



your news

healthwatch
Rochdale



Autumn 2022

think about health
and so on

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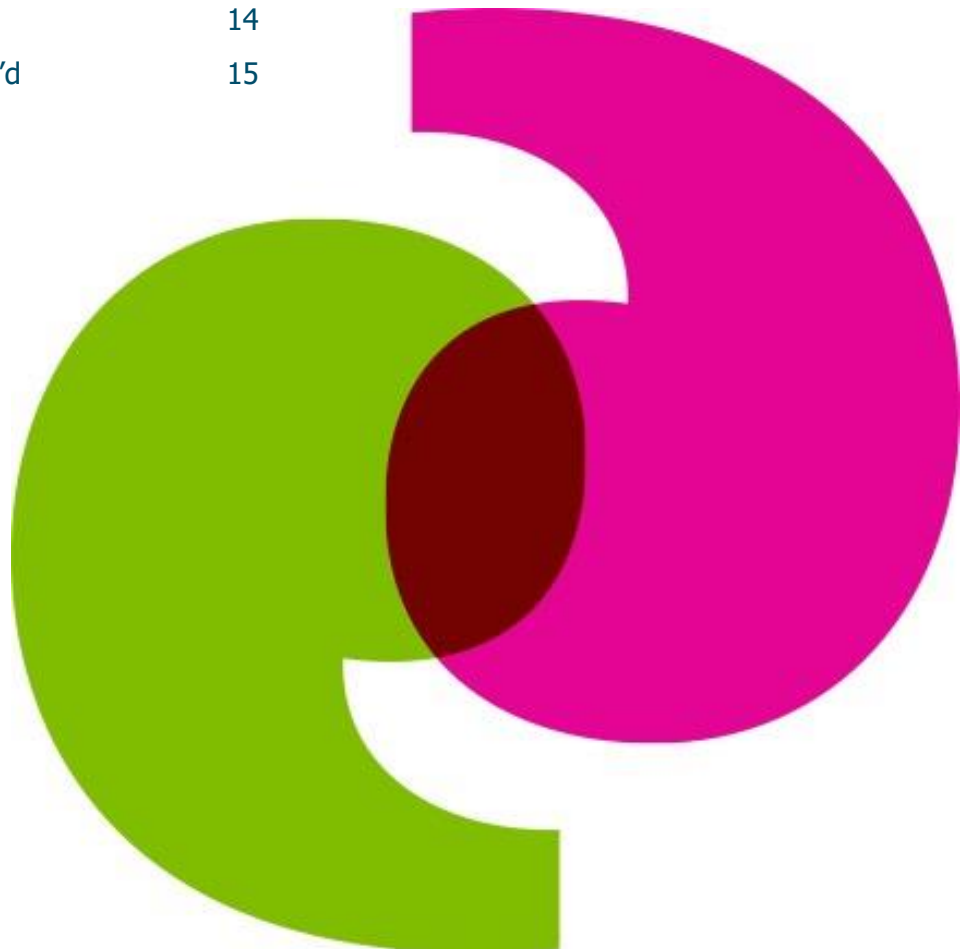
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Message from our CEO



Kate Jones
CEO

Healthwatch Rochdale engagement staff have had a busy summer out and about gathering residents' feedback on health and social care services.

Firstly, I would like to welcome our new staff member, Judith Driver, Community Engagement Project Worker. Judith joined us at the end of August and has spent September completing an extensive induction programme.

Judith joins us with a wealth of knowledge of the Rochdale borough and is passionate about access to mental health services and homelessness. Judith has been out with the Healthwatch Rochdale team talking to local residents. Have a look where Judith will be over the next few months and pop into one of our information, advice and signposting surgeries and say hello.

I am really pleased to report that Healthwatch Rochdale have increased engagement with residents and stakeholders, discussing various health and social care issues they are facing. During the summer whilst deep diving into our feedback and data with our Advisory Group members, it became apparent we were receiving increasing feedback in 3 key areas, Menopause, Pharmacy and GP access. So we have launched 3 surveys to gather further data and feedback in these areas to feed into the health and social care system of Heywood, Middleton & Rochdale. Please take the time to get involved and have your say!

Throughout the summer the Healthwatch Rochdale staff team, board and volunteers have come together to start to develop and refresh our strategic plan and we hope to engage with residents and professional stakeholders over the coming months on our new strategic plan.

Finally Healthwatch Rochdale are hosting an open day on Friday 14th October, further information on page 6, come down, have a coffee, meet the team and board and give us some feedback. It would be great to see you all!

Meet the Team

Non Executive Directors



**Margaret
Parker**
Chair of the
Board



**Ben
Greenwood**
Vice Chair



**David
Bradshaw**



**Melanie
Tunney**



**Stephen
Sanderson**

Staff



Kate Jones
CEO



Claire Birch
Information &
Communications
Coordinator



Naomi Burke
Engagement
& Volunteer
Manager



Rob Butler
Operations
Coordinator



Judith Driver
Community
Engagement
Project Worker

Welcome to the team

Judith Driver



We are pleased to announce we have a new Community Engagement Project Worker on the team, Judith Driver

Judith's role will be to speak with local people in the borough about their experience of health & social care services. Judith will be responsible for running the Healthwatch Rochdale Information, Advice & Signposting Surgeries as well as raising awareness of the service we offer.

Judith has previously served as a councillor for 14 years on Rossendale Borough Council and worked in education for 30 years. She has served as a school governor and is a founder member of Bacup Pride.

Having worked with all age groups in many different organisations she believes that everyone should have the opportunity to have a voice and is passionate about everyone having the same access to health & social care services.

Judith is looking forward to working with the Healthwatch Rochdale staff team & volunteers and listening to local resident's views to help shape future health & care services.

A blue banner for Healthwatch Rochdale. On the left is a pink speech bubble icon. The main text reads: "Share your experience of using local health & social care services" in white and blue. Below that is the website "www.healthwatchrochdale.org.uk" in pink. On the right is the Healthwatch Rochdale logo and a graphic of two stylized figures (one green, one blue) holding a sign that says "TALK TO US!".

Share your experience of using local health & social care services

www.healthwatchrochdale.org.uk

healthwatch Rochdale

TALK TO US!

Join us at our Open Day

We are asking local people to share their experience of menopause/peri menopause with us.

We are holding an open day showcase event and are inviting all Rochdale borough residents & professional partners to come along and learn more about the role of the organisation.

- **Fri 14th Oct**
- **Touchstones Rochdale**
- **10am – 3pm**

At the event you can meet the staff team & board members and learn about our work and how we have made a difference to local health & care services. You can also sign up for volunteer opportunities, share your experience of services, and get any information or advice you need regarding health & social care.

In addition there will be an opportunity to have a free blood pressure check from Your Trust, Rochdale. Rochdale Advocacy Together Hub will also be in attendance sharing information on how to make a complaint about an NHS service and your right to assistance from an Independent NHS Complaints Advocate.

Everyone who attends the event will be given the opportunity to enter into a Prize Draw to win a £50 shopping voucher.



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YOU ARE INVITED!
HEALTHWATCH ROCHDALE
OPEN DAY

Come and meet the staff team and find out more about the role of Healthwatch Rochdale.

Fri 14th Oct
10am - 3pm
Touchstones Rochdale

Chance to win a £50 shopping voucher

- Speak to us about your health & care experiences
- Find out about our volunteer opportunities
- how to make a complaint about an NHS service from Rochdale Advocacy Hub
- Free blood pressure checks from Your Trust

Tea, coffee & biscuits available

www.healthwatchrochdale.org.uk

We are planning on holding this event annually every September as it is a great way for the public to come and meet the Healthwatch Rochdale team, find out more about what we do and how sharing your experience can help improve & shape health & care services. Everyone is welcome to attend, and we look forward to seeing & meeting you all

Kate Jones, Healthwatch Rochdale CEO

Share your views on Pharmacy Services

We are asking local residents to share their experience of using pharmacy services to understand how well they are working for you.

Pharmacy services are taking on a bigger role in looking after people's health and care needs.

You can visit your pharmacy for advice, to buy over the counter medication and collect your prescriptions.

Some pharmacies are open evenings and weekends and as qualified healthcare professionals the pharmacist can offer clinical advice and tell you if you need to see your GP or another healthcare professional.

You don't need an appointment and some offer private rooms so you can speak in private to the pharmacist.

There are a range of pharmacy providers across the Rochdale borough and Healthwatch Rochdale want to hear people's experiences of using these services to identify what is working well and



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Pharmacies are playing a larger part in looking after peoples health.

Please take part in our survey to share your experiences of Pharmacy services

SCAN THE QR CODE

where improvements need to be made.

The anonymised findings will be shared with health & social care decision makers and those responsible for community pharmacies. Recommendations for improvement will be made.

Take the survey
www.smartsurvey.co.uk/s/hwrpharm/

Keep up to date with all the work of Healthwatch Rochdale by visiting www.healthwatchrochdale.org.uk or email info@healthwatchrochdale.org.uk and ask to join our mailing list



Out In The Community

Over the last few months Healthwatch Rochdale have been busy attending community groups and hosting events.

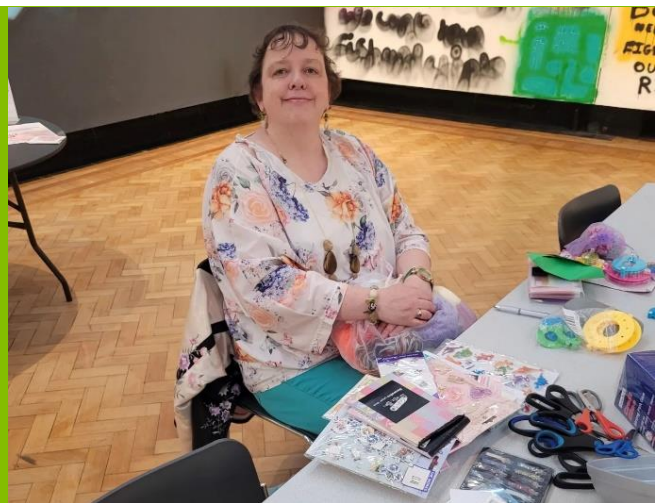


Coffee Rockers

It was a pleasure to attend the Coffee Rockers afternoon at St George's Church Hall, hosted by local care organisation Home Instead. The session is for elderly residents of the Rochdale borough and included a quiz, live singer, dancing and even a conga line! We listened to feedback about GP surgeries, ophthalmology, and repeat prescriptions. We also gave information about Rochdale Advocacy Together Hub who help people with making a complaint about local NHS services.

Free Art 4 All

Touchstones Rochdale very kindly allowed us to use a gallery space to hold a creative arts and crafts day. We welcomed people from the borough and beyond to join us to make cards with one of our volunteers, Elizabeth, create bunting, mindfulness colouring and making slime. We shared information about the work we do and the volunteering opportunities available. Thanks to all who attended, it was a great day!



GP Focus Group

We co-hosted a focus group with HMR Circle and their service users to hear the experiences of elderly residents using GP digital services, apps and websites. We also had discussions around pharmacies, Social Prescribing and appointment waiting times. We then all had a lovely lunch together with a choice of either sausage and mash or Thai green curry. Thanks to HMR Circle's Chef and The Strand at Kirkholt where we held the event.

You said, we did

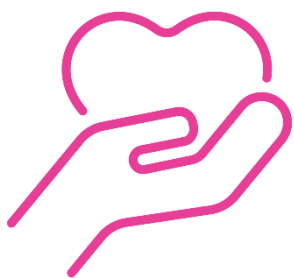
Want to know what happens after you contact us with your feedback?

Here are just a few actions we have taken after speaking to members of the public.

Hospital Discharge

You contacted us and told us about being discharged from hospital without a needed care package.

We contacted local patient services at NHS Greater Manchester Integrated Care, discharge nurses and PALS. Within 24 hours the patient was visited by occupational therapy and specific adaptations were offered in the person's home to accommodate their needs. We also encouraged the service user to provide their feedback to newly formed Greater Manchester Integrated Care Partnership patient services.



Menopause

You told us about your frustrations with the available support for those going through the menopause.

We have recently launched a survey to gather further information and the anonymised results will be used to make recommendations to those responsible for providing health & care services.

Take the survey at

www.smartsurvey.co.uk/s/MenoHWR/

TAKE PART IN OUR SURVEY

Share Your Story

Have your say

Talk to us...

We are looking for local people to share their Menopause story with us to help make improvements to services.

Contact us:
info@healthwatchrochdale.org.uk
 01706 249 575

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GP Appointments/Websites

You told us about problems you faced obtaining appointments and using GP websites.

We are working with residents locally to hear their views and opinions on GP websites.

We have held focus groups virtually and face to face, enabling residents to provide their experiences to support this piece of work.

We also have a survey on GP websites, which you can take here

www.smartsurvey.co.uk/s/GPWebHWR/

You can win a £50 shopping voucher for taking part.

Menopause Matters!

We are asking local people to share their experience of menopause/peri menopause with us.

TAKE PART IN
OUR SURVEY

Have
your
say

Share Your Story



Talk
to us...

We are looking for local people to share their Menopause story with us to help make improvements to services.



Contact us:

info@healthwatchrochdale.org.uk

01706 249 575

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We have launched a new survey asking local people to share their experience of menopause/ peri menopause with us.

In the UK it is estimated that around 1 in 3 people are either currently going through or have reached the menopause with symptoms including anxiety, mood swings, brain fog, hot flushes and irregular periods. This period of life can impact work, family & personal life.

This piece of work follows our Advisory Group's decision to try and gain a better understanding of local people's experience of menopause/perimenopause following feedback that we have received. (For more info on the work of our Advisory Group see page 13).

We want to understand how this affects local people and the support & treatment available to you.

Our short survey lets you share your experience quickly & easily. We are also looking to speak with people who are willing to share their story in more detail to gain a better understanding of their experience.

We are here to listen to local people and really want to hear how menopause has affected them. Telling us how well services have worked for you and what could have made things better can be used to help us make recommendations for change.

Kate Jones, Healthwatch Rochdale CEO

Take the survey

<https://www.smartsurvey.co.uk/s/MenoHWR/>

Out and About on Engagement

Healthwatch Rochdale use a number of ways in which to engage with the residents of the Rochdale Borough.

We hold weekly Information, Advice and Signposting sessions and work with partner organisations to give everyone the opportunity to share their views.

Here are some of the ways in which we have engaged with residents and other organisations of the Rochdale Borough:

- **Virtual attendance**

Action Together Grass Roots Gathering, Communities/Faith Network, Rochdale Women's Network, Healthwatch England Engagement Leads Network

- **In person**

Voluntary Sector Partnership, Holding the Line against Poverty Action Group, Roc and Roll Women's Wellbeing Café, #Thrive Girls Group, Rochdale and District MIND, Coffee Rockers, Money Max Roadshow, Deepish Community Centre

- **Information, Advice and Sign Posting Surgeries**

The Strand Kirkholt, Nye Bevan House, Rochdale Infirmary, The Lighthouse, Phoenix Centre, and Hare Hill House



Would you like us to come and speak at a community group or a staff team meeting?

Please email info@healthwatchrochdale.org.uk



Information, Advice and Signposting Sessions



The Information, Advice and Signposting Service is here to listen to your experiences of using local health and social care and to provide information to help you make informed decisions about services or support available locally.

We hold a number of sessions across the borough and welcome you to come along and speak to us.

All Sessions run 10am until 12pm.

The Lighthouse, Middleton

- TUESDAY 18TH OCTOBER 2022
- TUESDAY 15TH NOVEMBER 2022
- TUESDAY 20TH DECEMBER 2022

The Strand, Kirkholt

- THURSDAY 13TH OCTOBER 2022
- THURSDAY 10TH NOVEMBER 2022
- THURSDAY 8TH DECEMBER 2022

Harehill House, Littleborough

- TUESDAY 25TH OCTOBER 2022
- TUESDAY 22ND NOVEMBER 2022
- TUESDAY 27TH DECEMBER 2022

Rochdale Infirmary, Rochdale

- MONDAY 24TH OCTOBER 2022
- MONDAY 28TH NOVEMBER 2022

The Phoenix Centre, Heywood

- TUESDAY 11TH OCTOBER 2022
- TUESDAY 8TH NOVEMBER 2022
- TUESDAY 13TH DECEMBER 2022

Nye Bevan, Rochdale

- TUESDAY 4TH OCTOBER 2022
- TUESDAY 1ST NOVEMBER 2022
- TUESDAY 6TH DECEMBER 2022

Healthwatch Rochdale Advisory Group



Volunteers play a vital role in helping local people have their say on health and social care within the Rochdale Borough. Volunteering with Healthwatch Rochdale can help you develop skills, gain experience and make a difference to your community

One of our volunteering roles is as an Advisory Group Member.

The Advisory Group meet once a month online for 2 hours and their role is to ensure feedback from the lived experiences of local residents accessing NHS and/or care services inform and shape the work of Healthwatch Rochdale.

Our Advisory Group has directed our current work on menopause and pharmacy services through reviewing the feedback we receive and by suggesting actions for any emerging key issues. .

VOLUNTEERS ONLINE CATCH UP



healthwatch
Rochdale



Please join us via **zoom** 

**TUESDAY 18TH OCTOBER 2022
1:00PM UNTIL 2:30PM**

RSVP - NAOMI, ENGAGEMENT & VOLUNTEER MANAGER -
NAOMI.BURKE@HEALTHWATCHROCHDALE.ORG.UK

**Please visit our website for
volunteering information
and opportunities**

www.healthwatchrochdale.org.uk

Youthwatch Rochdale



Youthwatch Rochdale is for those aged 13 – 18 years old who live, work, study or access services in the Rochdale Borough.

The aim of Youthwatch is to work with the young people of Heywood, Middleton, Rochdale North, Rochdale South and the Pennines to give them a greater voice and inclusion.

Youthwatch Rochdale

Youthwatch Members are continuing to meet online each month via Zoom. Meetings are the second Tuesday of each month 6:30pm – 7:30pm. We want to encourage young people to hold open discussions around their experiences and be champions for their friends, families and communities around health and social care. Once 5 meetings are attended young people are rewarded with a £25 voucher.

Youthwatch 100 #YW100

Each month we ask our young people to complete a simple survey with a chance to enter into a draw to win a £20 voucher. To sign up to #YW100 please visit

<https://healthwatchrochdale.org.uk/youthwatch-100-application-form>

Youth Impact

#YW100 comments

I have a dietician who I've not seen in forever. Not really many teachers took my health issues, phobias and ADHD into consideration.

The staff at my school offer great opportunities for further learning and provide help in all ways

I feel including a check up course before students start their lessons so they can spill everything out that is bothering them and would help to school/college a lot because they will be able to understand them and will be willing to support them

I hated the CAMHS worker, the doctor at there was also rubbish and was ridiculous always wanting to give me medication

Pay attention to students' psychological problems, this can ensure staff understand students

TALK TO US!

Education



Youthwatch Rochdale was set up in March 2021, but our youth volunteers have only ever met online via Zoom.

In August we invited our Youthwatch members, along with their friends, to join us at Puttstars Golf in Rochdale Town Centre where they played golf and enjoyed Pizza together.

It was wonderful to finally all meet face to face and enjoy a fun filled afternoon together.

Thank you to Action Together Rochdale for the grant to enable us to do this.



Youthwatch

Rochdale

Puttstars – Youthwatch Event

Healthwatch Rochdale
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Rochdale
OL16 1AE

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