



# your news

**healthwatch**  
Rochdale

Spring 2022



# Contents

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Message from our CEO	3
Meet the Team	4
Meet the Board	5
Meet our new Chair of the Board	6
Our new office location	7
Quarterly Highlights	8
You said we did	9
Youthwatch100	10
Youthwatch Rochdale	11
Rochdale & Oldham Maternity Voices	12
Where to go	13
Engagement & Involvement	14
IAS Surgeries	15
Advisory Group Update	16
Youthwatch Rochdale update	17
Volunteer Gathering	18
Farewell Irene Jackson	19
Women's Supper Club	20



# Message from our CEO



**Hello and welcome to the Spring 2022 edition of the Healthwatch Rochdale newsletter. We have had some exciting changes going on here at Healthwatch Rochdale including an office move, new members of the team & new work plans.**

Firstly, I would like to congratulate Margaret Parker on her successful new appointment as our Chair of the Board. Margaret has been with us a board member since August 2020 and succeeds our Interim Chair of the Board, Ben Greenwood. I am really looking forward to working with Margaret and the new changes that she will bring.

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**Kate Jones**  
CEO

With the lifting of government restrictions I am delighted to announce that we are once again holding our popular Information, Advice & Signposting Surgeries across the Rochdale borough. You can find dates, times & locations of our surgeries on the events section of our website [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

We have now returned to office working and have recently moved location. We are now based at Suite 5, No. 2 The Esplanade, Rochdale. It has been so lovely to work in the same office once again with the staff team after working remotely for two years. The office will provide a base from which the Healthwatch team can now go out and speak with our local communities.

We expect the year ahead to be a productive and impactful one and hope to make a real difference to NHS & care services in the Rochdale borough. We can only achieve this with your feedback so please continue to share your experience of local services with us [www.healthwatchrochdale.org.uk/share-your-feedback](http://www.healthwatchrochdale.org.uk/share-your-feedback)

I would like to thank our volunteers for their continued support, enthusiasm & dedication. We are always looking for new volunteers so if you would like to join us, please take a look at our opportunities [www.healthwatchrochdale.org.uk/volunteer](http://www.healthwatchrochdale.org.uk/volunteer)

# Meet the Team

## Non Executive Directors



**Margaret  
Parker**  
Chair of the  
Board



**Ben  
Greenwood**  
Vice Chair



**David  
Bradshaw**



**Rosemary  
Nunwick**



**Simon  
Wootton**



**Melanie  
Tunney**



**Stephen  
Sanderson**

## Staff



**Kate Jones**  
CEO



**Claire Birch**  
Information &  
Communications  
Coordinator



**Naomi  
Kenyon**  
Engagement  
& Volunteer  
Manager



**Rob Butler**  
Operations  
Coordinator

# Meet the Board



## Simon Wootton, Board Member

I have been a board member for the last 12 months and really pleased to support the great work Healthwatch Rochdale has done and is doing. I am a real passionate fan of community services where the vast majority of patient care is provided despite the national focus on hospitals. I am a former NHS manager, having worked in general practice and mental health services in Rochdale as well as commissioning and am now supporting the NHS National Wound Care Programme. I am passionate about improving health and care services as they are so interlinked.

## Stephen Sanderson, Board Member

Stephen has lived in Rochdale all his life educated at Greenhill Upper School, which is now Falinge Park. After leaving school in 1975, he has worked in Engineering Roles within the Aircraft Sector.

Over the last 30 years involved in Business Improvement and Management System Design within his company, he has worked with the UK Ministry of Defence and Suppliers to the Defence industry.

His roles in Engineering have been varied and across all sectors of Defence Prime Contracting to the UK Ministry of Defence including Healthcare, Service Delivery, Design, logistics, Customer Acceptance and Training. In 2019 Stephen semi-retired from his role in Engineering however has carried out management Training in other Organisations.

He is a trained auditor in Quality Management Systems including software related product security. Stephen has gained a Diploma in Management as well as many awards from industry in improving deliverables to Customers across the world.

He is married with three children all grown up and is a proud Grandfather



## David Bradshaw, Treasurer

As the owner of Home Instead Rochdale, my focus is on the service first and the business second as I want to provide a quality service that I would be happy to use for myself and my family.

I have a daughter who used to live with me in Hebden Bridge but she has now flown the nest. When I am not dedicating my time to Home Instead, I enjoy hill walking- especially in the Lake District, spending time in my vegetable garden and looking after my chickens. I also love cooking, but it is really just an excuse to listen to football on the radio and to drink red wine!



# Meet our new Chair of the Board Margaret Parker



**We have appointed Margaret Parker as Healthwatch Rochdale's new Chair of the Board.**

We have appointed Margaret Parker as our new Chair of the Board, Margaret will help to lead and steer the direction of the organisation and oversee its governance.

A former board member since August 2020, Margaret succeeds Interim Chair of the Board, Ben Greenwood.

Margaret brings a wealth of experience to her role with 35 years professional experience in education & social care supporting children & families including roles as a teacher and a social worker.

The majority of Margaret's working career was spent in management and senior leadership roles. Initially joining the Healthwatch Rochdale Board of Directors due to personal & family experiences of health care, Margaret said of her appointment:

"I am delighted to take on this new role as Chair and I am looking forward to working with the hardworking, enthusiastic staff team and the committed members of the Board to offer the support, leadership and direction to deliver our statutory obligations and respond to the needs of the local community to have quality health and social care services that meet what they want

Stepping down from his current role of Interim Chair back to Vice Chair, Ben Greenwood said:

"Margaret will take over from me as interim chair until the board endorses her appointment at the next meeting. I will return to my role as vice chair and look forward to supporting Margaret in her new role. I am really looking forward to working with Margaret on improving health and care services in the borough and delivering for the residents of Rochdale, Heywood and Middleton"



## We have moved location & returned to office working

We have moved location to No 2 The Esplanade and a return to office working following the Covid 19 pandemic.

We were previously located at 104 – 106 Drake Street and the relocation coincides with the recruitment of a new community engagement project worker and the return of our Information, Advice & Signposting Surgeries.

The new office space will allow the Healthwatch team to work together more collaboratively and provide a place for Healthwatch volunteers to come and work with the staff team.

 Kate Jones, Healthwatch Rochdale CEO, said:

“We have been wanting a return to the office for some time but have been working within government guidelines to work from home. As we come out of the pandemic the move to The Esplanade is the beginning of a new & exciting period for Healthwatch Rochdale. We are looking forward to being back together as a team and getting out in the community speaking face to face with local people. We have recently recruited a new Chair of the Board & a Community Engagement Project Worker and are currently holding our annual review. We are confident that the next 12 months will be one of our most impactful”

# Quarterly Highlights

## Providing support



**87 people**

shared their health and social care story with us in Dec, Jan and Feb

**93 people**

were given information and signposting advice about local support and services

## Reaching out



**2152 people**

visited our website throughout Dec, Jan and Feb.

**124 pieces of feedback**

were received via our website feedback form, email, text and over the telephone

## Making a difference to care



**18 volunteers**

Who give their time to the work of Healthwatch Rochdale

**84 hours**

Are what our volunteers contributed to help us carry out our work



# 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 following speaking to members of the public.



## NHS Dentistry Prescription Costs

You told us that it is confusing knowing if you are no longer eligible for free NHS dental treatment if your financial circumstances or benefit entitlement changes.

We shared information digitally and face to face about how to check if you are eligible for free dental treatment.



## GP Practice

You told us about issues you were experiencing with a specific GP practice regarding booking appointments, medication and prescriptions. We spoke with commissioners and the practice to try and resolve issues. We then contacted The Care Quality Commission (CQC) who were aware of the issues and are now working together to resolve issues.



## Translation Services

We were informed that a service was not providing translation services for non-English speaking patients and people seeking asylum. We contacted local commissioners and as a result refresher training is being provided to staff to ensure that all patients who require translation services are able to access them.

# Youthwatch

## #YW100 Rochdale

Youthwatch 100 #YW100 is a new digital survey to allow the youth of Rochdale to easily share their opinions of topics each month.

#YW100 has been running since January 2022, for young people to share their views honestly and also be in with a chance to win a £20 voucher each month.

January's theme was "Covid and Flu Vaccinations for young people" where we asked if young people had received these vaccinations and their thoughts around them. We have a very good response and some interesting feedback around young people's thoughts. There was comments made regarding the myths surrounding the vaccination and worries that it would cause infertility and that it was too early to know the long term effects of the vaccination. From the 72 young people surveyed, 54 had received a Covid Vaccination and 40 had received the Flu Vaccination.



The February survey was around Hate Crime and if young people knew what to do and who to go to. The survey showed that the young people who took part had a good understanding of this issue and would go to teachers, family members or the police if they wanted to discuss Hate Crime locally.

23% of respondents had been a victim of hate crime, however 80% responded they knew how to keep safe.

### #Youthwatch100

**SIGN UP TODAY**

Take part in monthly surveys online and be in with the chance of winning a £20 Voucher



*"Thank you for the voucher. I am going to use it in H and M."*

January #YW100 Winner , Year 11, Falinge Park

# Youthwatch

## Join us! Rochdale

**Youthwatch Rochdale - Encouraging Young people to use their voice and have a say on local issues.**

Youthwatch Rochdale is for young people between 13 and 18 years old, who live, work, study or access services in the Rochdale Borough.

Each month Youthwatch members meet via Zoom to discuss health and social care issues that are important to them and give feedback and updates from their educational establishments.

The monthly meetings also welcome a guest speaker. The guest speaker is chosen by listening to the feedback and requests of the Youthwatch Members. We have welcomed guests from Rochdale Borough council to discuss Hate Crime, The Rochdale and District Pennine Scouts who have shared opportunities for youth of the borough and upcoming guests are

*"I enjoy being a part of the monthly meetings, I feel it gives me an opportunity to be heard!"*

Young Person, Year 11, Rochdale

from the Rochdale Work and Skills team and The Home Office.

**Monthly Meetings**  
Second Tuesday of each month  
**6:30pm - 7:30pm via Zoom**

Join us for our next Youthwatch Meetings:

- **April 12th**
- **May 10th**
- **June 14th**



**Youthwatch**  
Rochdale

Please save the dates of our next Youthwatch Rochdale Monthly Meetings.

We want to see our Young people develop within Youthwatch and take ownership of this group. We will soon be electing members to roles – do you think you could Chair meetings, look at fundraising and finances or take notes?

**You can sign up to Youthwatch Rochdale by filling in an application form on our website**

[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk) or by emailing [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)



**We welcome feedback from birthing people, partners and family members around their experiences of maternity care and services received across Rochdale and Oldham.**



**The Rochdale and Oldham Maternity Voices partnership (ROMVP) has just celebrated its 12-month anniversary being hosted by Healthwatch Rochdale.**

The aim of the Rochdale and Oldham MVP is for a range of people to come together to review, improve and codesign maternity care and services locally to meet the needs of local women, parents, birthing people and families in the Rochdale and Oldham area.

The ROMVP works in partnership with Healthwatch Rochdale with support via Healthwatch Oldham, as well as representatives from charities and other organisations that support local families.

Feedback is key for the ROMVP, this way services can improve, or shape

Contact: **Leona Barlow, ROMVP Chair**  
**[info@romvp.org.uk](mailto:info@romvp.org.uk)**

further work by listening to the service user's voice.

### Exciting work locally

The Rochdale and Oldham MVP have taken part in a 15 steps project at both Rochdale Infirmary and The Royal Oldham Hospital. They were joined by Dad Matters, commissioners of services and the director of midwifery.

Based on the ethos of teamwork and collaboration, the 15 Steps is a method which looks at maternity services from the perspective of those who use them. It explores their first impressions of care, their surroundings and the overall experience across their maternity journey – the first 15 steps. From these visits a report highlighting good practice and recommendations for improvements will be shared soon.

# Where to go?



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. You can contact us now for more information:

Telephone - 01706 249 575

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

Text us your feedback - 07520 645 142

**healthwatch**  
Rochdale

## Useful Contacts

- **Rochdale Advocacy** – For help with formal complaints about any NHS service that you have received an Independent NHS Complaints Advocate can assist you. We can make a referral to the advocacy service on your behalf, or you can contact them directly. You can find more information on the service here <https://www.together-uk.org/projects/advocacy-hub-rochdale/>
- **NHS 111** online can tell you:
  - where to get help for your symptoms, if you're not sure what to do
  - how to find general health information and advice
  - where to get an emergency supply of your prescribed medicine
  - how to get a repeat prescription<https://111.nhs.uk/> or call 111
- **NHS England Customer Contact Centre** – can help with a wide range of Health and Social Care queries on 0300 311 22 33 or by email [england.contactus@nhs.net](mailto:england.contactus@nhs.net). More information can be found here <https://www.england.nhs.uk/contact-us/how-can-we-help/>
- **General Dentistry** – <https://www.nhs.uk/service-search/find-a-dentist>
- **Emergency Dentistry** – Greater Manchester Emergency Dental Team 0333 332 3800 or 0161 393 7730. Alternatively, by email [dental.appointmentbooking@mft.nhs.uk](mailto:dental.appointmentbooking@mft.nhs.uk)
- **HMR CCG, Feedback about your NHS services** – Heywood, Middleton & Rochdale Clinical Commissioning Group
 

Telephone: 01706 664170  
Email: [hmrccg.complaints@nhs.net](mailto:hmrccg.complaints@nhs.net)  
Postal address: NHS HMR CCG, PO Box 100, Rochdale OL16 9NP

  
**Heywood, Middleton and Rochdale**  
Clinical Commissioning Group
- **CQC** – tell the CQC about an experience of care – it can be good or bad or a concern about a <https://www.cqc.org.uk/give-feedback-on-care> 03000 616161
 





# Out In The Community

**Healthwatch Rochdale are really pleased now that restrictions have lifted enabling them to have a more visible presence within the Rochdale Borough to speak to residents and visit the local communities to enable them to share their feedback, ask questions and hold open discussions around health and social care locally.**

Healthwatch Rochdale have a number of information, advice and signposting sessions across the Rochdale Boroughs. We are on hand to not only gather your feedback about services within the borough, but we can also give you further information, advice on where to go for help or signpost you to services such as the Rochdale Advocacy hub, who can deal with NHS Complaints.



Healthwatch Rochdale now have a new Engagement Project Worker who will be out and about within the Rochdale Borough alongside our Volunteer and Involvement Officer.

As an organisation we are keen to ensure that residents, local groups and organisations are aware of the work that we do and how they can help make improvements to services across the Rochdale Borough.

Would you like us to join you for an awareness raising or feedback gathering session? Email us at: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)



Naomi Kenyon, Engagement & Volunteer Manager visiting Rochdale Infirmary.

You can find more information on the events section on the Healthwatch Rochdale website <https://healthwatchrochdale.org.uk/events>

# Information, Advice and Signposting Sessions

Finding the right service can be worrying and stressful. Healthwatch Rochdale plays an important role in not just gathering in feedback, but helping people to get the information they need to take control of their health and care locally and find services that will provide them with the right support within the Rochdale Borough.



**Talk to us...**

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

## The Lighthouse Project, Middleton

- APRIL- 19<sup>th</sup> -10am -12pm
- MAY – 17<sup>th</sup> 10am -12pm
- JUNE – 21<sup>st</sup> -10am -12pm

## The Strand, Kirkholt

- APRIL- 14<sup>th</sup> -10am-12pm
- MAY –12<sup>th</sup> – 10am -12pm
- JUNE –9<sup>th</sup> -10am – 12pm

## Harehill Cafe, Littleborough

- APRIL- 26<sup>th</sup> – 10am -12pm
- MAY –24<sup>th</sup> – 10am-12pm
- JUNE -28<sup>th</sup>- 10am-12pm

## Rochdale Infirmary, Rochdale

- APRIL- 25<sup>th</sup> - 1.30pm-3pm
- MAY –23<sup>rd</sup> -1.30pm -3pm
- JUNE –27<sup>th</sup>- 1.30pm -3pm

## The Phoenix Centre, Heywood

- APRIL- 12<sup>th</sup> – 10am -12pm
- MAY –10<sup>th</sup>- 10am-12pm
- JUNE -14<sup>th</sup> -10am-12pm

## Nye Bevan, Rochdale

- APRIL- 5<sup>th</sup>-10am-12pm
- MAY –3<sup>rd</sup> – 10am -12pm
- JUNE –7<sup>th</sup>- 10am -12pm

# Volunteering with Healthwatch

**Healthwatch Rochdale volunteers make a huge difference to the work we do and play a vital role in helping local people have their say on health and social care. Volunteering with Healthwatch can help you develop skills, gain experience and make a difference to your community.**

## Advisory Group

The Healthwatch Rochdale Advisory Group of volunteers make recommendations to the board on possible areas of work or research which has been highlighted through trends analysis or community engagement and Feedback.

The Advisory Group currently has members from across the Rochdale Borough with a variety of passions, experience and interests.

The group collectively and meaningfully contribute to quality improvements of local services by ensuring the patients voice and lived experiences are shared with providers, commissioners and residents of the Rochdale borough. They regularly look at the feedback we receive to look for gaps in services and trends as well as to highlight good practice.

This group currently meets monthly via Zoom, and we are particularly looking for new members from Heywood.



**healthwatch**  
Rochdale

*Easter*  
**COFFEE & CATCH UP**

Talk to us...

Via Teams  
**TUESDAY 12TH APRIL 2022**  
**1:00PM - 2:00PM**

Please join us for a quiz and natter.

The poster features a cartoon rabbit and Easter eggs at the bottom.

We hold celebrations events for all our volunteers throughout the year and offer support, training & development.

You can find more details of our volunteer opportunities on our website:

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





# Youthwatch

## Rochdale

### Giving the young people of the Rochdale borough a voice in health & social care.

If you are aged 13 – 18 years old and live, study or work in the Rochdale borough you can become a member by filling in our application form at:

[www.healthwatchrochdale.org.uk/youthwatch-application-form](http://www.healthwatchrochdale.org.uk/youthwatch-application-form)

#### Youthwatch

Youthwatch Rochdale is for young people age between 13 and 18 years old who either live, work or study in the Rochdale Borough. There are 10 newly recruited Youthwatch Volunteers who play a key role in assisting Healthwatch Rochdale by promoting the services they offer, gathering feedback and by being the eyes and ears of Healthwatch as a young person representative.

Youthwatch members meet virtually each month via Zoom and this gives the young people a chance to give any feedback around health and social care services, raise any issues, share their views on things and invite guest speakers to speak about issues relevant to the young people. This is an amazing opportunity to build skills, be part of a team, get rewards and recognition, meet new people, and be the voice for young people within the community.

We also welcome young people who are part of other groups such as Youth Councils or organisations to represent your group or organisation.

Young people are also recognised and rewarded for their commitment to Youthwatch Rochdale. When they have participated in five meetings or focus groups, they receive a £25 voucher of their choice.

# Volunteer Gathering



**Healthwatch Rochdale staff and Volunteers pictured at their “Volunteer Coffee and Cake Catch up” Event at The Baum, Rochdale.**

## **Healthwatch Rochdale have an amazing group of volunteers from across the Rochdale Borough.**

To keep in touch with our volunteers we welcomed them for coffee, cake and a catch up at The Baum in Rochdale’s Town Centre.

Thanks to the amazing team at The Baum for facilitating us and the excellent service.

It was lovely to see so many of our volunteers and listen to what they have been up to as well as share the work Healthwatch Rochdale are currently doing and plans for the upcoming months.

For those who could not join us we also held a Volunteer Zoom Catch up later in the month.

## **Coming up:**

- Training
- Development session
- Volunteers Voice Session
- Volunteers face to face meet ups
- New Volunteer handbook

# Best wishes to our long standing volunteer Irene Jackson



Irene Jackson

Irene Jackson is a Rochdale resident originally from the Norden area who started volunteering with us following a hip operation.

Being retired and having a hip operation Irene was still determined to make a difference where she could.

Irene saw the volunteer opportunity for an "Enter and View" representative with Healthwatch Rochdale and decided this was a good way to make a difference by helping care home residents to have a voice and influence how care is delivered.

Prior to volunteering with Healthwatch Rochdale Irene volunteered for the Women's Royal Voluntary Services in Rochdale for over 30 years, following her mum's footsteps and often wore her mother's badges with pride.

Irene had enjoyed hosting the RVS trolley shops in local care homes what used to be run by Rochdale Borough Council and enjoyed chatting to residents in the the different homes.

Irene has been saddened that over the last 2 years care homes have not been receiving anyone into them and is interested to see any difference in care homes following the pandemic.

Unfortunately, Irene is now having to take a step back from her volunteer duties but will continue to send Healthwatch Rochdale her feedback on local health and social care services and encourage people in her community to do the same.

Irene told she has had a wonderful few years as a Healthwatch Rochdale volunteer and made good friends. She felt that her voluntary role made a difference and gave her a sense of purpose.

You can find more information on volunteering with Healthwatch Rochdale on our volunteer page

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

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