

# Together

We are working to enable all to have  
the health and care support they  
need

Annual Report 2022–23



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**You said:** *Person telephoned in a distressed state and explained that they were struggling with their mental health and in need of a food parcel / food bank support.*

**We did:** *We spoke with a member of staff from the local community centre and they agreed to arrange for a volunteers to deliver a food parcel and ask the housing officer to see if they could check on the person.*

# Message from our Chair

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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. (NHS GM)**
- **Gathered opinion from across our local communities to influence 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 and GP services.**



**Tracey McErlain-Burns**  
**Chair of the Healthwatch in**  
**Greater Manchester**  
**Network 2022/23**



*I presumed when my Dentist who I had been registered with for over 30 years sold his practice, the new owners would have taken over all of the registered patients. When I contacted them to arrange new dentures I was told I was not registered with them. When asked why, they stated It was my responsibility to have re-registered not theirs to transfer patients.*

# About us

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Healthwatch is a local and national health and social care champion, established and funded in each local authority area in England.

There are 10 local Healthwatch in Greater Manchester who have come together to work as a network (appendix 1)



## Our vision

We want a world where we can all get the health and care support we need.



## Our mission

To passionately illuminate the voices of all diverse communities in Greater Manchester and to advocate on their behalf, at all levels of the new Integrated Care System

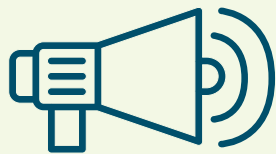


## Our approach is:

- **Create arrangements for meaningful engagement.**
- **Foster a strong and productive relationship with the ICS.**
- **Bring strength and influence whilst valuing difference across our communities.**
- **Trust others and be trusted to provide constructive challenge.**
- **Utilise best practice and adopt Healthwatch England's Quality Framework.**
- **Work in partnership with others.**
- **Collaborate and explore external funding opportunities for joint projects.**

# Year in review

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## Reaching out

### To local communities

Supported by local Healthwatch in Greater Manchester our role is to gather opinion on issues which affect our communities to support the Greater Manchester Integrated Care system define their priorities.

## Making a difference to care

We welcome the opportunity to attend the Greater Manchester Integrated Care Quality and Performance Committee; the Integrated Care Partnership; the System Quality Groups; the Population Health Board; the communications and engagement groups, topic specific task groups and locality Boards.

Our role within these governance groups is to amplify the voice of our local and collective communities to ensure that we can all get the health and care support we need.



## Health and care that works for you

In April 2023 we received funding from Greater Manchester Integrated Care to enable us to deliver our network ambitions which are over and above our locally funded statutory obligations.

**[£297,000]**

Total funding for 3-years. April 2023 to 2026

We are currently recruiting to two key positions to enable us to deliver our ambitions.

**Chair of the network.** Remuneration will be £5,000 per annum

**Chief Coordinating Officer.** Remuneration will be £36-£39,500



# 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.

# Some of the feedback we have provided this year

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**We responded to the Greater Manchester Integrated Care Partnership Strategy with comments, including the following:**

**It would be helpful to have a 3 or 4 page, jargon free version of the strategy which we could promote in our localities and communities.**

**Dental services have been high on our radar since before lockdown and this strategy needs to include some options for improvement in the experiences of local people, and some timescales.**

**We look forward to the development of a joint forward plan with explicit priorities, including tackling health and care inequalities.**

**In the development of the strategy we urge the partnership to be clear about their definition of 'neighbourhoods' and specifically the role of Primary Care Networks.**

**It is important to recognise that Healthwatch deliver specific statutory duties and whilst we work with the VCFSE, there are differences in our roles as we are not providers of care.**



We contributed to a round table discussion with Rt Hon Patricia Hewitt in February 2023 to discuss how patient and public voices can be centred in ICSs.

During that conversation we delivered some clear messages regarding the need to invest in listening, the need to be clear about the role of the user voice in ICSs and the need for systems to be better at planning, to enable insight to be gathered at the right points in time to inform commissioning and service evaluation.

## Our comments on the IC Quality Strategy:

**We welcome the strategy and urge the executive leaders to ensure that there is a read-across all the strategies. It is vital that connections are transparent.**

**Because NHS patients sometimes receive care in the private sector it would be helpful to understand how this strategy applies.**

**We would like to see more references to social care. The strategy is very NHS (provider) orientated.**



*Money was the most mentioned theme during the public consultation (called the Big Conversation) as well as the cost of living and a lack of money. People told us that health and care services need to improve communication, funding & staffing, access, and planning.*

# A case study - Reaching out to all communities

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## Mrs S aged 28

Attends a community centre for respite and peer support following domestic abuse. She arrived in UK 3 years ago, speaks no English and has little understanding of British Life.

Mrs S attended the drop-in smear clinic, she has never had this screening done before despite receiving invites by her GP. Mrs S has no understanding of what the screening is about or the importance, she felt very anxious and frightened about the procedure.

Nurses from Bolton GP federation spent time reassuring and educating Mrs S on the importance of screening and she was offered a test. Mrs S said she was not comfortable having it on the day, but will now make the appointment as she understands the importance and how straight forward it is.

Having this knowledge and information explained to Mrs S, she managed to have her cervical cancer screening test done, and afterwards she shared the knowledge and experience with four other women who have also had their first smear test done, one of whom found out she has needed a further follow-up test.



*I called in to make a couple of appointments this morning.*

*It's usually a tense experience as I'm deaf and use both lipreading and British Sign Language to help me communicate.*

*On this occasion I was helped by a volunteer in reception who uses BSL and was able to help me book the appointments without any frustration or embarrassment. She usually volunteers Monday and Friday but I was lucky she was there today (Wednesday).*

*I'd just like to say that it made my experience so much better and I'm happy to have been able to communicate with a BSL user at the practice.*

*Since the BSL Act was passed in parliament last year the Deaf community has seen very little improvement in improving access across all services.*

*Although the lady who helped me was not a qualified interpreter she really improved my experience and helped tremendously.*

*Please continue to improve the access to your service for the Deaf community. It's much appreciated!*



# Our 6 Strategic Objectives

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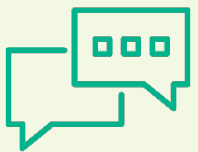
Our strategic ambition is to passionately illuminate the voices of all diverse communities in Greater Manchester and to advocate on their behalf, at all levels of the new ICS to ensure that individuals can get all the health and care support they need.



**Build on the development of a sustainable and high-performing Healthwatch in Greater Manchester**



**Be well governed and use our resources for greatest impact**



**Amplify the experiences of people needing or using health and care services**



**Reach out to all communities to ensure that they are heard and reduce the barriers that some groups face**



**Act on what we hear to transform health and care policy and practice**



**Share our expertise in engagement within the network and beyond**

# Our plans for 2023/24

Spring	Appoint a Chair of the network and a Chief Coordinating Officer who will provide the single point of access for ICS and partners as well as coordinating Healthwatch network activities.	Scope two significant pieces of work with ICS partners. One in mental health services and one in services for children.
Summer	Establish formal collaboration links with the Greater Manchester VCFSE (10GM)	Implement a data insight repository capable of bringing the voice of our communities to every forum that we attend on behalf of the network  Produce our 10 Healthwatch Annual Reports.
Autumn	Launch our network website and social media channels	Recruit and support our volunteers
Winter	Share our impact through our research reports on mental health service and those for children.	Engage with our stakeholders and the public to shape our priorities for 2024/25.

# Appendix 1 - Who we are

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Healthwatch	Web address
Healthwatch Bolton	<a href="http://healthwatchbolton.co.uk">healthwatchbolton.co.uk</a>
Healthwatch Bury	<a href="http://healthwatchbury.co.uk">healthwatchbury.co.uk</a>
Healthwatch Manchester	<a href="http://healthwatchmanchester.co.uk">healthwatchmanchester.co.uk</a>
Healthwatch Oldham	<a href="http://healthwatcholdham.co.uk">healthwatcholdham.co.uk</a>
Healthwatch Rochdale	<a href="http://healthwatchrochdale.co.uk">healthwatchrochdale.co.uk</a>
Healthwatch Salford	<a href="http://healthwatchesalford.co.uk">healthwatchesalford.co.uk</a>
Healthwatch Stockport	<a href="http://healthwatchstockport.co.uk">healthwatchstockport.co.uk</a>
Healthwatch Tameside	<a href="http://healthwatchtameside.co.uk">healthwatchtameside.co.uk</a>
Healthwatch Trafford	<a href="http://healthwatchtrafford.co.uk">healthwatchtrafford.co.uk</a>
Healthwatch Wigan and Leigh	<a href="http://healthwatchwiganandleigh.co.uk">healthwatchwiganandleigh.co.uk</a>

## Appendix 2 - Glossary

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Abbreviation used	Description
ICS	The Integrated Care System. Health and social care partners working together.
IC	Integrated Care
VCFSE	Voluntary, Community, Faith and Social Enterprise Sectors. In Greater Manchester they work together as 10GM

The 10 local Healthwatch in Greater Manchester have a long history of working together to undertake pieces of work jointly, and to share intelligence, not least when the residents of one locality may experience care delivered in another locality.

Since late 2021, the 10 local Healthwatch have been 'getting ICS ready'; refining governance systems, agreeing strategies and reaching agreement on collaboration frameworks.

Healthwatch has an important role to play at place-based locality level and continues to be commissioned by the local authority to fulfil statutory obligations. In the context of the ICS, the 10 Healthwatch have an essential obligation to work together, in partnership with all system players to deliver the NHS GM IC Strategy. In this context, Healthwatch as a network, has a unique role to play in bringing together intelligence gathered from face to face contacts, complaints, surveys and listening events across the 10 localities to inform decision makers and hold them to account for delivering service improvement.

**healthwatch**

