

healthwatch
Rochdale

An introduction to Healthwatch Rochdale





About Healthwatch

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Healthwatch are your health and social care champion. If you use health services or need care, we want to hear about your experience.

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We have the power to make sure NHS and social care leaders listen to your feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice.

We are Healthwatch Rochdale. Wherever you live in England, you'll also have a local Healthwatch nearby.

Last year, we supported numerous Rochdale residents to have their say or get the support they need.

Across England Healthwatch helped two million people.

Working nationally and locally

The Healthwatch network is present in every community.

Nationally



40

staff work with the public, policymakers and partners to improve care

Locally across 153 services

595

Full-time equivalent staff deliver the Healthwatch service for local communities

3,700

Volunteers kindly give up their time to understand local people's views, provide advice and help improve services.

4

On average each local Healthwatch has four full-time equivalent staff.

Our reach

In 2022-23 we supported over two million people with information, or to have their say on care.

Nationally



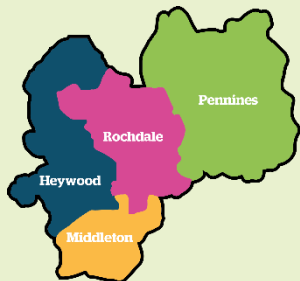
414,000

People used our service for clear information and advice

9,600

People shared their experiences of care

Locally



461

people shared their experience of health and social care services with us via our website, email, text, telephone and face to face.

345

people were given information and signposting advice about local support and services

About Healthwatch Rochdale

Photo Credit:
Ian Lord Photographer,
Rochdale



About us

Healthwatch Rochdale is your local health and social care champion.

- If you use health services or need care, we want to hear about your experience.
- We have the power to make sure local NHS and social care leaders listen to your feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice.
- Wherever you live in the Rochdale Borough, we're here to help you access the care you need. We've helped numerous local people to have a say and get the support they need.





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 care services.



Our values

- **Credible** - We hold ourselves to the highest standards, we are open and honest in everything we do.
- **Co-operative** – We maintain a positive, forward thinking 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 our decisions.

Our people

Healthwatch Rochdale is your local health and social care champion.



4

Healthwatch Rochdale staff deliver the Healthwatch service to our communities

50+

Volunteers kindly give up their time to understand local people's views, provide advice and help improve services.



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 and offer volunteering opportunities to suit your needs.

44 young people are signed up to be part of our Youthwatch 100

We host **10** Rochdale and Oldham Maternity Voices Partnership Volunteer Advocates.



Youthwatch
Rochdale

Youthwatch Rochdale

Volunteering opportunity for young people age 13 – 18 who live, work study or access services in the Rochdale Borough.

Monthly meetings, surveys, coproduction opportunities.

We aim to ensure youth voice is heard!



Engagement

Out and About in the Rochdale Borough

Raising Awareness of the organisation, gathering feedback and offering health and social care information, advice and signposting services.

Quality in Action Award



Healthwatch Rochdale were awarded the Quality in Action Award from Action Together.

It is an independent, local seal of approval which demonstrates commitment to quality assurance & continuous improvement especially around volunteering with us as an organisation.

Volunteering Opportunities

Volunteers are at the heart of all we do and we have a wide range of volunteering opportunities available from Stall holding to training to be an Enter and View Rep – We can find the perfect opportunity for you.

Reasonable adjustments can be made for Volunteering opportunities.





**How we're
making care
better**

Our impact across England

Last year, we collectively supported more than two million people with information, and to have their say on care.



Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns



We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.



We highlighted the negative impact poor NHS admin can have and recommended ways services can improve people's experiences.



We uncovered that only a third of NHS Trusts fully comply with their duty to help patients with sensory impairments and learning disabilities, which has helped lead to a review of the Accessible Information Standard

Our impact in Heywood, Middleton and Rochdale

Last year, we supported more than 800 people to access advice, information and to have their say on care.



Our research exploring lack of menopause services with people from different backgrounds provided vital information for public health and NHS campaigns



We continued to voice public concerns that there is a gap in service relating to Autism and ADHD services within the borough, leaving thousands of people in without support, care and mainly medication.



We highlighted the negative impact poor GP websites can have and recommended ways residents want to utilise their GP websites to improve people's experiences and ease on telephone calls into the practises.



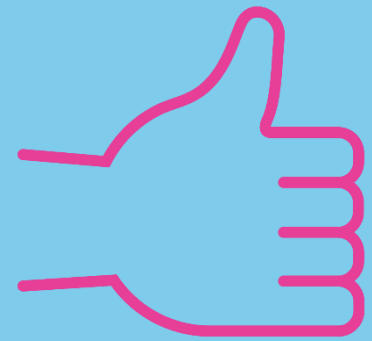
We uncovered that Primary Care; Patient Participation Groups were not up and running following on from the Covid 19 pandemic and offered to support professionals with our Best Practise PPG guide



Case study and feedback quotes



Positive Praise



"I am non-binary and have suffered with mental health personality disorder since my teens. Cutgate surgery has been very supportive of my anxiety and when I had my nervous breakdown."



6 Local Services

“I feel lost in the system, I was diagnosed with ADHD during Covid, and local services have been pulled, my mental health is spiraling out of control, and I don't know where to turn”



6 Digital Access

“All my appointments have gone onto an online app and at the age of 72 I don't know how to use them; I must seek support from my grandchildren, but they have busy schedules and can't always help when I need it. I have missed several appointments and worry this is only going to get worse.”



- Edna



**Working
together for
better care**

Partnering for change

Since April 2023 we've worked with over 15 various partners and organisations to support residents access the care they need.

Nationally

Healthwatch in Greater Manchester have worked together to highlight key issues affecting residents across the 10 boroughs of Greater Manchester, this feedback has been shared with the Greater Manchester ICB to bring around change.



Locally

- **Rochdale Health Alliance** – Supporting GP's to reinstate patient participation groups with support from our PPG best practice guide.
- **Heywood, Middleton and Rochdale NHS commissioners** to offer support to residents who are waiting for service support for ADHD.
- **Rochdale Infirmary Outpatients Department** – Enter & View took place with several recommendations to enhance services for residents.

Ten years of making care better

Our Healthwatch Heroes are making care better for everyone.

Because you've supported us and listened to people's experiences of health and social care, we've improved services for those who need them. So, let's keep inspiring change because together, we can make care better for everyone.



<https://youtu.be/kzqUkYN6a3Q>



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