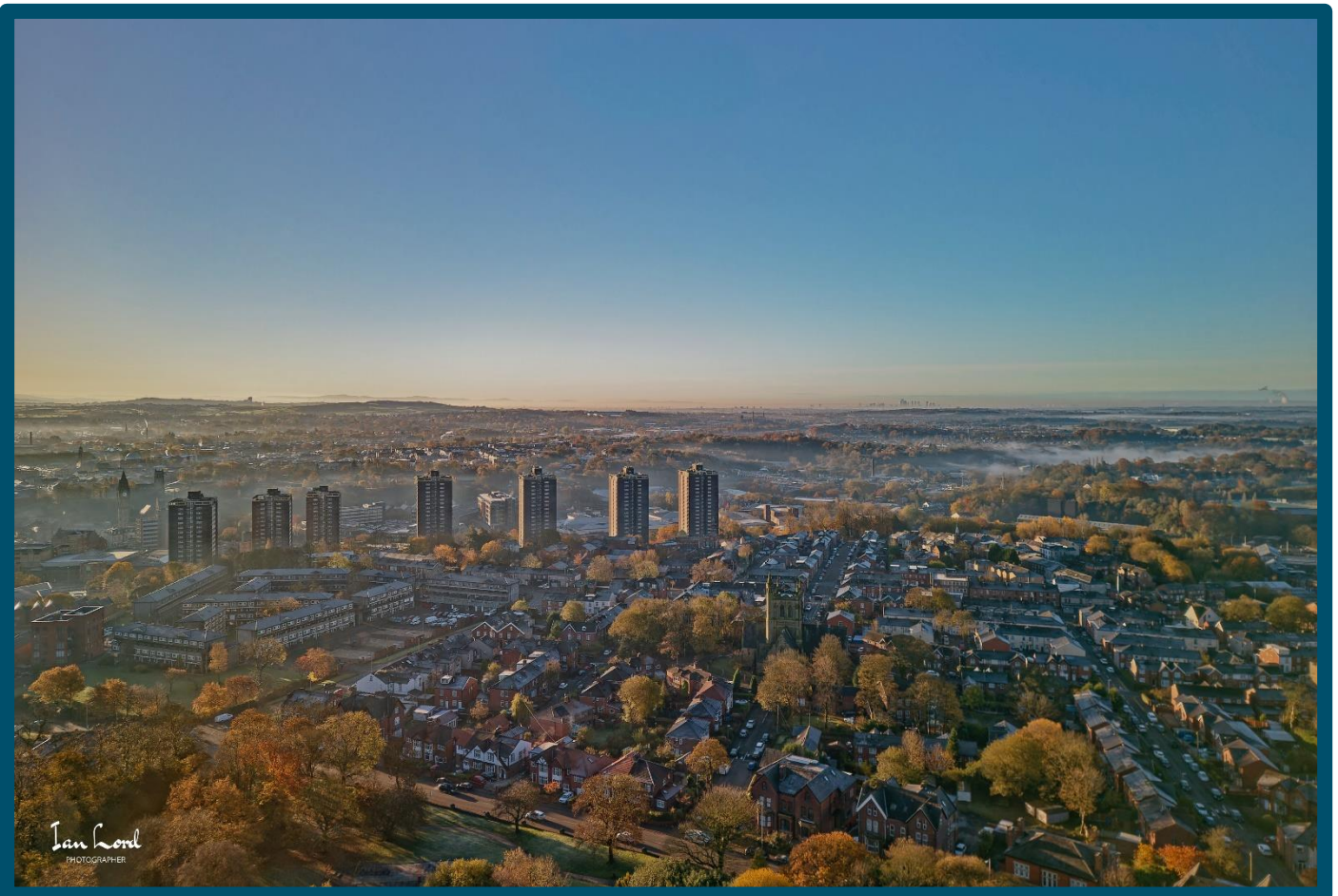
Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Care home Enter & View Programme
2. PPG accountability and development support.
3. Women's health



Rochdale from Above
Photo credit Ian Lord, Rambling Around Rochdale



St Mary's in The Baum, Rochdale
Photo Credit Ian Lord,
Rambling Around Rochdale

Statutory statements

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 **five** members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local Rochdale community.

Throughout 2023/24, the Board met **monthly** and held public board meetings **each quarter**. They made decisions on matters such as **our Business Plan, workplan, Enter and View Programme of work and escalating issues from our feedback analysis**.

We ensure wider public involvement in deciding our work priorities.



Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, we also offer a Text messaging service as well as attending meetings of community groups, networks and forums across Rochdale.

We ensure that this Annual Report is made available to as many members of the public and partner organisations as possible. We will publish it on our website www.healthwatchrochdale.org.uk, via social media, mail contacts and into the wider local systems.



Responses to recommendations

All our reports which had recommendations for providers and commissioners were responded to within the statutory time frame and included an action plan.



Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to Heywood, Middleton and Rochdale Locality Board, Rochdale Council Health overview & scrutiny committee, Rochdale Council's Health & Wellbeing Board, Heywood, Middleton & Rochdale Primary Care Commissioning Committee and many more.

We also take insight and experiences to decision-makers, Rochdale's Integrated Care System. For example, we have a data sharing agreement with Heywood, Middleton & Rochdale Primary Care Team where our patient experience feedback is feed into the primary care soft intelligence framework quarterly, this enables practices to be held to account through the Core Plus contract. We also share our data with Healthwatch in Greater Manchester and Healthwatch England to help address health and care issues at a regional and national level.

Enter and view

This year, we made **one** Enter and View visit and **two** revisits. We made **six** recommendations or actions as a result of the Enter and View at Royal Oldham. The Revisits are not published yet.

Location	Reason for visit	What we did as a result
Royal Oldham Hospital – Postnatal Ward	Increase in negative feedback from Maternity patients	Wrote a report with recommendations – the service followed up on these and patient safety improved
Rochdale Outpatient Department	Revisit to review recommendations	Wrote a report highlighting review of original recommendations
Rochdale Urgent Care Department	Revisit to review recommendations	Write a report highlighting review of original recommendations

Healthwatch representatives

Healthwatch Rochdale is represented on several meetings across the Rochdale Integrated Care System By Margaret Parker (Chair of the Board) and/or Kate Jones (CEO).

- [Health Overview & Scrutiny committee](#)
- [Health & Wellbeing Board](#)
- [Integrated Commissioning Board](#)
- [Local Care Organisation – Senior Management Team](#)
- [Rochdale Children's & Adults Safeguard Boards.](#)
- [Health and Social Care Quality Assurance Board](#)
- [Primary Care Commissioning Committee](#)
- [#TogetherRochdale Communication Group](#)
- [Northern Care Alliance, Patient Experience Board](#)
- [Northern Care Alliance Partnership Group](#)
- [Pennine Care Partnership Committee](#)




healthwatch

Rochdale

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 [@Healthwatch-Rochdale](https://www.linkedin.com/company/Healthwatch-Rochdale)

 [@Healthwatch.Rochdale](https://www.tiktok.com/@Healthwatch.Rochdale)



Achieved.
Valid Until
April 2024

SMALL CHARITIES