



your news

healthwatch
Rochdale

Winter 2022/2023



healthwatch
Rochdale

#HWRochdale

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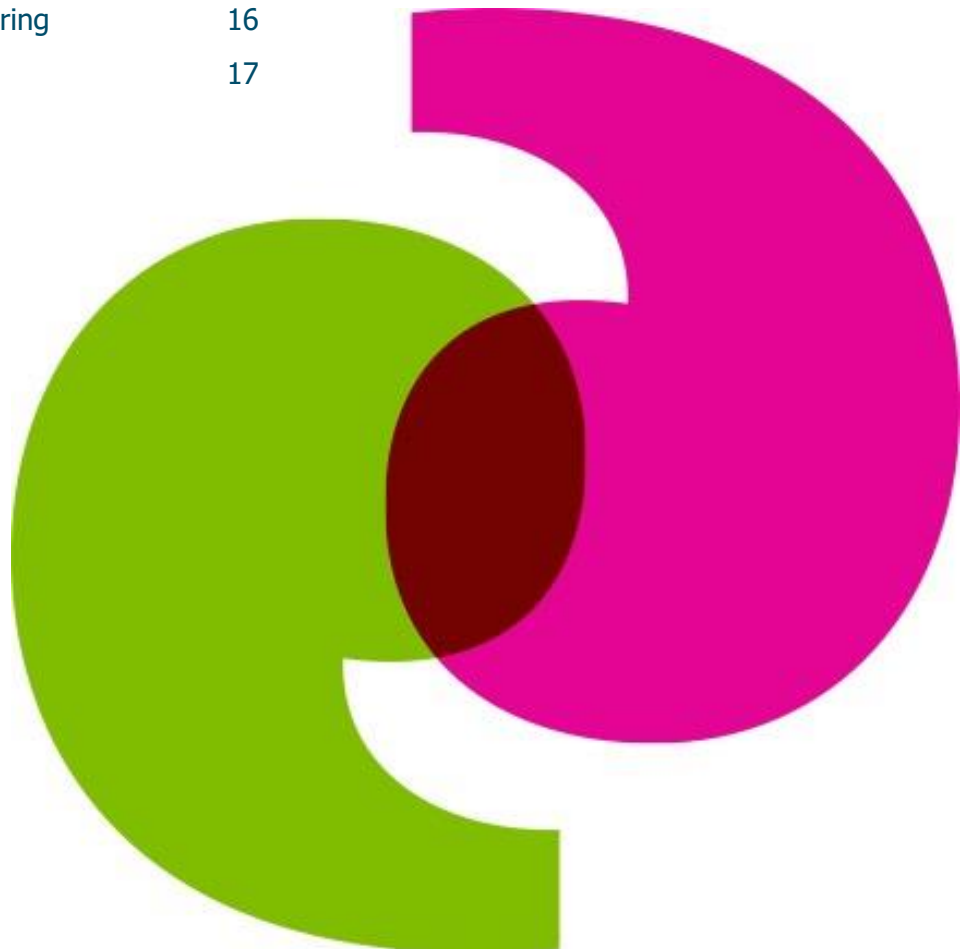
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Message from our CEO



Kate Jones
CEO

This winter newsletter is full of insight and information on the work of the Healthwatch Rochdale team throughout October to December.

We held our open day, which was a great success, thank you to all who attended and showed their support. We received some great feedback during this event and made some new stakeholder relationships.

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/websites. We carried out 3 separate surveys which are now closed and reporting is finalised. You will find more information in this newsletter on the impact we been making specifically with our work on local Patient Participation Groups.

Further updates on the impact of our work are due out in February. Thank you to all who got involved and completed our surveys, don't forget, there's always a chance to win a voucher with all our surveys so please have your say.

Throughout December I have been meeting with strategic leads at the Rochdale Infirmary site to discuss our Enter & view programme which is due to restart across the integrated health and social care footprint. Further information on Enter and View can be found on page 12. If you are interested in becoming an Enter and View Representative please contact info@healthwatchrochdale.org.uk

In December we held our annual gathering for staff, board and volunteers at our Christmas event. Thank you to all that came and had some lovely lunch with us at The Baum in Rochdale, your ongoing time and support to the organisation is amazing.

Watch this space, Healthwatch Rochdale will shortly be going out to engage with local stakeholders and residents in our annual 360 review, please get involved and have your say. As part of this process we will be consulting on our refreshed three year strategy, again your feedback is key here so please get involved!!

Meet the Team

Non Executive Directors



**Margaret
Parker**
Chair of the
Board



**Ben
Greenwood**
Vice Chair



**David
Bradshaw**



**Melanie
Tunney**

Staff



Kate Jones
CEO



Claire Birch
Information &
Communications
Coordinator



Naomi Burke
Engagement
& Volunteer
Manager



Rob Butler
Operations
Coordinator



Judith Driver
Community
Engagement
Project Worker

Our Open Day

Our Open Day was held to give Rochdale borough residents & professional partners an opportunity to meet the team and learn more about the organisation.

Healthwatch Rochdale recently held an open day showcase event to give Rochdale borough residents & professional partners an opportunity to meet the team and learn more about the organisation.

The event was held to show how Healthwatch Rochdale have made a difference to local health & care services. Rochdale Advocacy Together Hub were in attendance sharing information on how to make a complaint about an NHS service and the right to assistance from an Independent NHS Complaints Advocate.



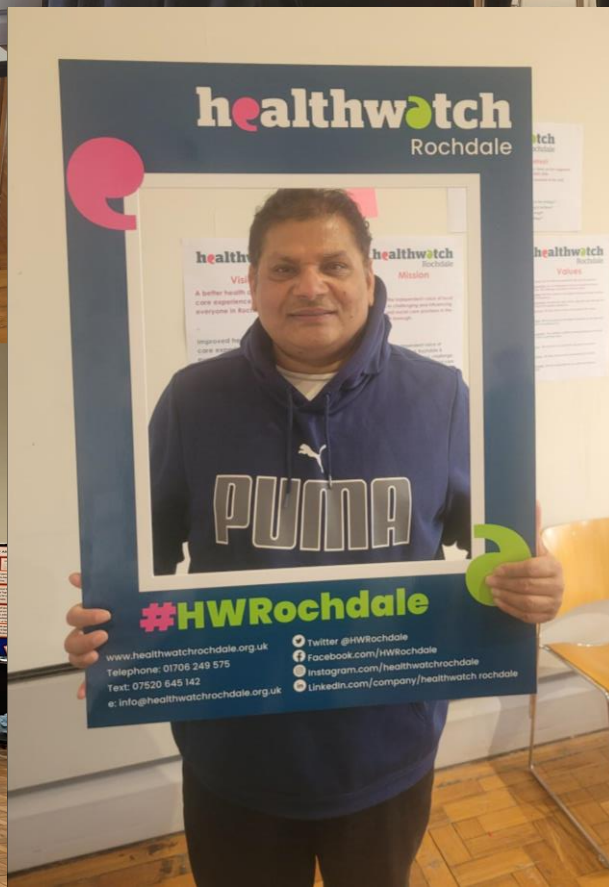
In addition, YourTrust were providing free blood pressure checks and giving information and advice on how to lower your blood pressure.

Organisations that attended on the day included Rochdale & District Mind, Living Well, High Level Northern Trust and Deepdish Community Centre



Our Open Day

A collection of pictures from our open day



Quarterly Highlights

Providing support



91 people

shared their health and social care story with us in Oct, Nov, Dec

49 people

were given information and signposting advice about local support and services

Reaching out



3 Surveys

Were carried out on Menopause, Pharmacy and GP websites

605 survey responses

135 responses on the Menopause survey
131 responses on the Pharmacy Survey
339 responses on the GP Website Survey

Making a difference to care



71 volunteers

Who give their time to the work of Healthwatch Rochdale

84 hours

Were given to us by our volunteers to help us carry out our work

Our work on GP Patient Participation Groups



Local commissioners have stated that all GP practices will have an active Patient Participation Group (PPG) by April 2023 following our work investigating which GP practices in the Rochdale borough have an active PPG.

The work was carried out after Healthwatch Rochdale received feedback from Rochdale borough residents that their GP practice did not have an active PPG. Healthwatch Rochdale's Advisory Group then made the decision to investigate which GP practices in the Rochdale borough had an active PPG.

The findings show that:

28% of GP practices have an active PPG

28% said they were due to restart their PPG

44% said they did not have an active PPG



A PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

Whilst undertaking the work Healthwatch Rochdale also identified the following issues:

Difficulty getting through on the phone

Lack of staff awareness as to what a PPG was

Limited PPG information on GP websites

Healthwatch Rochdale have made six recommendations to Heywood, Middleton and Rochdale NHS Greater Manchester Integrated Care and a formal response has been received.

"PPGs give patients the opportunity to meet with staff to discuss practice issues and use patient experience to improve service. With the changes that are currently taking place within Primary Care we recognise that PPGs are one of the best ways to get people involved and have a say when decisions are being made that affect their healthcare. We welcome the response we have received from our findings and look forward to seeing all PPGs reinstated by April 2023"

Kate Jones, Healthwatch Rochdale CEO

Out and about in the community

Healthwatch Rochdale continue to hold weekly Information, Advice and Signposting surgeries in all townships across the Rochdale borough. You can find more information on our surgeries at

www.healthwatchrochdale.org.uk/events

In addition, we have visited various organisations and groups raising awareness of who we are and what we do.

We have been very busy during the winter months visiting a wide range of places, attended some fantastic and informative online sessions and met some amazing people.

Some of the work we have recently been involved in are:

- Women’s Services Showcase
- Monthly Grass Roots Gathering
- Black History Month event at Middleton Arena
- Better Health 4 Middleton
- Pride in Practice conference 2022
- Hosted Menopause Matters Forums
- High Level Northern Trust
- Heywood Health PPG
- 16 days of activism Event
- Carers Hub information Event
- Rochdale and District MIND wellbeing event
- Heywood Money Max Roadshow





Judith, Community Engagement Project Worker and Naomi, Engagement and Volunteer Manager hosting the information, advice and signposting stall at the “Reaching Out Event” in December.

Rochdale Care Organisation hold a Winter “Reaching Out” event each year at Rochdale Infirmary.

This event supports the homeless community within the Rochdale Borough. This years event recognised the wider impact the cost of living crisis was having on local families, so also opened the event up to families in need.

The event is not only an informal drop in for Rochdale residents, but a hub of local networks offering support, information, advice and signposting, as well as hot food, drinks and cake.

“Thank you for your generous donations, your support has been appreciated”
 Volunteer, Reaching Out Event

The event is supported by local businesses and a wide range of items were available to keep people well in winter such as quilts, pillows, sleeping bags, hats, scarves, gloves and toiletries.

Healthwatch Rochdale donated £100 of items to the event alongside hosting an information, advice and signposting stall.

As an eco-conscious organisation Healthwatch Rochdale made the decision to not send Christmas cards, and use the money saved to support this very worthy event.



You said, we did

Want to know what happens after you speak to us?

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

Alkrington Hub

We recently launched a survey asking local people what services they would like to see in the new Alkrington Hub. This work follows on from our work with residents about the closure of The Moving On Service.

We received 104 responses and we will now be collating the findings into a report to share with Rochdale Council who will work with providers to make sure the right services are put in place.

Menopause Matters!



We have recently completed our work on Menopause and have sent our findings and recommendations to local commissioners.

We are working together to bring improvements to services based on what people have told us.

We will be publishing our findings soon but you can still share your experience with us via our feedback form <https://healthwatchrochdale.org.uk/share-your-feedback>

Patient Participation Groups in GP Practices

We recently published our findings on PPGs in the Rochdale borough, finding that 44% of GP practices do not have an active PPG.

In response to these findings the Primary Care Team at Heywood, Middleton & Rochdale Integrated Care Partnership stated it was their intention that all practices would have a that all practices have fully reinstated PPGs by no later than 1st April 2023.

To support this work we have produced a Best Practice Guides for GP practices and will be supporting them in the recruitment of new members.

If you are interested in joining your GP practices PPG or would like more information please email us on info@healthwatchrochdale.org.uk

Enter and View

Have
your
say

healthwatch
Rochdale

Enter and View

A statutory power for Healthwatch to visit any publicly funded health or social care service, collect the experience of patients, observe the site and make recommendations for improvement.



Healthwatch Rochdale are due to recommence their Enter & View programme to local health and social care providers following their previous successful programme prior to the covid 19 pandemic.

Previously Healthwatch Rochdale carried out a programme of Enter and View visits to 18 different care homes across the borough making numerous recommendations to help improve the quality of care.

What is Enter and View?

The Healthwatch network was created under the Health and Social Care Act 2012 and were given statutory powers to Enter and View places that delivered publicly funded health and/or social care services. Healthwatch can carry out an Enter and View visit on an

announced or unannounced basis. The objective of an 'Enter and View' visit is to understand the experiences of patients, to collect their views and make observations of the site. Our findings are written up as a report and we may make recommendations for improvements or congratulate good practice, based on what patients have told us or what we have observed.

Enter and View is NOT an inspection but focuses on the patient experience. It is not a formal assessment of quality or standards and is just one way Healthwatch Rochdale collect information about services.

Enter and View visits are led by a Healthwatch Rochdale staff member and are supported by authorised representatives who volunteer with us.

Healthwatch Rochdale Advisory Group

Our Advisory Group is a group of volunteers created to give local people a stronger voice in ensuring the lived experiences of those using NHS and/or care services shapes the work of Healthwatch Rochdale. Our Advisory Group work with staff & board members to identify local priorities & concerns and suggest actions for emerging issues.

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 have recently been involved in our work on GPs, the menopause and pharmacies. Reports with our findings are due to be published shortly. The Advisory Group were also involved in our work on GP Patient Participation Groups (PPGs) You can read more about this piece of work here <https://healthwatchrochdale.org.uk/news/2022-11-30/how-many-rochdale-borough-gp-practices-have-active-patient-participation-group>

Following Christmas, we met with our Advisory Group to plan our next project, we did this alongside Healthwatch England, creating a project plan called a Theory of Change. This identifies why we are doing a piece of work and the impact we expect it to have.

Healthwatch is one way for us, the service users, the patients to get our voices heard. If you have an interest in seeing changes, improvements to health and wellbeing services please come and join us and help us to help everyone else
Advisory Group Member

We have a range of policies and procedures that provides clear guidelines on how our organisation operates.

You can view our policies here

<https://healthwatchrochdale.org.uk/news/2022-11-21/our-policies>

If you require a copy of our policies in an alternative format, please email info@healthwatchrochdale.org.uk

Information, Advice and Signposting Sessions

Finding the right service can be worrying and stressful. Healthwatch Rochdale play an important role in helping people get the information they need on health & care services and giving information on so you can find the correct information, support and/or service.

We hold a number of Information, Advice & Signposting surgeries across the borough, giving you the opportunity to come and speak to us face to face. All Sessions run 10am until 12pm.

The Lighthouse, Middleton

- TUESDAY 17TH JANUARY 2023
- TUESDAY 21ST FEBRUARY 2023
- TUESDAY 21ST MARCH 2023

The Strand, Kirkholt

- THURSDAY 12TH JANUARY 2023
- THURSDAY 9TH FEBRUARY 2023
- THURSDAY 9TH MARCH 2023

Harehill House, Littleborough

- TUESDAY 24TH JANUARY 2023
- TUESDAY 28TH FEBRUARY 2023
- TUESDAY 28TH MARCH 2023

Rochdale Infirmary, Rochdale

- MONDAY 23RD JANUARY 2023
- MONDAY 27TH FEBRUARY 2023
- MONDAY 27TH MARCH 2023

The Phoenix Centre, Heywood

- TUESDAY 10TH JANUARY 2023
- TUESDAY 14TH FEBRUARY 2023
- TUESDAY 14TH MARCH 2023

Nye Bevan, Rochdale

- TUESDAY 3RD JANUARY 2023
- TUESDAY 7TH FEBRUARY 2023
- TUESDAY 7TH MARCH 2023

Volunteering with Healthwatch

Healthwatch Rochdale volunteers make a huge difference to the work we do, and take part in various activities with us to ensure local voices from our diverse communities are heard.

We are currently looking for new Board Members.



Join our Board

Healthwatch Rochdale is governed by a board of volunteer directors which include a Chair, Margaret Parker, (Pictured left with HWR CEO Kate Jones), vice chair and treasurer.

The Board help to guide the work of Healthwatch Rochdale by developing, implementing and reviewing effective governance procedures and structures..

Healthwatch Rochdale's Board currently has four members and we are looking for Rochdale residents with a keen interest in health and social care to join our Board. We are very keen to hear from anyone with an interest or experience of demonstrating Social Value and Impact.

Can you help make a difference?

Healthwatch Rochdale's Board are responsible for ensuring the organisation delivers a high quality service in line with its Vision, Mission and Values.

Volunteering as a Healthwatch Rochdale Board Member can help to strengthen your career by developing your skills in areas such as governance and financial planning. In addition you can contribute to meaningful change for local people using health and care services.

In line with our principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement), we welcome and encourage applications for this role from people of all backgrounds.

For more information please email info@healthwatchrochdale.org.uk

Healthwatch Rochdale Volunteers Christmas gathering at The Baum.



Healthwatch Rochdale volunteers are a vital part of our organisation and are at the heart of what we do.

We are grateful and extremely proud of our wonderful volunteers at Healthwatch Rochdale.

We currently have volunteers in the following roles:

- Board Members
- Advisory Group Members
- Youthwatch Members
- Enter and View Representatives
- General Volunteers

We held our annual Christmas Volunteer Gathering locally at The Baum in Rochdale.

Our volunteers were in festive spirits and our Vice Chair organised a Pop Quiz. We also held a game of Bingo and one of our volunteers won the prize for “Best Festive Dressed”.

We had a festive buffet, the food was delightful and catered well for all our dietary needs including Vegan and Gluten free. We would like to relay our thanks to The Baum for ensuring we had such an enjoyable afternoon.



Thank you for my “Best Dressed” Prize voucher, I didn’t expect that - really enjoyed our lunch”
Healthwatch Rochdale Volunteer



Youthwatch Rochdale

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

Volunteering

We are looking for young people to be ambassadors for Healthwatch to help us collect feedback around health and social care from friends, family, or places of study or work.

This can be on a one to one basis or you can help us organise feedback focus groups – or one off sessions such as a lunchtime library discussion.

Sometimes we attend events, fairs or themed days/weeks and would love support from our Youthwatch members where possible.

Youth volunteering is a fantastic way to build up your C.V and gain new skills whilst meeting new people, building your confidence and gain insights into local issues in the community. Please email info@healthwatchrochdale.org.uk for more information.

#YW100

Youthwatch 100 is a micro-volunteering role. You are added to our #YW100 contact list and are sent digital surveys around specific topics and themes relevant to young people and health and social care. There are opportunities to win a £20 voucher for participation. Your views can help make a difference to services.

Sign up via our online application form

www.healthwatchrochdale.org.uk/youthwatch-100-application-form



Youthwatch Monthly Meeting

Youthwatch Rochdale hold an online meeting the second Tuesday of each month from 6:30pm – 7:30pm.

Everyone aged between 13 and 18 are welcome to attend. It is an opportunity to have open discussions, ask questions and share feedback around health and social care. Please contact us if you would like to take part.

If you attend 5 meeting you receive a £25 voucher.

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