



healthwatch
Oldham

your
voice
counts

Have your say on
health and social
care in Oldham

0161 622 5700
www.healthwatcholdham.co.uk

Annual Report 2016/17

Chair's introduction



This year has been the second year of our operation under the umbrella of Action Together. It has been another productive year where we have seen a real increase in our contact with the people of Oldham.

This is partly due to taking on the contract for support with NHS complaints, for people who are unhappy with the NHS care they have received. We welcomed Asma Khatun to the staff team to support this work.

Our Healthwatch Forums continue to be a popular and effective way of engaging with the Oldham public, with 120 people attending the January Forum on Low Mood, Anxiety and Depression.

We used these Forums to take the opportunity to survey attendees - obtaining views on diabetes risk awareness, and support they received following experiences of low mood, anxiety and depression.

Our work with the local Community Nursing team, who made their patients aware of the opportunity to talk to us, enabling our staff and volunteers to visit them in their homes helped us to work towards one of

our objectives - to focus on groups who are often under-represented in decision making.

We have worked closely as a member of the network of Healthwatch in Greater Manchester and in April 2017 we saw Peter Denton (our Healthwatch Manager since 2014) move to a two year secondment as Greater Manchester Healthwatch Liaison Manager. We wish Peter every success in this role and I would like to personally thank him for the work he has done in leading the staff team and supporting the Board so well to enable it to perform its duties. I look forward to a new Manager joining the service in 2017.

Thanks also go to our Board members for their time, experience and reliability, and to our hard working, dedicated staff team, who have worked tirelessly on our behalf.

I would also like to recognise the enthusiasm and work of our Healthwatch Champions and volunteers, whose involvement means we can provide the people of Oldham with a more effective Healthwatch service.

If you want to get involved with Healthwatch Oldham's work please do get in touch with the office. Thank you for all your support over the past year and we look forward to working with you to champion people's voice in their health and social care in Oldham in the year ahead.

John Starkey, Acting Chair

About Healthwatch

Oldham

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision and priorities

Healthwatch Oldham's vision is that health and care services for residents of the Oldham Borough are shaped by their needs, aspirations and experiences. We want local people to be able to use good quality, accessible services which help them to be as fit and well as they are able to be. We want services and support to help people to reduce their likelihood of becoming ill as well as to support them when they are unwell.

We have five strategic objectives that help us to do this:

- To gather intelligence so that we can influence commissioning decisions and local health and care related services.

- To offer different ways to engage the public in Oldham Borough about health and wellbeing with a focus on groups who are often under-represented in decision making.
- To undertake research to address health inequalities.
- To communicate as widely as possible information about rights and choices within health and social care for individuals and (from April 2016) to help people to get the most out of the NHS Complaints process if they are not happy with their care.
- To have robust governance to ensure the independence of Healthwatch Oldham.

This year we also took on the contract for independent complaints advocacy for people who are unhappy with the NHS care they have received. We call this our Help with NHS Complaints Service.

New strategies are being developed and implemented locally and at a Greater Manchester level including:

- Work to help people to live as healthily as they can - so fewer people become unwell and people with long term health conditions have the best quality of life that they can.
- Better integration of community based health, care and support.
- Improving the quality of hospital based care (including Healthier Together)

Healthwatch Oldham will continue to work to make sure your voices and experiences are heard through these changing times.

Delivering our statutory functions

Healthwatch has a number of statutory functions - things that the law says we must do. These fall into four main areas. We will describe our activities in the context of these below:

1. Gaining INSIGHT - understanding people's experiences of services.

We think it's really important to listen to a wide range of people who live or use services in Oldham Borough. One of the ways we do this is to support volunteers in our local communities to be our eyes and ears in that area.



One of our innovations this year has been to work with a local Community Nursing team. The community nurses made their patients aware of the opportunity to talk to us then our staff and volunteers visited them in their homes to undertake individual in depth interviews with 27 people who are rarely heard by the health and care system.

In addition, we have found that our new Help with NHS Complaints service has brought in significant additional insight from local people. This takes two forms:

- Patterns and trends emerging from complaints we help people with.
- Being able to signpost people into other routes to feed back about their experiences (including our Tell

Your Story process) if they feel that a formal complaint isn't the best way for them to get resolution.

We have also made more use of our forums this year to undertake brief surveys relating to the topics being covered. This has led to us gaining some key local insight on the following topics:

- Diabetes risk awareness and people's willingness to make changes that reduce their risk.
- People's experiences of low mood, anxiety and depression - including what support they have received and what they felt has been most effective.

An example of how effective our forums have been, would be a small case study of an individual who attended our type 2 diabetes awareness forum. This individual had recently been diagnosed with type 2 diabetes and came to our forum to understand more about the condition and steps they can take to improve their lifestyle. Because of the information they obtained and the decisions they made with their lifestyle, this individual has now been diagnosed diabetic free.



2. Working to INFLUENCE the people who plan and manage services - based on the things local people have told us.

We have continued to ensure that local people's views and experiences are heard by local, regional and national organisations. This includes:

- Oldham Health and Wellbeing Board
- Oldham Primary Care Commissioning Committee
- Oldham Safeguarding Adults Board
- Pennine Care Healthwatch Partnership
- Pennine Acute Healthwatch Partnership.

In addition, we have worked with a number of organisations at an operational level.

After some engagement work, Pennine Acute contacted us about working closely on a project within the Royal Oldham Hospital Emergency Department. The objective was to obtain views and opinions on the experiences within the Emergency Department. This work included various information stall events which were held on a specific schedule with a tailored questionnaire to easily understand people's views and opinions. This project is still ongoing and will include some follow up with people to see if their opinions have retrospectively changed in any way.

Two of our key local NHS provider organisations have had poor Care Quality Commission rating this year.

We have been disappointed with the way that Pennine Acute NHS Trust has worked with us around their improvement plans. We specifically asked for a senior leader to attend one of our meetings to give us an update on their progress for the whole Trust. Although the person who attended was very helpful and extremely knowledgeable about some elements of the improvements, the nature of their role meant that they were unable to go into the detail we wanted in all areas.

We have found Pennine Care NHS Foundation Trust to be much more open in their way of working with us in terms of their improvement plans. The concerns we raised about their internal governance were listened to and we have some assurance that these will be included in their improvement activities. We were concerned because a number of the issues identified by the Care Quality Commission were things that the Trust's internal systems and processes should already have highlighted and addressed.

3. Providing INFORMATION signposting and support to help local people to make an informed choice about services they access.

The new Help with NHS Complaints Service has had a significant impact on our information and support activity. Very often helping someone with their complaint can help to identify a number of other areas where they can benefit from information and help. During the year we have helped 100 people with the NHS Complaints process.

Our Healthwatch forums also continue to play an important role in our information giving work.



During the year we had the following contacts with members of the public:

- 510 Information Signposting enquiries
- 100 NHS Complaints enquiries, many included information and signposting
- 184 Patient Opinion Stories
- 157 Quick Surveys
- 174 Forum Questionnaires
- 209 Your Child Your Health Project Questionnaires
- 26 District Nurse Home Visit Interviews
- 15 Edge Hill Rest Home Visit Interviews
- 51 Hospital Emergency Department Engagement Questionnaires
- 4 Healthwatch Forum Events
- 81 Royal Oldham Hospital Questionnaires
- 10 Specific Engagement Stalls across various sites and locations
- 60 Students engaged with as part of the Oldham Sixth Form Project
- 480 Recipients of our weekly eBulletin
- 122 Facebook Followers

- 940 Twitter Followers
- 240 Forum Attendees, (120 in January 2017 - Low Mood, Anxiety and Depression; 50 in October 2016 - Living with and beyond Cancer & 70 in June 2016 - Type 2 Diabetes Awareness).

4. Sharing what we know with Healthwatch England, the Care Quality Commission and other similar external organisations.

We have continued to invest in positive working relationships with external partners, having a varied level of contact with the different organisations.

We have worked closely as a member of the network of Healthwatch in Greater Manchester. We contributed to work which has led to the creation of a Healthwatch Liaison Function funded by the Greater Manchester Health and Social Care Partnership. April 2017 sees Peter Denton (our Healthwatch Manager since 2014) move to a two year secondment as Greater Manchester Healthwatch Liaison Manager.

We have also had strong links with Healthwatch England with whom we have shared local data that we have collected, as well as contributing to a number of national developments.

Priorities 2017/18

We anticipate a number of key changes around local services. Our Board has agreed that we have a significant role in helping to ensure that local people's voices are heard as these changes are planned and implemented. We therefore feel that our priorities for 2017/18 include:

- Continue to explore new general outreach opportunities such as our Healthwatch Oldham Forum scheduled for July 2017 aimed at the BME community
- Continuing and building on our routine data collection about a range of health and care services
- Continue to collate anonymised data from NHS Complaints clients and feed it into our wider data collection
- Helping local people's voices to be heard in the development and delivery of Oldham's locality plan
- Promote opportunities to engage with Care Together and GM Devolution agendas
- Continue to share key data on a regular basis with our main commissioners and providers of NHS and social care services



Financial and governance information

Healthwatch Oldham has an independent board within a family of organisations under the umbrella of Voluntary Action Oldham. The Board was appointed to reflect both the skills needed and experiences of local people. Board membership for 2016/17 was:

John Starkey (Acting Chair)
Norma Bewley
Norma Parry
David Makin
Yvonne Lee

In addition to our Board we have a network of local Healthwatch volunteers who are active in local communities. The information they collect about people's

views is reported regularly to the Board and used to shape our work and priorities.

We thank all our volunteers for the numerous hours they put in on our behalf.

Our staff team in 2016/17 comprised:

Ben Gilchrist
Peter Denton
Linda Dunbar
Gaynor Keane
Martyn Nolan
Susan Pownall

Healthwatch Oldham's collaborative approach to our activities means that we have not felt the need to use our statutory powers during this year.



Financial information 1 April 2016 to 31 March 2017

Income	Oldham MBC	£179,708
	TOTAL INCOME	£179,708
Expenditure	Office & Support Costs	£23,908
	Salaries, on costs etc.	£105,529
	Direct delivery costs	£5,517
	TOTAL EXPENDITURE	£134,954
Excess of income over expenditure		£44,754
Brought forward from 2015/16		£35,892
Carry forward to 2017/18		£80,646

Notes:

1. Income is at a fixed level year on year. Staffing and other costs rise in line with inflation. As a result, a planned under spend has been brought forward into the year to help us to absorb these increased costs.
2. In order to be accessible to seldom heard groups we have a significant budget line for access and support costs. If this is not spent one year, it is carried forward to spend on outreach activity the following year. In 2016/17 there was limited call on this access and support costs budget due to much support being given 'in kind' by volunteers and partner organisations.
3. The creation of Action Together as our host organisation (brought about by the coming together of Voluntary Action Oldham and Community & Voluntary Action Tameside) led to an organisational restructure. This meant that Healthwatch Oldham carried some vacant posts for a period during this year.
4. The short lead time into delivering our 'Help with NHS Complaints' service meant that for the first few months of service delivery we were without a dedicated staff member for this role.
5. Our spend on staff for this year increased by approximately £16,000 compared with the previous year.
6. We have created additional fixed term staff capacity for 2017/18 to help us to meet the additional demand for service and ensure that some of our carried forward budget is used to benefit local residents. As a result, we have a planned deficit budget for 2017/18 - but one which will ensure we retain a reasonable level of reserves at the year end.
7. Good practice guidance suggests that it is prudent to carry a minimum of 3 months operating costs as reserves. That means we should retain at least £45,000 of reserves at current expenditure levels.

© Healthwatch Oldham 2017

Healthwatch Oldham, 12 Manchester Chambers, Oldham, OL1 1LF

www.healthwatcholdham.co.uk

info@healthwatcholdham.co.uk

0161 622 5700