



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Wigan and Leigh

Contents

Message From Our Chief Officer	3
About Us	4
Highlights From Our Year	5
Healthwatch Heroes	10
Listening To Your Experiences	11
Volunteers	16
Statutory Statements	19
Finance And Future Priorities	21



"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

A message from our Chief Officer

In April 2022 Wigan Borough Healthwatch CIC were successful in securing the contract to deliver Healthwatch services for a further four years.

During this year we have seen some significant changes. In July 2022 we were extremely sad to hear of the untimely passing of one of our valued directors, Bill Greenwood OBE. Bill's kindness and humility has been sorely missed.

In September 2022, our Chairman Mick Hodlin resigned after supporting Healthwatch for over five years. I want to thank Mick for his dedication and patience during this time and wish him well for any future endeavours.

In October 2022, our longest serving member of staff, Karen Wilson left us for pastures new. We felt the absence of Karen massively and wish her every success in her new employment.

In January 2023 we said goodbye to other directors, Elinor Halliwell and Dave Baxter. Again, I would like to thank Elinor and Dave for their positive contributions to Healthwatch during their time with us.

Our directors bring a range of skills and experience to Healthwatch, so on a more positive note I am pleased to have recruited four new directors to the Board who further strengthen our diversity. Our new Chair Dr Kathryn Drury, Ernie Rothwell, Linda Sykes and Pauline Gregory.

I am grateful to our exemplary team of staff and volunteers who are dedicated to promoting the involvement of local people, monitoring the standards of service received by local people, obtaining their views, and producing reports and intelligence to inform health and care leaders to have the greatest impact.

We continue to work with our colleagues across Greater Manchester to ensure that Wigan remains a strong voice in the new Integrated Care System Arrangements.

Collectively, the ten Local Healthwatch across Greater Manchester have worked hard to develop an All-Age Strategy and Collaborative Working Agreement to enable us to work together and provide a strong reminder of the value of the patient voice.

As the new health and care systems have started to take shape, we have remained resolute in the delivery of our unique Healthwatch duties. Including as a critical friend to health and care leaders and supporting them as they build a stronger more integrated service.



Karen Parker
Chief Officer



Dr Kathryn Drury
New Chair

About Us

Healthwatch Wigan & Leigh is your local health and social care champion.

From Appley Bridge to Astley, and all areas in between, our mission is to ensure that your voice is heard by the NHS and Council leaders, as well as other decision makers, who use your feedback to make improvements in the care you receive.

We are proud to offer the following services:

Information and Advice: We provide easy-to-understand information and guidance about local services, helping you access the resources you need.

Complaint Advocacy: If you ever have concerns about NHS care, we offer a free and independent advocacy service. Our team will support you in making a complaint and ensure your voice is heard.

Our Mission:

We are the independent voice of local people to influence, challenge and question health and social care provision in the Wigan Borough.

Our Vision:

A health and social care experience that meets the needs of the people of Wigan Borough.

Our values are:

Empowered Leadership – provide citizens with the skills and knowledge to facilitate change and have their voices heard.

Integrity – Honest and selfless and act solely in terms of the public interest .

Accountable – open and transparent in everything we do.

Independent – in purpose, voice, and action.

Inclusivity – we will support communities that are not normally heard to have a voice and challenge inequality.

Objective – take decisions impartially and fairly without discrimination or bias.

Value for Money – make the best use of our resources, working collaboratively with other stakeholders to avoid duplication.

Critical Friend – We will be constructive as well as challenging to service providers and the system.

Year In Review



Reaching out

81 Venues

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

233 People

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

Health and care that works for you

We're lucky to have

28 Volunteers

who gave up 195 days to make care better for our community. Donating the equivalent of over £13,500 worth of time

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

£200,000

We currently employ

7 staff

who help us carry out our work.



Our Online Reach



Our Website



44,000 Views, 5000 Direct searches ,
38,000 Organic views , 1000 Social media referrals

Best performing page (19,000 views) “What To Do If You’ve Been Spiked”

75% of views of website were on a mobile device



We have recently launched our YouTube channel and uploaded a series of videos about addiction in partnership with WhysUp.

Working In Partnership With



Greater Manchester Integrated Care Partnership



Your commitment to collaboration, co-production, and co-design has not only facilitated effective problem-solving but has also fostered a sense of unity and shared responsibility among all stakeholders. Together, you have created a positive and inclusive environment where collective efforts lead to remarkable outcomes.



- **Melissa Maguiness**
Healthier Wigan Partnership Delivery Director



Karen, Linda and I have started to form a great working relationship and I am so excited about what the future holds for patients in Wigan. We have already begun discussing projects where we can work collaboratively to ensure patient engagement and experience is at the forefront, and we are planning to meet regularly going forward.



- **Emma Rogers**
Associate Chief Nurse; Quality & Patient Experience



It is really pleasing to see Healthwatch Wigan so embedded and supportive of the wider VCFSE in Wigan. The chair and chief officer are engaged at health system strategic level and are able to both work in collaboration and challenge the existing system to improve services for the public.



- **Colin Greenhalgh**
Programme Director

Working closely with the team at Healthwatch is a crucial part of work to improve and protect health; helping us to develop services and an approach that connects to local people.



- **Rachael Musgrave**
Director Of Public Health

Healthwatch work in close collaboration with the Healthier Wigan Partnership and Wigan Council.

We all highly value our relationship, respecting their position as a critical friend helping us to co-design and continually improve delivery of our services.

Their input is crucial in ensuring we are meeting the needs of the people we support, with an approach to co-production that we embrace. One area of current focus is the CQC framework and Healthwatch are supporting us in our aim to achieve the standards. In fact, they're our go-to partner whenever we are introducing or changing services bringing their invaluable co-design principles.



- **Stuart Cowley**
Director, Adult Social Care and Health
Wigan Council

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 confidence

Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns.

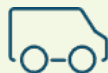


NHS admin

We highlighted the negative impact poor NHS admin can have and recommended five principles for services to improve people’s experiences.

Patient transport

NHS England announced improvements to non-emergency patient transport services thanks to public feedback.



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.

NHS dentistry

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



Healthwatch Heroes



William Greenwood OBE

We wanted to acknowledge one of our directors who sadly passed away in July 2022. When asked to summarise Bill our staff said 'A man with a warm and friendly approach, who you could seek guidance from without fear of being judged. A man who would give you a thoughtful and measured response. A huge supporter of young people, who always made sure that they had the opportunity to have their voices heard. He was always on hand to give us advice, help and support when we were working on projects. I remember grabbing every suggestion and improvement he recommended. Not to mention his sharpness for spelling and grammar!' Good night, god bless Bill and thank you.

Mick Hodlin

We want to show our thanks and appreciation to our recently retired Chair of the Board, Mick Hodlin. Mick was actively involved in Healthwatch Wigan and Leigh since 2016. During this time, we have seen him give himself tirelessly and selflessly for the benefit of the people of the Wigan Borough. Mick's leadership and support meant that he was able to earn the respect of systems leaders to improve the experiences of patients. He has been persuasive and passionate whilst remaining selfless and maintaining his integrity. His openness and honesty make him a great leader and it has been an absolute privilege for him to be part of Healthwatch.





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.

You Said, We Did

Spring	Concerns raised about how the public will be heard in developing integrated core system locally	Facilitated a large event bringing together system leaders, people and communities
Summer	Our report around access to GP services highlighted concerns over online appointments	Shared a guide of how to make the most of your online appointment
Autumn	Housebound patient concerned about receiving a Covid19 booster	Contacted local GP federation and asked them to contact and reassure patient
Winter	Vulnerable mental health patient requesting support with essential repeat medications	Contacted GP surgery and pharmacy to contact patient to resolve

Addiction Project

Healthwatch Wigan & Leigh partnered with Whysup to help people understand different addictions and how to get help. Each video has phone numbers for help at the end. To be inclusive videos had BSL interpreters.

The first video explained briefly what the others would talk about and introduced the project.

Mark and Liam made a video about addiction and harmful behaviours.

Liam's video was about drugs and alcohol. He shared his story and how he got better. He wanted to show that people can hide their drug and alcohol use.

Mark's video was about gambling and games. He talked about his own problems and wanted to help others. He said young people can be at risk too because of games on phones and computers.

Ben's video was about eating disorders. He talked about body image and where to get help.

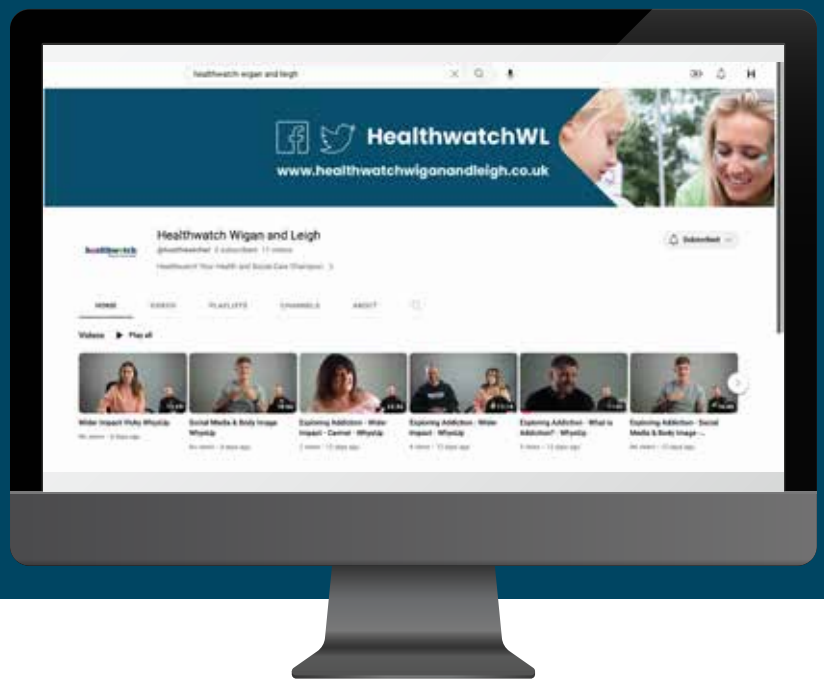
Mark and his Mum talked about how gambling affects families. They wanted to show that even smart and caring people can need help.

Liam and his wife Vicky talked about addiction while raising children. They said people can look okay but have problems inside.

Mark and Liam made a video about mental health and feeling good. They said it's important to take care of our minds, even with addiction.

The last video is about getting help. Mark and Liam said it's okay to ask for help. They talked about different ways to get help, like going to a special place or talking to understanding people.

These videos are meant to help people understand addiction and find help. We have published these videos on YouTube and will continue to share on our social media channels. There is no end to how long and who these videos will help.



Accessing GP Services



Involving Patient Participation Groups – to listen to patient voice about access to primary care and quality of services. What barriers are still there? Further improvements?

Beech Hill Surgery

The Practice manager has been trialling a more hybrid approach to accessing and attending consultation to keep askmyGP capacity. Some pre-bookable appointments / appointments for 'in two weeks'.

PPG group to lead (supported by HWWL) to engage with patients to get feedback on how this modified approach is working for them. Higher footfall in Sept / Oct with flu jabs to do some f2f conversations.

16.08.22 – LA attended PPG to discuss how to collect patient voice / capture feedback – about the new system being trialled at the surgery to allow patients to book an appointment via AskMYGP that might be for the following week or fortnight.

From the practice manager

“Just wanted to thank you for attending our meeting on Tues, it was lovely to meet you in person and to hear the great work you do! I am very much looking forward to our project with the Patient Participation Group and really hope it being value for both the patients and practice”.

Sullivan Way

Practice Nurse organised a well-being day for patients – information was available for patients to take / help to educate about being more pro-active around health issues. Unfortunately, the patient footfall was poor. Next steps could be to hold a similar event at a Wigan North PCN level at a venue central for the public? HWWL would assist event organisation.

Supporting People Who Needed A Dentist

Accessing a dentist is still one of the top issues residents come to Healthwatch Wigan and Leigh (HWWL) for advice and information

A support worker contacted Healthwatch to seek access to a dentist for a vulnerable homeless person living in temporary accommodation who was trying to get his life back on track. We contacted the local dental advisory to see if they could allocate the vulnerable person a dentist. A dentist was allocated to the person and the support worker was notified of the name of the dentist and an appointment time. The support worker thanked HWWL for supporting the person to get a dentist which was apart of getting his life back on track.

Experience of paediatric care at Wrightington Wigan and Leigh Teaching Hospitals NHS Foundation Trust

A parent contacted Healthwatch Wigan and Leigh (HWWL) for advice regarding how to progress her child's care under the paediatric ADHD Service. The parent was very unhappy with the quality of care from the paediatrician providing the service.

Healthwatch escalated the issue to the local Commissioning and Transformation Managers and Wrightington Wigan and Leigh Teaching Hospitals NHS Foundation Trust to look at the clinical reviews on the child.

The parent fed back to HWWL that child had now been seen by the specialist nurse. The parent was pleased with the quality of care from the Specialist Nurse and the plan moving forward including change of paediatrician.

HWWL escalation meant that parents concerns were addressed and acted upon with the parent pleased with the outcome and plan moving forward.

The parent thanked HWWL and all involved for taking her seriously and supporting her to escalate her concerns and gaining a positive outcome for herself and her child and for finally making her feel that someone had listened to her concerns.





Volunteering

We're supported by a team of amazing volunteers, including the Non-Executive Directors of our Board, 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:

Gave up 195 days of their time in 2022-2023 to help local communities get better service from their health and social care providers.

Volunteers have led a project to assess how service provision to residents in Care Homes across the Wigan Borough has resumed post Covid-19 pandemic. The report, available summer 2023 will illustrate the findings captured in this piece of work and the recommendations made by HWWL.

Many volunteers are 'ambassadors' for Healthwatch and join the staff team in various engagement events across Wigan and Leigh, whereas others sit on committees, patient experience forums, or represent HWWL at Local Authority meetings, partnership board meetings and many others, for example Carers network meetings.

Some volunteers have been engaging with refugees to explore their experience of health service provision whilst accommodated in this Borough.

The volunteers here at HWWL have many personal skills, professional qualities and many interests but are still always eager to enhance this and continue to upskill. Volunteers have been involved in Dementia Information sessions, deaf awareness sessions and the barriers they face, as well as Connect 5 training and Safeguarding training provided by Wigan Council.



Authorised Representative for HWWL – Adrian

I have been asked by the Advisory Group to represent HWWL on the Council's Health and Social Care Scrutiny Committee. This is the second year for which I have undertaken this role. The meetings are a snapshot of how the Council and its partners are managing health and social care related matters and give an opportunity for questions to be raised and responded to.

Of particular interest this year have been three topic areas:

Access to GP services – this was a presentation of our report into the difficulties facing local people in getting to see their GPs, of speaking with them when sign language interpreters are needed and how they can give support to homeless and refugee communities. Our concerns were reflected by the councillors and some work is being done with the Integrated Care Services in Wigan to improve provision. We will need to do a follow up report on this soon to see what, if anything, has moved on.

Access to Dentistry – a follow up to the work we did last year along with HWWL England to highlight the dearth of NHS dentistry in the borough and country. There has been some movement nationally in respect of the payments made to dentists, but not enough to see any real improvement in service levels. We are intending to hold a meeting with our local dentistry group to see what could be done but are not expecting significant changes locally if there are no changes at NHS England level.

As with many committees' proceedings can at times be tangential to our interests in HWWL, but if we were not represented then our opportunity to speak up on behalf of Wigan residents would be lost.



Board member – Dave

Myself and fellow board members have responsibilities for setting out the strategic objectives and policies of HWWL. In the past year we have appointed a new Chair and recruited three new board members. Greater Manchester ICS have asked the ten individual Healthwatch within Greater Manchester (HW-GM) to appoint a single point of contact.

In order to meet this requirement HW-GM has formed a network which meet each month to discuss health and social care issues and identify common problems which may be reported to the ICS for action. I attend these meetings on behalf of HWWL and feedback information to our Board. We are very fortunate to have an enthusiastic team of experienced staff and volunteers at HWWL and I enjoy meeting with them and helping wherever possible. I'm particularly keen to publicise the work undertaken by them and to encourage new volunteers. Over the past few years, we have developed a very good relationship with the NHS and Social Services in Wigan and Leigh. We are told that our reports are welcome, and they do have an impact on improving the services.

The new GM- ICS faces many challenges and I'm sure our research and reports will continue to be made welcome by them and help improve the services they provide.



Statutory statements

Our local Healthwatch services are provided by Healthwatch Wigan & Leigh (Wigan Borough Healthwatch CIC), Ashland House, Dobson Park Way, Ince-in-Makerfield, Wigan WN2 2DX

Healthwatch Wigan & Leigh use 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 8 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities.

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, send to our mailing list and share directly with our statutory partners.

Responses to recommendations

All providers responded 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. We share information with service providers and commissioners of service and take insight and experiences to local meetings and committees. We also share our data with Healthwatch England to help address health and care issues at a national level.

Representing People

Much of the difference we make is achieved through attending meetings on behalf of the local population. In these meetings we can influence future policies and services by summarising the key messages that local people have told us.

In the past year we met and worked with in excess of 120 boards and committees.

Healthwatch representatives

Healthwatch Wigan and Leigh is represented on the Wigan Borough Health and Wellbeing Board by Micheal Hodlin, Chair of the Board.

Healthwatch Wigan and Leigh is represented at Wigan Borough Locality Board by Karen Parker, Chief Officer and at the Health Overview, & Scrutiny Committee by Adrian Hardy.

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	£200,000	Expenditure on pay	£163,000
Additional income	£10,000	Non-pay expenditure	£22,000
		Office and management fee	£15,000
Total income	£210,000	Total expenditure	£200,000

Additional funding is broken down by:

£10,000 funding received from Wigan Borough CCG for work on Prime Care Network project

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 tackle 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. Mental Health
2. Social Care
3. Tracking Health Inequalities

Healthwatch is your health and social care champion.

We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

www.healthwatchwiganandleigh.co.uk
01942 834666

 HealthwatchWL

 HWWiganLeigh

