



# Our Priorities

2019-20





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# About us

## Healthwatch Rochdale is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

## Why have priority areas ?

The Healthwatch remit is large - we cover both health and social care for children and adults - and therefore each local Healthwatch identifies priority areas to help channel resources into work that will achieve the greatest impact. Local Healthwatch choose priority areas in different ways, but all priorities are set within our local health and social care context and taking into account the views and experiences of local people.

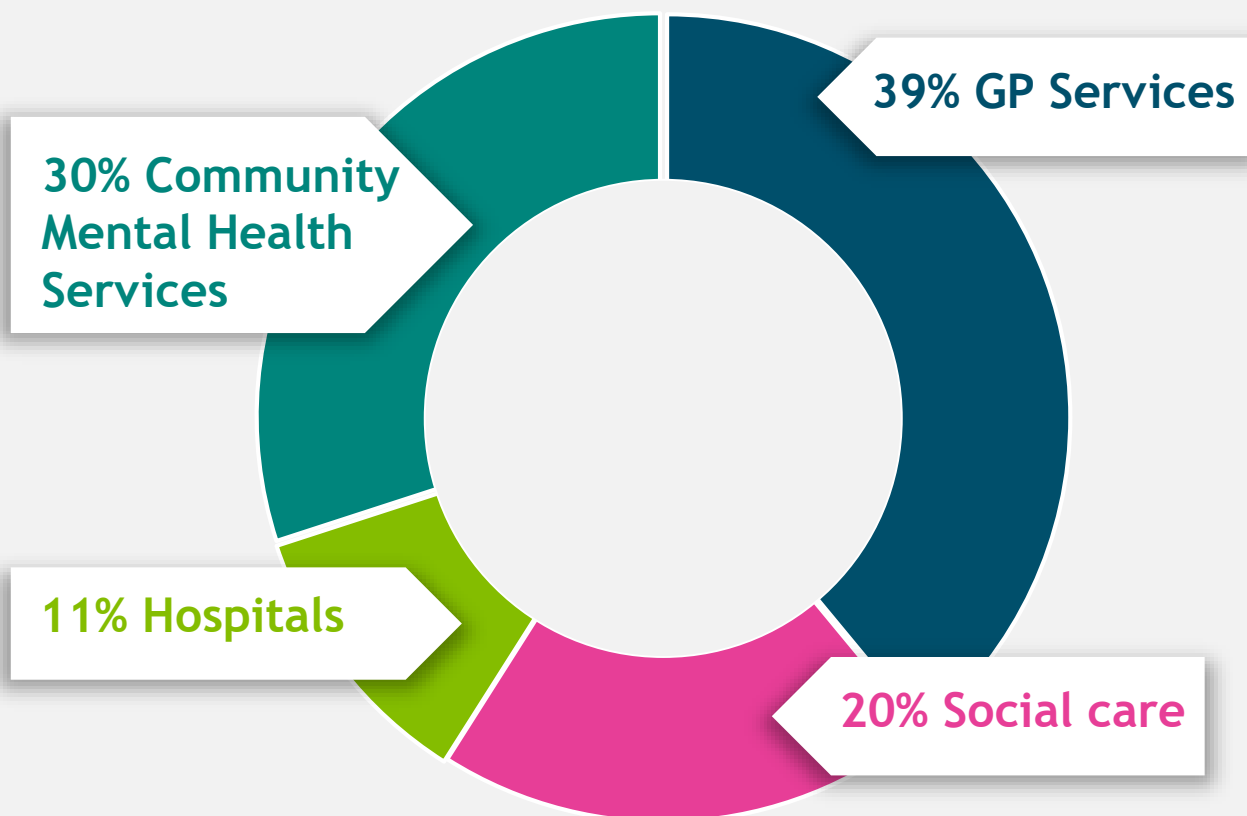
## How we choose our priority areas ?

Healthwatch Rochdale reviews the patient experience data collected from April 2018 to March 2019 to identify the key thematic areas. Healthwatch Rochdale then consults with Rochdale borough residents, professionals, volunteers and staff to obtain which thematic area is most important to them. Following the consultation exercise the senior leadership team and the Healthwatch Rochdale Board agree priorities for 2019 -2020. As an independent organisation, we feel this approach is important, to ensure an informed decision has been reached and is reflective of the views that have been shared with us.



## Help shape our priorities consultation - results

Healthwatch Rochdale ran a consultation with Rochdale borough residents using a questionnaire format. The consultation ran from Friday 8<sup>th</sup> March 2019 to Monday 18<sup>th</sup> March 2019. The aim of the consultation was to understand key Health and Social Care thematic areas, which are most important to the respondent completing the questionnaire. The consultation received 46 (n = 46) responses. Here are the results;



## Help shape our priorities consultation - results continued

Other key thematic areas which respondent (n=30) would like Healthwatch Rochdale to priorities but were not statically significant; are highlighted in the word cloud below.

communities support mental health borough Children  
patient services need care access dental provision

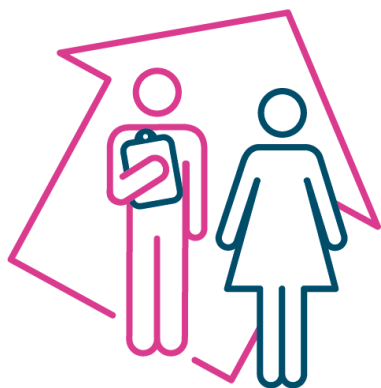


## Our Enter and View Programme

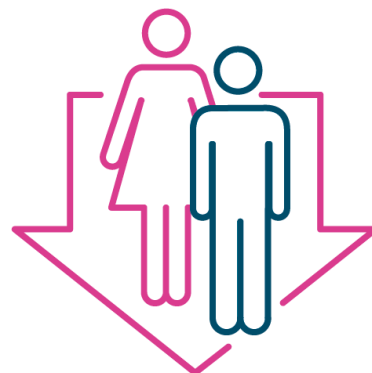
Every local Healthwatch across the country has a legal responsibility to carry out an Enter and View programme. Over the previous 12 months Healthwatch Rochdale have carried out a programme of visits at Nursing and Residential Care homes. To provide further scope and impact, Healthwatch Rochdale plan to continue with the programme for a further 12 months. The majority of respondent agreed Healthwatch Rochdale should continue with this areas. Other respondent (n=12) would like Healthwatch Rochdale to run Enter and View programme, are highlighted in the word cloud below.

Mental Health children homes people care services

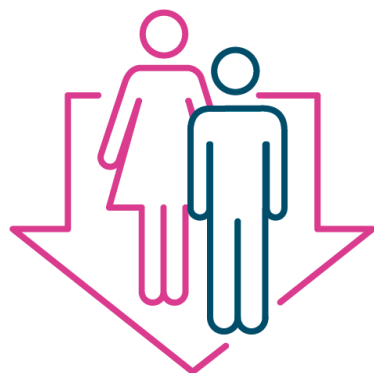
## Consultation demographic information:



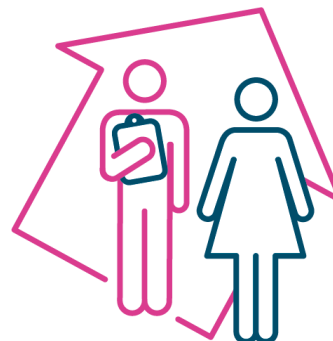
**64%** of respondents classified themselves as residents, whilst **36%** classified themselves as professionals.



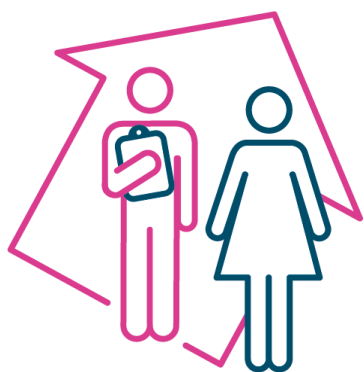
The majority of respondents described their ethnicity as white British, Asian British and Bangladeshi



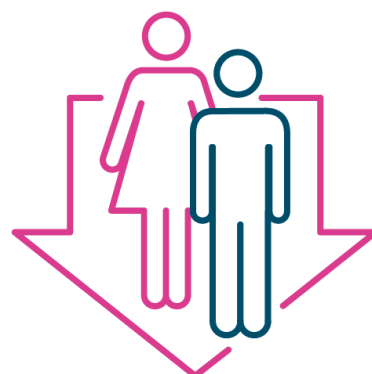
**20%** of the respondents considered themselves to have a disability



**25%** of the respondents described themselves as carers



**26%** of respondents stated they have a long term condition



**28%** of the respondents classified themselves as male. **72%** classified themselves as female



## Our priorities 2019/2020

The strategic priorities for Healthwatch Rochdale for 2019 - 2020 will be following the consultation and the feedback over the previous year will be focused on the two key thematic areas; **GP services** and **Social Care**. Healthwatch Rochdale have developed a work plan to focus our resources into these two key thematic areas which is available on our website.

*Our mission statement is clear, we are the independent voice of local people in challenging and influencing Health and Social Care provision in the Rochdale borough. As an inclusive organisation, we would value ongoing collaboration with our partners, to help take what we know and translate this into action to improve patient experience in our local area.*

Kate Jones, Chief Executive Officer



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

t: 01706 249 575

e: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)



# Contact us



- + 01706 249 575
- + [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)
- + [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)
- + Healthwatch Rochdale, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP

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Healthwatch Rochdale [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)  
Unique Enterprise t: 01706 249 575  
Centre e: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)  
Belfield Road tw: @HWRochdale  
Rochdale fb: [facebook.com/HWRochdale](https://www.facebook.com/HWRochdale)  
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