

# Activity Report

Report of the Healthwatch Bury activities in Quarter 3  
(October - December 2023)  
For the Bury Heath  
Scrutiny Committee



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# Current work streams

Quarter 3 2023/24



## Greater Manchester

### Greater Manchester (GM HW) Healthwatch Network

The Greater Manchester Healthwatch Network is the formalised arrangement of the 10 local Healthwatch organisations, enabling us to work across a regional footprint and allowing us to work on topics that span multiple local authority areas.

The GM network has begun delivery of some work on priorities, including work on Children's mental health services, as well as some cross boundary work on Menopause services. We have also worked together addressing issues that have come out of the Edenfield investigation and around the proposed Right Care Right Person programme. Plans are being drawn up for the coming year to fit in with local Healthwatch work-planning, but the network has a team of 3 staff now to coordinate and develop the work of the 10 local Healthwatch.

## Bury

### Enter and View

Our Enter and View (E&V) programme is underway, coordinated by our E&V panel who use our intelligence to decide on our target priorities. We conducted a visit in July to Holt House Care Home and, the report from that visit and the previous visit to Burrswood Care Home were published in Q2.

The focus in Q3 was delivering Enter and View training to expand our volunteer team's capacity and on preparation for our visit to Killelea intermediate care facility, as well as planning the future programme.

The next Enter and View visit to Killelea House took place in January, to fit in with the current work looking at intermediate care provision in Bury. Healthwatch representatives attend the Risk Escalation Group to contribute to current evidence and to keep up to date with local updates to inform us of any need for future visits.

### Access Assistance Drop-in sessions.

Let's Do It funding for our health and social care access drop-in sessions came to an end in the end of September 2022. However Healthwatch Bury has continued to hold a monthly drop-in sessions for asylum seekers and refugees in Bury East Township. The cases we have continued to support with include making GP appointments, assisting with housing issues housing, translating patient letters, providing information on women's health and booking interpreters. The sessions have been extended to other groups in the community to ensure we reach out to most vulnerable. A session was held with the Bury and Rochdale African Community

Support Group and plans are being put in place to arrange a session at the BIG in Mental Health new premises.

## **Pharmacy Research Project**

We were successful in our application to Healthwatch England for a small amount of funding to carry out some research around pharmacy. The aim of the project was to speak to pharmacy staff and pharmacy users about their experiences of using community pharmacies and carry out in depth semi structured interviews. Healthwatch Bury spoke to a community pharmacy staff and patients who are under 25, from ethnic minority background or living on a low income. The interviews were carried out and transcripts and summary document were submitted to Healthwatch England that will form part of the national report into pharmacy services. A local report is being prepared.

## **Women's Health and Menopause**

Feedback received from patients has indicated there is an issue around women getting support and awareness around menopause in Bury. Department of Health and Social Care has also just published their 10-year Women's Health Strategy for England.

Healthwatch Bury has started looking into Women's Health issues, particularly with the development of local Health Hubs in mind. We are collecting feedback and targeting diverse and representative groups in Bury to ensure all voices have an opportunity to participate. We will also be working with neighbouring Healthwatch and focusing on issues around menopause and its links to prescriptions and mental health.

## **Prescriptions Project**

Numerous patients have shared their experiences of prescriptions and difficulties they have experienced. There also seems to be inconsistency across board of getting a prescription depending on which GP practice patient is registered with.

Healthwatch Bury has started a project analysing patients' feedback to look more into issues around prescriptions, provision and how they may affect inequalities. We plan to share our findings to look at ways of improving the system locally as well as to develop some information and guidance for the public to help them understand prescribing better, their rights and what to do if they are worried or have a problem.

## **Children and Young People's Project**

We are looking to develop a programme of volunteering for young people – Youthwatch – to involve young people in the Healthwatch Bury work programme.

We will be recruiting participants who could find out about topics that are important for young people and support with writing articles to create a website where young people could find reliable and trustworthy information about health and social care issues. We also envisage young people becoming more involved in our social media channels.

There are to be many additional strand to this work, tying into representation of young people in commissioning, oversight and development of local services and also in using their experiences to improve knowledge and understanding of the local system.

## **Volunteer Programme**

Our volunteer coordinator has recruited numerous volunteers who have been able to assist us with Facebook Live sessions, analysing data for various reports, carrying out Enter and View visits and supporting with general research.

We will be shifting our focus to young people for some of our new volunteering roles, but are always happy to involve people that want to make a positive difference to health and social care.

## **Facebook Live**

Three further sessions were held in Q3. Topics covered were CABB and Macmillan support service, Staying Well Team and Breast Cancer awareness session. All sessions are being recorded and can be seen on the YouTube channel: [Healthwatch Bury - YouTube](#)

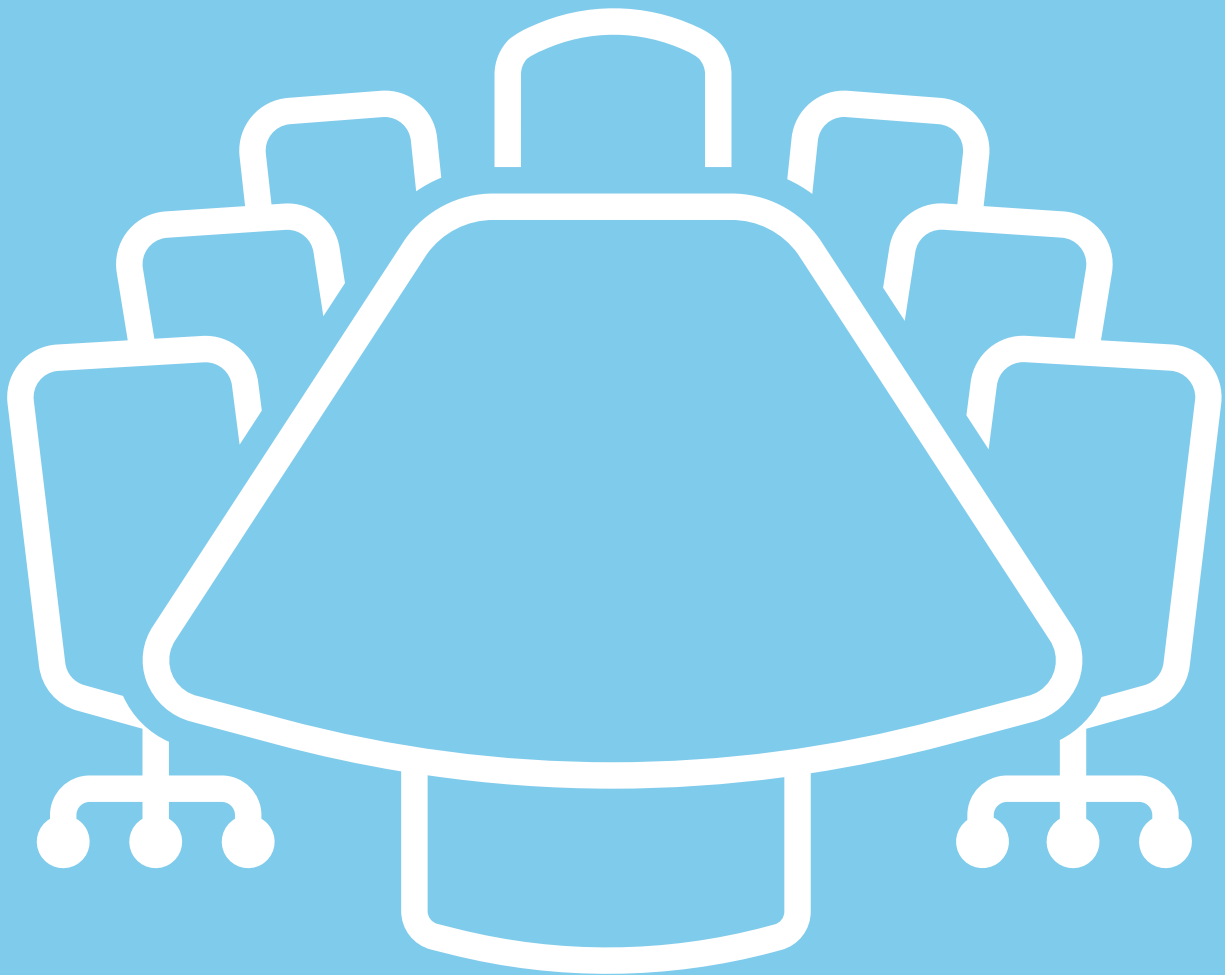
## **Board Recruitment**

As some of our board members move on to pastures new, we are looking for people that would be interested in bringing their skills, knowledge and enthusiasm to our board of directors.

If you feel you, or someone you know would be interested, please get in touch with us and we can send details and a recruitment pack.

# Governance updates

Quarter 3 2023/24



## Quarter 3 Highlights

- Board Meeting held on 25<sup>th</sup> October 2023
- See the previous Board meetings minutes here: [Board minutes | Healthwatch Bury](#)
- Healthwatch Bury AGM was held on 28<sup>th</sup> November 2023 at Elizabethan Suite, Bury Town Hall. This was our first hybrid meeting with attendees having the option to join by MS Teams if preferred.
- We asked those present to join the discussion about access to healthcare in Bury, and what matters to them. This was an interactive experience using Mentimeter to gather real - time feedback.
- Regular monthly meetings with Care Quality Commission have been taking place and have scheduled them to occur monthly for the coming year.
- Regular monthly Board bulletins circulated.



# Public feedback

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# Issues raised in Bury

## ○ ● Women's Health and Menopause

We have received feedback around women's health especially enquiries relating to menopause and getting support from their GP when presenting with symptoms. Getting a right medication can take a while and it has become apparent that doing your research prior to the visit is important. Healthwatch Bury is aware of the issue and is hoping to find out more details by talking to local groups about their experiences as part of the wider project.

## ● Prescriptions

Feedback received around prescriptions services. We are currently looking into prescriptions project and asking for patients' feedback around this topic. We have signposted patients to right services wherever appropriate and have started talking to local people about their experiences. We have also liaised with the Local Pharmaceutical Committee and Medicines Optimisation Team to make them aware of this project.



## Issues found and highlighted

- **Supporting patients to access the NHS app** promoting the NHS app regarding the leaflets and posters we are taking out now.

We have successfully helped patients to set it up at Eagles Wing (where some took several attempts re verification) but are now able to use it for ordering repeat prescriptions and our engagement team is promoting its use with older people in response to issues raised on engagement. We have also started some work with Tower Family Health via their Patient Participation Group (Where we think this could alleviate some telephone issues) where we engaged with 46 people around educating them on how to use the app. We are aware of certain groups suffering due to digital isolation and will be stepping up our efforts to help people that are struggling to access services.

- **Access to Sexual Health services.** We received numerous queries from patients who have tried to access local sexual health services in Q3 but have been struggling to get seen. We arranged a meeting with the service provider to discuss the issues that have been brought to us by patients and the provider explained about their workforce and capacity and offered a direct referral route. Sexual Health Partnership has recently been set up and Healthwatch Bury is represented at the Partnership meetings.

- **Access to NHS Dentistry.** An ongoing issue, with focus on difficulty in being able to register with a practice, waiting times for an appointment and lack of clarity around what is being offered as treatments : are they NHS or private?



- **Autism & ADHD.** We are contacted regularly by people who are unable to access ADHD and Autism services. Even private providers now have long waiting lists and we are told some GPs are reluctant to refer to them.

- **Medicines shortages.** We have heard of some people struggling to access certain prescription medicines. HRT medicines, ADHD prescriptions and several others have been reported as either difficult or impossible to get hold of. Neighbouring Healthwatch have reported some are resorting to going abroad to get prescriptions, or travelling hours across the country to pharmacies that have stock. Additional interest in this since a Bury pharmacy was featured on an ITV documentary in January.

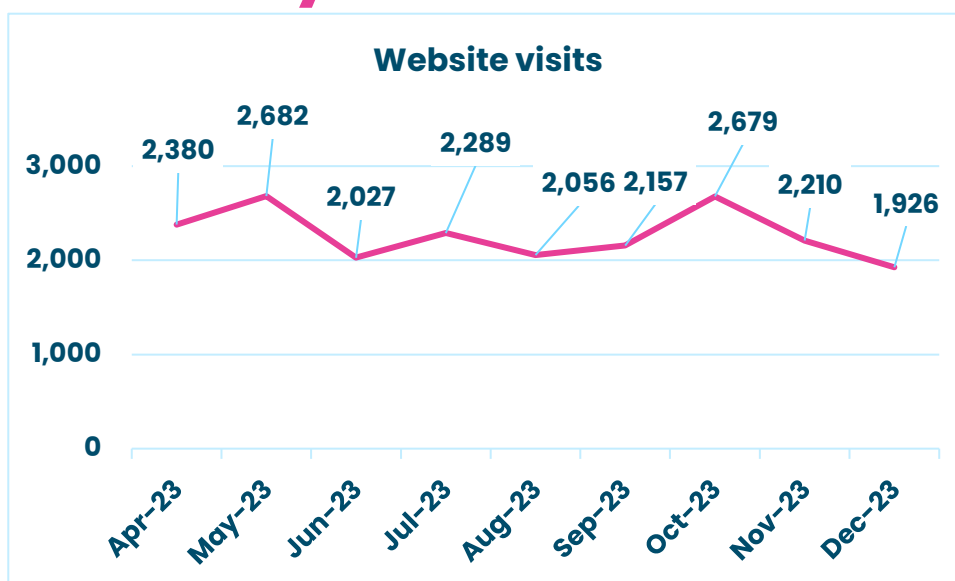
# Where we have been

	2023/24 to date	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	March-24
<i>Engagement activities -total</i>	84	7	10	6	9	10	8	8	16	10			
<i>-Bury East</i>	33	2	3	4	4	5	4	4	7	6			
<i>-Prestwich</i>	10	0	4	0	3	0	1	1	1	1			
<i>-Bury West</i>	11	2	1	2	0	2	2	0	2	0			
<i>-Bury North</i>	7	0	1	0	2	1	1	0	2	2			
<i>-Whitefield</i>	7	0	1	0	0	2	0	1	3	1			
<i>-Virtual</i>	8	3	0	0	0	1	1	2	1	0			
<i>Number of public contacts</i>	1,147	101	206	113	75	89	128	127	191	117			
<i>Number of complaints/ compliments/ comments recorded</i>	287	33	26	22	30	35	37	35	26	42			
<i>Number of public signpostings</i>	204	7	22	6	18	24	25	34	26	42			
<i>Healthwatch 100: #of surveys conducted</i>	8	0	3	0	0	0	0	0	2	3			
<i>Healthwatch 100: #of survey responses</i>	138	2	0	0	0	0	0	0	34	101			

# Online and social media statistics

 <p>X (Twitter)</p> <p>New followers: 8</p> <p>Total followers: 1,737 (+8)</p> <p>Number of tweets: 95(+18)</p> <p>Impressions: 6,186 (-2,297)</p>	 <p>Website</p> <p>Visits: 6,878 (+376)</p> <p>Page views: 38,470 (+27,984)</p> <p>News articles: 15 (-5)</p>
 <p>Facebook</p> <p>Likes: 653 (+8)</p> <p>Page visits: 763 (+449)</p> <p>Posts: 128</p>	 <p>Other</p> <p>Mailing list: 260(+2)</p> <p>Members: 87(+7)</p> <p>Newsletters: 3</p>
 <p>LinkedIn</p> <p>Followers: 91 (+5)</p> <p>Posts: 22 (+10)</p>	 <p>Instagram</p> <p>Followers: 271 (+31)</p> <p>Total post reach: 132 (+29)</p>

# Website analytics

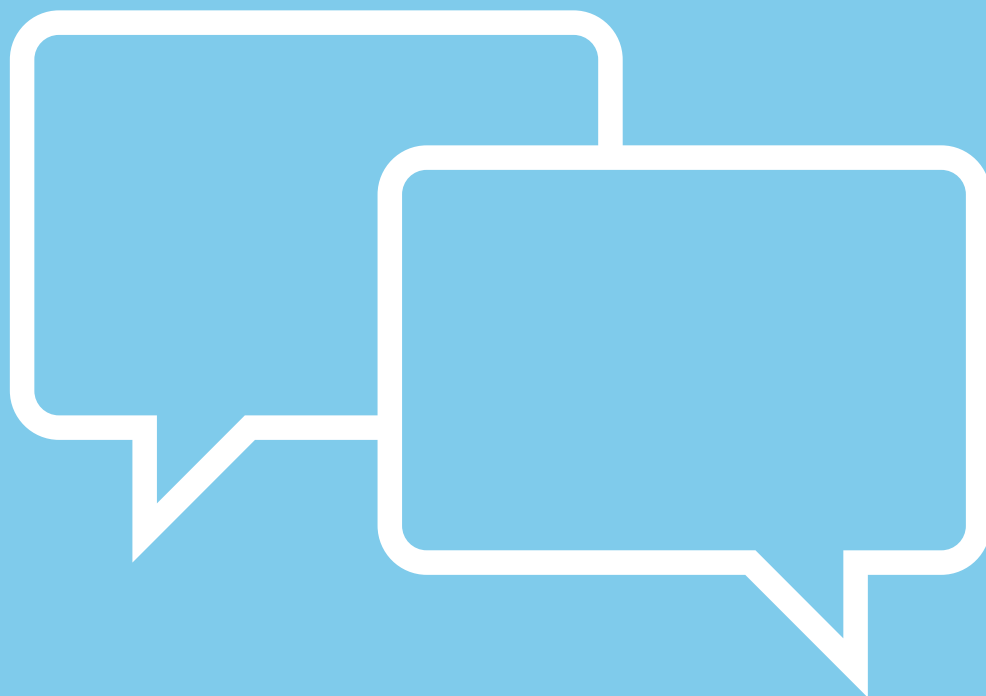


## Website most visited pages in Q3

	Website section	Description
1.	Mouth Cancer Action Month – checking for mouth cancer (Article published November 2021)	<a href="#">Mouth Cancer Action Month – checking for mouth cancer</a>
2.	Pharmacy Opening Times for Christmas & New Year Bank Holidays   Healthwatch Bury (Article published in December 2023)	<a href="#">Christmas and New Year Pharmacy Opening Hours</a>
3.	Bury Food Banks (Article published November 2021)	<a href="#">Bury Food Banks</a>
4.	Events   Healthwatch Bury	<a href="#">Events   Healthwatch Bury</a>
5.	Minor Eye Conditions Service (MECS) (Article published September 2021)	<a href="#">Minor Eye Conditions Service (MECS)</a>
6.	Links to services   Healthwatch Bury	<a href="#">Find services   Healthwatch Bury</a>
7.	Caritas Christmas Dinner	<a href="#">Caritas Christmas Dinner</a>
8.	Bury Sexual Health Service (Article published August 2021)	<a href="#">Bury Sexual Health Service</a>
9.	Achieve Recovery Services (Article published November 2022)	<a href="#">Achieve Recovery Services in Bury</a>
10.	Alzheimers and Dementia Get together Club (Event published in August 2023)	<a href="#">Alzheimers and Dementia 'Get Together Club'</a>

# Public engagement

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# Engagement events

Event	Location	Audience	Neighbourhood	Number of contacts
<b>GM Womens Health Strategy workshop</b>	Stretford	All	NA	40
<b>NHS Patient letter focus group</b>	Whitefield CC	Older people	Whitefield	30
<b>Answer Cancer Update</b>	Castlemere CC	All	NA	40
<b>Health Advice &amp; Assistance</b>	Bury United Reformed Church	Asylum seekers and refugees	Bury East	4
<b>Menopause awareness</b>	Radcliffe	Women	Radcliffe	12
<b>Menopause awareness</b>	Bury East	Women	Bury East	11
<b>BOOBS Breastfeeding group</b>	Radcliffe Library	Mums	Radcliffe	9
<b>Breathe Easy</b>	Elton Liberal Club	People with long term conditions	Bury North	5
<b>Over 50s women's cofee and chat</b>	Whitefield	Women	Whitefield	25
<b>Church Lane CC drop-in</b>	Church Lane CC	All	Prestwich	16
<b>Gupp Shapp</b>	Mosses Centre	Women from ethnic minority background	Bury East	21
<b>Bury Older People's Network</b>	Bury Unitarian Church	Older people	Bury East	17
<b>Health Advice &amp; Assistance (09/11)</b>	Bury United Reformed Church	Asylum seekers and refugees	Bury East	4
<b>BSV Whitefield chair exercise group</b>	Whitefield CC	Older people	Whitefield	6
<b>Age UK Jubilee Centre</b>	Jubilee Centre	Older people	Bury East	23
<b>ESOL Coffee morning</b>	Blackburne Hall	People from ethnic minority background	Bury East	11
<b>Bury and Rochdale African and Caribbean support group drop-in</b>	Bury Metro Christian Centre	People from ethnic minority background	Bury East	6
<b>New Springs Community Project</b>	Redvales	All	Bury East	15
<b>WOW</b>	Radcliffe	Women; mental health;	Radcliffe	7



<b>Happy Womens group</b>	Whitefield Methodist Church	Women	Whitefield	14
<b>Community Café</b>	Tottington Methodist Church	All	Bury North	12
<b>East Bury Family Hub Christmas Fair</b>	Redvales CC	All	Bury East	15
<b>LGBT workshop</b>	The Met, Bury	All	Bury East	8
<b>BIG in Mental Health</b>	11 Broad Street, Bury	People with mental health conditions	Bury East	9
<b>Radcliffe Family Hub meeting</b>	Redvales CC	All	Bury East	8
<b>The Fed</b>	The Fed	Jewish mums	Prestwich	9
<b>Access Assistance</b>	Bury United Reformed Church	Asylum seekers and refugees	Bury East	5
<b>Brandlesholme Community Café</b>	Brandlesholme CC	All	Bury North	16
<b>Greenmount Cuppa and Chat</b>	Greenmount Old School	Older people	Bury North	27
<b>Asda Pilsworth Community Café</b>	Asda Pilsworth	All	Whitefield	10
<b>ESOL Hong Kong learners</b>	Blackburne Hall, Bury	People from ethnic minority background	Bury East	10

## Facebook Live sessions

Topic	(Guest) Speakers	Reach
<b>Bury and Bolton Citizens Advice Macmillan team</b>	Claire	42 (+YT20)
<b>Breast Cancer Awareness session</b>	Alison Chapman	52 (+YT16)
<b>Bury Older People's Staying Well Team</b>	Chris Hargreaves	37 (+YT 11)

# Feedback and signposting enquiries

Feedback by service type 1<sup>st</sup> October – 31<sup>st</sup> December 2023

Service type	Number of reviews	% of reviews	Number of people signposted	Number of complaints
GP	40	40%	40	30
Dentist	9	8%	8	5
CMHT	8	7%	8	5
Food Bank	5	5%	5	0
Patient transport	4	4%	4	2
Adult Social Care	4	4%	4	2
Hospital	4	4%	4	3
Obstetrics & Gynaecology	3	2%	3	1
CAB	2	2%	2	0
Vaccination clinics	2	2%	2	1
Pharmacy	2	2%	2	2
Urology	2	2%	2	0
Services for people with autism	2	2%	2	0
Gastroenterology	2	2%	2	1
Children's social services	1	1%	1	1
Continence and stoma	1	1%	1	0
Dementia support	1	1%	1	0
Health visitors including baby clinics/Maternity care	1	1%	1	0
Inpatient care	1	1%	1	1
Maternity care	1	1%	1	0
Mental health crisis service	1	1%	1	0
Rheumatology	1	1%	1	0
Screening services and testing	1	1%	1	0
Sexual health	1	1%	1	1
Trauma training	1	1%	1	0
Bury ICB	1	1%	1	0
Diabetes care	1	1%	1	0
Equipment services	1	1%	1	0
Total:	<u>103</u>			

\*Please note number of complaints refers to negative feedback rather than official referrals to the complaints' advocacy services.

# Case studies

Quarter 3 2023/24



## GP Access query



**You said:** Caller very upset that they have changed the rules for booking routine appointments at their GP practice and the fact that you can't book appointments in advance anymore.

**We did:** I contacted the GP practice to enquire as to whether patients are currently able to prebook non urgent appointments especially vulnerable patients. I also asked if the information relating to Ask My GP and booking appointments on their website was up to date.

*'In line with government guidance around capacity and access, the practice aims to deal with patients at the point of contact and book them in or signpost accordingly at the first opportunity, hopefully that same day.'*

*To support this the majority of our appointments are book on the day, but not all of them; in addition, we would make exceptions for vulnerable patients and where possible book them an appointment in advance if this is necessary e.g., to allow them to be brought by a carer or family member, or if clinically appropriate for follow up. The reception manager has updated the AMG times on our website in line with current operational hours, and removed information on Walk In Centres, which we hadn't realised remained on there, so thank you for pointing that out'.*

We relayed this information to the patient and facilitated contact with the practice manager who was able to explain the practice appointment system directly to them and how they could help if they were struggling to book an appointment.

The patient was happy with the result, felt better informed and knew what to do in future.

## Food poverty – supporting older vulnerable person



**You said:** Older person was extremely upset on the telephone and explained that they had very little food. Person is housebound with COPD (on a breathing machine), unable to leave their home due to fear of not being able to breath and lives alone with no support. They were desperate for food and possible help with gas and electric.

**We did:** We contacted all of the food banks in the area, and none were able to deliver. The food banks in Prestwich were accepting walk-ins only. We then contacted Age UK Home from Hospital service to see if they could support as an urgent request.

The Home from Hospital service provided a voucher, some shopping and put some money on their gas. They arranged to go back the following day to sort payments and also arranged weekly food support.

## Arranging patient transport for a vulnerable patient



**You said:** Contacted by a Crisis Supporter at Bury Peer Led Crisis Service, BIG in Mental Health. Client approached the crisis service who needs fortnightly treatment for pain. Has multiple physical problems and has been told does not qualify for patient transport.

They are physically unable to use public transport and cannot afford taxis to get to Wythenshawe.

**We did:** We sent patient the details for [Healthcare Travel Costs Scheme \(HTCS\)](#) and team suggestions of alternative options (Ride and Ride and HMR Circle). We found that HMR Circle are able to support person to get to their appointments. The Crisis Supporter emailed to thank us for our help and getting the appropriate support for the patient.

## Getting a right diagnosis – supporting patient with their concerns



**You said:** Patient has suffered with acid reflux for over 16 months and now has a suspected stomach ulcer. Patient saw several GPs at Tower Family Health (Tottenham). Patient feels that this issue could possibly have been prevented. An appointment was made to have some investigatory tests however there was some delay and patient had to follow this up. Patient is a carer for a disabled child and struggled. Patient had tried to speak with the practice manager and wanted to

make an official complaint.

**We did:** We discussed the options regarding making a complaint with the patient and with their agreement we made a referral to Patient Services. We spoke to the patient again and although they were now on the waiting list for treatment, they still wanted to continue with making a complaint.

Following this complaint, patients GP and the Complaints Manager invited patient to a face-to-face meeting at the Tottenham practice.

All the patients' health concerns were addressed and clearly explained. The Complaints Manager spoke with patient again to enquire if they required any further information and patient advised that they were happy with the outcome and agreed to close the complaint.

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