

Our future work programme in response to COVID-19 – Aug 2020

Since our public consultation, we have revisited our plan in light of the coronavirus (COVID-19), which continues to unfold at the time of publication.

Currently, Healthwatch Rochdale is working to capture patient's experiences of health and care to aid the management of the response to the coronavirus pandemic locally in the borough of Rochdale. Healthwatch Rochdale is also working with stakeholders to ensure people have the best possible information about the effect of COVID-19 on changes to health and care service.

The collaborative approach that we have taken includes introducing new surveys and creating a COVID-19 e-hub on our website with local and national information. In turn, this has allowed us to:

- provide information to support decision-makers
- ensure our core statutory obligations are maintained during the unprecedented disruptions caused by COVID-19
- develop new insight and analysis to produce a wider understanding of the effect of the pandemic in the borough of Rochdale

It has been made clear that the coronavirus pandemic has confirmed the vital role of our health and social care sector, and we need to support these sectors' preparations for the future.

We understand the need for more analysis to fully understand the impact of the pandemic and therefore we developed a programme of work to provide more insight into the impact of COVID-19 over the next six months.

This work plan is and will be under constant review to take into account the changing nature of the pandemic, should new or urgent requirements emerge and to accommodate new data sources as they become available, so it is subject to change.

Our goals and priorities for 2020/21

Mental Health and COVID-19

Prior to the Covid 19 pandemic a public consultation identified mental health services as a key priority area for our work programme. Following a recent survey by Healthwatch Rochdale in partnership with Rochdale Borough Council, a deterioration in mental health services was identified.

We will:

- Hold a monthly mental health service user forum to collect patient experiences of using local mental health services. The forums will discuss different topic areas and the findings from these forums will feed into the local Mental Health Partnership Board
- Hold services to account to ensure patient feedback is used as part of the design and delivery of services

- Ensure patient feedback is used as part of the recovery planning process and review the impact of service changes since the Covid 19 pandemic

Inequalities and COVID-19

The Covid 19 pandemic has helped to highlight the inequalities that currently exist within the health and social care system and this has been exacerbated since Covid 19. As a borough we need to address and understand why this is happening and the factors behind it. In addition, Covid 19 has highlighted the impact of other inequalities including digital exclusion.

We will:

- Work to identify and highlight inequality issues to commissioners and providers
- Work with partners to provide information and advice in translated languages
- Work with partners to create inclusive messages in an accessible format

Doing Things Differently - Communication and Engagement

Due to Covid - 19, Healthwatch Rochdale have had to change our normal ways of working. Moving forward over the next 12 months we will continue to build on our partnership working.

We will:

- work with partners including Rochdale Council, HMR CCG and local voluntary sector organisations to engage with our local community including seldom heard groups.
- Share health and social care information from our partners and the results of any partnership working via the #TogetherRochdale communications group and the #TogetherRochdale e bulletin.
- Restart on the ground community engagement to ensure the opportunity for all Rochdale residents to be heard.

Empowering Young Voices - Youth Healthwatch

Covid 19 has impacted on younger people through disruption to their education, their daily routine and isolation from their friends. We want to understand the needs and opinions of young people who use health and social care services and strengthen their voice to ensure that services are designed in consideration of the needs of young people.

We will:

- Set up an independent Youth Healthwatch to help us collect the views and opinions of young people in Rochdale
- Find out how well local health and social care services are meeting the needs of young people
- Empower young people to help to shape the design and delivery of local health and social care services

Patient feedback - Triangulation of data

Covid -19 has highlighted the need to listen to the patient's lived experience and use their feedback to help shape services across the Rochdale borough. We need to stop and listen to what residents are telling us about local services. We want to independently and anonymously highlight trends and share our data, in accordance with GDPR, with statutory

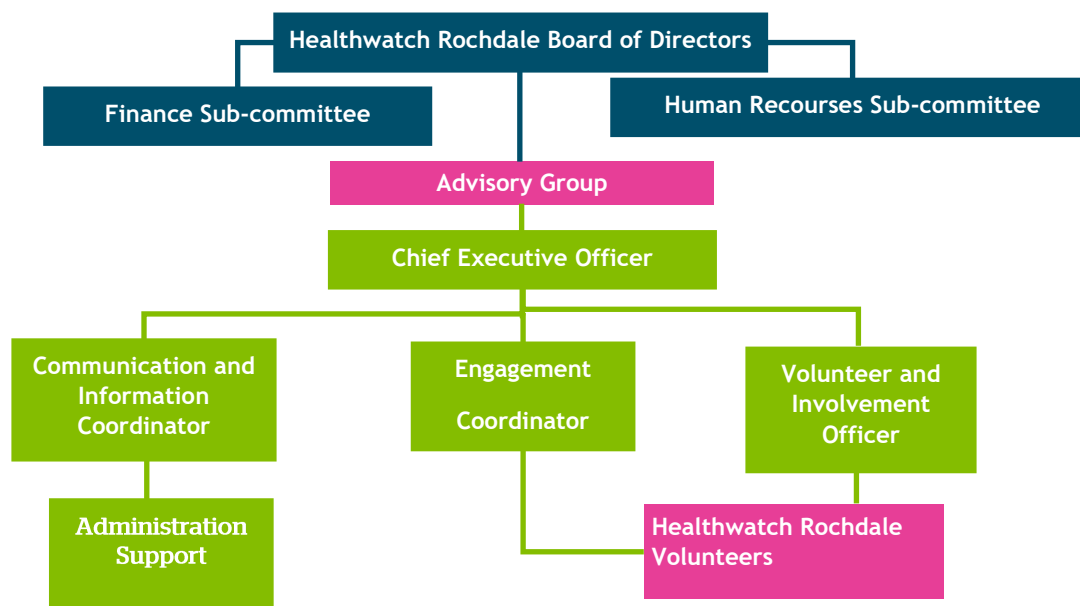
partners across the borough, to support in the required changes to local health and social care services. We want to hold commissioners and providers to account on feedback on local services, and share up to date patient experiences to enable change now, when it is needed most:

We will:

- Provide monthly independent feedback reports which will feed into the governance structure across Rochdale Borough Council and Heywood, Middleton, and Rochdale Clinical Commissioning Group.
- Provide monthly secondary data reports - Care opinion
- Set up independent forums to discuss various health and social care topics, which will feed into the system to aid with recovery planning for Covid -19
- Develop the Healthwatch Rochdale Advisory group to support external functions

Finally, Healthwatch Rochdale are pleased to announce the below changes to the organisational structure effective from August 3, 2020. These changes were precipitated by the departure of our Operations Manager, Alex Leach, who has now taken up the role of Chief Officer at Healthwatch Salford. The below changes have been implemented through a planned transition involving the Board and management over several months in order to identify, recruit, and train personnel, to ensure the new team is fully prepared for their new roles. In addition to the new staffing structure, Healthwatch Rochdale have recruited 4 new board members to our organisation over the last 3 months, please see below the update list of Healthwatch Rochdale board members:

Jane Jackson (chair)	Ben Greenwood (vice chair)	David Bradshaw (treasurer)
Heather Harrission	Rosemary Nunwick	Stephen Sanderson
Melanie Tunney	Margaret Parker	Simon Wootton



Contact details: Healthwatch Rochdale - 104-106 Drake Street, Rochdale, OL16 1PQ

www.healthwatchrochdale.org.uk

t: 01706 249 575

e: info@healthwatchrochdale.org.uk