

Annual report 2019-20

Guided by you

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Message from our chair



Healthwatch Oldham's key role is to engage with our community and represent their views so that we can seek to influence Oldham's health and care services for the better. We do this in a number of ways, either through direct contact with our public at the various events initiated by ourselves, or those initiated by others that we attend or participate in and electronically via our popular email bulletin.

Our priorities last year were to continue to try to gather the views of those service users and families that are often hard to reach and to build on the public forums that have been so successful in previous years.

Towards the end of our reporting year, we provided information to local residents in respect of the COVID-19 pandemic and a big piece of work for the year was the completion of the survey on the NHS Long Term Plan, which involved a large campaign within the local town to obtain peoples' views.

Our successful Healthwatch Oldham 100 group saw continuing success in surveying participants on four different topics this year, including peoples mental health during the winter months, experience of pharmacies and repeat prescriptions and the experiences of families and carers who have supported a family member through palliative and end of life care.

We have a good relationship with our commissioners and provide good value for money, with a challenging work plan. I was very proud that Healthwatch Oldham was recognised as highly commended in the NHS Long Term Plan category at the 2019 Healthwatch Network Awards, demonstrating where we worked within the local community to make sure health and social care services meet people's needs. The winner and the highly commended from each category were chosen from almost 150 award entries by a panel of external judges and announced at the Healthwatch England Annual Conference on 1 October 2019.

These awards recognise how people's feedback is vital to improving services and lead to positive changes to the way local health and care services are run.

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 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 and helping us gather the views of service users and families.

John Starkey

John Starkey, Healthwatch Oldham Chair

Our priorities

Last year 979 people told us about the improvements they would like to see health and social care services make in 2019-20. These are our six priorities for the year ahead based on what you told us.



- **Men's and Women's Health Forums:** Following on from this year's successful events, we will be holding them again at different venues to speak to marginalised communities.



- **Confidentiality Concerns:** This is another ongoing issue where patients do not wish to discuss their medical issues in public with GP receptionists or pharmacists.



- **Hospital Discharge:** We will be undertaking a project to better understand people's experiences of hospital discharge at the Royal Oldham Hospital.

- **COVID-19:** At the end of this financial year, the coronavirus pandemic has affected work and lives everywhere. We have, and will continue to provide support and information to our community to help them during this unprecedented time. We will be obtaining feedback during this time to identify gaps in services and guide future projects.



- **Accessibility:** Healthwatch Oldham will continue to monitor the issue of being able to access services within a reasonable timeframe. This is a longstanding issue which needs to be managed and evaluated to ensure patients are able to access the care they need in a timely manner.



- **Better Communication:** An ongoing issue within all of health and care services is the lack of consistent communication with patients and between service departments. We will continue to champion people's issues and raise these concerns with relevant departments and services.

About us

Here to make care better

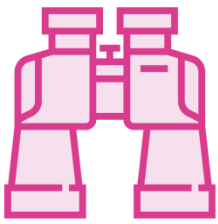
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis, Healthwatch
England Chair





Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. 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



Find out more about us and the work we do

Website: www.healthwatcholdham.co.uk

Twitter: @HWOldham

Facebook: @HealthwatchOldham

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



14 volunteers

helping to carry out our work. In total, they gave up over 250 of hours!

We employed

6 staff

Whose hours are equal to 4 full-time equivalent staff which is 69.5% of all staff (a decrease of 2% from the previous year).

We received

£163,000 in funding

from our local authority in 2019-20, 1.7% less than the previous year.

Providing support



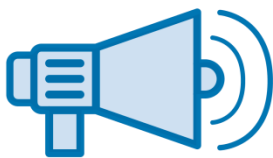
979 people

shared their health and social care story with us, 83% more than last year.

3338 people

accessed Healthwatch advice and information online or contacted us with questions about local support, 263% more than last year.

Reaching out



3684 people

engaged with us through our website, over 1500 people engaged with us through social media, and 2946 people engaged with us at community events.

Making a difference to care



We published

7 reports

about the improvements people would like to see with their health and social care, and from this, we made 43 recommendations for improvement.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Oldham.

Complaint Case helps identify area for review

A person contacted us and put in a complaint to **Pennine Acute NHS Hospitals Trust** in relation to giving consent to a bladder procedure.

The person was not informed of the exact nature of the procedure (including risks) and what it would entail post-recovery and care management and hence experienced significant problems on holiday as a result of the procedure and several months of pain and complications.

As a result of his complaint to **Pennine Acute NHS Hospitals Trust**, the Trust informed us that they would be 'undertaking a programme of work to review their consent process, in order to improve shared decision making between clinicians and patients'.



Healthwatch Oldham Member Julie Cunliffe obtaining a local person's views on healthcare services

Accessibility Function restored after investigation prompted by Healthwatch Oldham



During one of the research projects that Healthwatch Oldham was carrying out, it was identified that the accessibility tool 'Browsealoud' was not functioning on the

Northern Care Alliance NHS Group (NCA) website.

Browsealoud allows people to access information in a range of different ways such as different languages, fonts, colours and includes a speech service for people with visual impairment.

Healthwatch Oldham raised this issue with NCA directly and they began an investigation into why this important function was not appearing on the site as it should.

The issue was escalated and prioritised and within a short space of time the service was back up and running.



Healthwatch Oldham Chair John Starkey and Oldham CCG Head of Public Affairs Mark Drury collaborating at the Healthwatch Oldham Men's Health Forum in May 2019.

Engagement session leads to helping family with a range of support issues

Healthwatch Oldham attended a 'Breathe Easy' Group session to give a presentation on our services and the projects we were working on.

One of the Breathe Easy members who had several health conditions raised concern about where to go for blood screening as this was causing her concern as she needed to get it done before an important medical appointment.

We contacted the lady after the session to understand the full nature of the issues she was trying to deal with. She had a lot of different ongoing health issues and family life had been difficult. She was waiting to move to a nursing home and she mentioned that she got very confused and was worried about the strain she was putting on her daughter.

We provided her with information about obtaining her blood test which she needed to get done through her GP practice and they would sort it out for her if she rang them.

About a week later, the mother's daughter called us and expressed worry about her and that she was concerned about her needing more and more support as her mum's dementia was getting worse.

She said that they were waiting for the move but had no support with this. We discussed support services with her and explained the work that Age UK do to support family's and carers who need help and advice about nursing homes.

The daughter consented to a referral to the Choosing the Right Care Home Team who then made contact and arranged to go out and meet the mother and daughter to look at help, including support that could be offered in the short term before moving in to nursing home.



Attendees of the Men's Health Forum at Stubby's Gym in Shaw in May 2019.

Information from Men's Health Forum helps someone make an important decision about their own mental health

A gentleman called in to the Healthwatch Oldham office and explained that he was really struggling with his mental health and wellbeing. He said he wanted to make changes and needed some support to manage things in a healthier way. He had a young family, and this was important to him.

We looked at possible options and what he thought would work. The team contacted Tameside, Oldham and Glossop Mind to check on their waiting list time for mental health support. We relayed the information to him and also provided details on other local mental health

support groups (including Andy's Man Club).

As we discussed these options further, he agreed to make a referral to Mind and attend the Andy's Man Club Support Group.

He mentioned that this had been going on for several years and he had always felt ashamed that he struggled with his mental health. However, he was a member of Stubby's Gym in Shaw and had decided to address his mental ill health as a result of the Men's Health Forum event held in May 2019.

Seeing other men talking openly about this had given him the confidence that it was ok to have these feelings and that he was important, and should seek support to help him cope better.

 "Seeing other men talking openly about this gave me the confidence to say it was ok to have these feelings and that I am important."



Share your views with us

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.

Website: www.healthwatcholdham.co.uk

Telephone: 0161 622 5700

Email: info@healthwatcholdham.co.uk

Our Forums

Throughout 2019-20 we continued our commitment to deliver Health Forums on a range of different subjects. This allowed us to obtain feedback from people who might like to know more about a specific health subject and provide their feedback on the services they have used.

Men's Health Forum May 2019



The event was a huge success with various health providers holding stalls sharing their general health and specific men's health information.

In addition, our guest speaker Andy Hall, completed a presentation which held everyone's attention as he shared his own experiences of managing his mental health challenges.

We held a really successful Men's Health Forum in May 2019 as a counterbalance to the Women's Health Forum held in November the previous year.

We knew it would be much harder to reach out to younger working age men, so we teamed up with Stubby's Gym in Oldham to hold the event in a venue where people might be more comfortable.



"After Andy spoke, I literally gave away all 35 crisis cards that I brought with me, all the Andy's Man Club flyers and the three Samaritan leaflets that I had on me!"

Active Health Outdoors Family Forum August 2019

Taking place in Alexandra Park and in partnership with Oldham Council's Environmental Services, we held a forum which looked at outdoor family activities to help improve and maintain your health and wellbeing.

We engaged with hard to reach communities when promoting this event and this was reflected with the families who attended.

There were over 30 health and wellbeing stalls with a range of different services and activities including, health checks, Macmillan, Dr Kershaw's, Sports Development, The Proud Trust and many more.

There were a range of activities for families to try, including: Pokémon and Potatoes, family rafting, a climbing tower, healthy cooking sessions, woodland crafts,



relax and breathe sessions, mindfulness walks, Ability Wheelz adapted bikes taster sessions and a family 1K fun run where everyone got a medal which was given to them by the Mayor of Oldham.

The day was a great example of services working together to showcase what is available for families across the borough to help them, get active, eat healthily as a family, look after their mental health and wellbeing.

Despite poor weather conditions, over 550 people attended from a wide range of backgrounds.



Young Person's Forum September 2019

Taking place at Oldham College, this event was designed to showcase and make students aware of ways to improve, maintain and look after their own physical, nutritional, sexual and emotional health and wellbeing.

Oldham College has approximately 2,000 students we welcomed over 1,500 on the day.

Mainly aged between 16 and 24 and with an ethnically and culturally diverse background, the students were able to take part in many activities.

Stalls included sexual health information, young person's health checks, welfare rights, Oldham Community Leisure, UProjects, Mind, Healthy Minds, Blood

donor services, Social Prescribing, Alcohol and Drug Services, Diabetes UK, ABL Nutrition, Oldham Sport Development, WIFI Oldham Healthy Food and Cooking, Macmillan Oldham, Answer Cancer, Red Cross, The Proud Trust, Water Adventure Activities.

A range of activities included static kayaking, Nordic walking, Reiki workshops, Relax and Breathe Session, Outdoor Dance Session, healthy cooking demonstrations and a Cervical Cancer Awareness presentation by Doctor Anita Sharma.

This was another successful event which demonstrated to students what is available to them and what you can do to be healthy on an emotional, physical, nutritional level.



Oldham Pledge Forum October 2019

Following on from the publication of the our report We Matter: Children and Young People’s Mental Health Review, we organised two children and young people’s forums designed to support the Oldham Pledge.

The aim was to provide a Healthwatch Forum for Oldham Primary Schools, which encouraged children to actively participate in a range of health and wellbeing focussed activities, talk about their own health and visit a range of health and wellbeing stalls to find out more.

This was a partnership initiative between Oldham Pledge and Oldham Sports Development.

Students were also involved in writing their own health pledges to help manage their physical and mental wellbeing and we produced infographics for each school showing how the event had changed the perceptions of young people and their understanding of the different activities that contribute to their wellbeing.



Taking place in Alexandra Park this was ideally located for schools and providing opportunities to use the outdoor space for exercise as well as the use of the conservatory and Growing Hub. It also provided an opportunity for schools to find out about all the different activities and health focussed projects within Alexandra Park itself.

“Thank you for this opportunity, please do it again. You managed to motivate the most inactive group of girls and the links to The Oldham Pledge were very useful. Our students loved the healthy cooking sessions and I’m going to try to get WIFI North West into our school for a family learning session.”
- Simon Clarke from Alexandra Park



The event was run over two days and pupils took part in a range of different activities:

- Interactive Mental Health session from TOG Mind
- Cycling
- Circuits
- Nordic Walking
- Relax Kids
- Reiki Kids
- Making smoothies on the smoothie bike
- Static Kayaking
- Active play
- Healthy cooking
- Health stalls
- Finished the event with a daily mile walk



“Absolutely loved this event. Gone away with lots of new ideas and contacts to use e.g. Mindfulness and TOG Mind. Prompted us to re-launch The Daily Mile. I hope this will now be an annual event.”
- Steve Hill from St. Joseph’s

“The kids loved this day, made us think about doing something for the whole school and families. Our school is so close to the park. We’re now in discussions with head about replicating it for sports week.”
- Karen Handley from Broadfield School





Rats in the Sofa

Rats in the Sofa is an original piece of music theatre commissioned by Oldham Cares and the Oldham Safeguarding Adults Board to explore safeguarding issues with Oldham residents.

Rats in the Sofa shares people's stories and is a great example of how extraordinary people with their own 'lived experience' have created a show about safeguarding and used it to connect with others in similar situations.

This isn't just a performance. It blurs the boundary between audience and performers and creates a safe space for people to share their experiences and ideas about how to keep each other safe and how to support adults at risk of abuse of self-neglect.

The project was coproduced by Made by Mortals CIC, local people, Healthwatch Oldham, Age UK Oldham and Adult Social Care and jointly funded by the Oldham Safeguarding Adults Board and Greater Manchester Health and Social Care Partnership.

The performance is just the start. We are planning lots more conversations and connections with a wide range of local people to look at how we reduce safeguarding incidents. We are also planning more musical theatre performances as a way of sharing people's stories with front line staff and commissioners, ensuring that the views of local people are at the heart of Oldham's safeguarding practice.

We would like to thank all the talented and professional actors from the Johnny Barlow Theatre Company who brought this performance to life and created such an exciting and successful event.

“The most important thing is that the process benefits both the audience and the performers involved. This project will help professionals working in safeguarding put their work into context and consult with 'real people' in a meaningful and accessible way. This will hopefully lead to better services for all. This process will also help 'real people' experience a sense of authorship over their lives and the world in which they live.”
- Paul Hine, Made by Mortals

NHS Complaints Advocacy Support

Healthwatch Oldham provides an independent NHS Complaints Advocacy Service. This service is accessible to all Oldham residents and is completely free.

We help people to raise a formal complaint about an NHS funded service. This covers hospital services, dentist, GP's and social care services funded by the NHS.

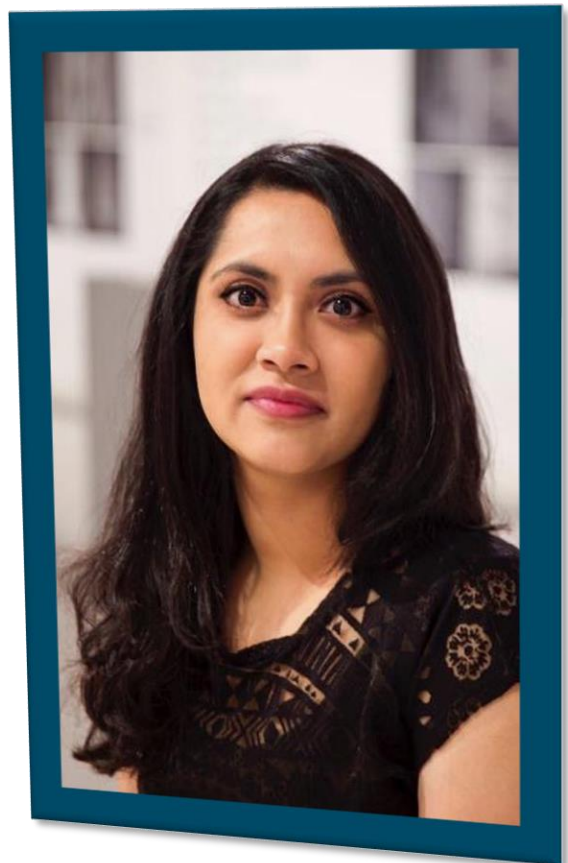
We have had a total of 124 active formal complaint cases in 2019-20. We dealt with an additional 88 enquiries that we managed to resolve informally, by liaising with services and signposting, before it became a formal complaint.

The demand on the service is increasing each year. There is a correlation between the increasing demand on the NHS and the increase in complaints about the service they deliver. Also, as Oldham does not have a generic advocacy provider, we have seen increasing numbers of people contact us.

As the criteria has become more stringent for accessing mental health support services, this has also had an impact on the service. We have had a significant number of people presenting with mental health symptoms, both diagnosed and undiagnosed, contact us for support which has put additional demands on the service.

The key common denominator to every complaint is communication – whether this is between clinician and patient or between services/departments. Verbal, written and online communication needs to be improved across the board.

Patients can feel like they have lost their identity when they enter the NHS system and this needs to change. Patient involvement is key to their treatment and



Asma Khatun – NHS Complaints
Advocacy Support Worker,
Healthwatch Oldham

recovery. This should be recognised and practiced.

Healthwatch Oldham will also be publishing a detailed report on the NHS Complaints Advocacy Support Service for 2019/20 which will be available mid 2020.

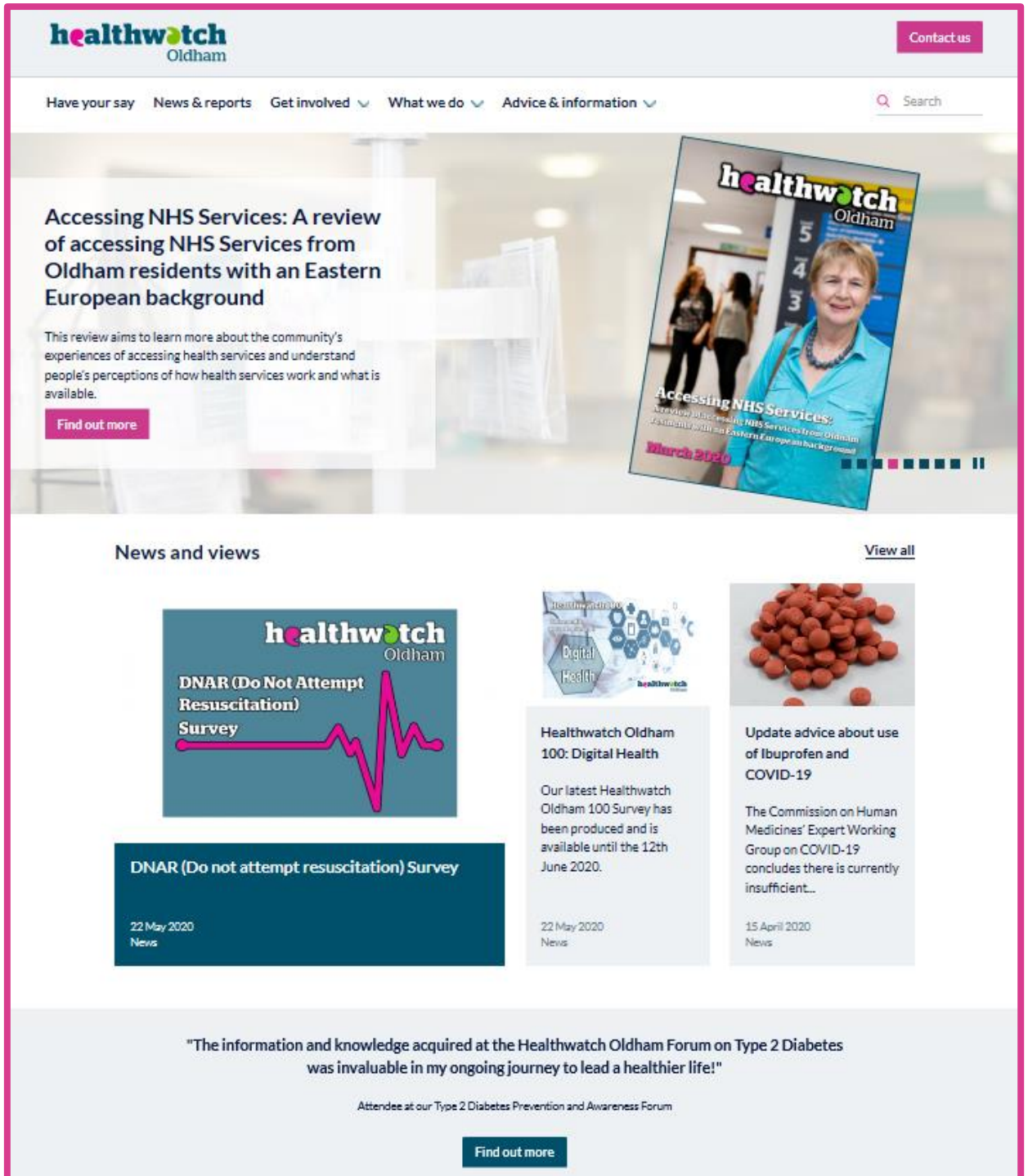


“To Asma, thank you so much for everything you have done for me. I could have not gone through it without you.”

Feedback
Healthwatch Oldham NHS
Advocacy Service

Our New Website

Healthwatch Oldham undertook the updated design of the Healthwatch website. Available at www.healthwatcholdham.co.uk, this new site has provided more functionality to create surveys and is more user friendly and accessible.



Long Term Plan

#WhatWouldYouDo

Highlights



More than 300 people shared their views with Healthwatch Oldham in relation to the Long Term Plan.



We held 2 specific focus groups in regards to the Long Term Plan on Cancer and Learning Disabilities.



We attended over 10 specific community events to obtain feedback on the Long Term Plan.

We also completed a large campaign within the local town to obtain peoples views on the Long Term Plan, including attending:

- Local Sports Centres
- British Red Cross Meetings
- Age UK & Community Groups
- Local Hospital Visits
- Healthwatch Oldham Forums
- Cancer Support Centre
- Churches
- An educational event hosted by Special Educational Needs service
- GP Surgeries

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch England launched a countrywide campaign to give people a say in how the plan should be implemented in their communities. Working with the Greater Manchester Healthwatch Network we asked people #WhatWouldYouDo to improve the NHS locally. People were asked to consider four main areas for this research. The areas chosen were:

- Prevention
- Personalisation
- Care closer to home
- Technology

These areas cover the broad themes within the NHS 10 year plan itself. The top issues that people told us they wanted services to focus on is:

- Easier access to GPs
- Not to be digitally excluded
- Quicker access to diagnosis and support

You can access the full report and the response from Greater Manchester Health and Social Care Partnership on our website on the link below:

<https://www.healthwatcholdham.co.uk/report/2019-08-21/nhs-10-year-plan-reports-and-gmhsc-partnership-response>

Helping you find the answers

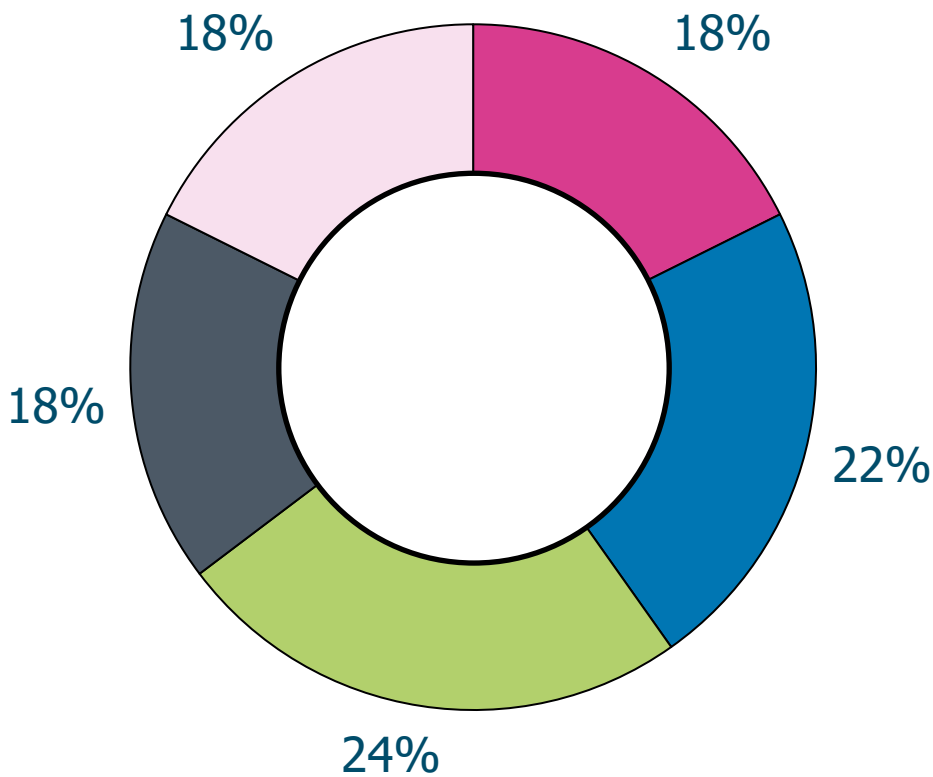


Finding the right service can be worrying and stressful. Healthwatch Oldham plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 3338 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



- Social Care
- NHS enquires
- Health and Wellbeing
- Support Groups
- Support Services

One phone call leads to numerous support options for a local family.

Granddaughter contacted us regarding her grandmother who has leukaemia.

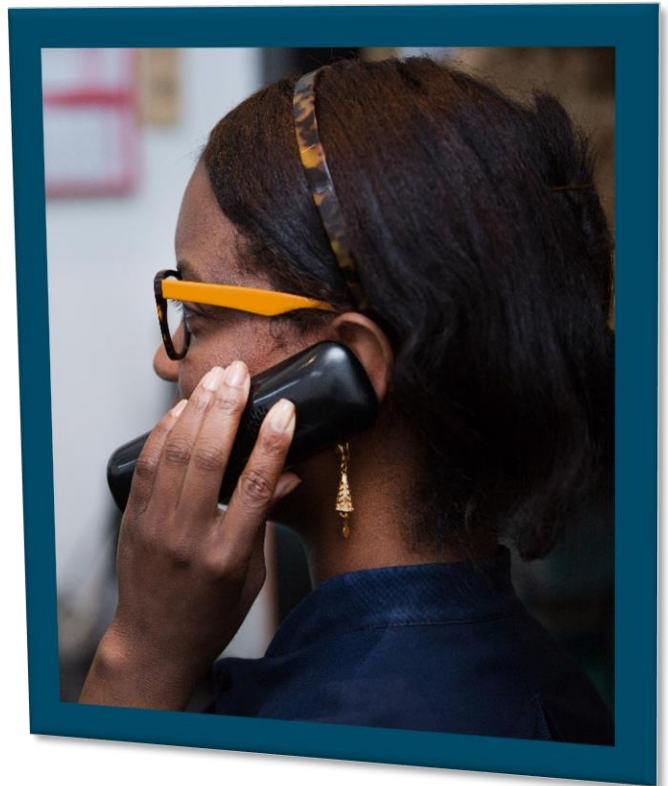
The family and grandmother were struggling in the home as her health and mobility were deteriorating.


The family had received a grant to undertake house renovations but because of the further deterioration of her health they realised the amount was not enough to pay for the adaptations that were needed.

The family were unsure of what other aids were available for grandma and if they could do anything about the grant situation.

They also felt they may need more support but were not sure how to go about getting this.

Healthwatch Oldham discussed the possible options for help and made referrals to Age UK Oldham for help with aids and care at home; provided information about the re-assessment for grandma and referred the family to the social prescribing team to look at any support they could offer the family.



 Healthwatch Oldham staff member Gaynor Keane speaking to a member of the public.





Learning Disability and Support Services:

A request came into us asking for information on mental health services and if there are any specific support services for a young man who had both a learning and physical disability.

We investigated what was available and worked with his social worker to explore availability of any learning disability specific 1 to 1 counselling support or any group counselling sessions that he could attend.

We provided information and highlighted that within local generic adult mental health services – 'Healthy Minds' and 'Mind' - there is no learning disability specific support. However, these organisations said they would work with the person and try to adapt to meet their needs, including how they undertook initial assessment, looking at where sessions were held and look at the possibility of working within the person's home.

This would accommodate both his physical and learning disabilities and would allow them to look at how the sessions were delivered in terms of meeting the level of understanding required. Other options included paying for private counselling with a learning disability specific service as this is currently not funded in Oldham.

The outcome was that the social worker would make a referral to the local services on his behalf and they would provide feedback to us about their experience with the learning disability counselling service so we can advise others.



Contact us to get the information you need

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

Website: www.healthwatcholdham.co.uk

Telephone: 0161 622 5700

Email: info@healthwatcholdham.co.uk

Volunteers



At Healthwatch Oldham we are supported by 14 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.
- Gave their personal time to be part of our Healthwatch Oldham Board.

Volunteers help to ensure that the Active Health Outdoors Family Forum is another huge success!

Thanks to the hard work of a group of Healthwatch Oldham volunteers, instrumental support was provided to be able to go ahead with the Active Health Outdoors Family Forum in August 2019.

Our volunteers were able to cover various areas of the park to ensure people knew where certain activities were taking place and be safety marshalls during the Fun Run around Alexandra Park.

Our volunteers went the extra mile to obtain people's views and support the day in challenging weather conditions.

We thank our volunteers and look forward to continuing the important work that our community deserves.



Volunteers handing medals out to the Fun Run participants



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Oldham.

Website: www.healthwatcholdham.co.uk

Telephone: 0161 622 5700

Email: info@healthwatcholdham.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Mariam,

I approached Action Together as I wanted to help and support the community in some capacity. I was interviewed by Jules Cunliffe who took me under her wing and along with the team nurtured me into the outreach role fairly quickly.

I got to meet and speak to community members which exposed me to different life situations of individuals. Thanks to Healthwatch Oldham & Action Together (who hosts HWO), this experience has helped me secure a short term job with another charitable organisation as a volunteer coordinator where I organise and deliver training and development courses, and also manage a pool of 150+ volunteers.

I have just set up a foodbank in Hyde with heavy volunteer involvement. I'm hoping this experience will open up other interesting opportunities in the future.



Susan,

Following being made redundant, I chose to volunteer with Healthwatch Oldham to support the team on the information stalls and at their forums.

The forums are always interactive and informative and I really enjoy speaking to those attending, hearing their experiences of local services they have used. The staff are always helpful and really make volunteers feel part of the team.

Our board members

During 2019-20, we recruited new board members to increase our skills and diversity within the our team. Meet a couple of the new members of the team and hear what they get up to.



Stephanie Doherty,

Stephanie has lived in Oldham for 37 years. For almost 10 years she has been the owner and joint Managing Director of Caremark, a home-care provider working in people's homes and within the community.

This role brings her in touch with the health and wellbeing needs of older people; adults; children and young people. Working closely in partnership with health and social care professionals to provide support to clients to enable them to live happy, independent, healthy lives.

As a result of working in the care sector Stephanie has a keen interest in dementia and has been Chair of Oldham Dementia Action Alliance for almost 5 years and is a member of the Oldham Dementia Strategy Group working with various commissioners, agencies and communities across Oldham to have a direct influence on the policies and programmes affecting those living with dementia and their carers.

Stephanie has 20 years of experience in the education service working with children and young people from challenging backgrounds at risk of social exclusion and improving their life chances and was a Justice of the Peace (Magistrate) in Oldham for 7 years.

Due to her personal experiences in care, from a care provider and user of services perspective, she is keen to be involved in improving the quality of provision in health and social care for the community of Oldham. Since joining the Healthwatch Oldham Board, Stephanie told us she enjoys working with the team and other diverse board members to influence change and support Oldham residents to enhance their experiences whilst using local Health and Social Care Services.

Mary Edwards,

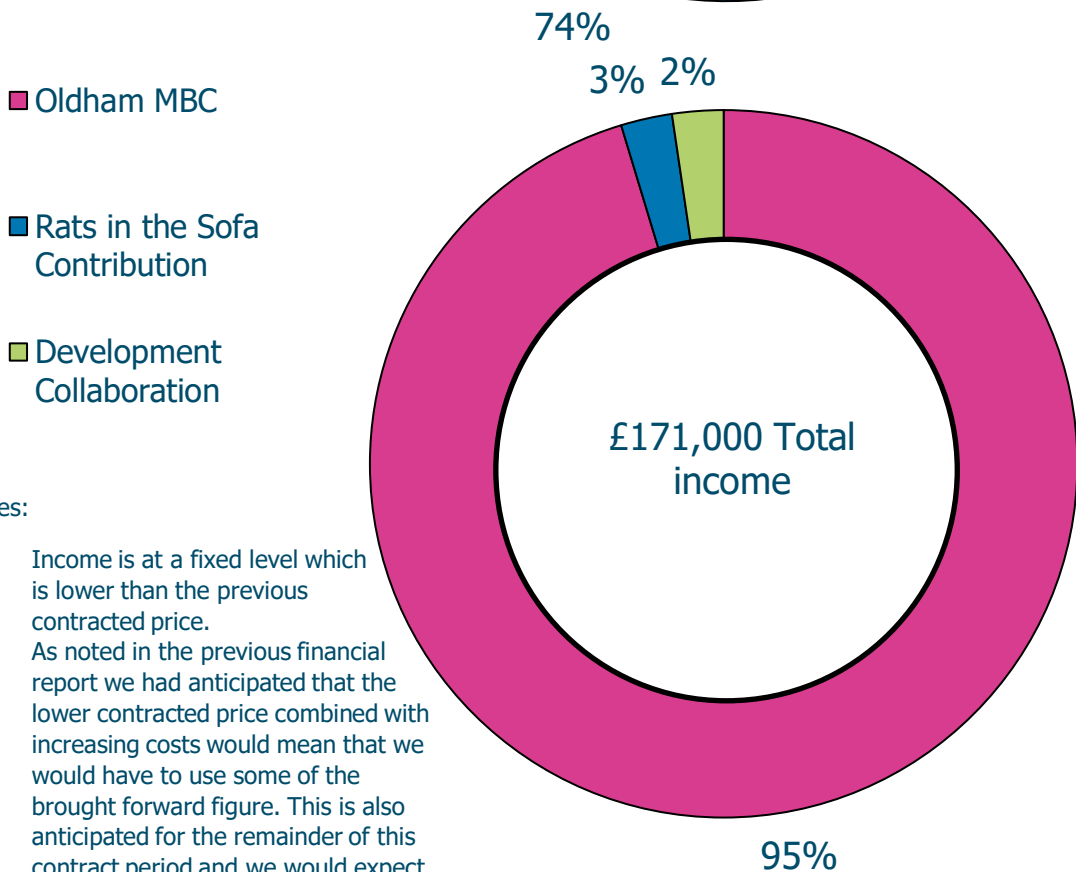
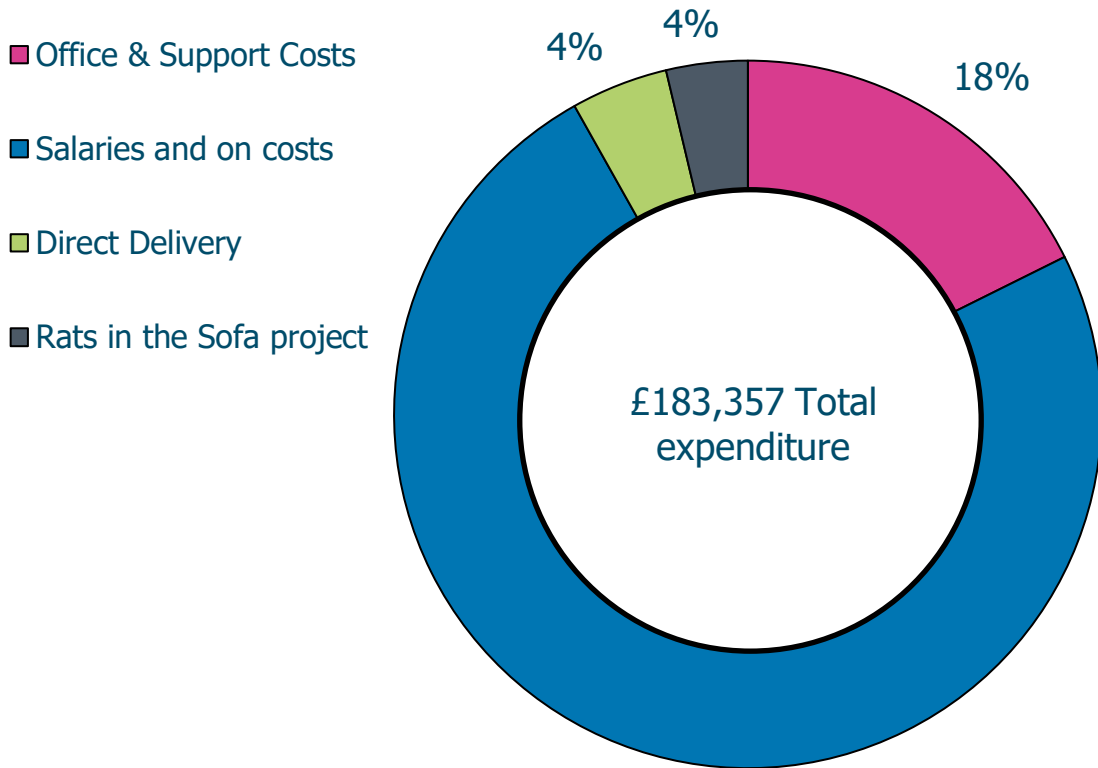
Mary's professional life has revolved around advocating for adults with a learning disability/difficulty. However, it was the very hands on involvement of looking after her mother and father throughout their later years that made Mary want to give something back to the NHS.

Being part of Healthwatch Oldham, Mary feels she can be part of positive change in difficult times from both a professional and personal stand. With knowledge and understanding of the complexities of care packages and legislation as well as her personal experiences of challenges faced by carers, Mary feels she can be a valuable asset to the Healthwatch Oldham Board.

Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £183,357.



Notes:

1. Income is at a fixed level which is lower than the previous contracted price.
2. As noted in the previous financial report we had anticipated that the lower contracted price combined with increasing costs would mean that we would have to use some of the brought forward figure. This is also anticipated for the remainder of this contract period and we would expect the requirement each year to increase.

Our plans for next year



Future view from our Manager

As this report shows it has been a busy and impactful year for Healthwatch Oldham. The COVID-19 pandemic has of course had a wide range of impacts on Oldham and our work but it has only reinforced our commitment to improving the experiences of health and social care services for Oldham residents. Now more than ever we need to make sure people have their say and that their experiences are heard. We want health and social care services to work with local people to find the new solutions and the path to recovery so badly needed. Healthwatch Oldham is here to ensure this happens.

Priorities

In the year ahead we will continue to adapt our work to respond to the COVID-19 pandemic. Whilst this will undoubtedly continue to be challenging we can see significant new opportunities to make sure people's voices are heard and acted on. Our priorities include:

- COVID-19 recovery work and understanding the impact of the crisis on people, communities, and services.
- Hospital discharge processes and experiences.
- Work on health inequalities including Black and Minority Ethnic (BAME) communities' health and wellbeing and men's and women's health and wellbeing.
- Raising service users' concerns about confidentiality, communication and accessibility of services and deepening insights about these areas of concern.
- Actively contributing to the Greater Manchester Healthwatch network and collaborative work.

Healthwatch Oldham will work with all partners who share these priorities. In particular in the public sector we look forward to continued work with Oldham Cares, Oldham Council, Oldham Clinical Commissioning Group (CCG), Royal Oldham Hospital, the Northern Care Alliance, Pennine Care, and also our wide range of links to local GPs, local care homes and so many voluntary,



Ben Gilchrist, Healthwatch Oldham Manager

community, faith and social enterprise sector colleagues.

Together we can make a difference by combining clear, accessible information about health and care services and support, with in depth insights from people and communities to ensure we influence changes in how services and support are delivered and commissioned. This is what we want to achieve across all our priorities and in a way that sees local people empowered and encouraged.

Thank you

Thank you so much to everyone who has supported our work and been a part of what we do. At the core of this we have an amazing team of staff and volunteers but we couldn't do our work without everyone doing their bit. If you'd like to get more involved do get in touch. Please make time in the year ahead to be part of Healthwatch Oldham's work in whatever way you can, however large or small, as it is such a crucial time for everyone across Oldham, and all our communities, to pull together and support one another. We look forward to making an even greater difference with your help.

B Gilchrist

Ben Gilchrist, Healthwatch Oldham Manager

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.
- All the health and social care services staff who have worked with us to improve services.



Children completing their Daily Mile at the Oldham Pledge Forum in October 2019 at Alexandra Park.

Contact us

Healthwatch Oldham

12 Manchester Chambers

West Street

Oldham

Lancashire

OL1 1LF

T: 0161 622 5700

E: info@healthwatcholdham.co.uk

Twitter: @HWOldham

Facebook: [Facebook.com/HealthwatchOldham](https://www.facebook.com/HealthwatchOldham)

www.healthwatcholdham.co.uk

Action Together

12 Manchester Chambers

West Street

Oldham

Lancashire

OL1 1LF

T: 0161 339 2345

E: info@actiontogether.org.uk



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Healthwatch Oldham
12 Manchester Chambers
West Street
Oldham
Lancashire
OL1 1LF
www.healthwatcholdham.co.uk
t: 0161 622 5700
e: info@healthwatcholdham.co.uk

 @HWOldham
 Facebook.com/HealthwatchOldham

