



# your news

**healthwatch**  
Rochdale

Summer 2022



ch  
dale



Working Together  
To Make a Difference

- Feedback
- Signposting
- Scrutinising
- Advocacy Service
- Your Voice
- Receive Newsletters
- Volunteer
- Take Part in Surveys
- Join us at Events



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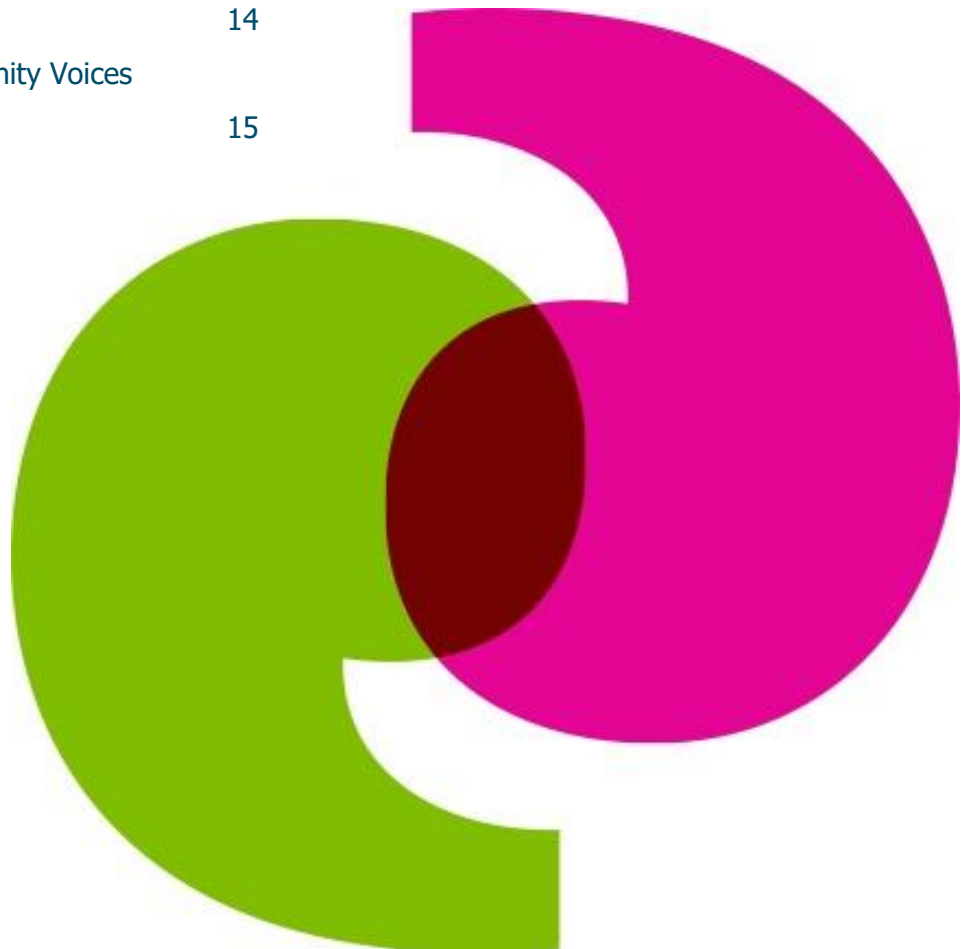
Rochdale



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# Message from our CEO



**Kate Jones**  
CEO

**The last three months at Healthwatch Rochdale have been hectic. As you will see when you read on, the team are back on the ground gathering lots of feedback on health and social care systems.**

There have been some major changes to how local NHS services are being bought with a Greater Manchester approach now taking form. Healthwatch Rochdale have been working closely with our colleagues across the Greater Manchester Healthwatch network to see how we can work more effectively as Healthwatch in Greater Manchester. Why not review my update [here](#) which was provided at Part one of our Healthwatch Rochdale public board meeting in June 2022.

As we move into the summer months we will continue to engage on these key areas as well as gather general feedback on health and social care services as well as focusing on the areas of Youthwatch, GP's – website audits and access to services, GP – 7 day access & Alkrington Hub engagement

As the staff continue to engage, at a strategic level the board are in the process of reviewing our current Strategic plan which is due to be refreshed for April 2023. Also there is major development work and recruitment over the next quarter specifically relating to our volunteers of our Advisory group and Enter and view reps. If you would be interested in finding out how you can get more involved at HWR please follow this [link!](#)

HWR have been working with the new integrated health and social care system in Rochdale to consider how our patient experience feedback can be used to enhance quality improvements, I am really keen to report that links and processes have been created to ensure the triangulation of our data with the system to enable us to hold the health and social care system to account in line with our statutory functions. This new approach of working will also enable HWR to show impact better within the organisation and really show the residents of Rochdale that do share their feedback with us, what a difference sharing their feedback with us can make. Further information will be provided on our website in due course.

Finally, some happy news to share, I would like to congratulate Naomi Burke our Engagement & Volunteer Manager (previously Kenyon) on her marriage last month, I hope you and your husband had a fantastic day!

# 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

# Quarterly Highlights

## Providing support



**160 people**

shared their health and social care story with us in Spring 2022

**125 people**

were given information and signposting advice about local support and services

## Reaching out



**2 Youthwatch Surveys**

On Social Media & Mental Health

**456 survey responses**

124 responses for social media survey  
332 responses for mental health survey

## 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

# Investors in Diversity

**We have placed number 11 in the National Centre for Diversity Awards for the top 100 most inclusive workplaces.**

Healthwatch Rochdale ranked number 11 following being awarded the Investors in Diversity Award from the National Centre for Diversity.

To achieve the award, staff members, volunteers and partner organisations were invited to “have their say”, on how well Healthwatch Rochdale were achieving Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE).



Healthwatch Rochdale achieved the FREDIE Award in April after deciding to apply for the award as part of their ongoing commitment towards developing and maintaining an equal and inclusive workplace that is welcoming of all diversity.

Kate Jones, Healthwatch Rochdale CEO, said:

“We were delighted to achieve the FREDIE Award in April but being ranked as number 11 in the top 100 most inclusive workplaces has been amazing recognition for us. We are a very small team who strive to be inclusive and respectful of all backgrounds and always aim to work within the FREDIE principles. We represent a diverse borough, and the FREDIE principles are something that have been embedded within our work culture and are a part of the Healthwatch Rochdale ethos”.



Kate Jones, Chief Executive Officer, with the Investors in Diversity Award.



# Rochdale in Rainbows



Rochdale in Rainbows is a partnership of organisations that come together to plan and celebrate Pride activities within the Rochdale Borough.



## Flag Raising, No 1 Riverside

It was a pleasure to join Rochdale Borough Council at the LGBT+ progress flag raising. Many local groups, organisation, professionals and members of the public gathered at No 1 Riverside to share delicious cake provided by Communita Tea Rooms then gathered outside to hear inspirational and moving speeches from the Council Leader Neil Emmot, the Mayor of Rochdale Councillor Aasim Rashid and Dr Carl Austin-Behan OBE.

## Pride in the Park, Broadfield

Healthwatch Rochdale held an information, advice and signposting stall as well as raising awareness of the organisation and feedback gathering from Rochdale residents present at the well attended "Pride in the Park" event. The afternoon saw performances from The Sunday Boys, The Vegan Queens and an open Mic for young people amongst other exciting activities. It was a truly magnificent afternoon.



## Knitty Gritty, Touchstones

Healthwatch Rochdale attended the Touchstones based Knitty Gritty monthly drop in session to raise awareness of Healthwatch Rochdale. After not knitting since she was 9, the Engagement and Volunteer Manager picked the needles up and amazingly remembered how to knit. The group made small Progress Flags. If you would like to attend a session they are the last Wednesday of each month 1pm – 3pm at Touchstones, Rochdale.



# Healthwatch in Greater Manchester

Healthwatch working together in partnership to shape NHS & care services across Greater Manchester.

Healthwatch in Greater Manchester is a partnership between 10 independent Healthwatch organisations, each set up in different ways, with different constitutions but with overarching aims, objectives and statutory duties as their foundation. Healthwatch in Greater Manchester is made up of:

- Healthwatch Bolton
- Healthwatch Bury
- Healthwatch Manchester
- Healthwatch Oldham
- Healthwatch Rochdale
- Healthwatch Salford
- Healthwatch Stockport
- Healthwatch Tameside
- Healthwatch Trafford
- Healthwatch Wigan & Leigh

Local Healthwatch listen to the experiences of people using NHS & care services in their local area and use this feedback to shape services.

Healthwatch in Greater Manchester - All-Age Strategy-on-a-page 2022-2025.

healthwatch  
Greater Manchester

Who are we?

Healthwatch in Greater Manchester is a partnership between 10 independent Healthwatch organisations, each set up in different ways, with different constitutions but with overarching aims, objectives, and statutory duties as their foundation. They are Healthwatch in Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan and Leigh.

What is our Vision?

We want a world where we can all get the health and care support we need.

What is our Mission?

To passionately illuminate the voices of all diverse communities Greater Manchester and to advocate on their behalf, at all levels of the new Integrated Care System.

6 strategic objectives are:

Build on the development of a sustainable and high-performing Healthwatch in Greater Manchester.

Be well-governed and use our resources for greatest impact.

Amplify the experiences of people needing or using health and care services.

Reach out to all communities to ensure that they are heard and reduce the barriers that some groups face.

Act on what we hear to transform health and care policy and practice.

Build on and share our expertise in engagement within our network and beyond.

Together we will:

• Create arrangements for meaningful engagement with people from across all age groups, analysing their experience in our communities to learn how to transform health and social care.

• Foster a strong and productive relationship with the ICS.

• Bring strength and influence whilst valuing difference across our localities.

• Trust others and be trusted to provide constructive challenge and act with honour as an independent critical friend.

• Utilise best practice and adopt Healthwatch England's Quality Framework.

• Work in partnership with others such as the VCPSSE towards addressing the wider determinants of health and wellbeing.

• Collaborate and explore external funding opportunities for joint projects.

Our shared values and behaviours:

• We are leaders of our individual organisations, in our place-based localities and of Healthwatch in Greater Manchester.

• We support each other and collaborate.

• We act with honesty and integrity and trust each other to do the same.

• We challenge constructively when we need to and assume good intentions.

• We hold each other to account in achieving our agreed objectives.

Our progress will be reported via a year review report and an annual IP report. These will be available on Healthwatch websites.

Healthwatch in Greater Manchester May

By working in partnership Healthwatch in Greater Manchester aim to illuminate the voices of all diverse communities in Greater Manchester and to advocate on their behalf, at all levels of the new Integrated Care System.

For more info on Healthwatch in Greater Manchester please visit: [www.healthwatchrochdale.org.uk/what-we-do](http://www.healthwatchrochdale.org.uk/what-we-do)

For more info on the Integrated Care System please visit: [www.gmintegratedcare.org.uk](http://www.gmintegratedcare.org.uk)

Keep up to date with all the work of Healthwatch Rochdale by visiting [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk) or email [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk) and ask to join our mailing list





# 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.



## Care Home Activities

You told us that residents' social and wellbeing activities were limited in a local care home,.

We contacted RBC's Adult Care which prompted the Care Home's Quality Assurance Officer to complete priority monitoring and explore the concerns raised.



## Dementia Support

You told us finding help for loved ones with dementia was confusing and you did not know where to look.

We reached out to a local care and support organisation to further strengthen our signposting ability and now have a comprehensive and robust signposting plan for this area

## GP Websites



We were informed that there was confusion regarding GP Websites.

This information was taken to our Advisory Group who set about creating an action plan to tackle this confusion. We recently ran a focus group with local residents to obtain feedback and have been invited to present the findings of the work and focus group feedback at the 'Developing NCA Quality Improvement Strategy'

# Positive Feedback

**We always like to share the positive feedback we receive. A selection of the highlights from this quarter can be found below**

## **MIDDLETON WELLBEING CENTRE & CAFÉ**

'I have visited the new Rochdale & District Wellbeing Centre & Cafe in Middleton on more than one occasion since it opened. It's clean and friendly. Far better than the old cafe behind the Nat West bank, down that dark passageway.

At the bottom of Wood Street in what used to be the betting office has been refurbished and has a meeting room for hire, with a good-sized toilet for use by disabled people or for a baby changing room. They were doing a Knit and Natter group when I visited last.'

## **MIDDLETON HEALTH CENTRE**

'I did visit there recently. Yes, it took several phone calls to get through. When I did the reception were friendly. I asked for a face to face appointment. They gave me an appointment. All in all, a good visit. On another visit, I just popped in to say thanks for being pleasant unlike some other surgeries. She was shocked. Obviously, we don't do it enough.'

## **ADIOS TEAM**

'My little one has just been diagnosed as autistic. We have been in 2 different meetings. The staff member was really friendly, a good listener and trying to be helpful. I couldn't be happier enough with all assessments'

# Out and About on Engagement

Healthwatch Rochdale uses a number of ways in which to engage with the residents of the Rochdale Borough. For example, we hold weekly Information, Advice and Sign posting sessions (see next page) we hold raising awareness sessions for other groups or organisations and also feedback gathering sessions.

**It is important for Rochdale Residents, service users, groups, organisations and professionals to understand the work we do in order to engage with us to ensure that voices are heard around local health and social care services.**

Thanks to people speaking up, we have seen an increase over the last few months in the feedback that we are capturing.

This has been greatly helped now that we are able to attend engagement opportunities face to face within the Rochdale Borough.

**Over the last few months we have engaged with Rochdale residents by:**

- Holding Information, Advice and Signposting events
- Giving Awareness Raising sessions about our organisation
- Attending events in the Rochdale Borough



Pictures designed by #Thrive Saturday morning young girls' group at Rochdale Leisure Centre

**We also attend a number of local forums and networks:**

- Rochdale Grass Roots Gathering
- Communities and Faith Partnership
- Rochdale in Rainbows
- BAME Forum
- Voluntary Sector Action Network

*"It has been good talking to you about the work that you do and knowing that Rochdale voices are listened to"*

*Attendee of Engagement Event*

**Would you like us to come and speak to your organisation about the role of Healthwatch Rochdale and the work we do?**

Please contact our Engagement and Volunteer Manager, Naomi Burke  
[naomi.burke@healthwatchrochdale.org.uk](mailto:naomi.burke@healthwatchrochdale.org.uk)

# 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.

We have a number of sessions across the brough – We welcome you to come along and speak to us. All Sessions run 10am until 12pm.



## The Lighthouse, Middleton

- TUESDAY 19<sup>TH</sup> JULY 2022
- TUESDAY 16<sup>TH</sup> AUGUST 2022
- TUESDAY 20<sup>TH</sup> SEPTEMBER 2022

## The Strand, Kirkholt

- THURSDAY 14<sup>TH</sup> JULY 2022
- THURSDAY 11<sup>TH</sup> AUGUST 2022
- THURSDAY 8<sup>TH</sup> SEPTEMBER 2022

## Harehill House, Littleborough

- TUESDAY 26<sup>TH</sup> JULY 2022
- TUESDAY 23<sup>RD</sup> AUGUST 2022
- TUESDAY 27<sup>TH</sup> SEPTEMBER 2022

## Rochdale Infirmary, Rochdale

- MONDAY 25<sup>TH</sup> JULY 2022
- MONDAY 22<sup>ND</sup> AUGUST 2022
- MONDAY 26<sup>TH</sup> SEPTEMBER 2022

## The Phoenix Centre, Heywood

- TUESDAY 12<sup>TH</sup> JULY 2022
- TUESDAY 9<sup>TH</sup> AUGUST 2022
- TUESDAY 13<sup>TH</sup> SEPTEMBER 2022

## Nye Bevan, Rochdale

- TUESDAY 5<sup>TH</sup> JULY 2022
- TUESDAY 2<sup>ND</sup> AUGUST 2022
- TUESDAY 6<sup>TH</sup> SEPTEMBER 2022

# Thank you Volunteers Event



**During Volunteers Week (1<sup>st</sup> – 7<sup>th</sup> June 2022) we were joined at The Medicine Tap in Rochdale Town Centre by some of our wonderful Volunteers for lunch.**

It was an opportunity to catch up with each other and discuss the work that Healthwatch Rochdale is currently working on and to thank them for their continuous support.

We thanked our team for their volunteering roles and perseverance during the Covid pandemic, and again we are grateful to all our volunteers who continued to be a part of our team during this time.

We are currently looking at making our volunteering opportunities more accessible by shortening the application forms and creating digital web forms.

*“Thank you for an enjoyable afternoon, it was nice to see everyone and socialise over food with our other volunteers”*  
**Healthwatch Rochdale  
Volunteer**

Please visit our website for volunteering information and opportunities



# Youthwatch

## Rochdale

**Youthwatch Rochdale young volunteers make a huge difference to work we do and take part in various activities which range from attending our monthly meetings via Zoom to filling in monthly surveys via the Youthwatch 100. Youthwatch Rochdale is for young people aged 13 – 18 years old who live, work, study or access services in the Rochdale Borough**

### Monthly Meetings

Second Tuesday of  
each month

6:30pm – 7:30pm via Zoom

Join us for our next Youthwatch Meeting:

**9th Aug 22**

**13th Sept 22**

**11th Oct 22**

For young people age  
13 to 18 years old

**Youthwatch**  
Rochdale



### 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 a 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

Youthwatch 100 has been in place since January 2022. Since then we have had over 400 young people share their opinions with us. Recent surveys have been on hate crime, mental health and well being and sexual orientation and gender identity. Each month we share a simple survey for young people to complete, with the chance to win a £20 shopping voucher of their choice.

**Would you like to know  
more about  
Youthwatch Rochdale?**

Please visit our website  
or click:  
**[Youthwatch Info](#)**

### Capturing Youth Voice – Feedback

Using health and social care services can be a very different experience for young people which is why it is important for us to hear their views, and share their experiences with services. We recently attended the Children and Young People's Mental Health Conference in Manchester where we shared some of our young peoples views and opinions.





Rochdale and Oldham Maternity Voices Partnership Chair, Leona Barlow, whilst undertaking the 15 steps Maternity Review at Royal Oldham Hospital

**The Rochdale and Oldham Maternity Voices Partnership is a voluntary NHS working group that aims to improve maternity services across Rochdale and Oldham by gathering service users voice and lived experiences.**

**The Rochdale and Oldham Maternity Voices Partnership (ROMVP) have been extremely busy over the last few months.**

With the newly published Ockenden 2 Report in the fore front of their thoughts, the ROMVP have been working closely with the Trust at Royal Oldham Hospital working on ensuring service user voice is heard, especially from members from within marginalized communities across Rochdale and Oldham and working on a new area of the Trusts website for Maternity service users. The ROMVP had previously done a gap analysis on the website and found many areas needed improving.

At the July ROMVP quarterly meeting the discussions were around peer-to-peer support, baby loss and maternal mental health and well being.

If you are a service user from Rochdale or Oldham and are interested in sharing your maternity story, volunteering or attending meetings please contact the ROMVP.

**Share your Maternity views with us**

Website: <https://healthwatchrochdale.org.uk/romvp>

Telephone: 01706 249 575

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



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