

Factsheet 2:

Getting involved!

April 2013



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How can I get involved?

There are different levels that you can be involved in Healthwatch Oldham:

- The formal **Governance Board** will have a role to: set the workplan by prioritising issues for action; undertake strategic partnership working through participation within local committees and other decision-making structures; engage with Healthwatch England; ensure that Healthwatch Oldham operates within best practice frameworks. A member of the Board will also have a seat on the Health and Wellbeing Board, which is the new strategic body to take action against health inequalities. **An application pack will shortly be made available to apply for the positions on the Governance Board.**
- You can become a **Healthwatch Champion** if you are interested in promoting the work of Healthwatch Oldham amongst your networks and contacts; gathering views and opinions from people and feeding them back to us; representing Healthwatch Oldham at local meetings and forums; supporting the team to engage with the public and to promote and publicise the service; or volunteering in the office.
- As a **Participant**, you can take part in public events and meetings on issues that are of interest to you, either to give your views or simply to receive information; and be added to our database to receive regular updates and newsletters.



- The **Healthwatch Forum** will be convened quarterly. This is an open forum, where we will try to provide information about current issues relating to health and social care that are of interest to local people. The forum will also be a place for you to have your say and to provide us with feedback about local services. All are welcome and you can attend as and when you like.

Healthwatch Oldham Workstreams

There are also specific opportunities to be involved in the **Healthwatch Oldham workstreams** on particular issues, details of each workstream and how to get involved follow:

Parent Carer Question and Answer Panel with Oldham Clinical Commissioning Group's (CCG) Clinical Director for Children

Healthwatch Oldham is working with the POINT parent carer support group to provide information and to consult with them about forthcoming changes to local authority and NHS responsibilities for children who have health conditions and special educational needs. We will arrange for the CCG to answer their questions about their particular concerns and follow up any other issues with the CCG about local provision.

Who would this be of interest to?

- *If you are a parent carer of, or support a child with a health and special educational need (or their family), then you too may be interested in coming along to the Q&A session.*
- *There is also an opportunity for parent carers who may have other concerns to be involved in this workstream, to have their questions answered too.*

Please contact Jade Czuba, Outreach and Engagement Worker, on 0161 622 5700, or email jade@healthwatcholdham.co.uk

“Quality” in health and social care

The issue of quality within health and social care has been in the national spotlight of late, particularly following the Francis Inquiry into the Mid-Staffs problems. This will be an ongoing workstream to follow what local NHS bodies in the first instance are doing in response to the recommendations of the Francis Report, as follows:



- A member of the Healthwatch Governance Board will be asked to sit on the Oldham Clinical Commissioning Group Quality Strategy Group, where health commissioning responsibilities will be addressed.
- Healthwatch Oldham will be supporting Pennine Acute NHS Hospitals Trust’s forthcoming events to involve members of the public to inform its quality strategy for the Royal Oldham Hospital. Part of this will involve a response to the Francis recommendations. The Oldham event is taking place on **Thursday 25th April, 2-4pm at Coppice Community Centre. To book your place, contact Trust’s Equality and Engagement Team on Tel 0161 604 5893 or email: equality@pat.nhs.uk**

Who would this be of interest to?

- *Anyone interested in the quality of services at the Royal Oldham Hospital*
- *People wanting to find out what the hospital’s plans are around “quality”*

Culturally Appropriate Memory Assessments

We are working in partnership with the Consultant Clinical Psychologist at Pennine Care NHS Foundation Trust and with the BME Mental Health Community Development Team at Oldham Community Health Services to develop suitable dementia assessment tools for people of South Asian and Afro Caribbean backgrounds.



Collectively, we will be working over a three month period with individual groups to provide wellbeing and dementia awareness sessions, followed by focus group work on the cultural acceptability of screening and assessment tools used. We will then work together with the group and with clinicians to provide a culturally appropriate tool, which we hope can be used within the Memory Clinic at Pennine Care NHS Foundation Trust and by local GPs.

Who would this be of interest to?

- *Any community group that supports people from South Asian or Afro-Caribbean backgrounds.*

For further details, please contact Ursula Hussain, Healthwatch Oldham Manager on 0161 622 5700, or email ursula@healthwatcholdham.co.uk

Voluntary Sector Advisors to Healthwatch & Influencing the Health and Wellbeing Board

We are hoping to work with community and voluntary organisations that provide health and/or social care related support to understand the issues facing their users/group members. We hope these groups will become advisors to Healthwatch Oldham and that we can work together on key pieces of work to strengthen the impact that can be made jointly.

These same groups may also have an interest in being represented at the new Health and Wellbeing Board and exploring how the seats that Healthwatch Oldham and Voluntary Action Oldham have on the Board can be used to provide effective influence, on behalf of the sector.

There is an initial meeting planned for **Wednesday 1st May, 10am to 12 noon, Conference Room 1, OBA Millennium Cultural Centre, Featherstall Road North, Westwood, Oldham, OL9 6QB** to begin to develop this group. **Healthwatch Oldham and Voluntary Action Oldham will be working together on this work.**

Who would this be of interest to?

- *Any community, voluntary or faith sector organisation, or self help group, providing health and/or social care related support/services.*

If you are interested in attending, please contact Ursula Hussain, Healthwatch Manager on 0161 622 5700 or email

admin@healthwatcholdham.co.uk

Patient Transport



Arriva Transport Services Limited (ATSL) was awarded the contract for non-emergency patient transport services in Greater Manchester, which commenced on April 1st 2013. Following presentations from Arriva during the first Healthwatch Oldham Forum, attendees decided they would like to form a Working Group to monitor Patient Transport Service delivery in Oldham. This is due to a number of problems people have experienced with patient transport.

Healthwatch Oldham will collaborate with ATSL and other Healthwatch Organisations across Greater Manchester to monitor patients' experiences. This will enable the Healthwatch Network to submit robust findings and recommendations regarding patient experience when using patient transport services.

The first working group meeting will be held on 24th April to discuss an approach to collating evidence in Oldham.

Who would this be of interest to?

- *Anyone who is interested in patient transport services in Oldham, as well as those who have experienced difficulties with patient transport can get involved.*

If you would like to join this working group or require further information, please contact Jade Czuba on 0161 622 5700 or email jade@healthwatcholdham.co.uk

Pennine Acute Booking and Scheduling Patient Engagement



Janet Nicholls, Deputy Directorate Manager of the Booking and Scheduling Department at Pennine Acute NHS Trust, attended the first Healthwatch Oldham Forum and outlined the aims of the Trust's strategy to improve the booking and

scheduling process. She explained the current technological system was implemented in 1996 and requires an update with the help of patient feedback to identify the issues people are facing.

Janet said demand is high with around 8,000 calls per week, so the delivery of a more effective and efficient service is of paramount importance to the Trust.

Attendees were interested in joining a patient reference group to provide patient feedback on the current system and to suggest and develop improvements. John Saxby the Trust's Chief Executive will also attend the group, demonstrating the commitment of the Trust to implementing effective change.

Who would this be of interest to?

- *Anyone who has an interest in the development of the Booking and Scheduling process at Pennine Acute Hospitals Trust can express an interest in getting involved.*

To find out more information regarding the review and development of the booking and scheduling process at Pennine Acute NHS Trust contact Gemma Emmerson Gemma.Emmerson@pat.nhs.uk or telephone 01706 906654.

Review and Development of Patient Reference Groups

Healthwatch Oldham will be working with Oldham Clinical Commissioning Group (CCG) to bring together practice managers, GPs and patient members of GP surgery patient reference groups, introduced under the 'Direct Enhanced Service' initiative to encourage patient participation. There will be an event held on 22nd May 2013, to both celebrate successes so far for GP practice's patient groups and to discuss the support necessary to progress.

Our initial consultation identified work with patient reference groups to be a useful source of networking and partnership. This event will be a positive opportunity to meet these groups, consider progress so far and see how Healthwatch Oldham can work with the groups to promote and strengthen patient involvement even further.

This is particularly important as the Patient Reference Groups consist of patients from each surgery and provide a patient perspective based on their experiences of the practice's service. Although, this allows the practice managers and GPs to develop their services in the interest of patients, there will be an opportunity for people to escalate issues to Healthwatch Oldham. If there are trends, Healthwatch Oldham could investigate and formulate constructive feedback and recommendations for GP practices across the borough.

Who would this be of interest to?

- *The event is for practice managers and members of **existing Patient Reference Groups** developed under the Direct Enhanced Service.*

To find out if your local GP practice has a patient reference group, contact the surgery's practice manager.

District Partnerships Joint Working Development

Joint working with Oldham's District Partnerships was also identified as a priority from our recent consultation event. We have already been to meet the Saddleworth and Lees Health and Wellbeing Sub Group to progress on joint working and have plans to engage with the remaining five districts.

We anticipate this engagement method will support the process of highlighting issues people are facing in the Borough. This will enhance the capacity of Healthwatch Oldham and provide another way for people to get involved; especially those would prefer to participate in their own local area.

Who would this be of interest to?

- *People wanting to progress health and social care related issues specific to their local area.*

Contact your **Community Development Officer for your area** for further information about your District Partnership, when it meets and how you can get involved:

District	Community Development Officer Contact Details
Chadderton	Zoe Tindall zoe.tindall@oldham.gov.uk 0161 770 1536
East Oldham	Anne Fleming anne.fleming@oldham.gov.uk 0161 770 8172
Failsworth and Hollinwood	Penny Kenworthy (Currently on Maternity Leave) penny.kenworthy@oldham.gov.uk 0161 770 4289
Royton, Shaw and Crompton	Zubair Seedat zubair.seedat@oldham.gov.uk 0161 770 4344
Saddleworth and Lees	Christine Wilson chris.wilson@oldham.gov.uk 0161 770 8416
West Oldham	Nikki Quigg nikki.quigg@oldham.gov.uk 0161 770 5553

Contact Details

Tel. 0161 622 5700

admin@healthwatcholdham.co.uk

www.healthwatcholdham.co.uk

12 Manchester Chambers, West Street, Oldham, OL1 1LF

