

Developing local Healthwatch in Bury

Consultation Report



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Introduction

In the Health and Social Care Act 2012 the government set out the statutory requirements for all upper tier authorities to commission a Healthwatch which would take over from Local Involvement Networks (LINKs).

Healthwatch Bury will have a vital role to play in improving our services across Health and Social Care by effectively engaging our communities, identifying their priorities and being supported to respond to them and find their own solutions.

Healthwatch Bury will build successful engagement across Bury to enable local people to help design, improve and develop current and future health and social care services to meet the needs of local people.

Healthwatch will hold the NHS and local authorities to account for how effectively they plan and deliver public services and spend public money leading to improvements in services.

Background

This consultation was aimed at helping Bury to build a local Healthwatch that gives people a greater voice in shaping health and social care.

The feedback gathered will be reported to the Health and Well being Board and through management structures to inform the local model and service specification.

The consultation was launched on the 12th October 2012 and the first phase closed at the beginning of December 2012.

The second phase of consultation will begin in January 2013 and last until the formal incorporation of Healthwatch Bury.

Methodology

The consultation took a variety of approaches to ensure the widest capture of information.

150 people have received information about Healthwatch during the event on the 31st October in Millgate.

169 people have been involved in focus and discussion groups. (31 of which represented groups on the Bury Third Sector Assembly)

3 people have emailed comments.

170 people have completed the Healthwatch survey

38 people have accessed the council Healthwatch web page

9 Links board members attended a second phase consultation

34 people from a range of organisations attended the two public workshop events to discuss the preferred approach to delivering Healthwatch in Bury.

300 people sent information about the preferred approach and the workshop report and offered the opportunity to comment

A total of 33 people have left contact details for further involvement in Healthwatch.

Summary of Findings

The following paragraphs summarise key themes from the consultation.

As with all consultations, the themes represent what consultees reported, including their perceptions of current services and activities.

Finding information and advice

52% of respondents had tried to find out what health and social care services were available in Bury

When asked where did they go for the information, over 60% had used the internet, 41.6% had used family and friends, 31.5% had used NHS Choices website, 39.7% had used Bury Council and 30 % had found out information and advice at their GP practice.

The majority of people had found the information they were given useful or very useful but 4.7% had said that it was not useful at all.

People were asked what they had liked about the service that they had used and people had found them friendly and informative, straightforward and easy to access, child friendly, provided clear information, face to face contact and the service had been delivered by competent trained staff, those that had used the internet had said that the information was easy to access.

Respondents were asked how the service could be made better and the following comments were received;

Put information in one central place so do not have to contact more than one place to find what you need, Provide contact numbers so you can get straight through to the service. Keep on line information up to date.

Train staff in customer service so that they are more approachable, try to consider people with disabilities when arranging contact and provide information around alternative options that are available. Wanted to see more of a person centred approach.

Respondents were asked where they would go if the needed help in the future and their response was;

Healthwatch if it is set up properly, Connect and Direct and other Bury Council services, internet, friends and family, GP or walk in centre, children's centre, social workers and the carers centre.

Providing information and advice

Respondents were asked how they would like Healthwatch to provide them with information and advice and 65% wanted the information to be provided online, 56% wanted to make enquiries and receive information by email, 44% wanted leaflets in appropriate locations, 35% wanted to be able to drop in to a venue in a central location and 30% wanted to get the information through existing advice and information services.

Respondents wanted the leaflets and existing advice and information services to be as local as possible, for example, schools, children's centres, GP's, libraries, supermarkets, leisure centres, pharmacies, colleges, day centres, childcare providers, dentists and local community centres.

Respondents were asked about the particular sorts of information they thought that they might need and the comments are listed below;

Information about doctors and dentists availability and performance and the process of how to change services.

List of recognised private home help services

List of recognised psychiatrists

Information on how the referral process works

Leaflets that show clearly the range of health and social care services available and how to access them

List of recognised chiropodists

List of recognised counsellors

Services for supporting adults with a learning or physical disability

Information for new parents to help alleviate concerns

How to get to and park at hospitals and services that are not local to you

Disability aids and financial assistance available

Traffic light performance system for each strand of available services

Information on how personal budgets work

Information and support available around Alzheimer's

Information and support available for people with mental health problems

Care packages and support available for the elderly

Information on how to make complaints about all health and social care services

How should Healthwatch keep you informed

Respondents were asked how they would like Healthwatch to keep them informed or gather their views and 72% indicated they would like to respond to surveys, just under 50% would like to post their views on a website, 33% would like to attend drop in sessions, 31% would like to attend meetings and 10% would like to talk face to face with a volunteer.

Over 69% of people are interested in being given the results of investigations carried out by Healthwatch and they would like to be made aware of the results through the following channels, 55% by email, 54% through information provided online, 27% by newsletters, and 25% by post.

Having your say

25% of respondents said that they had never been able to have their say on health and social care matters, 33.5% were rarely able to have their say, 25.7% were sometimes able to have their say, only 12.9% said they could usually have their say and only 2.9% said they could always have their say.

Respondents were asked to say what barriers stopped them from having a say and 60% said that they did not know who to contact to talk to, 26% did not think that anybody would listen and feedback to them. 17.9% said that that they were always able to have their say and had not experienced any barriers.

85% of respondents thought that it was important that an independent organisation could investigate the quality of care provided.

Getting involved in Healthwatch

27% of respondents said that they would like to be involved with Healthwatch in the future and the types of activities they would like to be involved in are;

Attending meetings to monitor or plan local services and to represent the views of people from their local area, would like to carry out focus groups and surveys and be an advocate and provide one to one support.

An efficient, effective and accountable Healthwatch

Over 99% of people thought it was important that Healthwatch was well known and trusted in local communities.

98% of people thought that it was important that Healthwatch worked positively with local people and commissioners of services.

98.4% of people thought it was important that Healthwatch reaches out to groups and individuals who find it difficult to express and communicate their views and choices.

All of the respondents thought it was important that Healthwatch ensures support is available for people who are unable to make choices for themselves.

97.6% of respondents thought that Healthwatch should be an active organisation, respected and accountable to local people and recognised as a channel through which the public can express their views.

Summary of Themes from the Focus Groups

Positive Experiences of Health and Social Care

Knowledgeable pharmacists – local pharmacy had consulting rooms and can give medication

Consultant in the hospital was good- good communication and explained things properly

Boots are open until midnight for prescriptions

A young person thought that their podiatrist was excellent

Negative Experiences of Health and Social Care

Lack of co-ordination between services – poor information sharing

Difficult to get appointments

Inconsistency between different practises and doctors

Lack of information shared with families

Behaviour and tones of receptionists

Not all doctors are promoting patient choice

GP's do not allow enough time and do not always explain about medication or possible side effects

GP's cultural differences – not just medication should look at social prescribing

There are transport issues for some groups to out patients etc

A lot of health professionals don't know how to talk to young people; they can be patronising or condescending

Don't take young people or their views seriously

Experience of the complaints process

Process and off putting and can take a long time to resolve. Going to meetings about complaints can be very intimidating.

Several members of the Rethink Mental Health Carers Group had complained and found the process daunting or had not been listened to.

Some people did not complain as they thought it might affect their treatment.

Little was known of the complaints process – no standard process for all.

In many cases people wanted to give feedback to improve the service not really to complain and there is no mechanism to do this.

What should Healthwatch do?

Feedback the impact it has had on services.

Inspections should be for a reason and lead to improvements and recommendations should be listened to by important decision makers

Should demonstrate any impact on the issues it deals with

Should influence commissioners of services

Should have good mechanisms for collecting and sharing data

Young people thought that Healthwatch should send surveys to schools, colleges, and services working with young people

Should provide a text number for young people to send feedback and promote the text number to all health services

Should be centrally located and have a telephone line

People with learning disabilities thought that Healthwatch should tell people to talk to them and explain things clearly.

What are the barriers to influencing?

People thought that influencing was difficult- although this was probably a mind set rather than a reality

Would like to feed in and influence how services are provided

You have to have 'teeth' to be listened to

Poor communication

Complicated reporting structures

Poor data collection

Don't know how to get involved

Third sector workers not respected by the public sector

People don't feedback back to you, or don't tell you how long it will take

Constant restructuring of services means you don't know where to start

How would you like to be involved with Healthwatch?

Young people would only want to be involved if their views were taken seriously and used

Would fill in surveys giving views on issues

Young people would attend information sharing events if free food was provided

One young person would like to be a board member

Young people would like to take part in projects on mental health / sexual health and drug/alcohol services.

People with learning disabilities would like to be a trustee or board member, some would like to be volunteers helping with mail outs and typing, and would speak to other people with learning disabilities.

People with learning disabilities would like to put Healthwatch information in their newsletter and on their own website; they would go to meetings and would invite Healthwatch to their meetings.

How would you like Healthwatch to obtain information from you?

Young people would like to give information face to face, by telephone, by e mail (but not Facebook), would not like to attend drop in sessions and through peer mentors.

People with learning disabilities would like information by telephone, online and on a website, on the Bury People First website, in buildings that they use, such as libraries, day centres, community centres and doctors. By e mail and by text and think that it would be a good idea to have Healthwatch contact details on a laminated card with a free phone number.

How should Healthwatch provide you with information?

Young people would like information via schools and colleges, Facebook, fun posters, QR scanners, peer mentors, twitter, group meetings and adverts on buses.

People with learning disabilities thought that Healthwatch should do an information video for them.

Would like Healthwatch to put information on coloured paper in bold with pictures so it is easy to understand.

Other General Comments

Frustration that mental ill health is seen not as a health problem like heart disease by the general public, some GP's and clinicians.

Healthwatch should scrutinise social care as well as health

People felt that they could not influence strategy at the moment and that consultations felt like paper exercises and they were not listened to

People with learning disabilities felt that the doctor should look at them and not the computer screen and that both doctors and pharmacists should explain clearly what their tablets are for and how to take them not just explain it to their parents or carers.

Conclusion

The consultation was designed to gather the views of a wide range of customers, carers, service providers, members of the public and partner organisations to inform the development of Bury Healthwatch.

Feedback gathered will be used to influence the service specification and the development of Bury Healthwatch.

Acknowledgements

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Appendix 1

Methodology

The following methods have been used;

Online survey

www.bury.gov.uk/healthwatch ;

<https://www.surveymonkey.com/s/3JZ6LBX>

Focus and Discussion Groups have been held with the following;

Young People
BME Community Forum
BME Employees Group
Young Carers
Links board members
Youth Council
Carers of people with mental illness
Third sector groups x 2 sessions
People with learning disabilities
Older Persons Task Group
Disabled Employee Group
Link stakeholders
Health Scrutiny Committee
Health and Well Being Board

Drop in Sessions have been held at the following locations;

Daisyfield Children's Centre
Radcliffe Children's Centre
Ramsbottom Children's Centre
Redvales Children's Centre
2 x sessions in the Green Room, Textile Hall, Bury.

The following groups were provided with the opportunity to engage in the consultation and were also provided with information regarding the setting up of Bury Healthwatch;

Bury Council staff,
All elected members,
Patients Cabinet,
Clinical Commissioning Group members,

GP practices,
PCT database of service users and NHS partners,
All Bury Schools,
Bury College,
Children' Services,
Users of Family Information Services,
Childcare providers,
Find it 4 me database,
Connexions users,
Township Forum members,
Adult Care Task Group,
Older People's Forum,
B3SDA database of members,
Link membership database,
Adult care service users and providers,
Bury Police,
Community Safety Partnership,
Learning Disability Partnership,
Residents Associations,
Housing Providers,
Carers Centre,
Bury Coalition for Independent Living members,

Drop in open event in the Millgate shopping centre at which we spoke to about 150 people.

Press releases sent to all local papers, information was included in the Links newsletter, B3SDA newsletter, Adult Care Matters newsletter, Bury Council staff newsletter and Six Town Housing newsletter, and an advert was taken out in the Jewish Times.

The local link has many volunteers and it was important to get the views of those and the board to build on their experiences and knowledge and capture the value of their input over the last few years.

Link staff, host staff, council staff, NHS staff and elected members have also been given the opportunity to input into the consultation to help build a detailed picture.

A dedicated web page was set up providing relevant background information and links to the online survey. This was supported by Facebook, twitter and press releases. The information and links were also posted onto partner organisations web sites, Age UK, Links, and Bury 3SDA.

Appendix 2

About Yourself

Over 63% of respondents identified themselves as individual members of the public, over 20% from the public sector, over 10% as service users, over 9% from the private sector, over 8% from the voluntary sector, over 2% as students, 1.5% from residents associations 1.5% as users of children's centres.

82% of respondents were female and 18.2% were male.

5.5% were aged 18-24, 20.5% were aged 25-34, 29.1% were aged 35-44, 18.1% were aged 45-54, 17.3% were aged 55-64, 8.7% were aged 65-74, and 0.8% was aged over 85.

25.4% of respondents had a long standing illness, disability or infirmity and 31.7% of respondents identified themselves as having a caring responsibility

Appendix 3

Healthwatch Preferred Approach Workshop Feedback Peel Room, Town Hall 9th and 10th January 2013

Attendance

Crossroads Care Bury
United Response
Alzheimer's Society
Jewish Representative Council
The Fed
Members of the public
Bury Libraries
Groundwork
Township Co-ordinator
Bury Link
Bury Diabetic Support Group
Pennine Care NHS Governor
National Cycling Academy
Grundy Day Centre Shared Lives Team
Irwell Valley Housing
Stop Smoking Service
Principal Procurement Officer
Learning Disabilities Support Team
Bury Blind Society
Bury College – learner services
Chair of B3SDA
Chief Officer CAB
GM Fire and Rescue
Community Safety Partnership
Barnardos – volunteer co-ordinator
Crossroads Care
Chief Officer – Age UK
Project 29
Communities Manager
Youth Service

A brief presentation was given on the preferred approach to developing Healthwatch in Bury. In principal participants were in favour of the approach to developing a consortium of local people and organisations.

Participants were then asked to work in groups and look at the following topics;

How can we ensure that Healthwatch Bury is something people really value?

Raise people's understanding of the role and function of Healthwatch, that it is a needs led organisation, show what it does/ what it has done for local people and ensure it achieves its objectives.

Publicise in different ways e.g. social media in a co-ordinated joined up way and not just online not everybody is computer literate, use multi channel retailing of service, use information formats targeted at different groups.

Will need some form of self and peer assessment and quality assurance system

Information to be put in community venues that people use – job centres, libraries, schools, colleges, use translation / translators when required

Make sure Healthwatch has clear aims and objectives, robust terms of reference, a clear mission statement, clear outcomes and uses good practice.

How should Healthwatch work in partnership with groups like the Council? The NHS and the voluntary sector?

Shape services provided through partners and give feedback / information to partners, hold partners to account, be visible, make links to emerging engagement structures of partners i.e. patient cabinet, council, voluntary sector and Health and Well Being Board.

Formal partnership protocols need to be considered and need to ensure clear links between patient cabinet and Healthwatch

How can we raise the profile of Healthwatch Bury so that local people know what it is and what it can do for them?

Use existing networks – databases, mapping of groups, patients cabinet and GP groups, township forums.

Develop a communication strategy

Training and awareness raising road shows including councillors

Launch event – good publicity – well publicised quick wins, regular advertising in places people go and on the radio

Have a powerful authoritative voice – be clear about Healthwatch statutory powers

Give regular updates to people who have expressed an interest

If you were a volunteer, or involved in delivering Healthwatch, what type of support would you need to carry out your role?

Clear role descriptions, clear responsibilities – bearing in mind limitations and a proper induction process.

Training – Health and Safety, confidentiality, safeguarding and providing a personal and professional development programme, providing support, coaching and mentoring, supervision and cover expenses. Having a clear management structure, with access to relevant data and match volunteers to a wide variety of roles and ensure they are thanked.

Good organisational culture/ values and valuing volunteers involved in decision making, good two way communication and regular meetings

General Comments

Healthwatch needs to set realistic expectations of what it can and cannot do

People in Bury will need to be sure the organisation will remain and be suitably funded third sector is not 'cheap sector' don't expect more quality for less money.

Appendix 4

Proposed Approach to delivering Healthwatch in Bury. Feedback from Bury Link Board. 07.01.2013

Bury Link Board support the selection of option 4.

The Board also identified issues that need to be addressed before finalising the approach to delivering Healthwatch Bury.

Continuity of membership and experience is important for the effective performance of the proposed shadow Healthwatch board beyond April 2014. This is best achieved if the core members of the shadow Healthwatch board recruited in 2013 retain their membership beyond April 2014 without recourse to election by an as yet unknown constituency who may have little knowledge of the strengths or weaknesses of the interim shadow board members.

The period between April 2013 and April 2014 should be used to identify deficits in skills or knowledge of the shadow board and action taken to recruit additional members in 2014 to address identified gaps. The criteria and process for recruiting these additional members should be the same as those used to appoint the original members of the shadow board. The whole Board could then submit themselves for re-election post 2014 when the defined constituency of electors have knowledge of the board members performance.

It is important that a programme of training and development is available to Healthwatch board members and other lay participants in order to develop their capacity and competence to undertake their responsibilities. The development and implementation of the training programme should be undertaken in partnership between Bury Healthwatch and the key providers and commissioning organisations. The development and implementation of this programme should be a joint responsibility of the Healthwatch Project Board and the residuary host organisation.

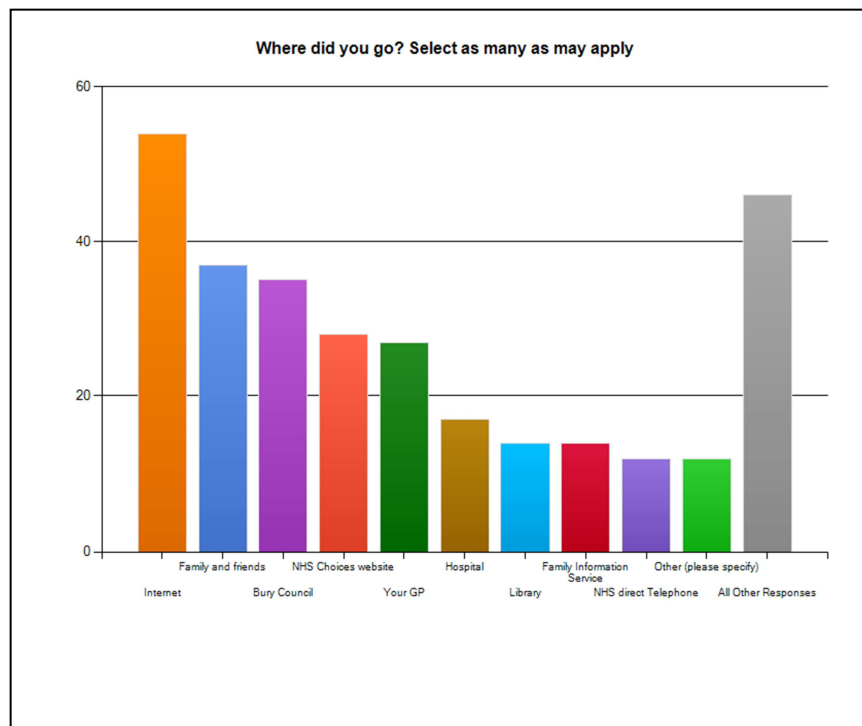
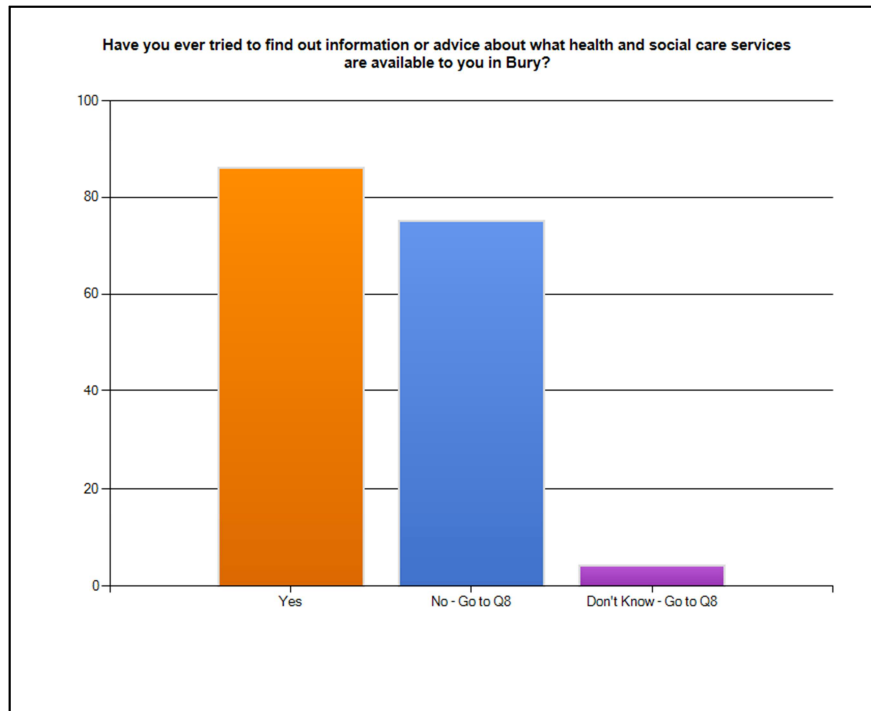
Prior to selection and appointment of shadow board members the roles and responsibilities of such members should be clearly defined and communicated to interested parties. A mechanism for involving Bury Link in this process needs to be in place.

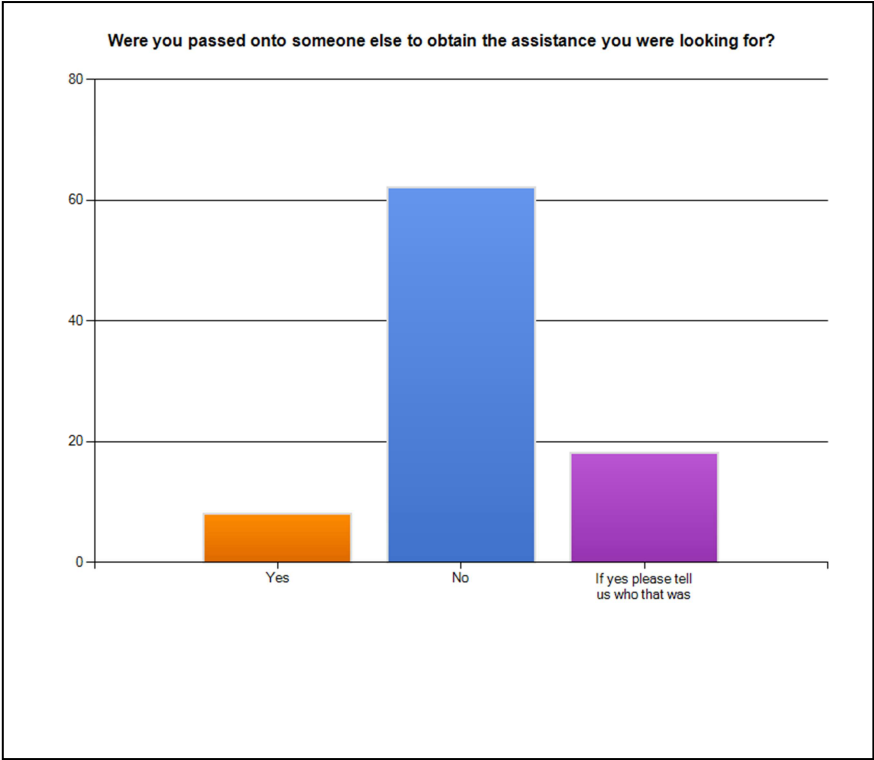
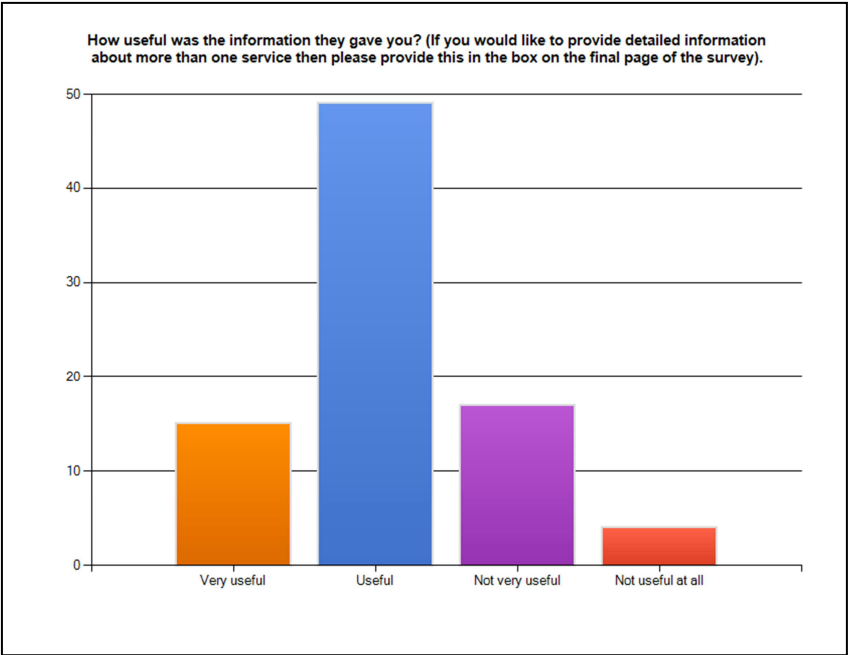
The selection criteria and appointment procedure for shadow Healthwatch board members must be informed and undertaken by personnel from an appropriate range of stakeholder interests and be transparent to all who may have an interest in applying for such posts. It is unacceptable to exclude Link members from developing the appointment criteria and selection process on the basis that this would constitute a conflict of

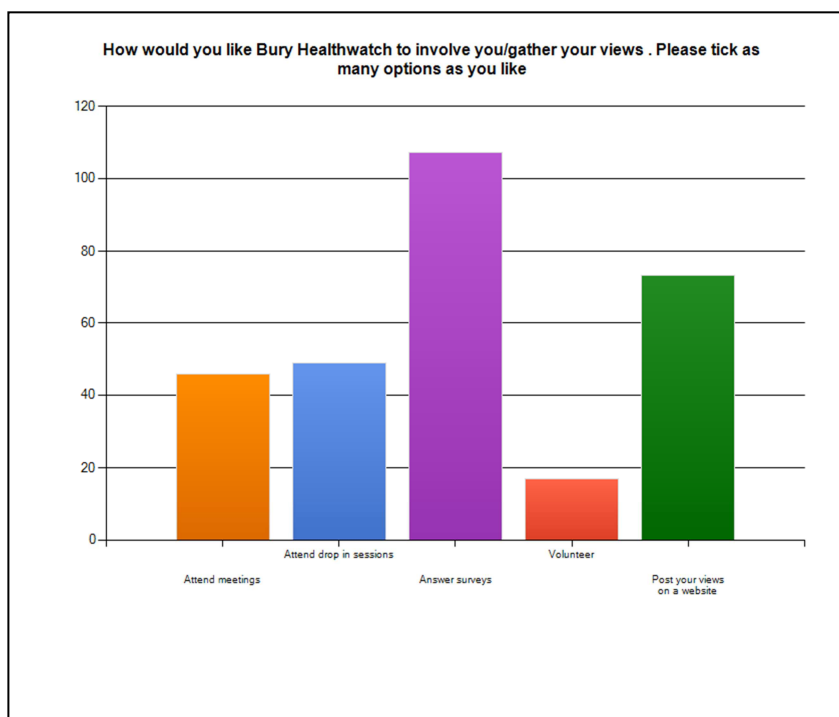
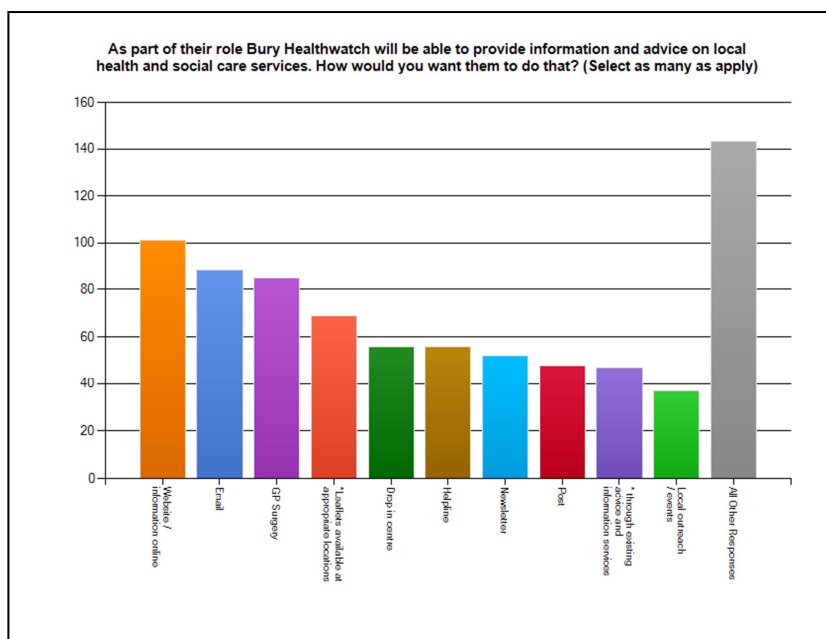
interest. All parties already involved in the transition from Bury Link to Bury Healthwatch may be regarded as having a conflict of interest in the creation of criteria for selection or appointment to the interim Healthwatch Board. This experience should be utilised whilst assuring interested parties that the process is open and transparent. It is important that an independent element is built into the selection and recruitment process to reassure interested persons that the local authority is not simply using the interim selection and recruitment process to structure a shadow board that is susceptible to the influence of the local authority.

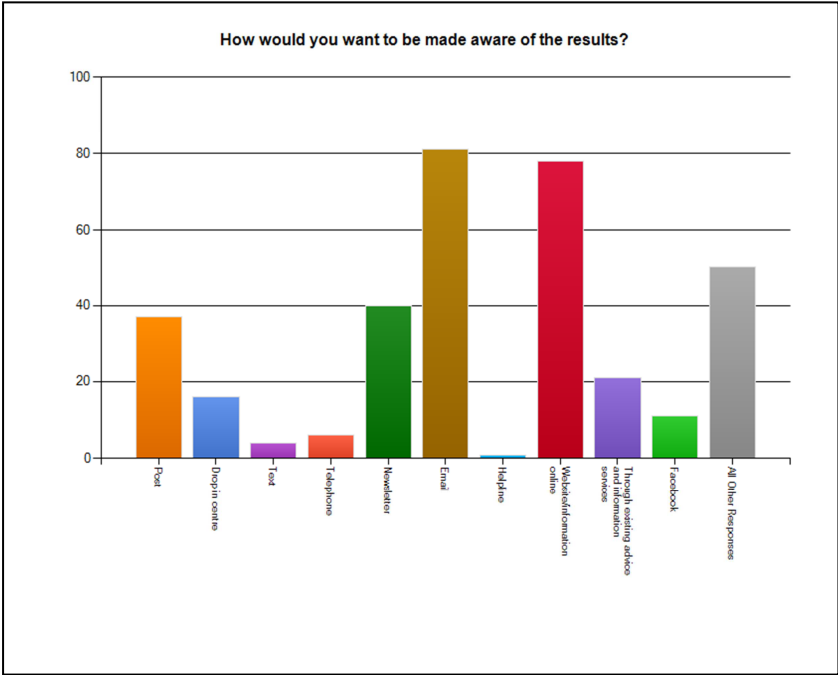
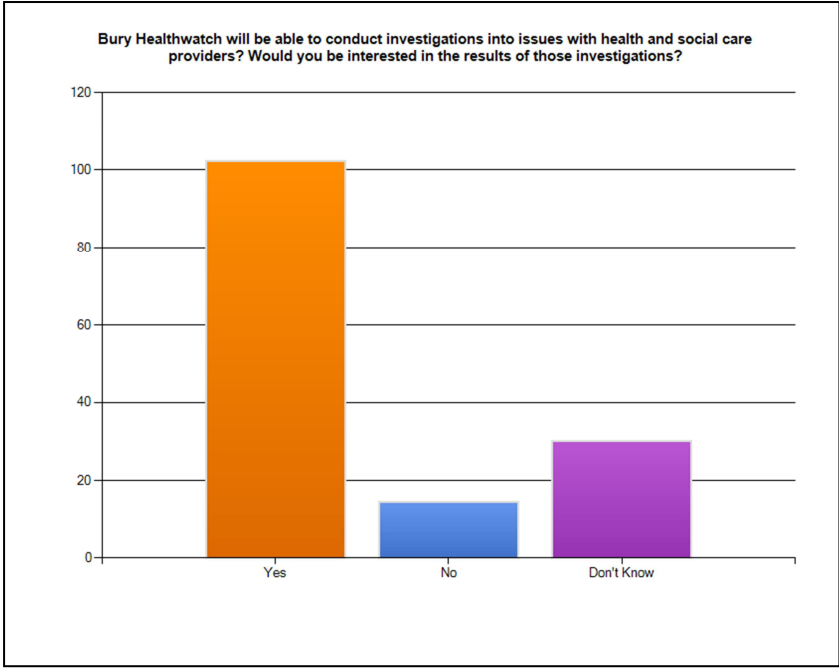
The local authority must make explicit its intentions re the funding of Healthwatch as soon as possible. Any difference between the DoH indicative allocations and the actual allocations should be made explicit.

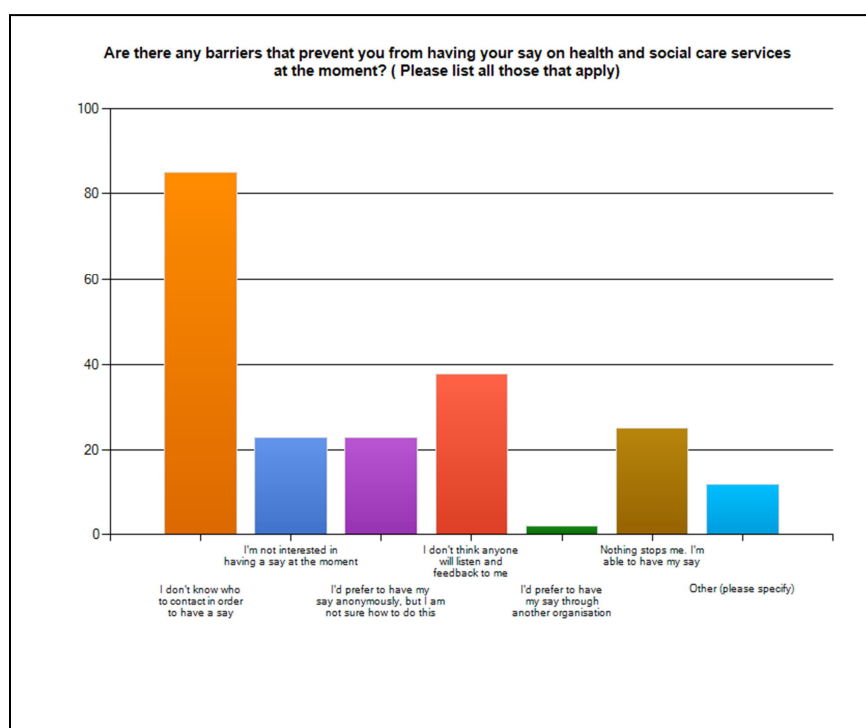
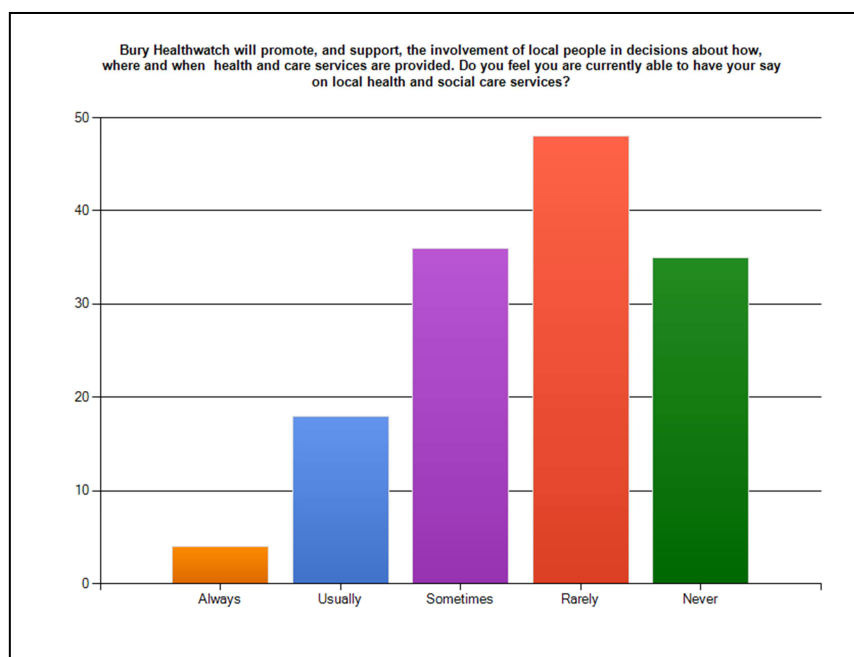
Appendix 5 – Complete survey responses

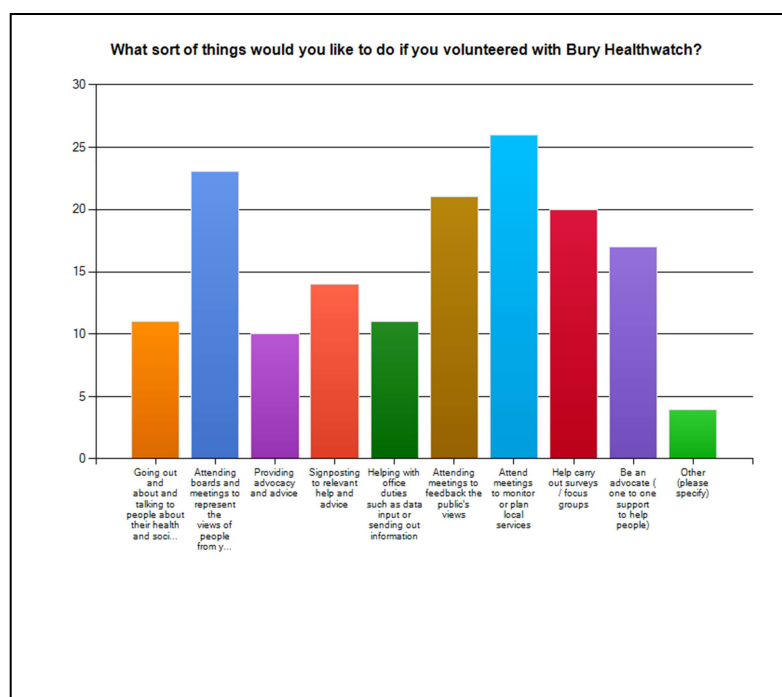
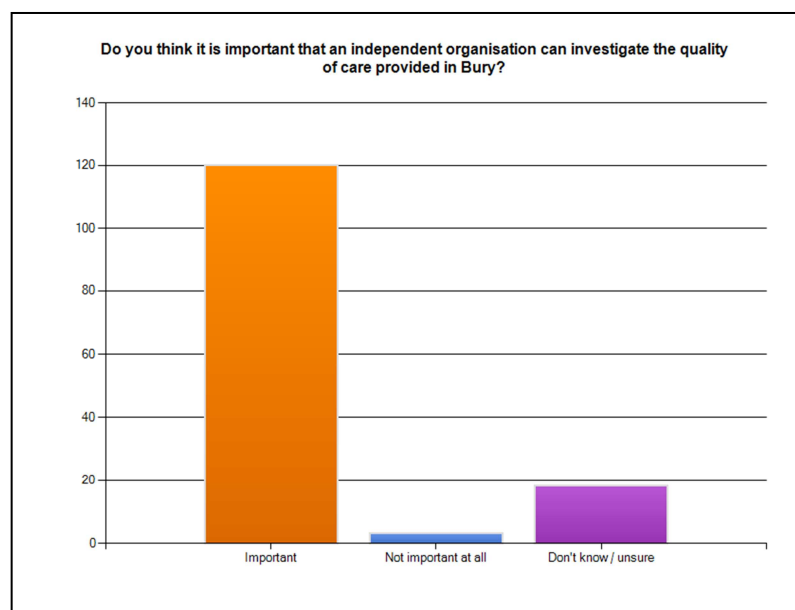


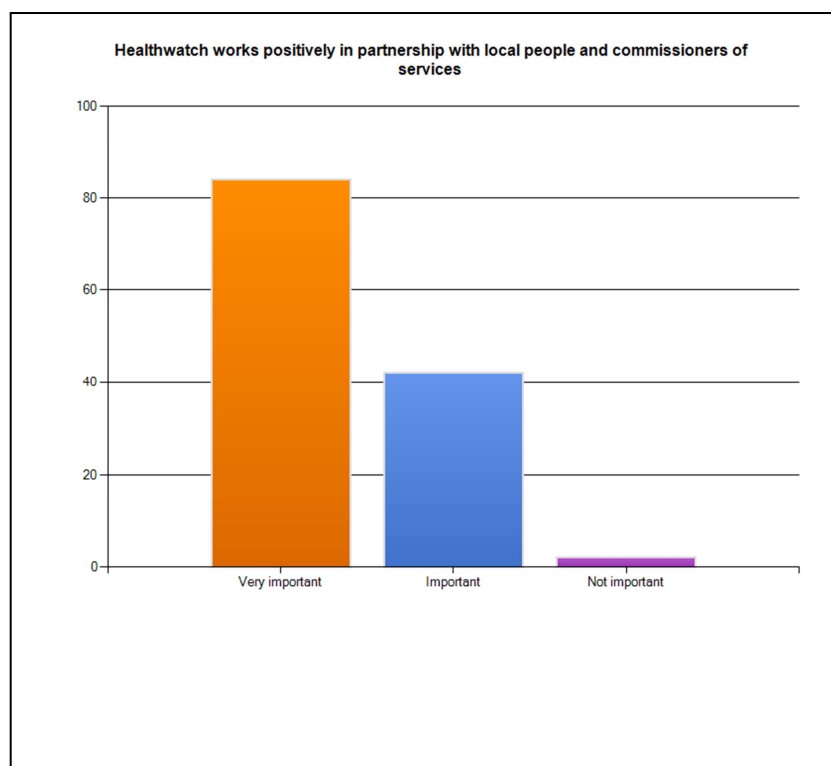
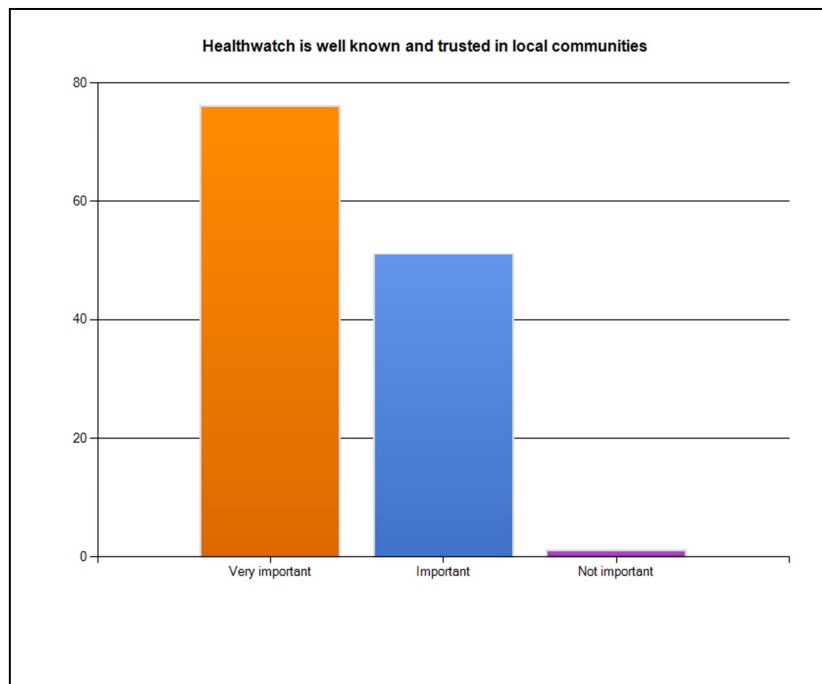


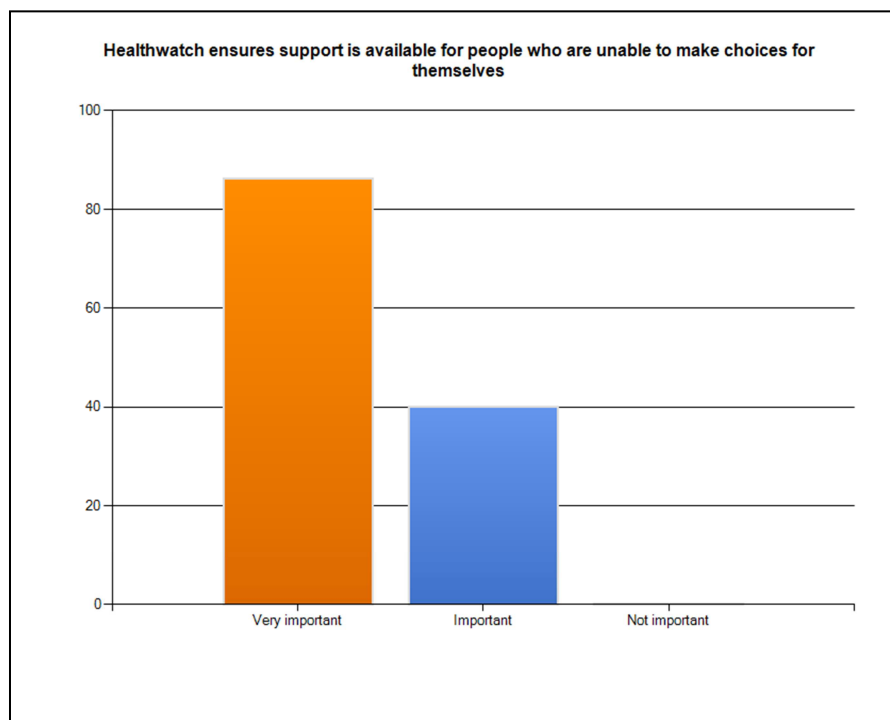
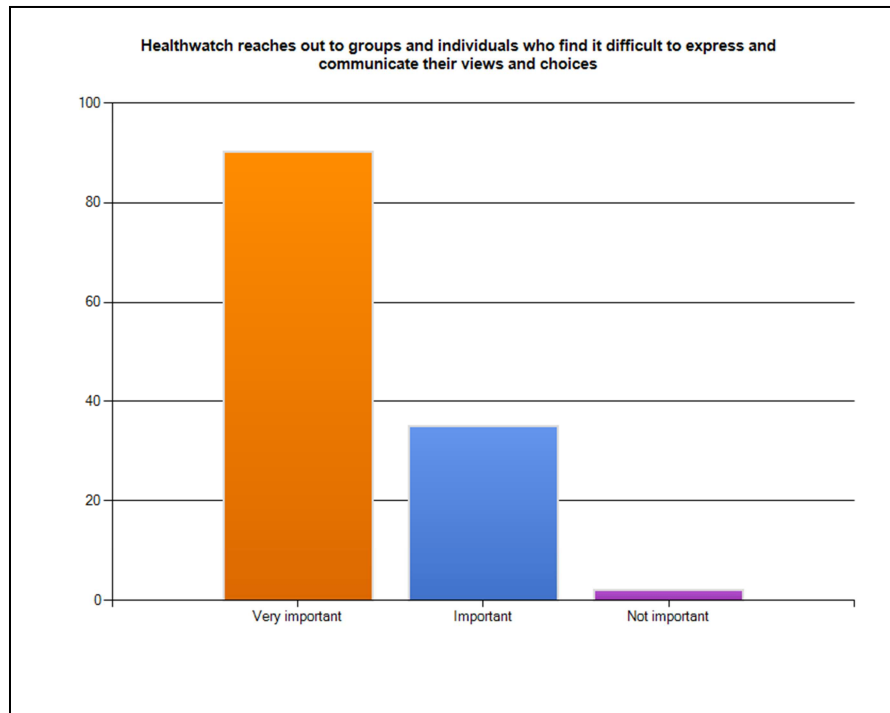


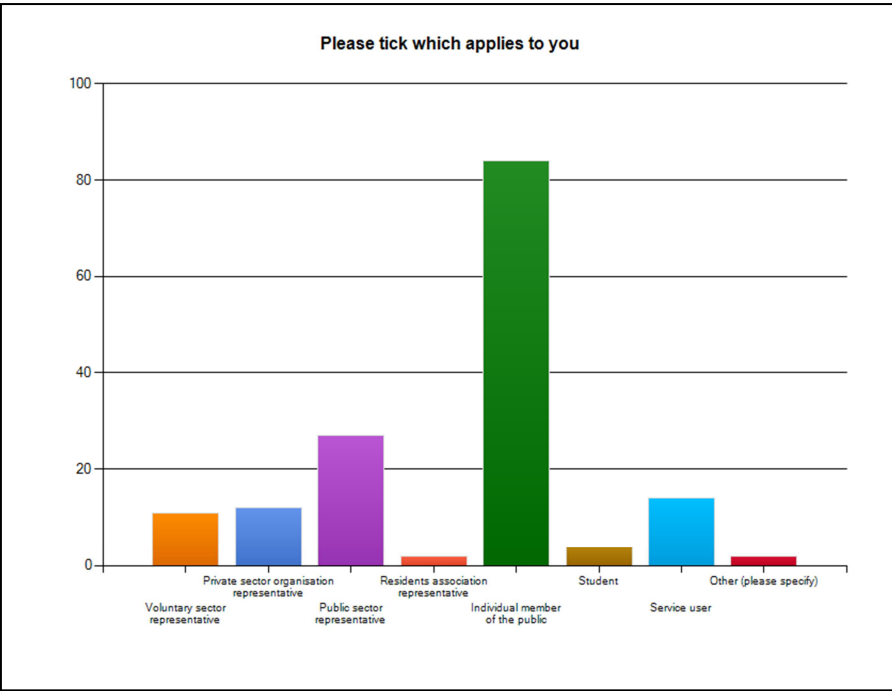
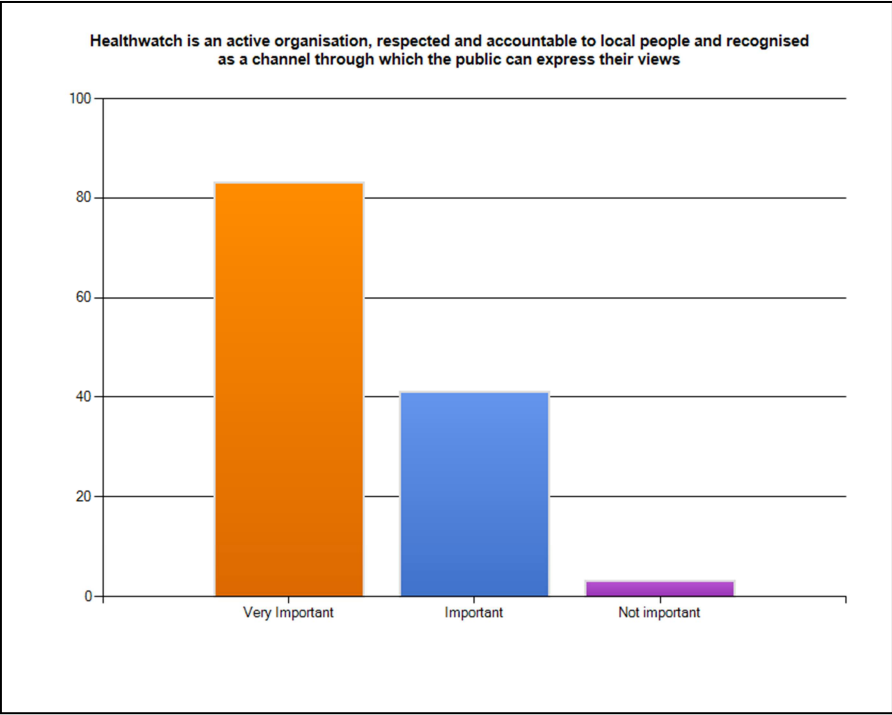


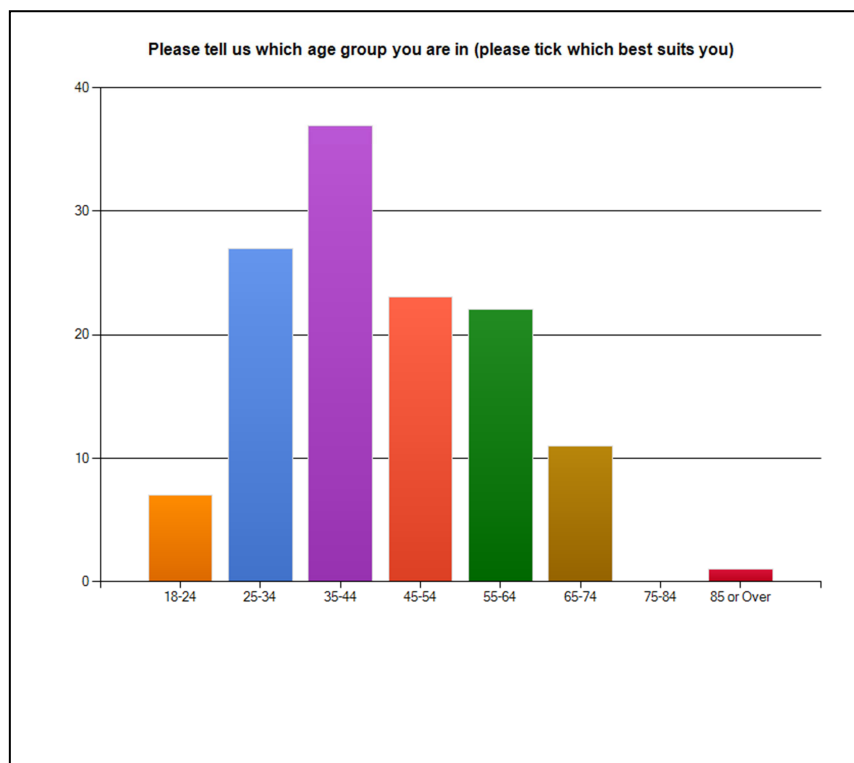
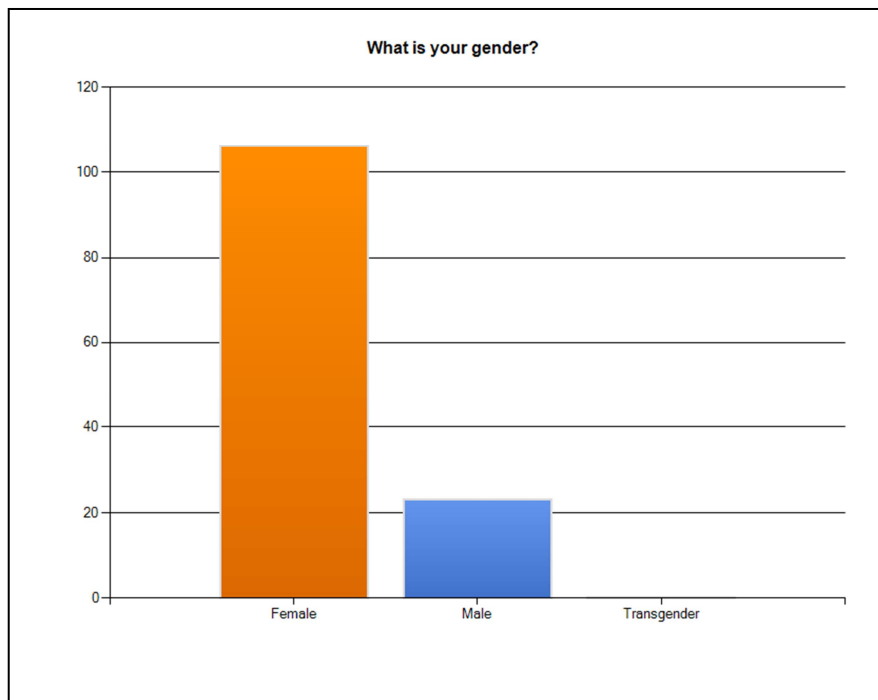


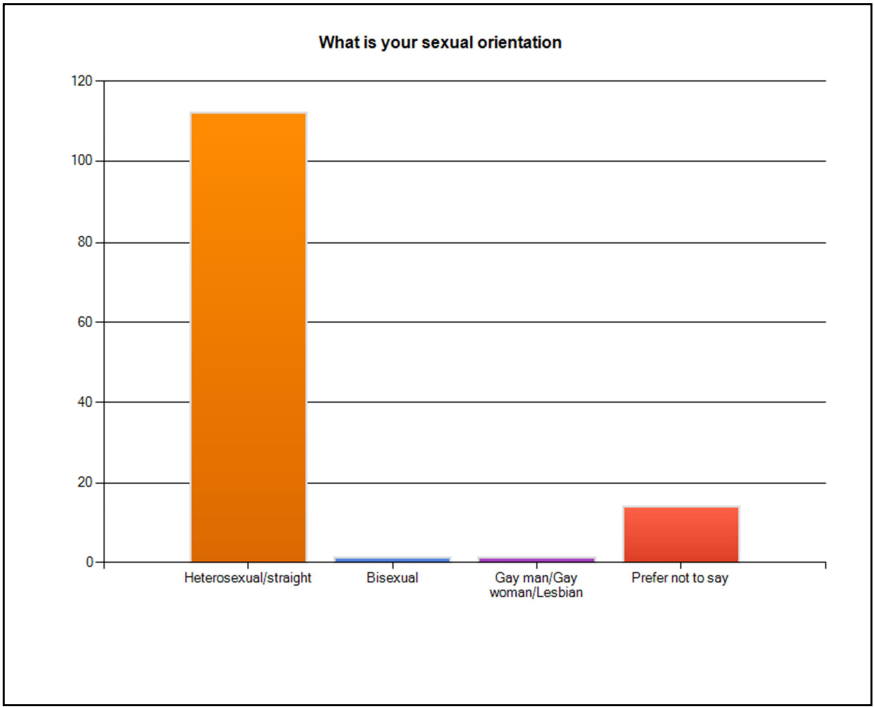
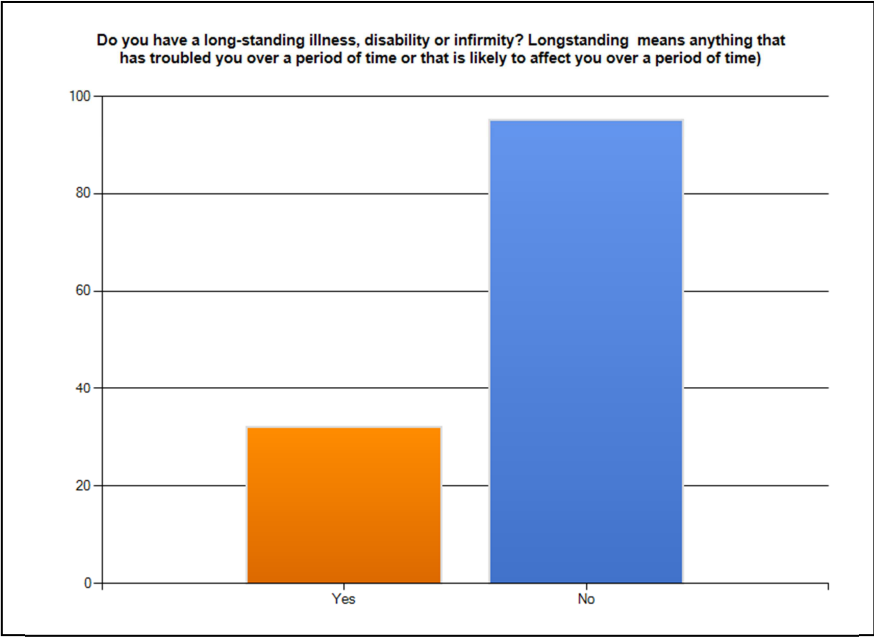


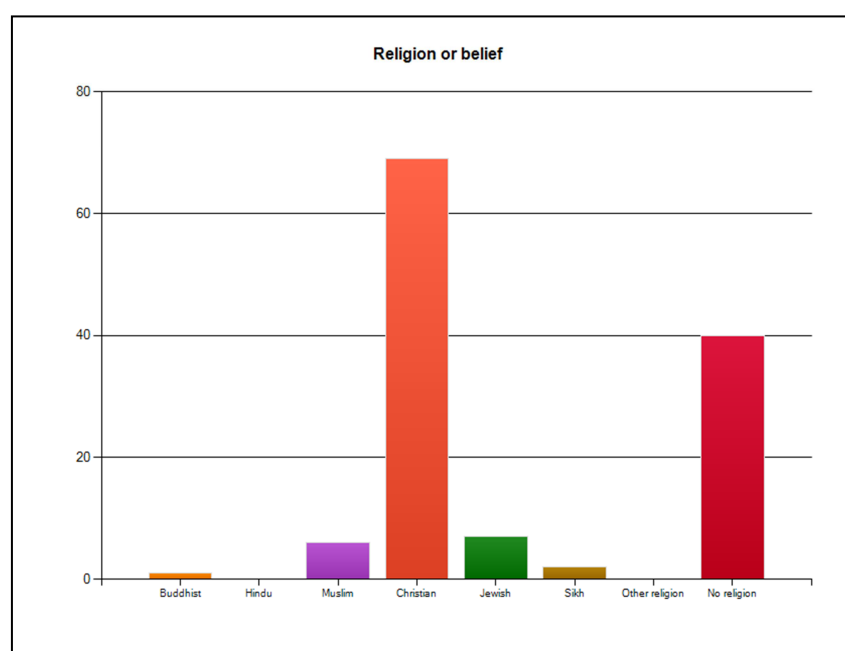
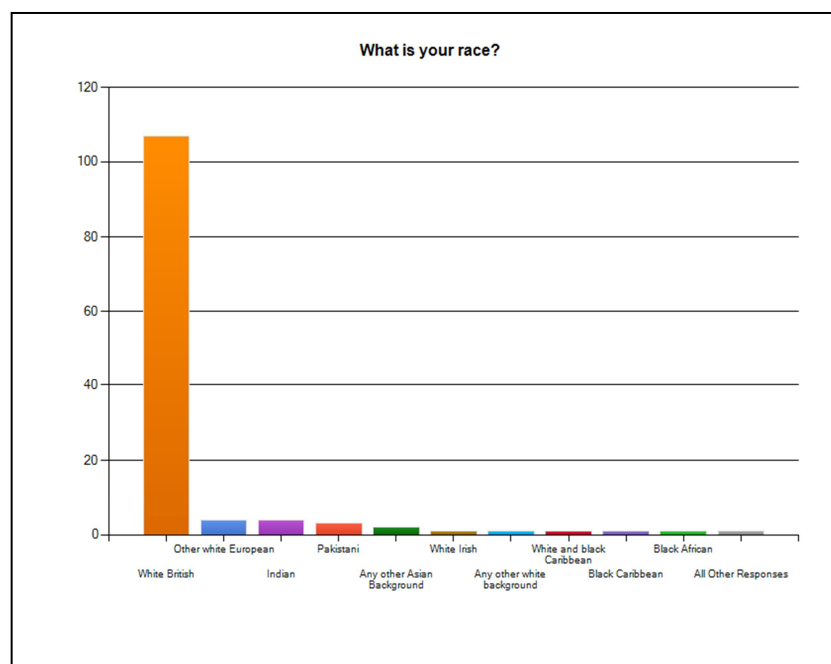


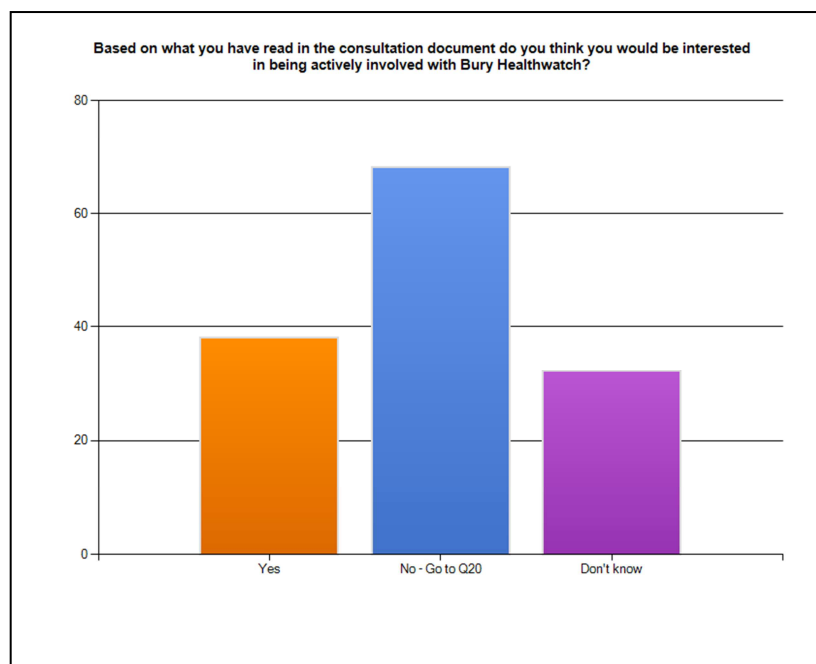












Appendix 6

Open Ended Questions

What did you like about the service?

- 1 Very good
- 2 Dentist calmed child down and explained everything
- 3 the most important thing about any service is continuity
- 4 Helpful
- 5 Sent information out to me straight away
- 6 Advice straight away
- 7 answered question straight away
- 8 Gave me the basic information I needed
- 9 N/A
- 10 fine
- 11 Nothing
- 12 Friendly and informative
- 13 Straightforward and easy to access.
- 14 answers
- 15 The final advice was useful, but not the amount of time it took to get through to that person
- 16 child friendly - got to see them quickly
- 17 Very helpful and provided clear information
- 18 Friendly staff, locality, convenience, content.
- 19 I found notice boards and the PCT useful.
- 20 Don't Know
- 21 Easy to access on the Internet
- 22 NHS Direct was fine and provide useful information but no local support. Our GP keeps fobbing us off to the walk in centre what ever we ask about.
- 23 Friendly, free and easy to understand
- 24 I didn't - very complicated and time consuming, especially for a new mum. The local children's centre sent me info - but this was over 3 months after my child was born.
- 25 They gave up to date information and quick to respond
- 26 prompt service, did not have to wait in telephone queues
- 27 I used online which is my preferred method of contact
- 28 N/A
- 29 Nothing
- 30 Nothing
- 31 Not much
- 32 very friendly, excellent resources
- 33 when I reached people who I needed they knew what I was talking about and asking for guidance/help with and did what they could to set us on right lines to get correct help
- 34 nothing

35 They were the only ones who did anything about our situation and it all happened quickly
 36 Do you mean the service I consulted or the service I was passed to? Good advice and a feeling of reassurance and that help was available
 37 All questions were answered
 38 helpful
 39 Gave me the information that I needed
 40 the service was delivered by competent trained staff
 41 Easily available via internet
 42 Spoke to someone that was willing to help and not an answer machine
 43 Able to access Internet at any time. NHS Choices reliable.
 44 Could find and use information when I chose to
 45 It was a source of information for my personal needs

What could be done to make the service better for you?

1 one place to obtain all information required
 2 Send information on a regular basis
 3 A number to get straight through to the dept, and not a premium rate number
 4 nothing
 5 I would love answers to phone queries, responses to phone messages left, do not like to not be answered or left for weeks at a time
 6 After 6 months the service is stopped Takes a long time to get the service and each time you want the service you have to apply again
 7 Advice better if explained clearly - came out more confused than I went in
 8 Difficult to get through on the phone to carers centre
 9 it was fine
 10 The info was ok but the dental provision was poor
 11 a point of contact where services are coordinated and member of staff can give and advise on service to best meet the needs of enquirer or offer a range of options
 12 Train some staff in customer service so that they are more approachable
 13 After paying rates/poll tax/council tax since 1974 would have appreciated some assistance when experiencing severe mental illness which had necessitated being sectioned under the Mental Health Act. The person who refused any assistance despite pleas from myself, a family member, two friends and an Advocate from Manchester MIND was the CMHT Manager who had sectioned me!!!
 14 lead contact to ring
 15 Nothing at present.
 16 Consideration of disability when arranging contact. Alternative options available.

17 A Bury 'call centre' where all calls to the PCT, NHS Trust and Local Authority are routed to ensure that you get consistent advice and the call handler knows where to direct your call

18 better appointment system or able to have gone directly

19 open when I needed it unlike doctors

20 Information given was sometimes inaccurate

21 Nothing.

22 More informative

23 If you seek health advice it is logical that you would start your enquiry at the doctors or a health facility. Leaflets are great but making staff in all council run facilities aware of what programmes are available is an excellent way to spread information.

24 An easier contact number, leaflets in the GP surgery or hospital advertising the services

25 Make it less complicated.

26 Regular updates

27 if you are speaking about the health service in general, well I suppose restoring the hospital service like overnight care for young children and maternity. my baby boy wouldn't be alive if I had to go to Oldham probably.

28 I find the Bury.gov website to be extremely lacking in even most basic information, navigation, despite a restyle in recent months remains clunky and not intuitive.

29 more up to date information on line - some of it was out of date.

30 Nothing

31 A dedicated website for children's' centres in bury with all timetables etc. on there up dated as and when necessary with links to services such as health visitors etc.

32 NHS choices out of date or not very useful when looking for instant assistance. GPs always refer and never have info to hand

33 I realise that impartial views have to be given but I really needed a more definite answer

34 Appointments on time... When I was 40 weeks pregnant, waiting over an hour, to be told they forgot! Midwives know more info about local hospitals due to Fairfield closing.

35 Have up-to-date, complete and accurate information

36 The services could be made more easily accessible! I work as a health professional in a neighbouring trust and ended up taking my daughter to groups over there because of the limited things available in this area. sure Start services in particular I find very disappointing.

37 Clearer more accurate/up to date

38 better health visitors

39 until you need something you don't know what is out there and where to look for it so its easy to say publicise services but no one reads the hype until they want a particular service and then panic because what they are looking for is often known as something they don't know to the

professional people involved so enquires and answers are talking about the same thing but don't know it and so both get frustrated

40 More easily accessible

41 person centred services - rather than answer phones or messages

42 make it less long winded when trying to get information / appointments etc

43 Increase personnel so that more help is available

44 funding

45 It took a long time for the GP referral

46 It was top marks as the lady was very helpful

47 Nothing, everything available.

48 Nothing

49 Greater accessibility to relevant queries

Where do you think you would go if you needed help in the future?

1 unsure

2 not NHS or Social services, adult services

3 Bury Council

4 Internet

5 GP

6 Depends on the problem- most things are not answered on first enquiry

7 Healthwatch I should think if it is set up properly

8 Bury Council - adult services

9 GP NHS online

10 Family friends Carers group Bury Council

11 Family friends Internet

12 Family and friends Bury council Internet

13 Don't know more public information is needed

14 internet, friends

15 connect & direct or internet

16 A Mental Health Law Solicitor.

17 friends and family bury council

18 The same sources as listed

19 G.P

20 I'm unsure at present, still not clear who has responsibility for what.

21 GP

22 Internet to search for options or through the MH partnership group and Bury

Voluntary & Independent Sector Sub Group

23 walk in centre

24 Family and friends because they are the USERS of the services

25 Ramsbottom Children's Centre

26 Internet

27 contact the local office direct Nov

28 Radcliffe PCT is a great source of information for services related to children - they have a health visitor service on the 2nd floor. The

reception desk also has a manual with lots of health info - but you have to be able to read, understand information and confident to seek more help and many people aren't in this position.

29 GP

30 Bury Council or Internet

31 Websites

32 not sure anymore, my GP always send us to a nurse practitioner or walk in centre.

33 I like information to be freely available on the internet - it is accessible 24 hours a day, at my convenience. I do however like to be able to speak to email a human for further information

34 on line

35 Internet

36 internet.

37 Either same service or search the internet links

38 internet - but one that is kept up to date and is more useful

39 personal recommendations

40 Bury Council website again

41 Not my current practice!

42 Don't know

43 I would go to a neighbouring trust!

44 Contact centre direct

45 children's centre or one of the groups they hold, or GP

46 same places now I know more what to ask or each place. have been told internet has more advice but not being a daily user internet doesn't help me as much as it does other people

47 internet Google

48 always on the internet for information

49 GP

50 Social worker or Pals

51 GP, NHS website

52 Bury Council or the Carers Centre

53 bury family information service

54 Same

55 Depends upon the service I need

56 PALS

57 Same places. I think the Link have been particularly ineffective when I've spoken with them before - little knowledge or expertise. I hope they do not become Healthwatch.

58 Web or doctors surgery

59 Hopefully by Local Healthwatch

60 Link

If you selected any of the options marked with* can you say where you would want these to be?

- 1 children's centre libraries
- 2 As local as possible, e.g. schools
- 3 Children centres
- 4 Children's Centres GP surgeries
- 5 Libraries, Sure Start
- 6 My email address at work
- 7 Health centres Children's centres
- 8 city centre Close to home
- 9 GP's
- 10 GP supermarket library community centres
- 11 Home is best - convenient for wheelchair
- 12 Day surgery town centre library
- 13 College Town doctors hospital
- 14 Drop in centre should be central location can pop in when go to the market
- 15 Library Drop in centre
- 16 Radcliffe Children's centre Library Drop in Bury centre
- 17 GP surgeries, local community centres, libraries
- 18 the appropriate method and / or place depends on whether it is factual information or e.g. personal problems or complaints which are being discussed Leaflets at GP surgeries, libraries and supermarkets
- 19 doctor's surgeries etc for leaflets face to face in a drop in surgery at a static base as well as mobile surgeries for people who are unable to travel far
- 20 Town hall, GP surgeries
- 21 MIND Rethink GP Surgeries Local Libraries
- 22 Children's centres, libraries, supermarkets
- 23 GP surgeries
- 24 doctors, children's centre
- 25 leisure centres, GP, pharmacy, through school
- 26 Through existing health and social care providers and care pathways, Bury Voluntary & Independent Sector Sub Group & similar organisations.
- 27 Central locations
- 28 library college notice boards
- 29 GPs surgery Library Supermarkets
- 30 Children's Centres, Schools childcare providers GP practice
- 31 At Children's Centres, GPs, local drop in surgeries, etc.
- 32 GP Surgeries, Libraries
- 33 Local Children's centre/GP/library
- 34 Children's centres/ libraries
- 35 Library, GP Surgeries, Radcliffe PCT, Sure start Children's' Centres.
- 36 GP surgeries, sure start centres, hospitals and libraries
- 37 GP Surgeries, pharmacies & drop in centres
- 38 Children's Centres

39 Locations such as Town Hall, or Moorgate Medical Centre
 40 Dentist
 41 GP surgery, sure start centre. Citizen advice bureau even pharmacy.
 42 our local surestart children's centres
 43 in the doctor's surgery or walk in centres
 44 Central, easy to access location with decent opening hours
 45 clinics, supermarkets, support groups, colleges, day centres, leisure centres, C.A.B
 46 posted through everyone's letter box in the borough and local newspaper
 47 Children's centre
 48 Supermarkets
 49 Local supermarket foyer
 50 Daisyfield Children's Centre
 51 doctor/ library
 52 Leaflets in GP, Library and Pharmacy.
 53 ANYWHERE, LOCAL SHOPS, CAFES
 54 CAB?
 55 Could depend on the type of advice needed Not necessarily Bury centre only Use existing established advice points
 56 GP's
 57 I found most useful information at carer's centre to which I was referred by someone at the GP surgery and someone in the library who already used the service. its easier to understand face to face talking to people but when you've left you think of another load of questions so something to take away helps to meeting and hearing how others cope is also helpful because they've found strategies that worked for them that can be adapted to your own circumstances and these can only be passed on face to face so talking to people professional or not helps
 58 Council, Voluntary Sector, Children Centres, GP/Health centres etc 9 variety of locations e.g. library,
 60 this would be helpful if for people who cannot get out to have access to leaflet type of information
 61 At my home
 62 GP Surgery Library Drop in Centre Public baths/ Leisure centre Hospitals
 Parent groups/Sure Start On line. It must be remembered that not everyone has a computer or is computer literate.
 63 somewhere easily accessible by local transport and on ground floor or in a building with a lift
 64 Town Hall, GP, Library
 65 GP Surgeries and in the Town Hall.
 66 Libraries, Health centres, Job Centre
 67 Local shopping centres
 68 GP surgeries Libraries Hospitals Dentists Local community centres

Are there any particular sorts of information and advice that you think you might need and that Bury Healthwatch could provide?

- 1 A proper functioning, accessible complaints service
- 2 obesity breast feeding smoking
- 3 Clear - names of people, one phone call for help not 6 - if messages are left - phone back - libraries and GPs to give out pamphlets to clients
- 4 Old age
- 5 hospital services
- 6 Extra services available to help me
- 7 Specific conditions: Medical and living financial advice where to go and who to speak to about conditions
- 8 Info on doctors, dentists, chiropodists
- 9 Not sure but information about services should be together in one place and you should know where to go for it
- 10 don't know what I might need in the future
- 11 Factual information about services. Info about how to make complaints. Info about how to influence general provision of services
- 12 Doctors Dentists - who is the best How to change doctors. Where I can get counselling
- 13 e.g. NHS dentists. Lists available but no one taking new patients!!!
- 14 GP's, dentist's etc. availability and performance.
- 15 A list of Psychiatrists in private practice. A list of private home help services
- 16 How the referral process works for all services
- 17 not sure?
- 18 no
- 19 where do I go to get the support I want. How can my community help me with lower level support so I don't have to keep going to my doctors for minor problems?
- 20 how to change GP, find an NHS dentist
- 21 no
- 22 Leaflets that show clearly the range of services that are available to patients and how to access them
- 23 No
- 24 no
- 25 info on NHS dentists
- 26 More information about health checks screening
- 27 Not at present
- 28 Information on supporting couples/ individuals after miscarriage free Counselling services
- 29 Information about Chiropodists etc that I have to pay for and can't access through the NHS; who they would recommend/who is approved/registered
- 30 Autism friendly services

31 Information on dentists and they types of services available from all providers in one place

32 No

33 Healthy eating general well being

34 babies / children

35 unsure

36 Whilst nothing is obvious, even trying to find out basic information, such as who my child's health visitor is remains impossible.

37 support for adults with a learning disability or a mental health need, where to go if they need support or accommodation

38 I would like information on what is available to me as a parent. Also advice drop in sessions would be useful

39 Mental health

40 see previous answer - baby and toddle info including all groups/classes available, also a baby first aid course/info

41 I am not sure what extra can Bury Healthwatch provide comparing to all the information available from a GP or all the leaflets from a Gp waiting room

42 Not that I can think of

43 Children's clubs for ages 3-5. I am due to start maternity leave with my 2nd child and with my first I used a lot of the services, however as I already have a child, I find my options are limited to go to clubs such as bump and beyond etc as I don't have family that live close by that could look after my older daughter so don't think I'll be able to use the groups as much as I'd like to.

44 info about local activities 45 Parenting/childcare concerns, for example: baby now waking in the night, when to see a GP with a poorly baby

46 Baby groups

47 Dental out of hours services How to get to and park at hospitals that are not local to you

48 no

49 Not at present- would depend on individual circumstances in the future ageing etc!

50 Info about financial assistance for disability aids

51 not right now as things are pretty stable and going more or less okay with the help and advice been given by current services

52 Services currently available for elderly, children/young people, BME, disabled, working people. Maybe a traffic light system for each strand of service so people can make an informed decision

53 Personal budgets

54 Funding, care homes, physic help and basic information about where to go for different types of issues – health issues, and dependent on age.

56 Advice and information about getting help for carers of people with Alzheimer's. Advice about resources which may be helpful and grants and funding.

57 What services are available, listed in alphabetical order of need, what they can offer and how you make an initial contact

58 no

59 Which hospitals you can go to for which conditions. Who to contact for any problem with the Health Service or Social Service Dept. Who deals with children, people with learning difficulties, the elderly...where the groups meet.

60 elderly care

61 Care in the community packages for the elderly

62 Services that are available by direct referral rather than via a GP

63 N/A

64 new 111 telephone service

65 Patient opinions.

66 Details of opticians, dentists, about consultations to service changes in NHS, which hospitals and clinics carry out which services and how to get there. Information on how to make a complaint

Is there anything else you would like to tell us?

1 There needs to be a greater awareness in Bury to support young people and adults with autism. Improvements need to be made to enable autistic people to attend appointments at the GP or hospitals. there should be a choice so a patient could be seen either at home or not have to sit around and wait for the GP if appointments over run

2 As a patient/ carers/ informed intelligent individual/ mother of a large family involved with special needs care etc _ expect to welcome Healthwatch but am cautious about the 'whole' change that Healthwatch may bring to myself and communities like mine that do not have computers TV listen to radio and read papers, cannot understand. All of these people need to be able to welcome Healthwatch

3 Mental health care in Bury is appalling - community and The Irwell Unit.

4 Is there anything you can do about the appointment booking system at GP surgeries? It's ridiculous that there is a free for all at 8.30 to get an appointment that day.....

5 no

6 Patients need to know where to go to access services - GP practices are the best place because everyone has a GP

7 promote joint working between Link and Bury Governors

8 I think it is very important to widely publicise Bury Healthwatch to ensure the people of Bury know what it is and does. I have lived in Bury all my life and did not know what LINKS was or did.

9 I think it is good to involve local people but it is also important to remember that not everybody can use or get access to computers

10 need to contact local providers to see how they can work in partnership and to share ideas as sometimes the providers have got a

better understanding of how resources can be used more effectively and who is potentially falling through the gaps

11 No

12 Breast is best campaign - this is a national campaign but there is not enough information for mums who are unable or don't want to breast feed for whatever reason - we need info and support also - the internet has conflicting advice and info and is not available/accessible to all.

13 I would like more factual information about Bury Healthwatch - the description at the beginning of the survey is very general and it did not make me understand what this service is about and how practically this service is helping the community. Thank you!

14 no

15 I fill this in the hope that its not just another jobs for the boys thing and that the organisation will really try and make a difference and put forward any views that its told about that help and not twist them because the people putting them forward cannot say in politically correct terms what they want you say and what they think should be done

16 no

17 Please get new blood into Healthwatch, more young people perhaps. The Link has older people who have their own agenda and on the whole have no social skills. It has been poorly run for years, and needs to come to an end.

18 The organisation will only be of real use if it has teeth, and make real difference/get things done/changed when issues arise.

Appendix 7

Focus Group Feedback

B3SDA AGM (24)

Voluntary Sector Groups session (7)

Bury LINKs Board (5)

Last Experiences of Health and Social Care

Positive	Negative
Private advice in pharmacies	Lack of coordination between services
Knowledgeable pharmacists	Difficulty to get appointments
BARDOC emergency dental good	Inconsistency between different practices/ doctors
	Lack of information shared with families
	Poor info sharing between agencies
	Behaviour and tone of receptionists
	GPs no longer know the family
	GPs don't have relationships with your health visitor
	Doctors won't share information about patients with their young carers – or always allow them to attend appointments which can cause difficulties

What was the experience of complaints

Going official takes a very long time, it is very formal and off putting.

Can take months/ years to resolve

Going to meetings related to complaint – with clinicians can be intimidating.

Sometimes it has bad consequences – especially when you deal with practice managers

Don't know where to start

Not all patients are promoting patient choice

Focus Group - Carers for People who suffer from severe mental health

Pre-amble.

There were six carers or ex-carers in the meeting. All had close relatives who had/had severe mental ill-health and most conditions were controlled by drugs. At some point all who suffered had been admitted to hospital.

The purpose of this consultation was in keeping with the general focus group work however this group were not ready for that level and type of interaction on the specific subject area.

The group were given an overview of Healthwatch and the context of Links. The group wanted to talk about their experiences however. The facilitator therefore took the view that at that time it would be unproductive to adhere to the focus group process and specific questions.

Nevertheless there was some very useful information that came out of the discussion and Healthwatch could take note of the general conclusions of this group.

What was identified

There was a general dissatisfaction about the services provided. However it must be noted that there was some very positive experiences as well. The nature of the ill-health is that it is a life long issue and experiences are therefore likely to cover a wide range over time.

There was frustration by the fact that mental ill-health is seen not as a health problem akin to e.g. heart disease by the public, some GPs and other clinicians. It was seen more as 'something wrong' with sufferers and not truly understood. The point is that if seen in the same way as other severe health conditions the belief was that there would be a better

service. There was still a stigma attached to the whole area of mental ill-health.

Several members of the group had the need to complain but either found it daunting or were not listened too. There was also positive feedback about experiences of services.

Focus Group B3SDA's AGM

Positive/Negative experiences

Positive:

Local Pharmacy had consultant room and can give medication: Consultant in hospital – good communication, pleasant and explained things.

Boots are open till 12 midnight for prescriptions

Negatives:

GPs not enough time allowed and explanations of medication including in one case side effects.

Appointments at GPs not good

From homeless people POV – trouble getting a GP to treat if there was a temporary address, there was no crossover of districts. Letters if not replied then de-registered but homeless would have difficulty with that.

GPs cultural differences – should look at other options not just prescribing medication – social prescribing.

Letters to blind people will then de-register. Transport issues for some groups to out-patients etc. Eye clinic issues.

Several people were negative about GPs.

Complaints

Complaint but did informally – about health care in hospital. Barrier as not wishing to make issue.

Experience of need for formal complaint concerning patient with additional needs including language issues, no interpreter. PALS resolved this so no formal complaint as such.

The group felt that it was intimidating to complain and little was known of the process. It needs a mechanism. There was an interesting debate

about when is feedback a complaint. In many case it was feedback that people wanted to give not to complain.

How can you influence? What are the barriers?

The whole group agreed that they thought influencing was difficult. However was this more a mindset that they couldn't rather than the reality.

Agreed that there was a need to know what the system was.

Barriers - how to influence and who

GPs

Hospitals

Special services

All are different and need different approaches – what are they.

Role for organisation to get public view

All agreed there was a role and it was important:

Scrutinising both health and social care

Feeding in – to help planning

Signposting – complaints etc.

What does it look like and how is it effective

On a simple level as an advocate on one's behalf.

Have to have weight to be listened to.

Need to be able to influence strategies.

Local or Gtr Manchester/regional needs to be able to feed up to national level.

Has to be realistic in what it can do.

Need to recognise that there are different levels as to what it can do.

Need to be informed by the ground level of society this provides the evidence for change and recognises the good things as well.

Need to increase the understanding of lay people so they can be more involved.

N.B. Strong support for the inclusion of a range of people from public and organisations and the inclusion of clinicians.

Can we influence Health and social Care at the moment?

Consultations are not meaningful and we do not get good feedback from them as to what happens because of our input.

Can't influence major strategy

Feels like a paper exercise

Young people are consulted with IAPTS

Barriers to Influence

Poor communication

Complicated reporting structures

Poor data collection

Don't know how to get involved

Third sector workers not respected by the public sector

People don't get back to you for 6-8 weeks

Automated phone systems

Restructuring makes it difficult to know where to start

Apathy of the public

What should it do?

What is role for an organisation that scrutinises with planning and consultation NHS – how would we know it's effective

A quality mark

Proactive service that is well marketed that reaches out to people

Feedback as to the impact it has had on services

Inspections – these should be for a reason and lead to change

Advocacy

It should make a difference

It should be listened to by important decision makers

It should demonstrate an impact on the issues and complaints it deals with

Improve health outcomes

Influence commissioners

Be respected

Have good mechanisms for collecting data

Children and Young People's focus groups

Youth Parliament (13) and Young Carers Group (9)

Do you currently have a say in health and social care at the moment?

Generally you get what you are given but that is not too bad. (significant minority said this)

We don't know where to go to have a say

We don't feel our concerns will be listened to

We don't have a large say

More of a say in health care than social care

How Should we engage with Children and Young People

Schools and colleges

Facebook

Young people on the Board

Fun Posters

QR Scanner

Face to face – maybe to another young person

Twitter

Group meetings

Twitters

Adverts on buses

Focus Group – Learning Disabilities – Bury People First

How would you like Healthwatch to give you information?

By telephone when you ring up

Online and on website

On the Bury People First website

In buildings that we use with information points
Use community centres
Use Day Service outreach bases
Use libraries
Use e mail and text

It would be a good idea to have Healthwatch contact information laminated on a card with free phone number with logo on the front.

Can give out to all people with learning disabilities.

Would like the opportunity to elect a Healthwatch board member

What makes a good service?

Listen
Give good clear information
Get the first appointment
Get the doctor to look at you and not his computer
Need plenty of time to talk and explain

What makes a bad service?

Prescription being wrong / or tablets not right
If the doctor talks too quietly
If they do not explain what they are going to do
When they talk to my mum and not me and I don't understand
No instructions on how to use computer booking in system

What gets in the way?

Not getting an appointment when you need one

What helps?

Knowing how to take your medicine- chemist and doctor should tell you as well as your mum

Have a leaflet which tells you what is wrong with you

Knowing what your medicine is for.

What can Healthwatch do for you?

Tell the doctors, nurses, dentists to explain things to you not just your mum

Sort problems out for you

What does Healthwatch need from you?

Would like to be a board member – know how to be a trustee

Would like to be volunteers and speak to other people with learning disabilities

Can help with mailings and typing notes

Will put Healthwatch information on BPF website and newsletter

Would go to meetings

Invite Healthwatch to meetings to explain what is happening

Other comments

Can Healthwatch do an information video for us?

Can Healthwatch put its information on coloured paper and in bold and with some pictures so easy to understand.

Health Watch Focus Group – 6 young people from POG (Lesbian, Gay, Bisexual, Transgender, Questioning youth group)

Using Health and Social Care?

Was it a positive or a negative experience overall?

Most young people felt indifferent about the majority of their experiences.

What was good about it?

One young person sees their NHS podiatrist monthly and finds them excellent.

What was not good about it?

A lot of health professionals don't know how to talk to young people; they are either really patronising or condescending.

They often don't take young people seriously.

One young person went to YPAS for the contraceptive implant and was made to feel bad when she explained that she didn't currently have a boyfriend but she wanted to be prepared. The nurse was critical of her wanting the implant without being in a relationship.

Another young person was not sent reminders from their NHS dentist about an appointment and so missed it and was taken off the list there, he is now not registered with a dentist. He said when he was registered he found the dentist not to be proactive when his teeth had problems.

Young people said they did not feel comfortable talking to pharmacists.

Have you ever made a complaint about health care/ care that you were unhappy about?

How was the complaint handled?

One young person's mum had a bad experience with the mental health team at Fairfield. The doctor incorrectly recorded information and then blamed the mum so she and the young person went to complain. They were told that they couldn't complain in person and that they had to write a letter. They were also told that the letter could not be hand delivered and that they would have to send it through the post. When they sent a letter they received no response. The CPN tried to support them in their complaint but they were unimpressed with that support and still had no response. Both the young person and his mum feel very negative about mental health services in Bury.

Accessibility/ Appropriateness

It all feels quite accessible to young people. They said they liked that YPAS is in a more central, well lit location and the fact that there are several departments in the building means that people can't be sure which service you are accessing making it more confidential.

Do you feel that as members of the public you can currently influence health and social care?

Sometimes services for young people ASK.

You can volunteer with health services which is a good way to get involved.

Gathering Views and Providing Information

Send questionnaires to schools, colleges and services working with young people.

Have a text number where young people can send feedback and promote it in health services.

Have a central location people can access.

Have a telephone line.

Have you ever tried to find out information about health and social care in Bury?

Yes.

Where did you go?

Young people said they get information from Connexions, friends and other workers face to face rather than on posters.

How would you like to be involved with Healthwatch?

Young people said that they would only want to be involved if they felt their views were being taken seriously and used.

They would fill in surveys giving views on issues.

They would like attend information sharing events if there was free food provided.

One young person was interested in being a board member.

They would like to take part in particular projects on mental health, sexual health and drug/alcohol services.

Group Questions for young people

Do you feel that children and Young People have an influence in the health and social care that they receive?

Not really – people ask but don't listen

How should Children and Young People be consulted about how services provided for them should be delivered?

Send questionnaires to schools, colleges and services working with young people.

Have a text number where young people can send feedback and promote it in health services.

Have a central location people can access.

Have a telephone line.

If you have issues and concerns about health and social care services in Bury how would you like to make them know?

Face to Face

Telephone

Email

NOT Facebook

NOT Drop in Sessions

By talking about it to someone my own age.

Young people must get feedback from consultation though.

Appendix 8

Consultation Written Feedback received

If Healthwatch is to work, then there must be an enforced commitment from the different NHS and Social Care service organisations to participate and heed the voice and thoughts of the Healthcare bodies

Indifference of ward staff has increased three fold and the administrative side of the NHS is almost comical.

Too much power is in the hands of the booking and scheduling service, bed managers and accountants.

If Healthwatch is going to be the new people's champion I would suggest the following:

Adopt the Volunteer Community Police approach by establishing Healthwatch offices in local communities; liaise with local councillors to assist.

Involve people at grass root level; disseminate information through schools, Sure Start, work places, community centres, hospitals, GP practices, market, residential homes, community meetings etc.

Appendix 9

Copy of Survey



Developing local Healthwatch in Bury

How to ensure a strong voice
for local people on health and
social care issues

Public Consultation



Your use of information services

Q1. Have you ever tried to find out information or advice about what health and social care services are available to you in Bury?

Yes ☐ No ☐ Go to Q8 Don't Know ☐ Go to Q8

Q2. Where did you go? Select as many as may apply

Link	<input type="checkbox"/>	NHS Choices Website	<input type="checkbox"/>	Carers Group	<input type="checkbox"/>
Family & Friends	<input type="checkbox"/>	Family Information Services	<input type="checkbox"/>	Bury Council	<input type="checkbox"/>
Library	<input type="checkbox"/>	NHS Direct Telephone	<input type="checkbox"/>	Citizens Advice Bureau	<input type="checkbox"/>
Hospital	<input type="checkbox"/>	Your GP	<input type="checkbox"/>	Internet	<input type="checkbox"/>
Pharmacy	<input type="checkbox"/>	PALs	<input type="checkbox"/>	Local Support Group	<input type="checkbox"/>
Other	<input type="text"/>				

Q3. How useful was the information they gave you? (If you would like to provide detailed information about more than one service then please provide this in the box on the final page of the survey).

Very useful ☐ Useful ☐ Not very useful ☐ Not useful at all ☐

Q4. Were you passed onto someone else to obtain the assistance you were looking for?

Yes ☐ No ☐

If Yes please tell us who that

Q5. What did you like about the service?

Q6. What could be done to make the service better for you?

Q7. Where do you think you would go if you needed help in the future?

Having your say on Bury Healthwatch

Q8. As part of their role Bury Healthwatch will be able to provide information and advice on local health and social care services. How would you want them to do that? (Select as many as apply)

Post	<input type="checkbox"/>	Helpline	<input type="checkbox"/>
Drop in centre	<input type="checkbox"/>	*Face to Face	<input type="checkbox"/>
Text	<input type="checkbox"/>	Expert patient or a representative	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	Website / information online	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>	*Leaflets available at appropriate locations	<input type="checkbox"/>
Email	<input type="checkbox"/>	*Through existing advice and information services	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	Local outreach / events	<input type="checkbox"/>
GP Surgery	<input type="checkbox"/>	Twitter	<input type="checkbox"/>

Q9. If you pick any questions marked with * can you say where you would want these to be?

Q10. Are there any particular sorts of information and advice that you think you might need and that Bury Healthwatch could provide?

Q11. How would you like Bury Healthwatch to involve you/gather your views. Please tick as many options as you like

Attend Meetings	<input type="checkbox"/>
Attend drop in sessions	<input type="checkbox"/>
Answer Survey	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>
Post your views on a website	<input type="checkbox"/>
Other (please specify)	<input type="text"/>

Q12. Bury Healthwatch will be able to conduct investigations into issues with health and social care providers? Would you be interested in the results of those investigations?

Yes ☐ No ☐ Don't Know ☐

Q13. How would you want to be made aware of the results?

Post	<input type="checkbox"/>	Website / information online	<input type="checkbox"/>
Drop in centre	<input type="checkbox"/>	Through existing advice and information services	<input type="checkbox"/>
Text	<input type="checkbox"/>	Facebook	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	GP Surgery	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>	Local outreach / events	<input type="checkbox"/>
Email	<input type="checkbox"/>	Twitter	<input type="checkbox"/>
Helpline	<input type="checkbox"/>	Other(please specify)	<input type="text"/>

Q14. Bury Healthwatch will promote, and support, the involvement of local people in decisions about how, where and when health and care services are provided. Do you feel you are currently able to have your say on local health and social care services?

Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never ☐

15. Are there any barriers that prevent you from having your say on health and social care services at the moment? (Please list all those that apply)

I don't know who to contact in order to have a say ☐

I'm not interested in having a say at the moment ☐

I'd prefer to have my say anonymously but I am not sure how to do this ☐

I don't think anyone will listen and feedback to me ☐

I'd prefer to have my say through another organisation ☐

Nothing stops me. I'm able to have my say ☐

Other ☐

Q16. Do you think it is important that an independent organisation can investigate the quality of care provided in Bury?

Important ☐

Not important at all ☐

Don't know/ unsure ☐

Getting involved with Healthwatch

Q17. Based on what you have read in the consultation document do you think you would be interested in being actively involved with Bury Healthwatch?

Yes ☐

No ☐

Don't know ☐

If yes, please provide your contact details below:

Q19. What sort of things would you like to do if you volunteered with Bury Healthwatch?

Going out and about and talking to people about their health and social care experiences ☐

Attending boards and meetings to represent the views of people from your local area ☐

Providing advocacy and advice ☐

Helping with office duties such as data input or sending out information ☐

Signposting to relevant help and advice ☐

Attending meetings to feedback the public's views ☐

Attend meetings to monitor or plan local services ☐

Help carry out surveys / focus groups ☐

Be an advocate (one to one support to help people) ☐

Other (please specify) ☐

What will make Bury Healthwatch effective, efficient and accountable to the resident of Bury? Please rank the following statements in order of how important they are to you.

Q20. Healthwatch is well known and trusted in local communities

Very Important ☐

Important ☐

Not important ☐

Q21. Healthwatch works positively in partnership with local people and commissioners of services

Very Important ☐

Important ☐

Not important ☐

Q22. Healthwatch reaches out to groups and individuals who find it difficult to express and communicate their views and choices

Very Important ☐

Important ☐

Not important ☐

Q23. Healthwatch ensures support is available for people who are unable to make choices for themselves

Very Important ☐

Important ☐

Not important ☐

Q24. Healthwatch is an active organisation, respected and accountable to local people and recognised as a channel through which the public can express their views

Very Important ☐

Important ☐

Not important ☐

About yourself

Q25. Please tick which applies to you

Voluntary sector representative	<input type="checkbox"/>	Residents association representative	<input type="checkbox"/>
Private sector organisation representative	<input type="checkbox"/>	Individual member of the public	<input type="checkbox"/>
Public sector representative	<input type="checkbox"/>	Student	<input type="checkbox"/>
Other (please specify)		Service user	<input type="checkbox"/>
<input type="text"/>			

Q26. What is your gender?

Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
Transgender	<input type="checkbox"/>

Q27. Please tell us which age group you are in (please tick which best suits you)

18-24	<input type="checkbox"/>	55-64	<input type="checkbox"/>
25-34	<input type="checkbox"/>	65-74	<input type="checkbox"/>
35-44	<input type="checkbox"/>	75-84	<input type="checkbox"/>
45-54	<input type="checkbox"/>	85 or over	<input type="checkbox"/>

Q28. Do you have a long-standing illness, disability or infirmity? Longstanding means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Q29. What is your sexual orientation

Heterosexual/straight	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
Gay man/Gay woman/Lesbian	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q30. What is your race?

White British	<input type="checkbox"/>	Indian	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
White Traveller of Irish heritage	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Other white European	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Any other white background	<input type="checkbox"/>	Any other Asian Background	<input type="checkbox"/>
White and black Caribbean	<input type="checkbox"/>	Black African	<input type="checkbox"/>
White and black African	<input type="checkbox"/>	Black Caribbean	<input type="checkbox"/>
White and Indian	<input type="checkbox"/>	Black British	<input type="checkbox"/>
White and Pakistani	<input type="checkbox"/>	Any other Black Background	<input type="checkbox"/>
White and Bangladeshi	<input type="checkbox"/>	Unknown	<input type="checkbox"/>
Any other mixed race background	<input type="checkbox"/>	Any other ethnic background	<input type="checkbox"/>

Q31. Religion or belief

Buddhist	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Other Religion	<input type="checkbox"/>
Christian	<input type="checkbox"/>	No Religion	<input type="checkbox"/>

Q32. Is there anyone who relies upon you for care and attention AND that you assist with their daily routine?

Yes ☐ No ☐

Q33. Is there anything else you would like to tell us?

Thank you for your contribution and for taking the time to complete this survey.

How to ensure a strong voice for local people on health and social care issues

Public Consultation -
Developing local
Healthwatch in Bury



What is Local Healthwatch and why do we want your views?

Local Healthwatch will be the new people's "champion" for health and social care services. This builds upon the work of Local Involvement Networks (LINks) and will help support individuals and communities to become more involved in the planning, buying and delivery of health and social care.

Bury Healthwatch will replace Bury Local Involvement Network as the local voice for the whole population including children and young people, working age adults, parents, older people and people with disabilities. As an organisation it will be representative and inclusive of the diverse community we have within the six Bury townships.

Local Healthwatch will be an independent organisation able to employ its own staff and involving volunteers. It will keep accounts and make its annual reports available to the public. Healthwatch will work with the Care Quality Commission to check that local health and social care providers meet agreed service standards. The service will be formed in April 2013.

Bury Council wants to hear your views about the new Local Healthwatch, as this will be your opportunity to help shape what the service will look like. Healthwatch will be set up to provide information, advice and support about health and social care issues.; however, we want to consult on how best this work can be undertaken to meet the needs of the local population.

This document provides you with more information on the government's vision for local Healthwatch and highlights the issues in which we are particularly interested in receiving your views on.



Aim of the Service

- To become an influential and effective organisation that represents local people who use health and social care services.
- To provide communities with a stronger voice to influence and challenge how health and social care services are provided in their area.
- To provide information to help people access and make choices about services.

Duties of the Service

Local Healthwatch will have three core duties;

1. Influencing

To influence the planning of health and social care services by:

- Co-ordinating and representing local voices.
- Championing the consumer voice on the Health and Well Being Board (another new body being set up with responsibility for borough wide planning and buying of health and social care services).
- Providing local, evidence, to inform the decision-making process.
- Participating in evaluating service change.
- Building strong, effective partnerships across health and social care services.

2. Signposting

Providing information to help people access and choose the best service for them by:

- Helping people understand the range of choices that may be open to them in choosing health and social care services and providing them with the information they need to make the right choice.
- Assisting people in identifying help and support to pursue NHS complaints advocacy.

3. Watchdog

Advocating and holding commissioners and providers to account by:

- Championing quality and supporting groups and individuals to pursue and resolve issues.
- Approaching commissioners and providers of services on people's behalf and seeking responses to particular concerns raised.
- Alerting Healthwatch England to concerns about specific care providers.



What we would like to know from you

We have set up an online questionnaire for you to complete. If you would like to provide any other feedback via email or in writing these are the sorts of issues we are particularly interested in:

How can we ensure that Local Healthwatch is something people really value in Bury?

What works at the moment, and what could be better, in terms of the supply of information, advice and support about health and social care services?

How should local Healthwatch gather views from local people?

How should Local Healthwatch work with other groups such as; community and voluntary groups, the NHS and Bury Council?

What would make you want to get actively involved with Local Healthwatch?

What happens next?

Feedback you provide will help us better understand how a Local Healthwatch organisation can best meet people's needs.

This will be reflected in the design of the service and it is important to Bury Council that this is designed in line with local need and can achieve a vision for Bury Healthwatch as a strong voice for local people on health and social care issues as well as satisfying its statutory duty as set out in the Health and Social Care Act.

You can also register how you would like to be involved in the future work of developing Healthwatch.



There are several ways that you can share your views with us, you can get involved in the consultation process by:

Completing a short survey

Completing the online survey which you can find at the following link:

<https://www.surveymonkey.com/s/3JZ6LBX>

Requesting a paper copy of the survey from Shirley Allen who can be contacted by telephone on 0161 253 6302, or by email at S.Allen@bury.gov.uk, we will send you a postage paid envelope so that you can return this to us.

Attending an event

Visiting the stand in Millgate shopping centre on Bury Light Night on the 20th October 2012 between 6pm and 8pm, paper copies of the questionnaire will be available for you to complete.

Attending the public Shaping Healthwatch meetings on:

- **25th October 10.30 – 11.30** at Daisyfield Children's Centre, St Stephen's C of E Primary School, Colville Drive, Bury, BL8 2DX.
- **2nd November 10-11 am** at Coronation Road Children's Centre, Next to Radcliffe Primary School, Coronation Road, Radcliffe M26 3RD.
- **5th November 1.30-2.30 pm** at Ramsbottom Children's Centre, Carr Street, BL0 9AE (Across the road from the library).
- **12th November 1-3 pm** at Redvales Children's Centre, 25 Dorset Drive, Redvales, Bury BL9 9DN.
- **15th November 6-7 pm** at Butterstile Children's Centre, Butterstile Primary School, School Grove, Prestwich M25 9RJ .

Please call 0161 253 6302 to register your interest and to tell us which meeting you would prefer to attend.

Attending the Shaping Healthwatch drop in sessions: in the Green Room, Textile Hall, Manchester Road Bury BL9 0DG on Wednesday 31st October from 10-5pm and on Wednesday 7th November from 10-5 pm.

If you would like somebody to attend one of your meetings to discuss Healthwatch and collect your views please contact Shirley on 253 6302.

Alternatively, if you would like to hold your own discussion group please contact Shirley on 0161 253 6302 and we will provide you with a discussion guide to help you. If you are a member of B3SDA or Bury LINK there will also be other events running which will be publicised.

Sending us an email

You can email us with your thoughts at S.Allen@bury.gov.uk

Contact us by telephone

You can ring Beth Plant with your thoughts on 0161 253 6300

We value your comments and opinions. If you require this information in a different format e.g. large print, please contact the Adult Care Communications Team on 0161 253 6021 or adultcarecomms@bury.gov.uk

Developing local Healthwatch in Bury

Share your views and get involved

- Complete our online survey at <https://www.surveymonkey.com/s/3JZ6LBX>
- Request a paper copy of the survey from Shirley Allen on 0161 253 6302, or by email at S.Allen@bury.gov.uk.
- Visit the our stand in Millgate shopping centre on Bury Light Night on the 20th October 2012 between 6pm and 8pm.
- Attend a public Shaping Healthwatch meetings on:

25th October	10.30am - 11.30am	at Daisyfield Children's Centre.
2nd November	10am - 11am	at Coronation Road Children's Centre.
5th November	1.30am - 2.30pm	at Ramsbottom Children's Centre.
12th November	1pm - 3pm	at Redvales Children's Centre.
15th November	6pm - 7pm	at Butterstile Children's Centre.

 Please call 0161 253 6302 to register your interest and to tell us which meeting you would prefer to attend.
- Attend a drop in sessions: in the Green Room, Textile Hall, Manchester Road Bury BL9 0DG on Wednesday 31st October from 10am - 5pm or on Wednesday 7th November from 10am - 5 pm.
- If you would like somebody to attend one of your meetings or hold your own discussion group to discuss Healthwatch and collect your views please contact Shirley on 0161 253 6302.
- If you are a member of B3SDA or Bury LINK there will also be other events running which will be publicised.
- You can email us at S.Allen@bury.gov.uk or telephone Beth Plant on 0161 253 6300 with your thoughts .

We value your comments and opinions. If you require this information in a different format e.g. large print, please contact the Adult Care Communications Team on 0161 253 6021 or adultcarecomms@bury.gov.uk



Appendix 11

Copy of Workshop Presentation

Proposed Approach to delivering Healthwatch in Bury

Adult Care Services



Context

- Local Healthwatch will be the new people's "champion" for health and social care services. This builds upon the work of Local Involvement Networks (LINKs) and will help support individuals and communities to become more involved in the planning, buying and delivery of health and social care.
- Aims to become an influential and effective organisation that represents local people who use health and social care services.
- Aims to provide communities with a stronger voice to influence and challenge how health and social care services are provided in their area.
- Aims to provide information to help people access and make choices about services.

Adult Care Services



Consultation Findings

- It is important that Healthwatch is well known and trusted in local communities; working positively with local people and commissioners of services.
- It is important that Healthwatch reaches out to groups and individuals who find it difficult to express and communicate their views and choices.
- Healthwatch should ensure that support is available for people who are unable to make choices for themselves.
- Healthwatch should be an active organisation, respected and accountable to local people and recognised as a channel through which the public can express their views.
- 25% of respondents said that they had never been able to have their say on health and social care matters and 33.5% were rarely able to have their say. The barriers that were identified were: they did not know who to contact to talk to and they did not think that anybody would listen and feedback to them.

Adult Care Services



Approaches Considered

- **Model 1** - Bury Council procure an organisation that has set up and incorporated itself to specifically deliver Healthwatch activities
- **Model 2** - Organisation X is already set up as a company/charity and is able to diversify to become Healthwatch or is able to set up Healthwatch as a subsidiary company or is able to act as a steward / parent company to develop and enable Healthwatch to deliver its activities for a specified time
- **Model 3** - Organisation X is able to, and has the capacity to procure and contract manage all the different elements of Healthwatch
- **Model 4** - A consortium of local organisations would incorporate as a social enterprise and come together to deliver Healthwatch
- **Model 5** - Bury Council would procure and contract manage all of the Healthwatch elements as separate contracts

Adult Care Services



Outline Proposal

The outline proposal is to select option 4:

- Bring together a consortium of local organisations and individuals
- Form this consortium into a Shadow Healthwatch Board during this period
Bury LINK will act as a residuary body continuing to deliver its core functions, this would be hosted by B3SDA
- Enable and support the Shadow Healthwatch Board to develop the legal form and governance for Healthwatch Bury proper
- Enable and support the Shadow Healthwatch Board to incorporate and set up Healthwatch Bury as a social enterprise
- Support Healthwatch Bury to hold an AGM and elect officers, the LINK legacy would then be transferred to the fully formed Healthwatch
- Healthwatch Bury proper is established as a legal entity by April 2014

Adult Care Services



Shadow Healthwatch Board

- Will be made up of organisations and individuals
- Will be appointed through an open recruitment and selection process
- Will operate in shadow form for up to 12 months from April 1st 2013
- Will be supported and enabled by the Healthwatch Project Board
- Will develop the governance framework for Healthwatch Bury proper
- Will develop and implement policies, procedures, partnerships and protocols for working with all potential partners
- Will develop the future work programme for Healthwatch Bury proper

Adult Care Services



Support Function

- The proposal also involves extending the current contractual relationship between the Council and the Host Organisation for a period of up to 12 months or until Healthwatch Bury is established and can commence its role
- The existing Host organisation will act as a residuary body to support any ongoing LINKs activity until it is completed and to ensure any relevant information is transferred across to the Shadow Healthwatch Board. It will also support the transition and maintain and ensure the efficient transfer of the Links legacy into the development and implementation of the new work programme of Healthwatch Bury 2013/2014.

Adult Care Services



Healthwatch Project Board

- Develop a service specification for the Shadow Healthwatch Board
- Develop a Memorandum of Understanding between the Shadow Healthwatch Board and the Healthwatch Project Board
- Develop a Healthwatch transition plan
- Carry out an Equality Impact Assessment
- Develop a service specification for the commissioning of support services for a period not extending beyond the 31st March 2014
- Develop an outcomes based contract for the provision of support services
- The Healthwatch project board will monitor and review the contract for the provision of support services and monitor and review progress against the shadow Healthwatch board transition plan. The transition process will be led by Pat Jones-Greenhalgh.

Adult Care Services



Questions & Answers



Adult Care Services



Workshop Topics

- How can we ensure that Healthwatch Bury is something people really value in Bury?
- How should Healthwatch work in partnership with groups like the Council, the NHS and the voluntary sector?
- How can we raise the profile of Healthwatch Bury so that local people know what it is and can do for them?
- If you were a volunteer, or involved in delivering Healthwatch, what type of support would you need to carry out your role?

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