

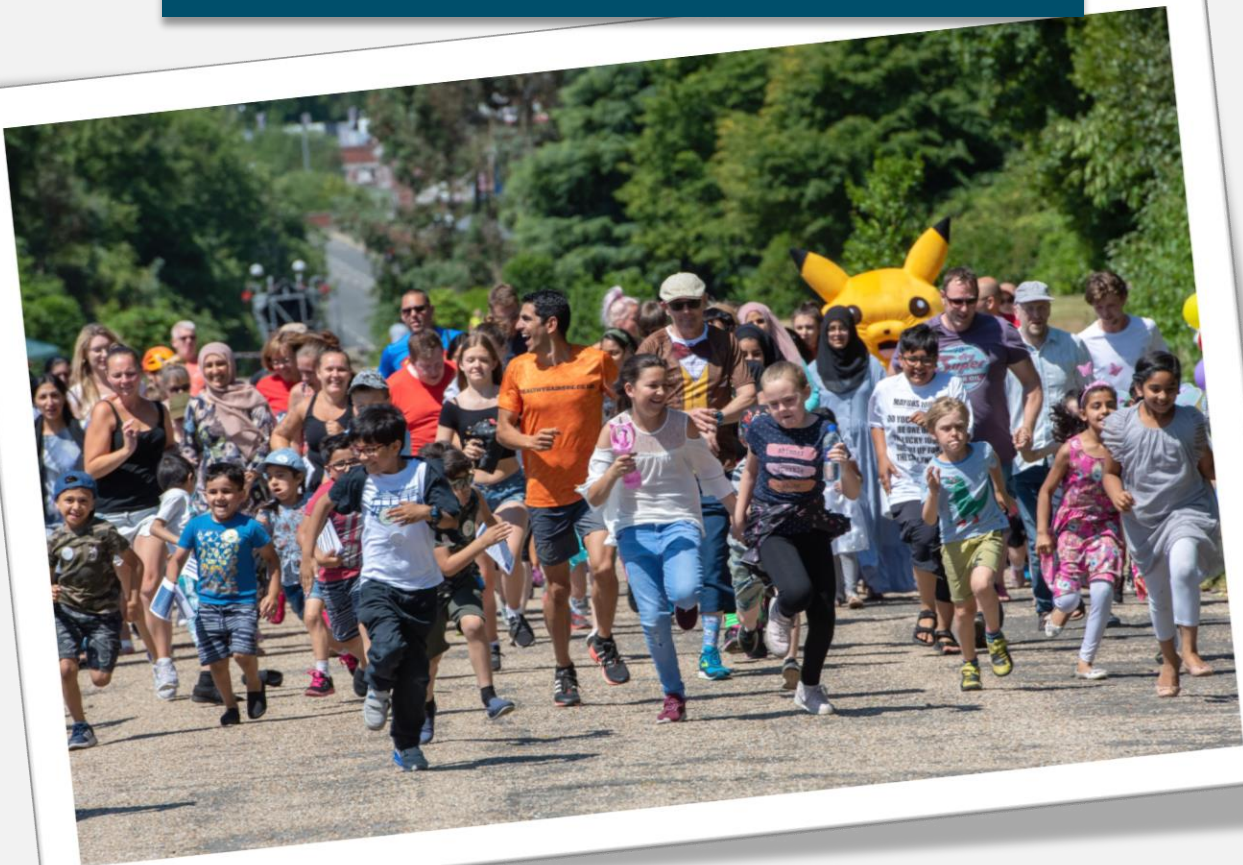
healthwatch

Oldham



Our Achievements

Annual Report 2018-19



Healthwatch Oldham: Active Health Outdoors Family Forum

June 2018

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Message from our Chair

This has been another productive year for Healthwatch Oldham. We appointed a new Manager, Julie Farley, who brings a wealth of experience from the public and voluntary sectors, and we also appointed four new members to join the Healthwatch Oldham Board. I was really impressed with the number and calibre of local applicants and I look forward to 2019 - 20 with a strengthened Board that will benefit from a broader range of skills and experiences.

I hope you like the new format for the Annual Report which sets out the work of Healthwatch over the last 12 months and includes examples of how we have engaged and supported Oldham residents. We have continued to represent the views of local people at a Greater Manchester and national level, and looking to the future we will ensure the Healthwatch offer in Oldham grows from strength to strength, by making sure we stay close to and understand the unique demography of our Borough, and actively represent local views.



In Oldham, we have seen further progress on the integration of services across GPs, social services, hospitals, community NHS services and the voluntary and community sector. One of our priorities for next year is to support the development of the GP Neighbourhood Clusters being rolled out across the whole of Oldham which will provide greater local access to a wide range of health and care services.

If you want to find out more about Healthwatch and the work we do, please do get in touch with the office or visit our new website.

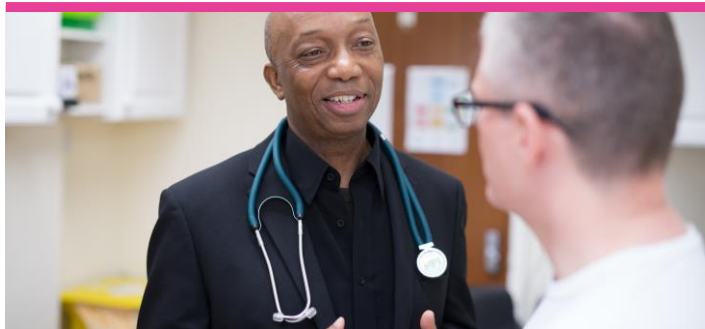
Thanks go to our Board members for freely giving their time and experience and also to our hard working, dedicated staff team, who have continued to work tirelessly on your behalf. I would also like to recognise the enthusiasm and work of our Healthwatch volunteers. They have provided invaluable support at Forums as well as visiting services to help us gather the views of service users and families. Their involvement means we can provide the people of Oldham with a more effective Healthwatch service.

Thank you for your support over the past year and we look forward to working with you to ensure your voice in health and social care in Oldham is heard in the year ahead.

John Starkey
Healthwatch Oldham Chair

Changes you want to see

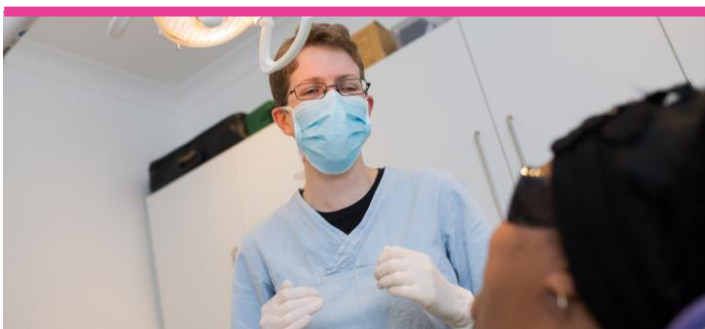
Last year 534 people told us about their experiences of using a range of different health and social care services. They shared their stories with us through our Quick Surveys and Care Opinion Stories. Here are some examples of the changes that Oldham residents want to see.



- + **Reduce GP waiting times:** Patients feel that waiting between three and five weeks to secure an appointment with their GP is too long.
- + **Consistent care:** Patients want to see the same GP so they don't have to repeat their story.



- + **Prescriptions:** Patients want pharmacists to issue repeat prescriptions on time and with the right medication.
- + **Confidentiality:** Patients do not want to discuss their medical issues in public with GP receptionists or pharmacists.



- + **Access to NHS dentists:** Patients often struggle to find local dental services. Many practices in Oldham have closed lists and people want an easy way to find out which dentists are taking on NHS patients.



- + **Better communication:** Most complaints that come through our NHS Advocacy Service stem from poor communication. Patients ask for clear explanations that don't use complicated medical terms and want to be kept informed about their care.

"It would be good to know which District Nurse is coming and at what time."

About us

Healthwatch Oldham is here to improve local health and care

We are an independent body set up to help people who use local health and social care services. We listen to what people like about services and what could be improved. We share these views with people who have the power to change services. People can also speak to us to find information about health and social care services available locally or access help to make a complaint.

Our sole purpose is to help make care better for local people in Oldham.

Healthwatch Oldham works as part of a national network of Healthwatch organisations, coordinated and supported by Healthwatch England.

As Chair of Healthwatch England, it's my role to make sure each local Healthwatch gets effective support and that national decisions are informed by what local people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Oldham thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

Please help us by sharing your views and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

To provide an independent voice and source of information and influence for the residents of Oldham



Our purpose

To find out what matters to you and to help make sure your views shape the support you need, and shape services that benefit people and communities across Oldham.



Our Values

- + **Believe it's possible** - We have confidence in the power of people and communities and strive to create the widest possible benefits.
- + **Strengthen others** - we work in ways that strengthen people and partnerships by working collaboratively and developing relationships between people and groups.
- + **Be true** - we share constructive insight in order to improve services. Our unique insight comes from our connections with, and amplification of, the diverse range of voices from the people and groups that we work with.

Our approach

We listen, engage and involve people in matters of health and social care to bring about service improvements and reduce health inequalities. We work in an open, honest, transparent, confidential and approachable manner.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations
- + Responding to requests for information

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





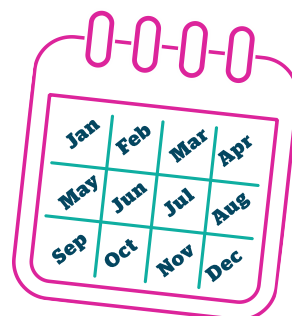
Highlights from

our year

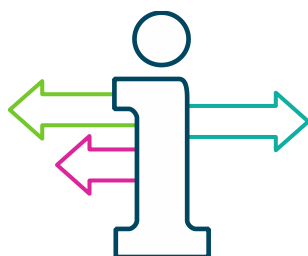
Here are just some of the ways we have engaged and supported Oldham residents in 2018-19:



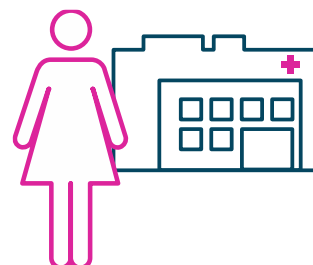
534 people shared their health and social care story with us, 21% more than last year.



We have 16 volunteers helping to carry out our work. In total, they gave up 244 hours of help, support and advice to local people.



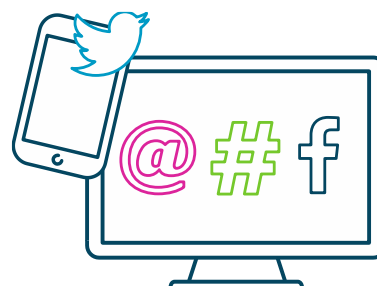
919 people accessed Healthwatch advice and information online or contacted us with questions about local support, 49% more than last year



We visited 9 services, 26 community events and held 7 focus groups to understand people's experiences of care. We dealt with 61 new NHS complaints and closed 42 cases.



We set out 19 improvements which were adopted by services to make health and care better in our community.



Over 3,000 people have engaged with us through our website and social media.



**How we've made
a difference**

Changes made to our community

Find out how sharing your views with Healthwatch Oldham has helped to change local health and social care services. We show that when people speak up about what's important, and services listen, care is improved for all.

Antenatal Services: experiences of care during pregnancy

Our review set out to gather the experiences of expectant mothers and understand the information needs of husbands/partners during the antenatal process.

The Royal College of Midwives says that involving husbands/partners in the antenatal process can result in healthier lifestyles for both parents, and can increase the length of time the mother breastfeeds.

However, the important role played by the husband/partner in the antenatal process can often be overlooked.

Our findings

Overall 92% of the women who took part in the survey were very happy with the level of antenatal care they received and shared their positive experiences about midwives providing compassionate care and taking time to provide information and advice, as well as clear explanations of what to expect.

Key findings showed that 36% of husbands/partners adopted healthier lifestyles as a result of their partners pregnancy with the biggest changes in diet and reduction in alcohol.

For women the findings showed that 30% did not attend their first antenatal appointment within the recommended 12 weeks and many were confused about who was leading their antenatal care.

Key Recommendations

- + Recommendation 1: Improved information and advice including tailored information for partners
- + Recommendation 2: Clarity about the lead care organisation and main contact
- + Recommendation 3: Continuity of care by seeing the same midwife and consultant
- + Recommendation 4: Prevent rushed appointments and long waiting times

As a result of our review, and CQC recommendations, the Maternity Unit is addressing long waiting times by managing demand more effectively. It is also working in partnership with Homestart to set up the Dads Matter project offering peer support and tailored information to partners via an app.



Active Health Family Forum: Making healthy lifestyle choices

Over 1000 people came along to our Active Health Family Forum to take part in activities, access information and find out about different healthy lifestyle choices.

The Forum was held in Oldham's Alexandra Park with the aim of getting families involved in a range of outdoors activities that are both fun and healthy.

The event focused on mental wellbeing, mindfulness, health walks and canoeing, cycling taster sessions, climbing, children's obstacle course, pre-diabetes checks and healthy cooking demonstrations. We also had some inspiring personal stories exploring how living with breast cancer and emigrating to a new country can impact on your mental wellbeing.



Working in partnership with over 20 different groups and services, as well as our Healthwatch volunteers, the event provided people with a wealth of information and saw families make lots of health pledges.

Our questionnaires also helped us to identify barriers to adopting healthy lifestyles. The main reasons for not taking up an activity included the lack of time and childcare, and issues of self image.

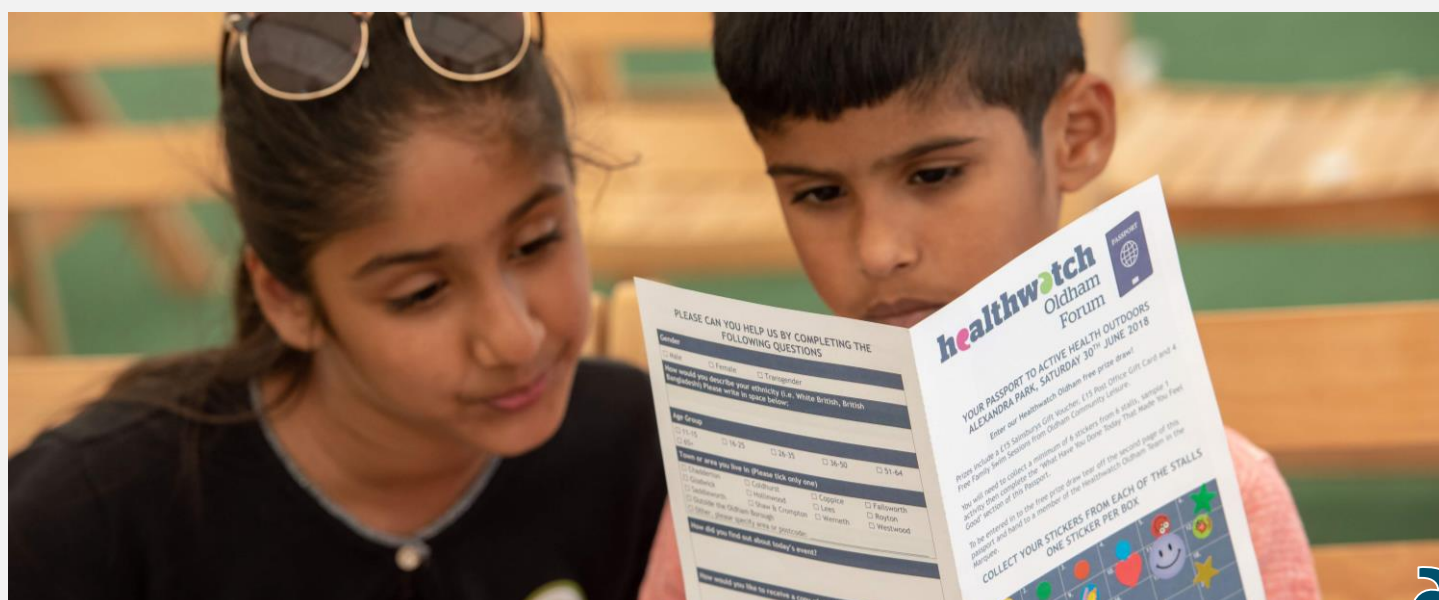
Highlights from the event included:

- + 200 people taking part in the family fun run led by the Mayor of Oldham
- + 266 took part in water based sports
- + 100 people made a health pledge
- + 100 people had a conversation about diabetes and 40 pre-diabetes tests were completed

"My two children and I attended the day at Alexandra Park and it was absolutely fantastic. Thank you so much to everyone involved, my boys loved trying out all of the activities, we spent about 4 hours there!"



"We really enjoyed our day, had great fun as a family and my children enjoyed cooking and all the other activities"



Haematology Review: Improving the patient experience at the Royal Oldham Hospital

We were invited into the Haematology Day Unit to talk to patients attending for blood tests and blood transfusions. Patients shared their experiences of using the waiting room and treatment areas and their views about the service and support they received.

Overall the feedback about the service was really positive and everyone had something good to say about the staff team and the medical treatment they received. In fact many talked about the relaxed atmosphere in the Treatment Area.

“They are brilliant... very caring”

The main concerns related to overcrowding in the waiting area due to limited seating and the same appointment time for all patients. This also added to the long waiting times for patients needing blood results the same day before further treatment.

As a result of patients views our recommendations included the following:

- Reduced waiting times and improved waiting area
- Increased number of qualified nurses to patients
- Address parking issues for people waiting all day for blood results and having treatment

Thanks to patient views the Unit is re-designing the waiting area and making changes to improve the patient experience.

“Too cramped, I had to stand for half an hour and I start my treatment today”



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

www.healthwatcholdham.co.uk

t: 0161 622 5700

e: info@healthwatcholdham.co.uk



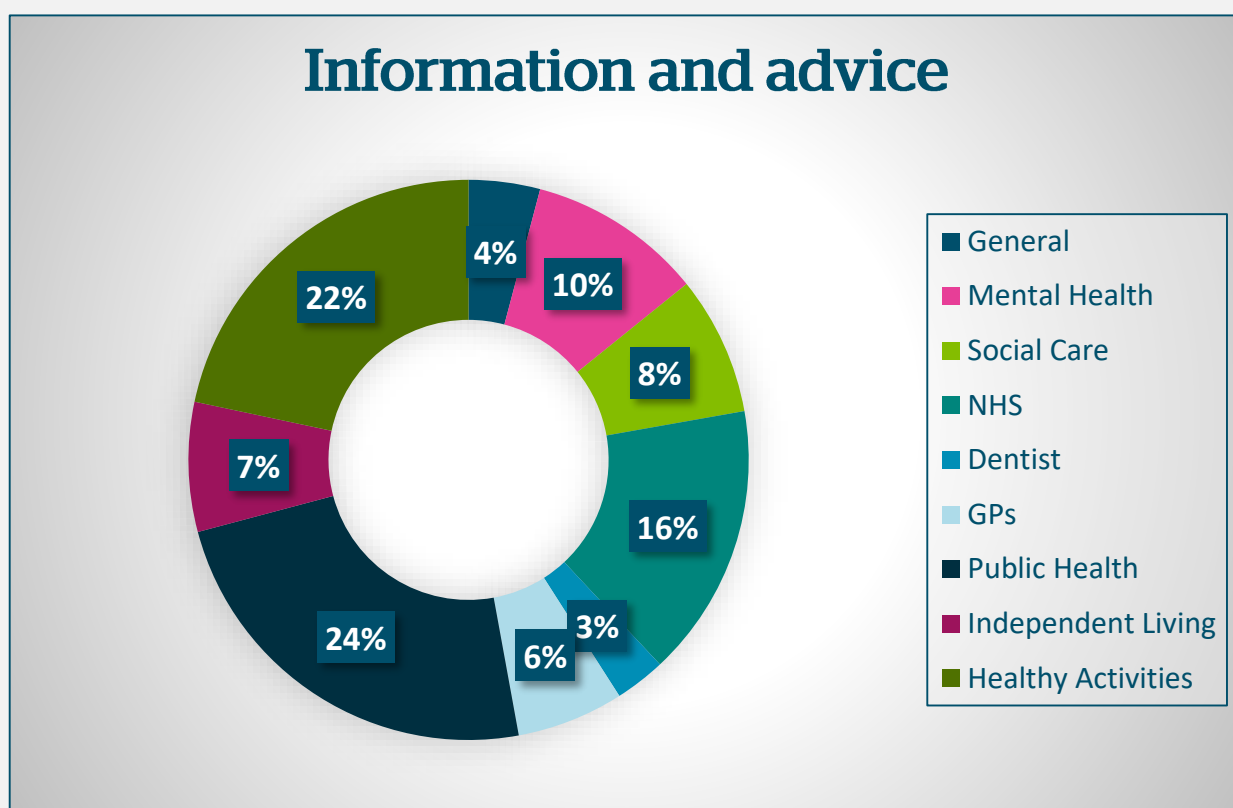
Helping you find

the answers

What services do people want to know about?

People don't always know how to get the information they need to help them make decisions about their own health and care. Healthwatch Oldham plays an important role providing advice and information, and pointing people to a wide range of groups and services to get the support they need.

Here are the most common things that people want to know about:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't always know where to start looking. Last year we helped 919 people access the advice and information they needed.

We provide advice and information in a number of different ways including:

- + Regular Healthwatch outreach information and advice forums across the borough
- + Attending community events
- + Over the phone
- + Through our Contact Us form
- + Specific service information on our website
- + Through our regular information e-bulletin

Joan's story:

Joan came along to our Women's Health Forum in November. She used some of the services she found out about at the event and started to make some lifestyle changes that resulted in her losing weight.

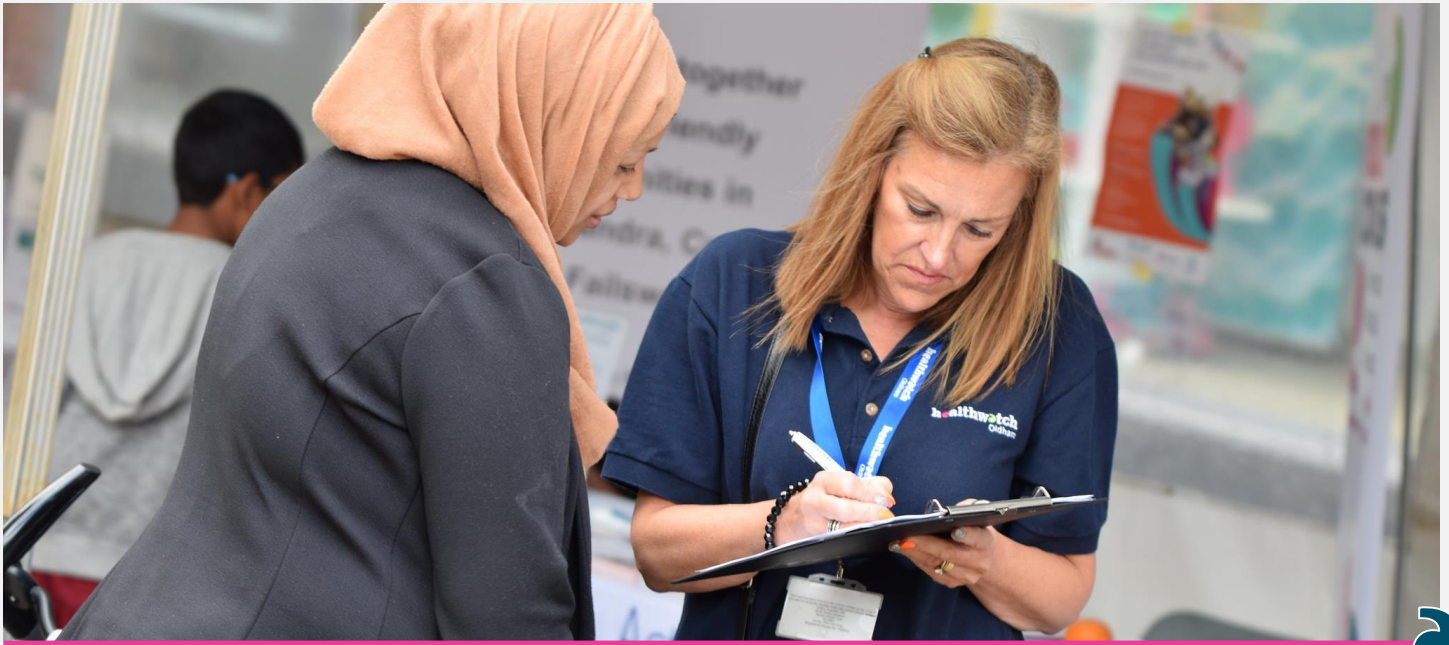
Joan contacted our information service to find out about low cost physical activities where she could meet other people. As a result Joan has now joined a walking group and is looking into volunteering opportunities to lead some walks in her own community.



Rashda's story:

Rashda dropped into our office with her friend who explained that Rashda had limited English and felt socially isolated. She and her son had recently moved to the area and her son has cerebral palsy which means she provides a significant amount care and doesn't have a lot of time to meet new people.

After discussing the different options Rashda said she would like to come to the Women's Health Forum and we also arranged for her to meet a local women's group called Inspire Women. The group were able to offer Rashda a range of social activities and support.



Tom's Story: Creative solutions to help people manage their own care and support needs

Tom has severe dyslexia, short term memory issues and diabetes (insulin dependent). He has missed multiple medical appointments because he struggles to read and can't remember the appointment dates because they are months in advance.

Tom asked the hospital and his GP practice if they could send extra reminders about upcoming appointments, but both refused. He turned to his social worker who he sees 3 times a year. The social worker said his only option was to pay the Keyring service to read his letters.

Tom was not happy about this as he felt he could not afford to pay for the service so he contacted our information service for some advice. We were able to put Tom in touch with the learning Disability Nurse at the hospital.

The Nurse said that because of his situation she could apply a special code to his records that would send out an appointment reminder nearer the time. With Tom's agreement we also contacted his social worker to tell them about the service so they could share it with others in a similar situation.

"Without the support and help of your organisation I would have given up."

NHS Advocacy Feedback



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatcholdham.co.uk

t: 0161 622 5700

e: info@healthwatcholdham.co.uk



 **Our volunteers**

How do our volunteers help us?

From speaking to local people to find out what they think about health and care to helping people access services, our volunteers play an important role here at Healthwatch Oldham.

What our volunteers do:

- + Help to run stalls and health forums, and raise awareness of our work in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. on our Management Board
- + Collect people's views and experiences which we use in our reports



VOLUNTEER STORY: Meet Walla

Walla is one of our volunteers who helps run our community information sessions and health forums. At a recent information event for asylum seekers and refugees a lady came to our stall needing urgent dental treatment.

Walla speaks several languages and is herself an asylum seeker.

She was able to chat to this lady about her situation and find a dentist taking on new referrals near to her home.

Walla used her interpretation skills to speak to the dental receptionist on behalf of the lady and once they were aware of the pain the lady was in they agreed to see her within 48 hours. Walla and the dentist also arranged for an interpreter to be present at her appointment.

Through her volunteering role Walla has helped many Oldham residents access services and improve their situation. She has also used her volunteering experience to build connections within the local community, and move one step closer to achieving her goal of working in public health.

More of our volunteers

We caught up with a couple of our fantastic volunteers to find out what they enjoy about volunteering for Healthwatch Oldham.

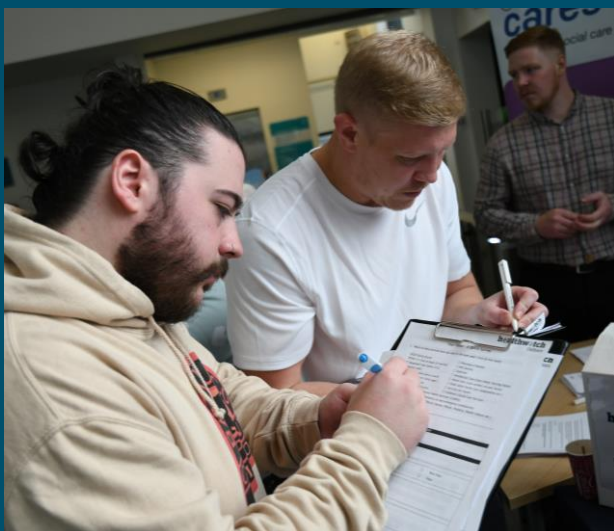


Kath

“Volunteering with Healthwatch Oldham for the past four years has given me the opportunity to work alongside a great team, meet new people and use my skills to help benefit other people. It is really rewarding.”

Linda

“I am a retired Social Worker and wanted to use my skills to Volunteer. After meeting the team who were warm and welcoming I found the role and team approach appealing, I particularly liked that the hours were ad-hoc to fit in with my commitments. I get a good sense of satisfaction, enjoy the variety of public engagements and always feel valued.”



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: info@healthwatcholdham.co.uk
Tel: 0161 622 5700 (Ask for Jules Cunliffe)



“Asma was amazing.

She supported me from the word ‘go’. I was in a very dark place, but she made me laugh and recall good times.

A great big ‘Thank You’.”

Feedback

Healthwatch Oldham NHS Advocacy Service

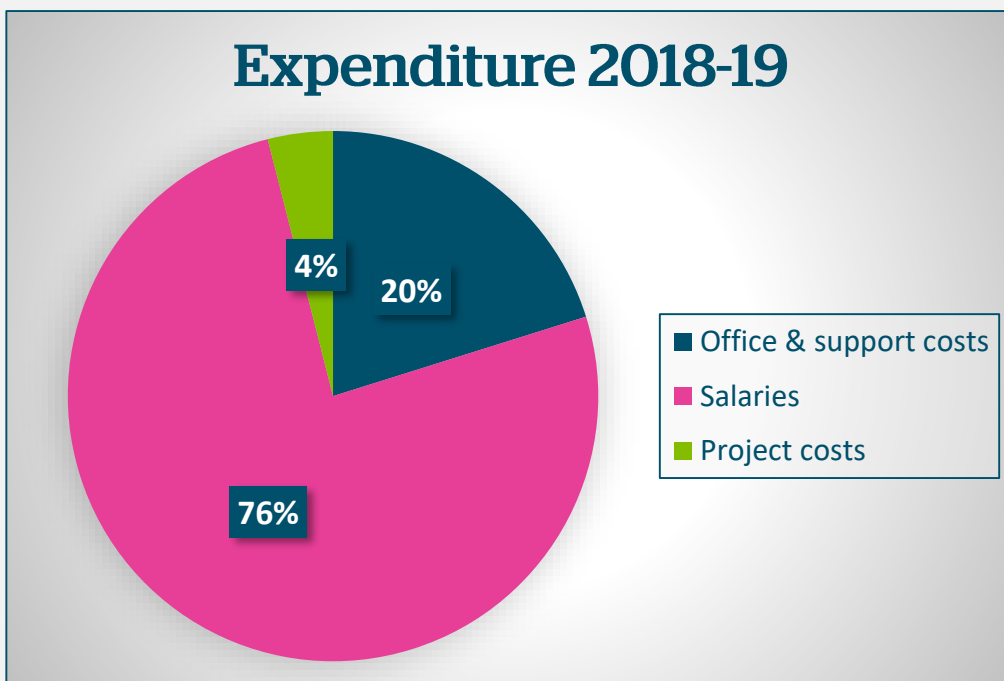
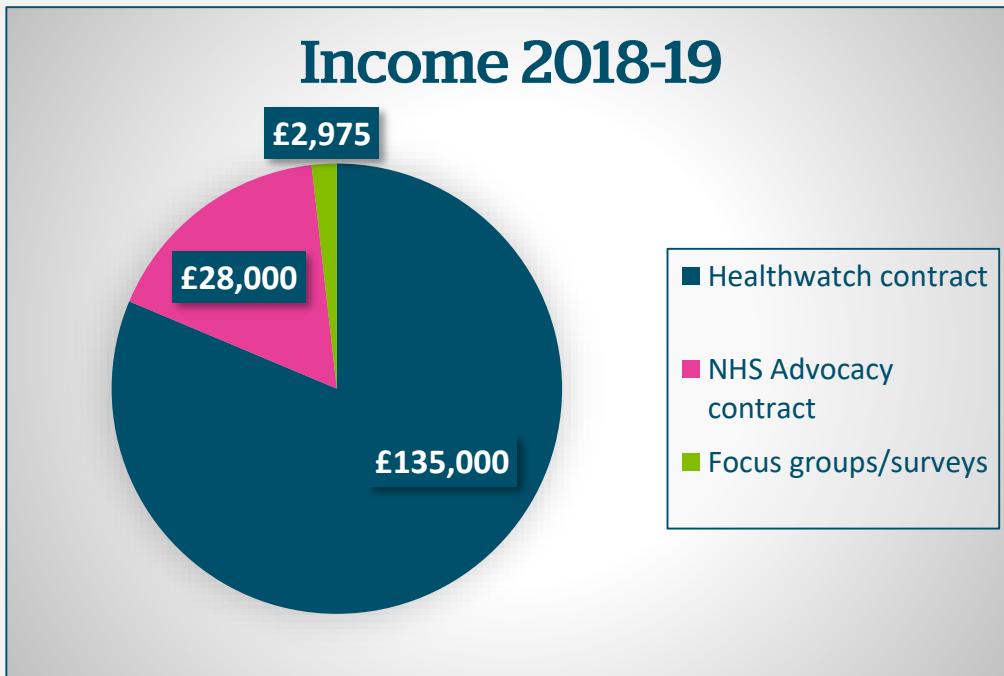


Our finances

How we use our money

To help us carry out our work, we are mainly funded by Oldham Council. In 2018-19 our total income was £165,975 and we spent £173,108.

We used £7,133 from our reserves to cover our extra costs. £28,000 of our Oldham Council contract funds the NHS Advocacy Service .





Our plans for

next year

Future view from our Manager

I joined Healthwatch Oldham in 2018 and feel very privileged to be working as part of a dedicated team of staff and volunteers. I love the fact that no two days are the same and that the whole team are committed to improving the experiences of Oldham residents who use health and care services.

Looking ahead we have an exciting and challenging year. Our priorities include:

- + Supporting the development of the GP neighborhood clusters
- + Undertaking an End of Life review as well as a review of Children and Young People's Mental Health services
- + Working with partners to develop the role of Patient Participation Groups
- + Supporting the development of acute hospital services across Greater Manchester
- + Co-producing the 'Rats in the Sofa' safeguarding event with local people and partners
- + Actively contributing to the Greater Manchester Healthwatch network and collaborating on cross border reviews

Challenges and opportunities

- + Our biggest challenge is keeping track of all the changes happening to services at both

the local and Greater Manchester level and making sure that the voices of local people are being listened to by policy makers.

- + But there are many opportunities including the combined skills and resources offered through the network of Greater Manchester Healthwatch, and through our strong partnership arrangements with Oldham Cares.



So thank you for all the support you have given the Healthwatch Oldham Team over the last year and we look forward to working with you over the exciting year ahead.

Julie Farley
Manager, Healthwatch Oldham

Contact us



0161 622 5700



info@healthwatcholdham.co.uk



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If you need the Annual Report in an alternative format please contact us.

Thank you



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