

Healthwatch Oldham

Annual
Report

2014/2015





Contents

Contents	3
Note from the Chair	4
About Healthwatch	5
Our vision/mission	5
Our strategic objectives	5
How we do this	6
Engaging with people who use health and social care services	7
Understanding people’s experiences.....	7
Enter & View.....	7
Providing information and signposting for people who use health and social care services	9
Helping people get what they need from local health and social care services	9
Influencing decision makers with evidence from local people	10
Producing reports and recommendations to effect change	10
Putting local people at the heart of improving services	10
Working with others to improve local services	11
Impact Stories	12
Case Study	12
Case Study Two.....	14
Our plans for 2015/16	15
Opportunities and challenges for the future.....	15
Our governance and decision-making	16
Our board	16
How we involve lay people and volunteers	16
Financial information	17
Contact us	18
Get in touch	18



Note from the Chair



This year has seen us start a new chapter in the evolution of Healthwatch Oldham. Voluntary Action Oldham has become our key delivery partner.

During this year we have seen a lot of changes at Healthwatch Oldham. The

original support contract with the Gaddum Centre came to an end in May 2014. We then received short term support from Oldham Metropolitan Borough Council who secured interim service delivery on our behalf by working in partnership with our neighbours at Healthwatch Tameside.

The long term contract for our support went out to tender and I was delighted to represent our Board during the selection process for the new contract. There were several high quality submissions and the contract was awarded to Voluntary Action Oldham. They are delivering Healthwatch activity on our behalf and they have established joint working arrangements with Healthwatch Tameside and the Citizens Advice Bureau to help with this. I must thank everyone involved in all these organisations for your help and support.

Our new ways of working have seen a significant increase in our profile and the work we are doing. We now have a full staff team and a pool of committed volunteers. Our quarterly Healthwatch Forum has been re-instated and we are collecting people's experiences of health and care services every week.

Our information signposting service remains busy providing valuable support

and help to people who often have nowhere else to go for help. We frequently support people who find their requests for help have fallen into the gaps between different services. Our excellent local connections help them to navigate through the organisations involved and find the information they need.

I am particularly pleased with the partnership work we did with Oldham Sixth Form College. We supported their students to undertake some peer research. The findings from this were presented by the students to Oldham's Health and Wellbeing Board where they were extremely well received. We hope this is something we can repeat annually.

Special thanks must go to our Board members for their time, experience and the stability they have brought this year. Thanks also to our hard working and dedicated staff team who have worked tirelessly on our behalf.

You will notice that I am writing this introduction as Acting Chair. Unfortunately our Chair, Norma Bewley, asked to take a sabbatical away from the role late in 2014 due to personal circumstances. I'm delighted that Norma is able to be more involved in our work again now and hope that I am able to step down in due course - handing back an energetic and active organisation.

John Starkey, Acting Chair



About Healthwatch

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care. **We are your local consumer champion for health and care.**

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England. Our role is to

ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our vision/mission

Healthwatch Oldham's mission is:

To provide an independent voice and source of information and influence for the residents of Oldham, by listening, engaging and involving people in matters of health and social care in order to bring about service improvement and reduce health inequalities, in an open, honest, transparent, confidential and approachable manner.

Our strategic objectives

Healthwatch Oldham's strategic objectives have been agreed as:

1. To have robust governance to ensure the independence of Healthwatch Oldham.



2. To communicate as widely as possible information about rights and choices within health and social care for individuals.
 3. To gather intelligence for the purpose of influencing commissioning decisions and local health and social care related service delivery.
 4. To offer different ways to engage the public in Oldham Borough about health and wellbeing with a particular focus on those groups who are often under-represented in decision making.
 5. To undertake research to address health inequalities.
- **Influencing services** - using the things people tell us about their experiences of health and care services to help to shape future services and make improvements to services.
 - **Providing Information and support** - helping local people to understand what services are available to them and to make an informed choice about the services they access. This includes signposting people to help if things go wrong for them.
 - **Having effective internal systems & processes** so we can do this as efficiently and effectively as possible within our resources.

How we do this

We talk about our work using a *4i model* which is based around:

- **Gathering insight** - finding out about local people's experiences of health and care services.

Reporting period

This annual report covers the period 1 April 2014 to 31 March 2015.





Engaging with people who use health and social care services

Understanding people's experiences

During this year we have significantly changed the way we gather information to help us to understand people's experiences of health and care services. We used the following principles to guide these changes:

- A significant proportion of our population now use the Internet as an effective way to communicate. This is an efficient way for them to talk to us so our feedback systems must be accessible online.
- A large number of people who use health and care services may not be online - older people are more likely to use services but less likely to be online than average. We need a system that is convenient and accessible to them so we can gather their feedback.
- For more detailed feedback an individual conversation can often help us to understand people's experiences in more detail than an online or paper form.

Between October 2014 and March 2015 our survey about experiences of health and care services was completed by 91 people.

We developed and tested a number of ways for people to talk to us:

- The Patient Opinion online portal is accessible through our website.

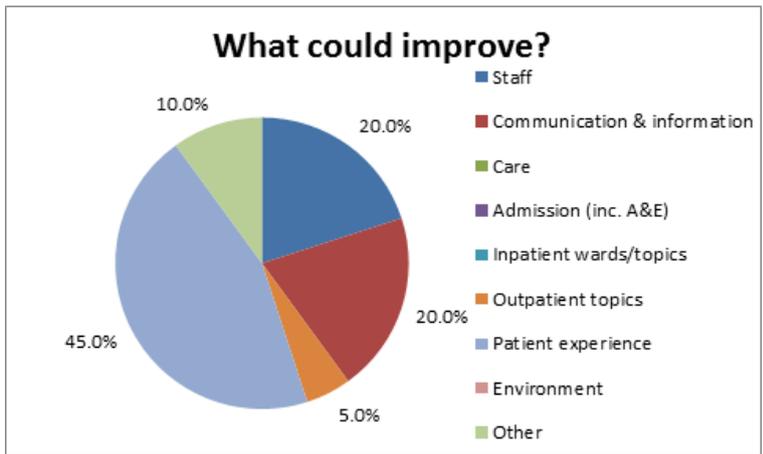
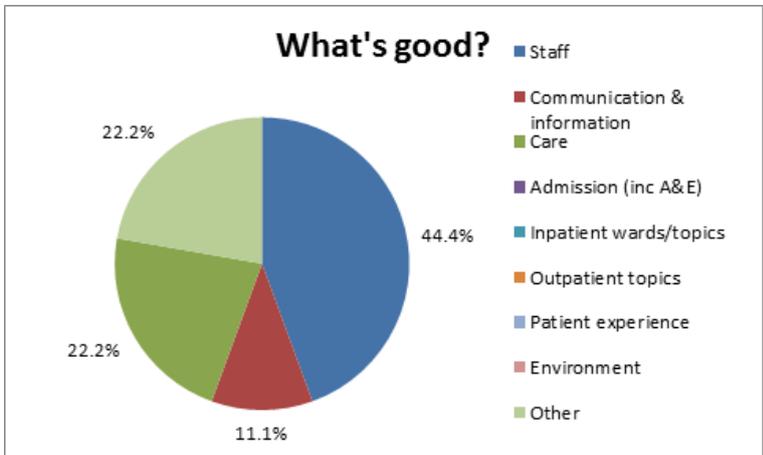
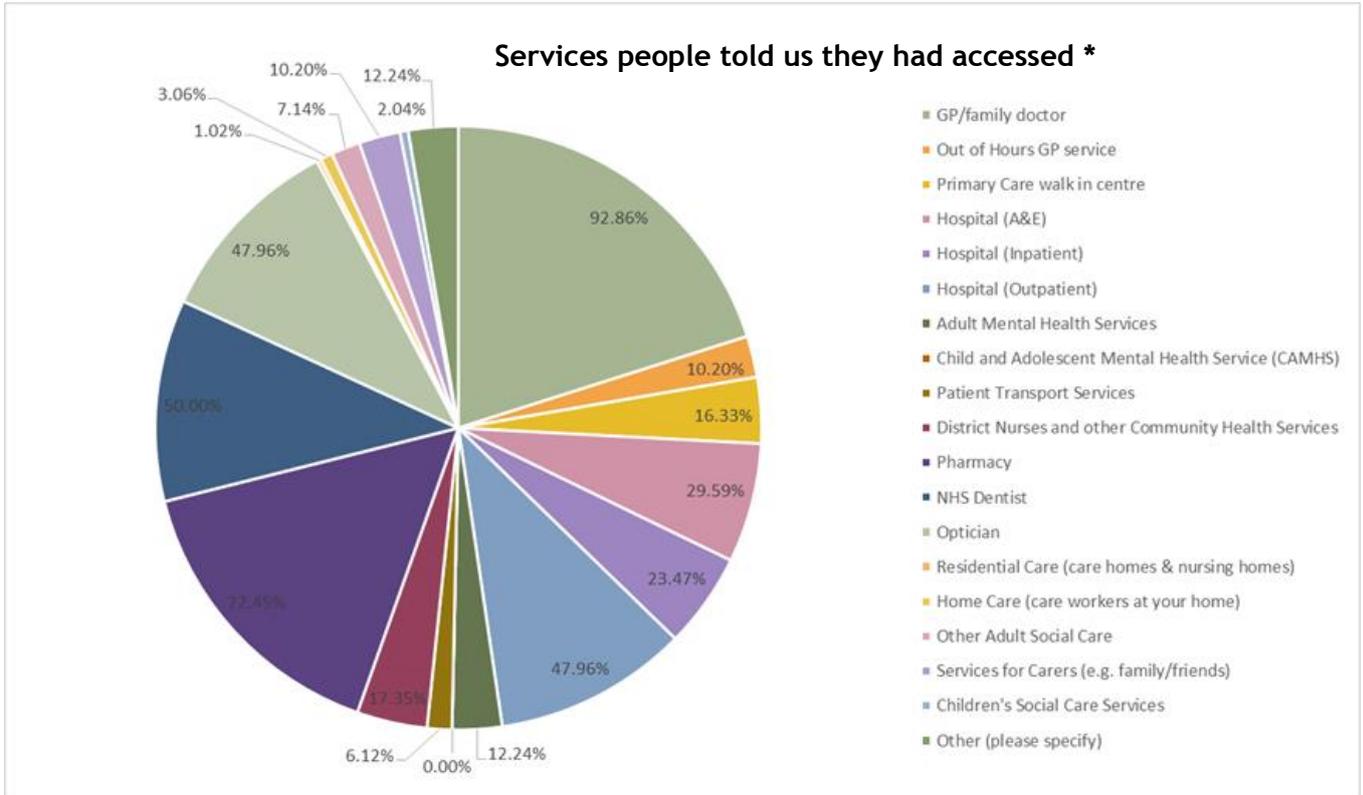
- We have an ongoing online survey asking people what services they have used - and which of these gave the best and worst experiences.
- We recruited and trained a pool of volunteer Healthwatch Champions who act as the 'front door' into these online facilities but listening to and writing down people's experiences from bases in community venues.
- We attend local community groups and ask members to talk to us.
- We supported students at Oldham Sixth Form College to undertake research projects with their friends and families.
- We started working with the local CAB (Citizens Advice Bureau) so they can signpost people to us to tell their stories.

We have looked at what types of people we have listened to and our 2015/16 priorities include outreach into communities need to engage more.

Between October 2014 and March 2015 we had face to face conversations with nearly 500 local people.

Enter & View

During this year we have not identified the need for any Enter & View visits.



* NB - most people had accessed several services - the percentage represents the proportion of people who had accessed each one.

Categories listed in the key but not shown in the pie charts represent topics that we track but haven't received feedback about.



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Our information signposting service is based on the same principles that we use when engaging with people about the services they have used. Essentially this means that people can 'self serve' where appropriate through our website as well as getting one to one support when it's needed. This helps us to target our resources to help people whose need for support is greatest.

Our principle routes for people seeking information are:

- Online resources accessed via our website.
- Referral through one of our volunteer Healthwatch Champions.
- Referral through our outreach sessions in local communities.
- Referral through our partnership working with the local CAB.
- Telephone call or personal visit to our office base in Oldham town centre.



In addition we take a pro-active approach to information signposting. This includes:

- A re-launched quarterly Healthwatch Forum with an emphasis on informing people about changes to health and care services.
- An active Twitter feed signposting people to useful sources of information

Our March 2015 Healthwatch Forum told people about the new Care Act and provided an opportunity for them to think about what it might mean for the services they accessed.

Our Twitter feed has become very popular. We gained over 400 followers within six months of opening the account.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

During this year we have produced two formal reports about local health and care services:

- In partnership with Oldham Sixth Form College we supported six groups of students to undertake research into health and care topics of their choice.
- Working collaboratively with our Healthwatch colleagues across Greater Manchester we published a report about people's experiences of the newly recommissioned Patient Transport Service.

The way we worked with partners to ensure these reports were acted on is covered in the 'Impact Stories' section later in this annual report.

Putting local people at the heart of improving services

Our rolling programme of collecting Patient Opinion stories means that everyone who tells us about their experience of health or care services has the option of their story being shared straight away with the people responsible for planning, managing and paying for those services. We believe we are the only organisation in our Borough that enables people to do this anonymously. We offer this service because several local people have told us they are frightened of recrimination

if they give their name when telling their story.

We combine information from Patient Opinion stories with data collected through our ongoing survey activity. We use this to help us to decide what topics we need to prioritise for future work.

Through our Twitter feed and weekly bulletin we regularly signpost people to opportunities to engage in partner organisation's work. This includes:

- Local, regional and national NHS consultation and engagement opportunities.
- The Greater Manchester 'Healthier Together' consultation.
- Opportunities to be involved in research undertaken by local and national health and care related charities.

We played an active role in the Healthier Together consultation. Working in partnership with Healthwatch Tameside we co-wrote an easy to understand guide to the consultation. This was adopted (with our permission) by several other Greater Manchester Healthwatch organisations and by the Healthier Together team itself.

We have been active members of the Oldham Health and Wellbeing Board. In addition to our contribution at Board meetings we have contributed



to a number of sub groups and working groups that support the Board.

Supporting our volunteer Healthwatch Champions to play active roles in their local communities has also helped us to ensure that what we do is based on what local people tell us.

Working with others to improve local services

Partnership working is at the heart of our service delivery. We have established joint working arrangements with our neighbours at Healthwatch Tameside as well as with the CAB locally. This includes working closely with the CAB team that provides support for health and care service users.

Other examples of partnership working include:

- Active membership of the Greater Manchester Healthwatch network.
- A seat on Oldham CCG's Primary Care Commissioning Committee.
- Representation at the Urgent Care Alliance.

- Membership of Healthwatch joint working groups both with Pennine Acute Hospitals Trust and Pennine Care Foundation Trust.
- Working collaboratively with Voluntary Action Oldham to host a Health and Wellbeing Forum which provides an opportunity for voluntary and community organisations to inform our role on the Health and Wellbeing Board.

In terms of formal referrals to statutory bodies:

- We have not identified any issues to refer to the Care Quality Commission.
- We have not found the need to make any formal requests for information to our local statutory partners. We enjoy a positive working relationship with these organisations and find that our informal requests are met.
- We have not felt the need to escalate any issues to Healthwatch England.



Impact Stories

Case Study

Working with young people

Healthwatch Oldham identified that young people are often excluded from consultation around health issues that affect or are of interest to them. They can be a hard to reach group and experience has shown that peer consultation as an approach often works best with young people. Through a pilot partnership project with Oldham Sixth Form College, students studying health and social care related topics were enabled and supported to design and run peer research projects. The students selected their own topics (i.e. services that were most relevant to them). They chose: GP Provision, Teenage Pregnancy, Disability, Mental Health, Sexual Health and Dental Care. The students used a range of consultation techniques these included:

- Survey Monkey
- Paper questionnaires
- Face to Face interviews
- Podcasts

The consultation around GP provision was undertaken in GP waiting rooms with the wider public. The remaining topics were conducted in house or online providing the students with the opportunity where appropriate - particularly around sexual health, to respond anonymously. Because the students undertook this as peer research, participants felt comfortable to disclose sensitive personal experiences that they would have been less willing to share with unfamiliar people from a different generation.

The students collated their findings with the assistance of Healthwatch and held a





formal presentation event with invited leaders from the Health and Wellbeing Board, CCG and local provider organisations. A written report was also produced and widely circulated amongst partners.

It provided some valuable insights around young people's mental health services that enabled Healthwatch to ensure that these were taken into account during a subsequent (and ongoing) review of the local joint mental health strategy.

It has been agreed that this work will continue, with the project repeated on an annual basis and we have strong support both from Oldham Sixth Form College and the Health and Wellbeing Board to enable this to happen.

The students have felt that their voices, experiences and findings have been listened to and taken seriously. They have been passionate about the research they have undertaken and this has come across in their presentations and resulted in a widening interest in the work that they have undertaken by the CCG and Pennine Care Foundation Trust.

Specific impacts of this work have been:

- A formal presentation to the Health and Wellbeing Board was well received by partners and resulted in invitations from key service providers for the young people involved to meet with them to further explore what improvements can be made to services.
- A strengthened working relationship between the Sixth Form College and local sexual health services provider. Outreach sessions can now be accessed by students directly through the college.

- An invitation for the young people to meet members of the CCG Board and build a better understanding within younger people's communities of how services are planned and procured.
- Inclusion of evidence from this project in the local joint mental health strategy review.
- A commitment from the Health and Wellbeing Board to ensure that key messages about sex education are acted on by the appropriate Council team.
- The Health and Wellbeing Advisory group (a partnership between voluntary, community and statutory care organisations jointly organised by Voluntary Action Oldham, Healthwatch Oldham and the CCG) has held a meeting focusing on young people's mental health and the role that sector can play in supporting young people.
- Data from all research areas is being used by Healthwatch as part of our wider influence function.





Case Study Two

Patient Transport Feedback

In 2013/14, we initiated a piece of joint work with the other nine local Healthwatch organisations across Greater Manchester (GM). This was in response to a number of patient stories telling us of a poor experience of the Patient Transport Service.

The service had recently been changed to a new service provider. At the same time, the way that national eligibility criteria were applied was changed.

We jointly undertook a survey and published the results in June 2014. Following this publication representatives of the GM Healthwatch organisations met with the commissioner and provider of this service to discuss our findings and recommendations.

This was the beginning of a series of conversations. We learnt that the service was improving in terms of meeting the performance standards in its contract. This led us to question whether or not the contract was expecting high enough performance standards.

As a result of this work the following changes have been made:

- New information for people using the service has been produced. This was shared with patient representatives for feedback before it was published. It is much clearer than old patient information.
- The service provider has changed its complaints process and made information about how to complain more widely available.
- The service is now running customer satisfaction surveys more often so they can get feedback from patients in a more structured way.
- Focus groups took place to discuss what the service specification for a new Patient Transport Service contract should look like. We worked with Oldham CCG to organise a focus group in Oldham for local people.
- The GM Healthwatch network has been invited to nominate a representative to sit on the tendering panel that will decide who gets the new contract which comes into effect in April 2016.





Our plans for 2015/16

Opportunities and challenges for the future

2015/16 promises to be an exciting and challenging year for us. In addition to our local work in Oldham we have an important role in making sure local people's voices are heard through Greater Manchester devolution processes. At the heart of devolution is a commitment to improve the health of Greater Manchester's population. This is about reducing health inequalities across the area as well as improving the health of Greater Manchester when compared with the rest of England.

All of this must be achieved in the context of new Care Act responsibilities for local authorities, cuts in local authority funding and increasing demand for both health and social care services. We will be paying particular attention to feedback from social care service users to see if the Care Act and budget constraints are having an impact on the care and support they receive.

The Healthier Together programme to reconfigure some hospital services, provide seven day access to primary care and enable more joined up working between health and social care is one of the GM Devolution 'early implementation work streams'.

We are already talking to the Healthier Together team to discuss how local people's voices can be heard through the process of turning Royal Oldham Hospital into the lead hospital for some hospital services under what they describe as a 'single service model'.

Oldham CCG has taken on delegated commissioning responsibilities for primary care (delegated from NHS England). We have a non-voting seat on the CCG's Primary Care Commissioning Committee and use this role to provide local assurance that open and fair systems and processes are in place to decide what services are funded. This is particularly important because much of this money is spent in GP practices and these practices are members of the CCG. We are assured that there are clear processes in place to record and manage potential conflicts of interest. Meetings of this committee are held in public and we would support any local people who would like to attend.

There have been some challenges around maternity services in Oldham over the past year. Pennine Acute Hospital Trust has commissioned an independent review of this service and this has been followed up with an action plan. We are working with other local Healthwatch organisations whose residents use this service to act as your local consumer champion. This means we will be seeking evidence that the action plan has been implemented effectively and that the expected improvements in terms of patient care and patient experience have been achieved.

There are several key health challenges for local people, including mental health, children's dental health and physical inactivity. We will be working with partners to help to make sure that local people's voices are heard as services to address these challenges are developed.



Our governance and decision-making

Our board

Our Board is a small team of dedicated local volunteers. They have worked hard through some challenges this year and this has resulted in a stable contract for Healthwatch delivery until March 2017. By October 2015 a decision will have been made about the formal legal structure for Healthwatch Oldham. Until that structure is in place, they are guiding Voluntary Action Oldham as the Healthwatch contract holders to ensure that Healthwatch is shaped by local people's views and experiences.

Board members during this year were:

- Norma Bewley (Chair - on sabbatical for part of the year)
- John Starkey (Acting Chair)
- Norma Parry
- David Makin
- Yvonne Lee
- Steph Jones (to September 2014)
- Judy Robinson

As part of the process that will lead to Healthwatch deciding its legal structure there will be a review of nomination and appointment to the Board which will look

at how the Board can best be informed by local people's views and experiences.

How we involve lay people and volunteers

During this year the Healthwatch Board has put in place or reviewed a number of policies relating to volunteers and how decisions are made. These include:

- Registration of interest forms and conflict of interest guidance.
- Volunteer role descriptions, recruitment processes and training packages.
- A code of conduct based on the Nolan Principles.
- Lone working policies and procedures.
- Enter & View policies and decision making procedures for Enter & View visits.

The Board is grateful to the Gaddum Centre, Oldham Council, Healthwatch England, Healthwatch Tameside and Voluntary Action Oldham for the support they have given this year.



Financial information

The table below indicates income and expenditure by Community & Voluntary Action Tameside (as key delivery partner for Healthwatch Tameside who supported Healthwatch Oldham delivery from July to September 2014) and Voluntary Action Oldham (as Healthwatch Oldham contract holder from October 2014 for the rest of the financial year).

We understand that some carried forward resources from the Gaddum Centre were spent on Healthwatch Oldham during April/May 2014. We also know that between May 2014 and September 2014 some Healthwatch expenditure (mainly some staffing and infrastructure costs) were paid directly by Oldham Metropolitan Borough Council. We do not have the data to be able to describe these in the table below.

Funding for 2015/16 has been agreed as £147,600 and we have no reason to believe that the total spend on Healthwatch Oldham activity in 2014/15 is significantly different from this.

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities	23,343 (HW Tameside) 73,800 (VAO)	
Additional income	2,236 (VAO)	
Total income	99,379 + Oldham MBC direct spend	

EXPENDITURE		
Office & support costs	28,052	
Staffing costs	56,331	
Direct delivery costs	4,072	
Total expenditure	88,455 + Oldham MBC direct spend	
Balance carried forward	10,924	

This data is for the financial year 1 April 2014 to 31 March 2015



Contact us

Get in touch

Address: Healthwatch Oldham, 12 Manchester Chambers, Oldham, OL1 1LF
Phone number: 0161 622 5700
Email: info@healthwatcholdham.co.uk
Website URL: www.healthwatcholdham.co.uk
Twitter: @HWOldham

Address of contractors:

We have joint management and working arrangements with Healthwatch Tameside. They are part of the Community & Voluntary Action Tameside family. Their registered office is at 131 Katherine Street, Ashton-under-Lyne, OL6 7AW.

We also work in partnership with the CAB in Oldham Borough.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.