



## Chair's introduction

It is with great pleasure that I introduce this, the first Healthwatch Oldham Annual report. Firstly, I must thank the Shadow Board for the work they have done in guiding us through our first year.

I must also extend my thanks to the dedicated staff of the Gaddum Centre who worked on our behalf during the year:



Manager	Ursula Hussain (to February 2014) Saeed Anwar (from March 2014)
Engagement Worker	Jade Czuba (to August 2013)
Information Signposting Worker	Claire Duffy (from June 2013)
Project Support Worker	Martyn Nolan (from May 2013)

During the year we have built a strong board whose members are dedicated to and focussed on doing our best to support and empower people from across the Oldham Borough.

Whilst the latter part of the year has posed some challenges for Healthwatch it is important for us to remember the fine start we had and the leading role we played in the development of the Greater Manchester survey of Patient Transport Service users. This ground breaking piece of collaborative work started because of concerns local people in Oldham raised with us. We're proud that this research received an award from Healthwatch England in recognition of the outstanding collaboration between the Greater Manchester Healthwatch organisations involved.

Establishing and running a brand new information signposting service for local people is another of our tangible successes. I would like to feel that our local residents now truly have access to independent information and guidance to help them to make an informed choice about the services they access.

Moving into 2014/15 I am confident that we have an exciting and action packed year ahead. If you want to get involved, please contact our office. We will be very pleased to hear from you.

**Norma Bewley**

Chair

## What is Healthwatch Oldham?

Healthwatch Oldham is all about local voices being able to influence the delivery and design of local services in Oldham. Not just people who use them now, but anyone who might need to in the future.

Healthwatch is for all people whether you use children's or adults' health and/or social services now or might need them in the future, if you care for someone or simply want to find out how to access services. It is also for people who have concerns about their local services or wish to share a positive experience they have had.

Healthwatch is also for local community and voluntary organisations, to have their say about the issues facing the people they work with and represent. It is important that we work with these groups to support local action and to see how we can strengthen the impact that can be made by working together.

We also welcome working together with statutory health and social care bodies, such as Oldham Clinical Commissioning Group, Pennine Acute NHS Hospitals Trust, Pennine Care NHS Foundation Trust, North West Ambulance Service and Adults and Children's Social Care services at Oldham Metropolitan Borough Council.

Healthwatch Oldham is independently governed by an appointed governance board, made up of volunteers with extensive experience of local health and social care in and around Oldham.

Our job as your local Healthwatch Oldham is to talk and listen to local people in a variety of settings and using a range of methods to find out what issues are important to them. We then share this understanding with the people who have decision-making powers about how services are run. We will work with these commissioners (the organisations who buy health and care services on our behalf) and with the providers of local services to try to influence them to take on the recommendations made by Healthwatch.

We also provide an important information and signposting function. Our job here is to support members of the public to make informed choices about using health and social care services. We will provide you with as much information as we can to help you to navigate your way around services, to understand what options are available and also to signpost you to other organisations and services where this may help you with your enquiry.

You can access this service by contacting us on 0161 622 5700, or by emailing [info@healthwatcholdham.co.uk](mailto:info@healthwatcholdham.co.uk)



Under the Health and Social Care Act 2012, Healthwatch has the following statutory obligations:

- Promote and support the involvement of people in the commissioning, provision and scrutiny of health and social care services
- Obtain the views of people about their needs for and experiences of health and social care services and make these views known to those responsible for commissioning, providing, managing or scrutinising those services
- Enable people to monitor and review the commissioning and provision of care services
- Make reports and recommendations about how health and social care services could be improved to people responsible for commissioning, providing, managing or scrutinising those services
- Provide information signposting to help people to make informed choices about the care that they receive.

## Governance and Set up

The Gaddum Centre was contracted by Oldham Metropolitan Borough Council to support the set up of Healthwatch Oldham. They performed this role for the period covered by this Annual Report.

A process for appointing Shadow Board members was agreed and the following people were appointed.

It is anticipated that Healthwatch Oldham will be incorporated as a Company Limited by Guarantee or a Community Interest Company during 2014/15.

Healthwatch Oldham shares office accommodation with Voluntary Action Oldham at a shop front location in Oldham town centre.

### Board Membership

The following people were Board members during 2013/14:

- Norma Bewley** (*Chair*)
- John Starkey** (*Vice Chair*)
- Norma Parry**
- David Makin**
- Steph Jones**
- Yvonne Lee**
- Judy Robinson**
- Dylan McAughey** (*Young Persons' Representative*)

## Working with local people

Some examples of our work in this area include obtaining the views of a diverse range of people across Oldham's communities:

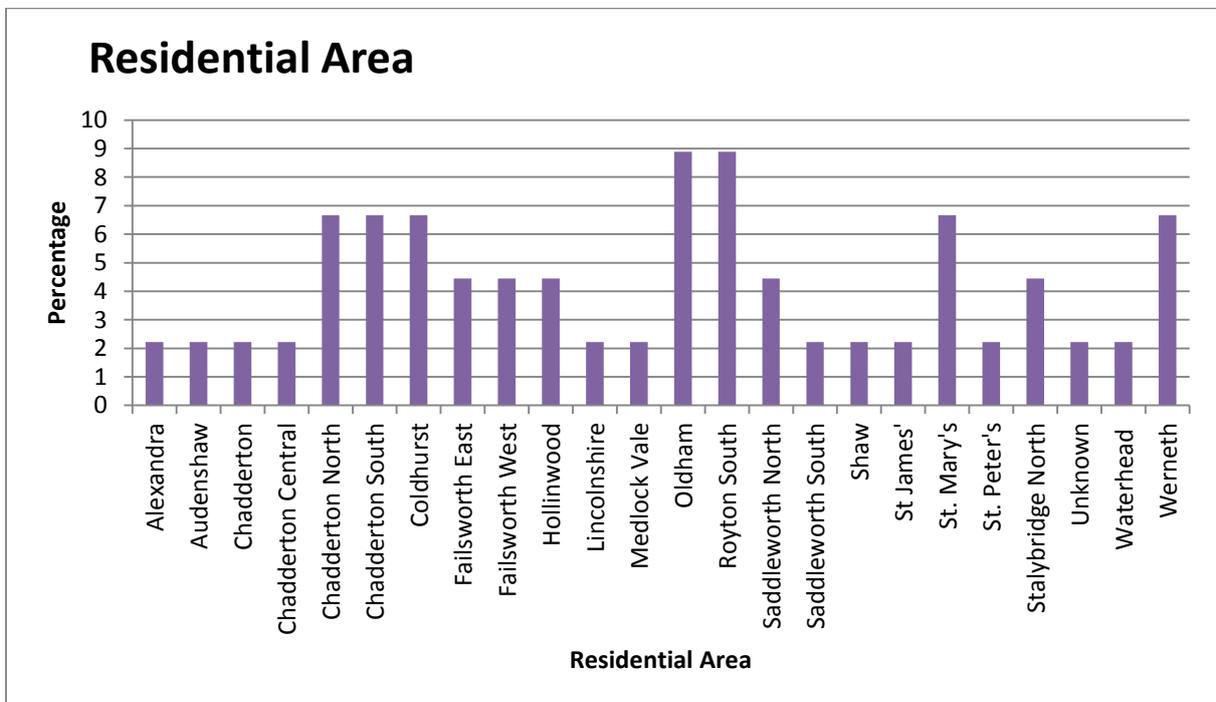
1. The recruitment of the board from members of the local community with knowledge and experience around health and social care services
2. Healthwatch Oldham forum - meeting quarterly. This brings local people together to listen and discuss new and ongoing initiatives presented by professionals from all areas of health and social care.
3. Healthwatch Oldham website with clear pathways for gathering views and input from the public.
4. Events in the community at local supermarkets, community centres, libraries and town centres to engage and promote Healthwatch Oldham services and role.
5. Working with young people in Oldham to identify involvement with our work and

our board.

6. Working with diverse communities to shape a culturally sensitive memory service, in partnership with Pennine Care Foundation Trust.
7. Consulting on older people services through representation on the Dementia Strategy Group.



Our information signposting service has supported a range of people from across a wide area in our local communities:



It's important to note that the legal definition of 'local people' used when discussing Healthwatch includes people who live in the area and people who live outside the area but access services there.

## Influencing to improve services...

The Healthwatch Board members attend specific CCG (Clinical Commissioning Group) meetings as well as local authority groups that are attended by commissioners, discussing public sector reform and integrated service commissioning.

A major piece of work has been undertaken across Greater Manchester which involves several other Healthwatch organisations to survey people's experiences of the Patient Transport Service. The service provider for this changed in April 2013 and several local Healthwatch organisations had received feedback to suggest the service wasn't performing well. Our work entailed surveying users of the service to gain their views and experience in comparison to the previous provision. A report and recommendations was produced in May 2014.

Healthwatch Oldham also participate as part of a group called the Local Voice who influence the local Joint Strategic Needs Assessment (JSNA). The JSNA is the main document that sets out what local health and care needs are for the Borough. It is used to make sure that service commissioning decisions reflect the unique needs of our local population.

Healthwatch Oldham have made no recommendations to Healthwatch England or to the Care Quality Commission in its first year of operation but is fully aware of its ability to do so as the service moves forward.

In the past year there has not been a need to request detailed information from service providers, but again we are aware of our statutory ability to do so.

### Working with partners

This year we have been represented in the following activities with partners:

- Oldham Urgent Care Alliance
- Oldham Health and Wellbeing Board
- Oldham Health and Social Care Voluntary Sector Advisory Group
- Oldham CCG development and advisory workshops
- Oldham Dignity Task Group
- Oldham Dementia Partnership
- Greater Manchester Healthwatch network
- Pennine Care NHS Foundation Trust Service User and Carer Involvement Forum
- Pennine Acute NHS Trust Patient Forum
- Healthier Together workshops and activities

In addition, Board members have:

- Served on their local GP Practice Participation Groups
- Served as Governors for Pennine Care NHS Foundation Trust



# Information Signposting

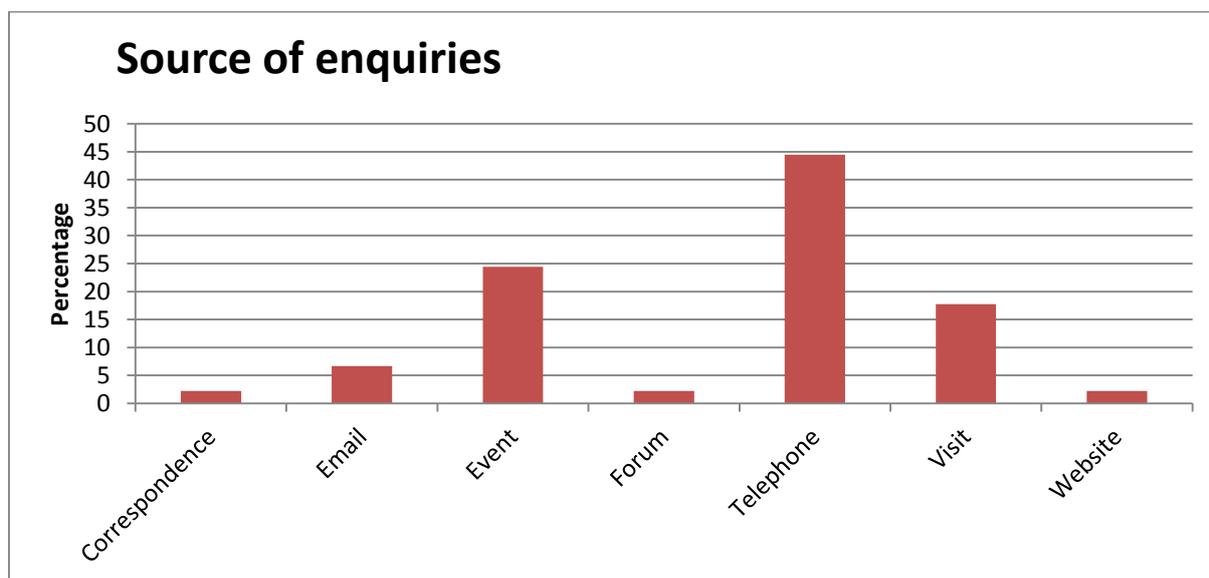
This is a new service and we have successfully responded to over 130 information signposting requests. The table on the next page indicates the key topics these have covered.

<p><u>Access to a service</u></p> <p><i>Uncertainty about how to gain access to a service</i></p> <p><i>When services change patients are not given the new information and area unsure how to access this</i></p> <p><i>Unsure of how to get assessments from social services</i></p>	<p><u>Access to information</u></p> <p><i>Not enough information about what services are available so people unaware that a service exists.</i></p> <p><i>GPs are not telling people about support services for carers.</i></p>
<p><u>Choice of service provider/Patient Choice</u></p> <p><i>Choice isn't always available through the NHS, many services have now been privatised</i></p>	<p><u>Barriers</u></p> <p><i>Barriers faced by care workers who feel that they are best placed to see if an individual needs extra care but unable to act without their consent.</i></p>
<p><u>Funding</u></p> <p><i>People unaware of being able to ask a GP for individual funding requests.</i></p> <p><i>Available funding for assessments of adults with learning disabilities</i></p>	<p><u>Concerns and complaints</u></p> <p><i>Uncertainty on how to raise concerns and complaints within primary care</i></p> <p><i>Process for raising concerns and understanding that a request for a second opinion is possible</i></p> <p><i>How to challenge a decision or understanding the process of where to go to find out further information</i></p> <p><i>Standards</i></p> <p><i>Patient transport</i></p>

In addition we have established an e-mail distribution list which sends out regular information signposting and opportunities to engage with health and care organisations. This is distributed to approximately 450 people and during the year this represents over 5,000 accesses to our eBulletin items.

*The Healthwatch Oldham E-Bulletin is sent out to nearly 450 people. Recipients range from trained professionals, clinicians and residents of the Borough. Its aim is to inform people of relevant local events, changes in services and important news within Health and Social Care. The E-Bulletin is constantly growing with requests to be included coming through our information and signposting function as well as online requests via our website.*

Enquiries for our information signposting have been received through a wide range of sources but mainly by telephone, through our presence at a public event or by people calling in to our office:



## Finance

The following is a summary of our finances for the period 1 April 2013 to 31 March 2014. If you would like further information, please contact the Healthwatch Office.

### Income

Oldham MBC Grant	£151,083	
<b>Total income</b>		<b>£151,083</b>

### Expenditure

Staffing & management fee	£90,784	
Variable operational costs	£27,187	
Activity costs	£6,136	
<b>Total expenditure</b>		<b>£124,107</b>

**Under spend for the year** £26,976

We are working with Oldham Metropolitan Borough Council to discuss how this under spend might be used for the benefit of local people.

## Statutory powers and functions

Healthwatch Oldham has established and maintained positive working relationships with many of our key stakeholders. As a result, we have not needed to use our statutory powers in terms of making formal information requests. Neither have we had the need to make formal reports and seek formal responses.

We did not see the use of the Enter & View power as a high priority during 2013/14. We anticipate that our revised work plan for 2014/15 may involve the use of this power.

We have not felt the need to refer any items to Overview & Scrutiny, Healthwatch England or the Care Quality Commission.

Our Chair has regularly attended the Health and Wellbeing Board and we have worked jointly with Voluntary Action Oldham to establish a Health and Social Care Voluntary and Community Sector Advisory Group. This group enables us to ensure that our seat on the Health and Wellbeing Board is informed by local communities' priorities.

Healthwatch Oldham has used the registered trademark throughout the year in the delivery and promotion of its services. No sub-contractors have been engaged and therefore no sub-licences for the trademark have been required.

## Priorities 2014/15

The contract for the support organisation/key delivery partner for Healthwatch Oldham is currently out to tender. We also have a number of staff vacancies which we do not expect to be filled until October 2014.

As a result of this, it is difficult to establish long term plans. We do not currently know what our long term resources and delivery model will look like.

Our current priorities are:

1. To work with Oldham Metropolitan Borough Council to ensure that Healthwatch Oldham is able to effectively serve our local population until a long term support contract is in place.
2. To develop and implement a communications strategy to ensure that our local communities are aware of Healthwatch Oldham and the services we provide.
3. To recruit, train and deploy a team of volunteer Healthwatch Champions who will act as a 'front door' into Healthwatch services based in local communities and embedded in local voluntary and community groups.
4. To establish a work stream that works to ensure that local people's voices are heard through reconfiguration and redesign of local services. This will include Healthier Together, Dementia Friendly Communities and initiatives focusing on health and social care integration.
5. To monitor local concerns and raise these with statutory partners as appropriate.
6. To building on our existing forums and information signposting work to continually improve the quality of these activities.



This annual report is available for download from our website at [www.healthwatcholdham.co.uk](http://www.healthwatcholdham.co.uk) and paper copies can be obtained from our office at the address below.

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