

**MEETING: Health
Scrutiny Committee**

DATE: 3rd March 2026

SUBJECT:

**REPORT FROM:
Andrew Griffiths –
Chief Operating
Officer Healthwatch
Bury**

CONTACT OFFICER:

1.0 BACKGROUND

Healthwatch Bury – Q3 2025/26 Summary

Overview

In Quarter 3 (Oct–Dec 2025), Healthwatch Bury delivered extensive engagement, strengthened partnerships, and supported residents through advocacy, despite national uncertainty around the future of Healthwatch. Funding is now confirmed through March 2027, ensuring continuity and sector stability.

1.1 Key Activity & Engagement

- Over 500 public interactions through events, drop-ins, calls, and outreach.
- Strong presence in GP practices, community centres, housing groups, and wellbeing events.
- Weekly office drop-ins (Tue–Thu) provided support on housing, GP access, prescriptions, mental health, and social care.
- Engagement with older people, carers, veterans, people with neurological conditions, and community groups across Bury.

1.2 Major Projects

Prostate Cancer Experience Survey (GM-wide)

- 135 survey responses to date, plus interviews and focus groups.
- Findings will inform a cross-GM report delivered by Healthwatch Bury.

Prescription Services Follow-Up (Bury North)

- Reviewed patient-led prescribing pilot.
- Report published with stakeholder responses and volunteer-produced infographic.
- Ongoing engagement with the Integrated Care partnership to support the NHS app drop-in sessions in the community wherever support is needed.

Enter & View

- Visits completed at Grundy Day Care Centre (positive feedback).

- Two visits to Fairfield Hospital A&E—report pending.
- New authorised volunteers, including younger volunteers, joined the team.

Veterans Engagement

- Participation in the Armed Forces Covenant Conference.
- New partnership with HMS Eaglet; expanded veterans survey.
- Promoted Veterans Information Leaflet and explored becoming a Valour Centre hub.

Additional Workstreams

- District Nursing collaboration to improve communication and patient materials.
- NHS engagement project launched for VCSE groups supporting people with neurological conditions, collaborating with the GM Neurorehabilitation and Integrated Stroke Delivery Network to bring the findings from the patient feedback to influence the wider GM strategy. The report from this will be presented to the local providers and decision makers.

1.3 Public Feedback & Themes

There were 63 cases in the Q3, all were signposted.

Main issues:

- GP access & admin challenges
- Hospital delays, diagnostics issues, cancelled procedures
- Mental health support gaps (crisis care, ADHD pathways)
- Social needs including housing, loneliness, welfare support
- Patient Transport failures leading to missed appointments

1.4 Impactful Casework

- Urgent hip surgery case: Healthwatch escalation led to rapid hospital action, clearer communication, and scheduled treatment.
- Dementia patient support: Direct connection to adviser service, GP review arranged, and access to local resources ensured.
- Podiatry concerns: Escalation resulted in improved care, updated pathways, and patient involvement in service improvement.

1.5 Digital & Communications

- Website: 10,000 visits and 15,000 pageviews
- Social media growth across Facebook, LinkedIn, Instagram, and Bluesky
- 15 news articles published and regular bulletins shared

1.6 Governance

- Board meeting, councillor drop-in, and AGM held in Q3.
- 2026 Board schedule under review

2.0 ISSUES *[brief]*

2.1 Healthwatch Future

Despite challenges, Healthwatch Bury's efforts have led to improved patient experiences, strengthened partnerships, and enhanced community support across various health and social care areas. With funding confirmed through to March 2027, Healthwatch Bury continues to focus on community engagement, advocacy, and collaboration with local councils and partners.

With all the ongoing uncertainty in the background, we have decided to take a more focussed approach to our work this year, which will focus on the voices of Children and Young People through our Youthwatch proposition, and our work with Veterans, looking to collaborate with partners to achieve 3 key goals by the end of the year.

3.0 CONCLUSION *[brief]*

Healthwatch Bury continues to be the independent voice of the people of Bury on health and social care matters. We are the critical friend to the system, looking to ensure the people of Bury get the help they need when they need it.

4.0 SAFEGUARDING IMPLICATIONS

None

List of Background Papers:-

Contact Details:-

[Report Author]

Executive Director sign off Date: _____

JET Meeting Date: _____