

Together

healthwatch
Bury

**we're making health
and social care better**

Annual Report 2022–23



10

years

healthwatch

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

- Louise Ansari, Healthwatch National Director

Message from our Chair

Healthwatch Bury has an amazing team of staff and volunteers who work tirelessly to give voice to those who use local health and care services.

Many working in the NHS and social care sector share their observations that the system is pressured to an unprecedented level. The recovery from a global Pandemic and a cost of living crisis will be a long haul and the risk that poverty presents to wellbeing is clearly documented. Our team offer support and signposting to all those who work and live in Bury but have been particularly pivotal in supporting vulnerable individuals and communities who can struggle to access services.

Healthwatch locally and nationally has placed focus upon mitigating and addressing health inequalities. The recent report by Sir Michal Marmot journaling the drop in the average height of our five year olds to approximately 7cm below many of their European peers is a sad indictment of poverty-related nutritional issues and the barriers that communities face to eating well and keeping active. A continued upward trajectory in the number of adults and children living with excess weight and obesity heralds devastating impacts on their current and future health and additional pressures on services.



Ruth Passman
Healthwatch Bury Chair

Spiralling levels of food insecurity and poverty are clearly impacting on the affordability of healthier food choices and driving an increasing reliance upon palatable, energy-dense and non-perishable foods with detrimental effect on dietary intake and health with dietary inequalities in children from poorer backgrounds, driving higher rates of problems including obesity, type 2 diabetes and dental decay. Food experts point out that a diet of cheap junk food makes people simultaneously overweight and undernourished. In this coming year, Healthwatch Bury will work with its local partners to support the wellbeing agenda in the town and support the movement to address wider drivers and make it easier for people to eat well and be active

Against these many challenges, Bury leaders are redoubling local efforts to tackle health inequalities and the many challenges that local people and services will face throughout next year and beyond. Our case studies illustrate a wealth of support provided to those at risk of experiencing a raw deal and poorer outcomes from healthcare. There is much to be done and we shall rise to the challenges of this coming year, knowing that the need and support for the work of Healthwatch is greater than ever.



Our team offer support and signposting to all those who work and live in Bury but have been particularly pivotal in supporting vulnerable individuals and communities who can struggle to access services"

About us

Healthwatch **Bury** is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

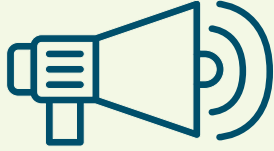


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out



511 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

328 people

came to us for clear advice and information about topics such as mental health and the cost of living crisis.

Making a difference to care

We published

7 reports

reports about the improvements people would like to see to health and social care services.

Our most popular report was

Dementia Survey report

which highlighted the struggles people face **getting a dementia diagnosis**.



Health and care that works for you



We're lucky to have

17

outstanding volunteers who gave up **20 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£122,000

which is the same as the previous year, and the same since 2013.

We currently employ

6 staff

who help us carry out our work.

How we've made a difference this year

Spring



Our 'Access Assistance' drop-in sessions helped vulnerable refugee and asylum seekers to access the services they needed.



Our college student designed Mental Health report listened to 350 young people's experiences, which we shared with local decision makers

Summer



We carried out consultation for the GM 'Big Conversation', shaping the GM Health and care plans with Bury peoples' voice.



Our Dementia survey listened to the experiences of people who had tried to get a dementia diagnosis.

Autumn



We worked with the Pharmaceutical Needs Assessment and looked at how Bury residents use pharmacies, and what they need from them.



We shared our findings around availability of NHS dentists to people in Bury, and had NHS England providers answer to us at our local Health Scrutiny committee

Winter



When it was reported people were wrongly being refused access to GP appointments due to their immigration status, we ensured that they were given the treatment they needed.



We raised concerns and worked with system partners to understand how the situation surrounding the BBC Panorama scandal around abuse and neglect at the Edenfield secure mental health facility in Bury arose and how the system can ensure it never happens again.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Vaccine Uptake

Our work exploring vaccine confidence with people from different backgrounds and work to help people access vaccinations allowed many to understand and make decisions for themselves.



Patient transport

We worked shared the experiences of Bury people who had suffered poor patient transport services into the commissioning process which ultimately saw a new provider take over and improve the service.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.



NHS communication & admin

We have worked with services to provide the accessibility and quality of their communications to make them clearer and better understood by more people



Waiting list support

After we and other organisations called for an urgent response to hospital waiting lists, and better interim communication and support, the NHS set out a recovery plan to address the backlog.



Healthwatch Hero



Celebrating a hero in our local community.

Kaloyan contacted Healthwatch Bury following his experience of seeking emergency help for a middle-ear infection in November 2022.

The pressure on urgent and emergency care services has been a big story recently, with significant press coverage of ambulance delays and long waits in accident and emergency departments (A&E). Kaloyan's experiences showed that in stark detail.

To understand how the pressures have affected patients, Healthwatch England looked back at the experiences of urgent and emergency care services people shared with them between December 2020 and August 2022.

We shared Kaloyan's story with Healthwatch England, and as a result his story featured in the Financial Times.

"I was frankly shocked how they treated someone complaining of extreme pain. I was left on my own for eight hours in the waiting room without anybody checking on me," - Kaloyan

His story has helped highlight the issues in the system, as well as encouraging others to share their experiences.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Bury Pride was a perfect event for us to engage with people who identified as LGBTQI+, and hear their experiences of accessing health and care services. Our report highlighted the areas where services need to consider people's differing needs when they need help and how many are still not confident they would be treated with respect if the services were aware of how they identified. We shared these findings system wide, using personal stories to illustrate the reality.

Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

We worked with Bury Council to review their social care financial assessments process prior to them recruiting to the department and planning changes to their processes. We heard from many who had recently been through the process to hear what they thought, as well as those who work with people that need them and produced a report with specific recommendations to how to improve the experience and effectiveness.

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Waiting lists for elective surgery grew considerably over the pandemic, and it will take a very long time to clear the backlog. We have been bringing patient experience of long waiting times and public concerns to the table to look at ways of improving the experience. We worked with the local system to create the 'waiting well' resources which give people the opportunity to be more informed about their wait, and what they can do in that time to improve their outcomes.

Our work on young people's mental health

In February 2022, during half-term, we involved students from the Holy Cross College and Bury College to help us co-produce a survey to gather feedback about local services from Bury's young people.

We gave the students the opportunity to decide from their own experiences what subject they felt most strongly about and mental health stood out most. The Covid 19 pandemic had caused severe disruption to many young peoples lives and had, they felt, taken a significant toll on their mental health and of that of their peers and family

Our recommendations:

1. Services should speak to young people more and involve them in designing their offer.
2. Get young people to speak to young people from similar backgrounds about mental health to ensure they understand their experiences better and can relate to their cultural values
3. Mental health organisations and charities to come to schools to talk about what is available and give talks awareness raising about available services.
4. Services should be involved in teaching young people about self-care, self-awareness, and self-appreciation from a young age.

What difference will this make?

Thanks to our report being shared across the bury systems, we have been involved in work around Children and Adolescent Mental Health Services, a project looking the transition from children's to adult services with Northern Care Alliance NHS Foundation Trust and other local projects being developed to address young peoples mental health.



“Everyone knows someone that needs some help with their mental health, but waiting lists for CAMHS are so long and you have to be really, really bad for them to even want to see you, so you just live with it.”
- A Bury student who completed the survey



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

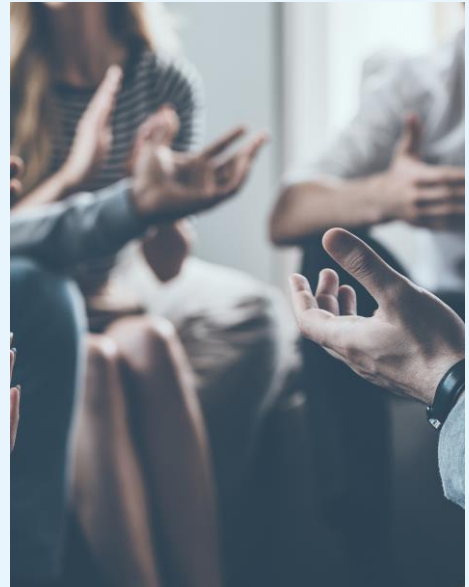
- Working with Bury Hearing Hub and Bury Blind Society, to listen to hear how their service users access GP services
- Helping local foodbanks to gather feedback from their users
- Listening to the experiences of people that have moved to the area escaping the conflict in Ukraine
- Gathering feedback from those that identify as LGBTQI+ at Bury Pride
And plenty more.

Better care for immigrant populations

Our work with people whose first language is not English has given us a window to a group that has faced many barriers in getting treatment they are entitled to.

We found that some people were being turned away from GP surgeries with reception staff saying eligibility rules had changed, and people from certain countries are no longer eligible for NHS treatment.

Our investigations and liaison with NHS England showed that to be the case, so we worked with the individuals, their practice and management to ensure they got the appointments they needed.



“Its scary when you need an appointment for your child and they say you can’t have one.”

- Bury Parent



Breaking down barriers in communication and helping the vulnerable

When we met someone at our asylum seeker drop-ins who had suffered a history of torture, we found their complex care needed many specialist consultants involved to make it possible for them to have essential life-changing surgery. However they couldn't understand many of the letters they were sent and didn't have the knowledge to manage their own care.

Healthwatch Bury contacted services on their behalf to help make arrangements and explain the communication needs, meaning that they were able to be more efficiently helped through the system and have a voice in their treatment.

“We just didn't know what to do, thank you.”

- Feedback from an asylum seeker



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost of living crisis

Help to find dental care in Bury

Healthwatch Bury had 74 people contact them for advice and information on dental services. The public reported to them that most practices were not taking on new patients, and that some had waiting lists of up to five years.

The impact of delayed treatment has resulted in people living with considerable pain, developing medical resistance and dental conditions worsening.

“I was told it would be several weeks for an NHS appointment with my dentist, but if I pay privately with the same dentist I can see them later today day.

I am in pain, but I just can't afford that”

- Ellie, Bury resident

Healthwatch Bury's advice and information has meant people who need urgent treatment know their options and have clear information. We also helped people understand when they are and are not eligible for free care.

Healthwatch Bury have met with and shared information with the Greater Manchester NHS England dental commissioning team also presented findings to Health Scrutiny committee.

Helping residents in poverty get help

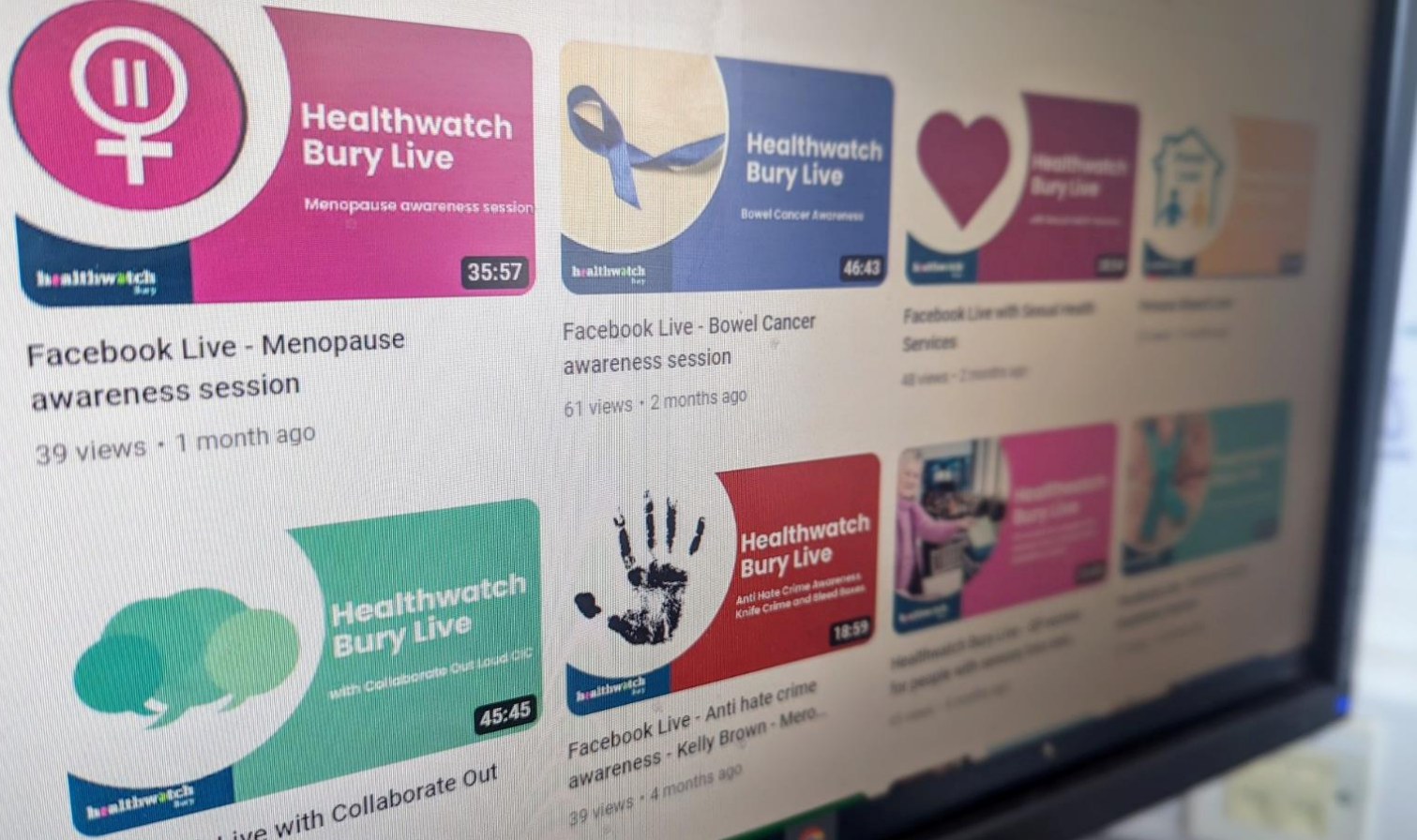
Our helpline often in the course of helping people with their health and care enquiries, will uncover people's additional needs.

In the 'cost of living crisis' we often hear that people who contact us about a health or care issue really need help in other areas too. We use our knowledge of our local area, our partner agencies and our research to help people in a holistic manner where we can. In all, approximately one in ten of the people who made an enquiry on our helpline needed help from a foodbank.

“I didn't even know someone like me could get that kind of help. I didn't know how much I needed to know”

- JP, Bury resident





Online

Our Youtube channel now has more than 36 videos providing information from support groups and services, helping people understand the support that is available.

We have been broadening the spectrum of subjects covered and organisations we have worked with to address areas people have asked for information about. Audio-visual information is supported by subtitles and transcripts can be translated if required, making us more accessible.

Our other online highlights include:

- We published over 100 news and information articles about health and care affecting people in Bury on our website.
- We collected more than 250 survey responses on our SmartSurvey platform, giving us easy, rich and varied avenues of feedback.
- Our LinkedIn page keeps the professional world up-to-date with our work and events, which has resulted in more partners and stakeholders getting involved with us.
- How we use social media has given us the ability to collect feedback both directly, as well as using it as an 'ear to the ground' to find out what views are locally.



Knowledge on the web

We provided many guides, explainers and updates on our website alongside local news and developments around health and social care.

Covering all sorts of topics, there is a wealth of useful content constantly being updated to help people in Bury understand and navigate the system.

However we can also use our website to see where people need the most help – Our guide to ‘How can you find and NHS dentist?’ was consistently one of our most popular pages, as was info on Bury sexual health services, which suggest people need better information on the subjects.

Seeing and hearing

Since April 2022 we have published 22 of our live information sessions on Youtube, giving an ever-growing library of audio-visual information presented by services and groups themselves in their own words.

Covering subjects including dementia, long covid, sexual health, HIV & Aids, bowel cancer, recovery services and plenty more, the sessions contain lots of background and also include a Q&A session at the end.

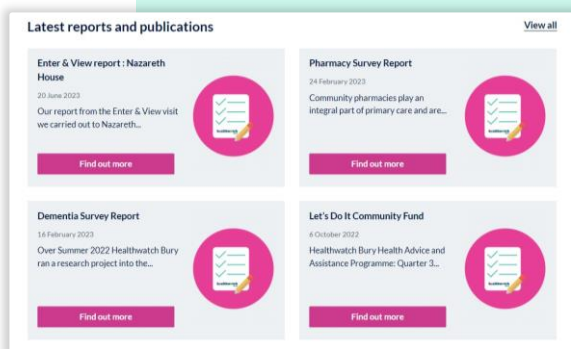


Gathering reports

Our work often results in us creating reports on the areas we have been working on. For example this year we created reports on Student Mental Health, Pharmacy services in Bury, Dementia diagnosis, as well as our report on our Enter & View visits.

You can find all these in the ‘Reports’ section of our website, along with past Annual reports, board minutes, activity reports and more.

Keep an eye out for our upcoming reports on Access to GP services for people with sensory loss and physical disability, and our GP referrals report, which will be out soon.





Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Reviewed GP and dentist websites to review accessibility
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice



Florence

Since I began as a volunteer for Healthwatch Bury, I have seen a real growth and increase in their work.

More projects are being taken on all the time, for example, for people with dementia and their families, access to GPs for people with sensory disabilities and Enter and View visits.

Also many more outreach visits are taking place, for example on park benches, at Prestwich Clough day to name two.

This is all as well as keeping up with legislation, linking in with the national Healthwatch body, networking locally to name a few other tasks.

As a volunteer, it keeps me up to date in what is happening in the health and social care field nationally as well as in my local area.

It allows me to meet up and work with employees and other volunteers so enhances my life as a retiree but I hope some of my experience brings a little value to the organisation.



Hannah

"I really enjoyed my voluntary role with Healthwatch Bury and I received a high level of support from my volunteer lead Charlotte. I could tell that my work was contributing to the impact the organisation was making and the team regularly expressed their appreciation for my work. Undertaking the role helped me to develop my confidence in a professional setting and ultimately helped me secure my dream job in the voluntary and charity sector. I will forever be grateful for the opportunity they gave me"



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchbury.co.uk



0161 253 6300



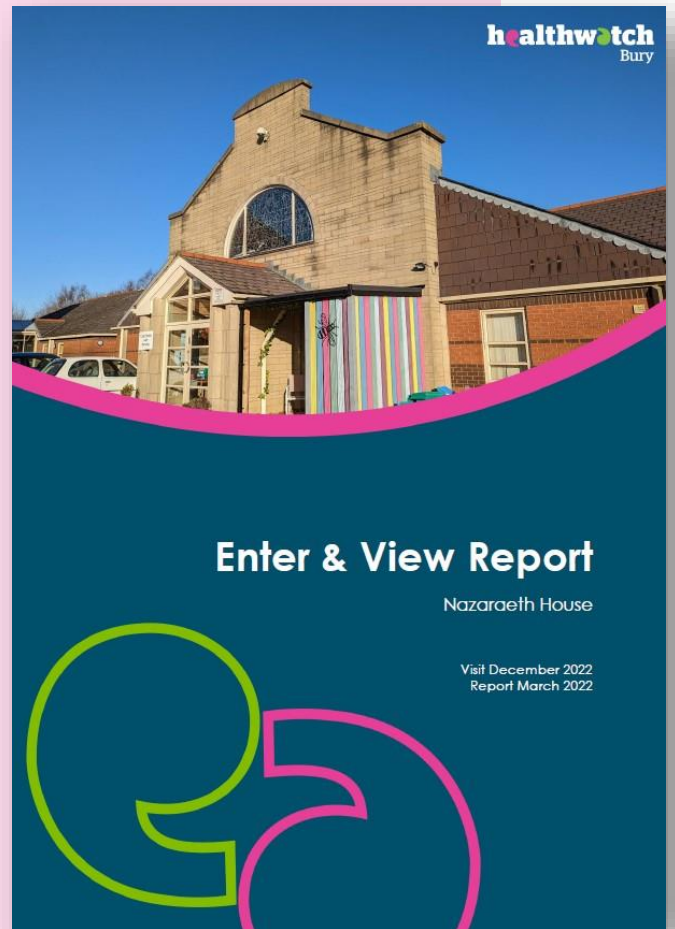
Charlotte@healthwatchbury.co.uk

Our Enter & View Authorised Representatives

These are our Healthwatch Bury volunteers that have gone through our thorough Enter & View training processes and have passed the relevant Disclosure and Barring checks, enabling them to conduct visits on behalf of Healthwatch Bury.

- ☆ **Caroline Sutcliffe**
- ☆ **Florence Sokol**
- ☆ **Alison Slater**
- ☆ **Alan Norton**

In addition to the above, our staff team have also undergone the training and checks and are authorised to conduct Enter & View visits.



Find our Enter & View report along with all our other reports on our website at:
healthwatchbury.co.uk.

If you would like a paper copy or require the in any alternative format please contact us.

healthwatch

10
years

Helping to
improve services
Together





Our board & team

2022 saw our board of directors grow in number with some fantastic new knowledge, skills and experience added.

We also had changes to the staff team and we began our new Enter & View programme with our trained team of authorised representatives.

Our Board of Directors

Ruth Passman – **Chair**

Alan Norton – **Treasurer**

Tan Ahmed

Steve Treadgold

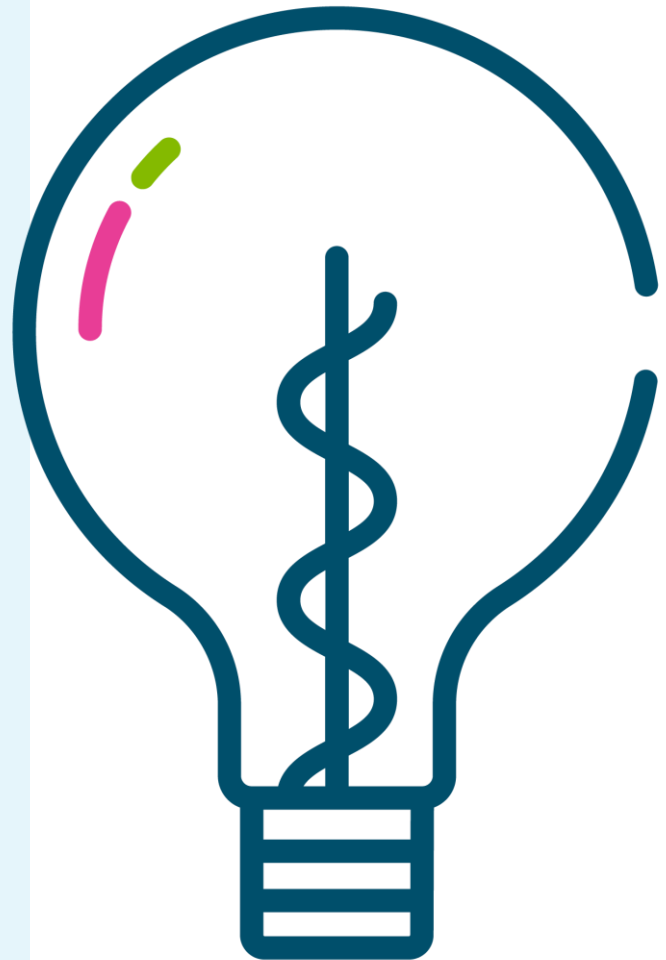
Alison Slater

Jeff Glasser

Masoud Sanii

Gita Bhutani

Caron Blake
(stepped down January 2023)



Do you feel inspired?

We have the opportunity to recruit more experience, skills and knowledge to our board, so please get in touch today if you think you are interested.



www.healthwatchbury.co.uk



0161 253 6300



Info@healthwatchbury.co.uk

Our staff team



Adam Webb – **Chief Operating Officer**

Annemari Poldkivi – **Research & Public Participation Officer**



Andrea Wilson – **Administration & Social Media Officer**

Shirley Waller – **Engagement Officer**



Charlotte Foster – **Volunteer Coordinator**

Beverley Santana Vega – **Engagement & Project Officer**



Laura Vallance – **Project support**

David Britton – **Project support**



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£122,000	Expenditure on pay	£129,191
Additional income	£2479	Non-pay expenditure	£18,073
		Office and management fee	£11,686
Total income	£124,479	Total expenditure	£158,950

Additional income is broken down by:

- **£1,500 funding** received from Healthwatch England for work on a social care needs project
- **£979 funding** received from a Healthwatch England for website migration support

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Addressing health inequalities.
2. Listening to the voice of Children and Young People, making sure they are heard and involved the design and commissioning of care that they receive.
3. Guiding people through an ever more complex system of health and care, particularly those who are most vulnerable, to help them get the care they need.



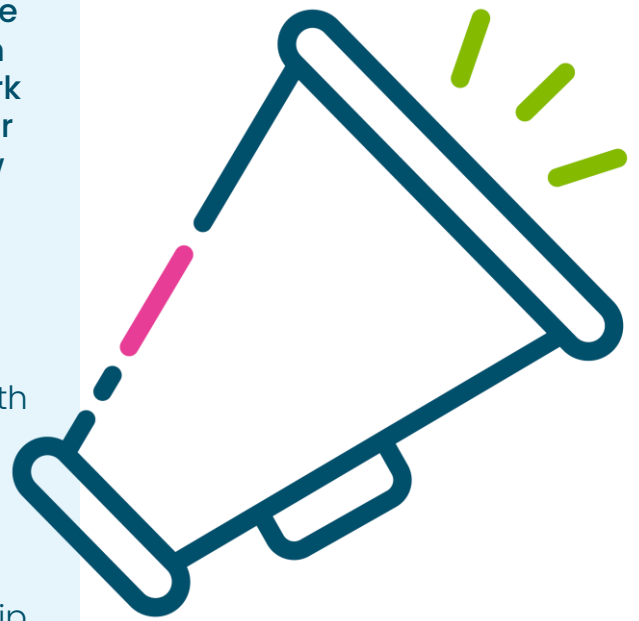
Representing Bury across GM

Working as part of the Greater Manchester Healthwatch Network we are making sure that the people of Bury are represented, informed and listened to at a regional level. With more commissioning and service design happening via the new GM Integrated Care system, our work with our local Healthwatch partners is more important than ever.

In July 2022 the health and social care landscape changed and we not only witnessed the creation of the integrated care structures but as a network of independent local Healthwatch across Greater Manchester we established our role in those new structures.

This year we have:

- Published an All-age Strategy.
- Formalised a 3-year Partnership Agreement with Greater Manchester Integrated Care.
- Gathered opinion from across our local communities to influence the Greater Manchester Integrated Care Strategy and the Greater Manchester Integrated Care Partnership Strategy.
- Contributed to the development of the Greater Manchester Integrated Care Quality Strategy.
- Delivered our commitment to continue raising concerns regarding access to NHS dentistry
- Published an annual report, reflecting on our last year (which you can find in the reports section of the Healthwatch Bury website)



What we have done this year.

Spring



We formally approved and published our All-age Strategy 2023-25



We put our framework of governance in place, including mechanisms for resolving conflict within the network and an ICS risk assessment.

Summer



We met with representatives of local pharmacies to discuss pharmacy transformation and how Healthwatch can make information available to local people.



We supported Big Conversations within our local communities to inform the ICS Strategy.

Autumn



We met with the National Director of Healthwatch England and Sir John Oldham to discuss our plans and influence in Greater Manchester



On behalf of our local communities we wrote to Greater Manchester Mental Health NHS Foundation Trust for assurances following the Panorama programme.

Winter



We engaged with Greater Manchester IC leaders to influence the Quality Strategy and the ICS forward plan.



We wrote to the Mayor of Greater Manchester with our concerns regarding access to NHS dentistry.



Our plans for 2023-24

We will continue with the detailed work and projects we have started this year, but we will be looking at some new areas of focus, driven by the feedback we have received and by the stories of Bury people.

Information for young people, by young people

We are going to be working with schools and colleges to give children and young people more of a voice and help them access better quality information, produced in a way that is appealing to them.

Working on subjects chosen by them and using their methods to engage with their peers, we will provide them with the tools and platform to make a difference to how health and care works for them.



Women's health and menopause

Listening to feedback has shown us that there are lots of areas around women's health and care services which could be improved by listening to those that have used them.

Understanding how menopause affects how women interact with services, what support is on offer to those going through it and needing help and raising awareness of the barriers to good experiences that they encounter.



Understanding issues with changes to prescriptions

We received concerns and complaints from people struggling with changes to prescription services which are having negative impacts on their wellbeing.

From problems getting repeat prescriptions, blister packs being withdrawn in some pharmacies and issues with online services to access to life-saving medicines being reliant on a single person to prescribe and what happens when they are unavailable. We will be feeding our findings and recommendations into the system to make improvements.





Statutory statements

Healthwatch Bury, Bridge House, Yeargate Industrial Estate, Heap Bridge, Bury BL9 7HT.

Healthwatch Bury uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 9 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 6 times and made decisions on matters such as workplan priorities, organisational governance and our involvement in local systems.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and will share in alternative formats upon request.

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information Locality board, System Assurance Committee, Quality Safeguarding and Performance committee, the Social care Risk Escalation Group etc.

We also take insight and experiences to decision makers in the Bury and Greater Manchester Integrated Care system. For example, we sit on the Greater Manchester Integrated Pharmacy and Medicines Optimisation task groups representing Bury peoples experiences of pharmacy services in the improvement process, as well as feeding in on behalf of our colleagues in neighboring Healthwatch. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we carried out our first Enter and View visit. We made 3 recommendations as a result of this activity.

Location	Reason for visit	What we did as a result
Nazareth House Care Home	Disparity between CQC ratings and public feedback/reviews	Wrote a report with recommendations for the home to action. Additionally, issues raised by the home staff and management have been escalated to appropriate points in the Bury system.

Healthwatch representatives

Healthwatch Bury is represented on the Bury Health and Wellbeing Board by our chair Ruth Passman. During 2022/23 our representative has effectively carried out this role by sharing our intelligence and providing quality assurance and a patient & public perspective to the boards proceedings.

Healthwatch Bury is represented on Greater Manchester Integrated Care Partnerships by Tracey McErlain-Burns who has served as chair of the Greater Manchester Healthwatch Network for the past year. We are represented locally at the Bury System Quality, Safeguarding & Performance Assurance Committee, Bury Elective Care and Cancer Recovery Reform Board, Bury Population Health Delivery Partnership, Carers Strategy Core Partnership Delivery group, Bury Older People and Ageing Well Partnership meeting and the collective Team Bury as well as many more specific groups and committees.

2022–2023 Outcomes

Project/ activity	Changes made to services
Pharmacy report	Fed into Health Scrutiny, used in planning and review of pharmacy provision.
Dementia Report	Being used in the development and review of dementia services in Bury. We are feeding into dementia discharge work with Northern Care Alliance Hospitals.
Enter & View – Nazareth House	Home now implementing our recommendations, including those around communication with families.
Access for asylum seekers to GPs	Reception staff now are aware of the rights of patients to access without charges or need for proof of eligibility across the borough.

Message from our Chief Operating Officer

Bury has seen a year of changes, highs and lows in its health and care landscape. We must be sure to learn the lessons it has given us.

The BBC Panorama documentary that exposed the awful experiences of those that were resident in the Edenfield secure mental health unit has rightfully raised many questions in the borough, where a facility which was 'under the noses' of our system, but not connected locally leaving a lack of oversight which manifested in what became a national concern.

It has to be a moment where system leaders stop and ensure they can really understand such a thing could happen, and we at Healthwatch need to be asking the question "what could we be doing differently?" so that people that find themselves in that kind of situation as well as their friends & families can confidently come to us to express their concerns.

Elsewhere our unique ability to independently collect feedback and represent people has helped us to grow in importance in the Bury system.



**Adam Webb –
Chief Officer,
Healthwatch Bury**

We have sought answers for people unable to advocate for themselves, helped people to navigate the system getting them the care they needed and made sure the patient voice is listened to at every level.

Healthwatch Bury is 10 years old now, and we are well aware of the challenges we face in the area. But the importance of what we are here to do is as clear as ever.

As every year goes by we are increasingly aware of how necessary it is for us to speak up on behalf of those using services, and we shall continue to do everything we can to improve the experience of people using health and social care in Bury.



“Most people think the NHS is just the NHS – You shouldn’t need to worry about which trust funds what treatment, or if what happens in your area is different to what happens for your neighbours. When you need help, you just need it to work”

– A Bury patient at Salford Royal Hospital



healthwatch
Bury

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