

# Spring Report 2022



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# About Us

## Your health and social care champion

Healthwatch Wigan and Leigh is your local health and social care champion. From Appley Bridge to Astley and everywhere in between, we make sure NHS and Council leaders, and other decision makers hear your voice and use your feedback to improve care.

We also:

- ▶ Provide, or signpost you to, information and advice about local services and how to access them.
- ▶ Offer a free, independent advocacy service for people wishing to make a complaint about NHS care.



### 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

- 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.

# Our Statutory Requirements

- We listen to your views **on** and experiences **with** local health and social care services
- Enable local people to monitor the standard of local care services
- We make reports based on what **you** say!
- We share these reports with services to **help** them to improve
- We encourage services to involve **local people** in deciding how to improve
- We provide **free** advice and information to the public, on the support options available to them

# Our Chief Officer



I would like to start by thanking everyone who has taken the time to share their experience of health and care services with us over the past three months. I believe that every individual story shared can help to improve support and services for everyone.

I would also like to thank the staff at Wigan Borough Clinical Commissioning Group who have taken the time to engage with us and listen to what we are sharing in what has been a very challenging and uncertain time for them. I send my best wishes to them and hope for more settled times beyond the 01<sup>st</sup> July.

One of our Directors, Dave Sudell and I 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 strong reminder of the value of the patient voice.

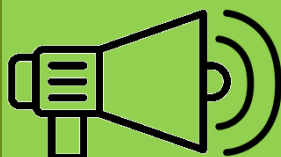
I am very proud that Healthwatch Wigan and Leigh were given the opportunity to host the first of a number of workshops to begin to consider how system leaders can work collaboratively with the people and communities of the borough to develop health and social care services locally. The event was a huge success and there is a strong commitment to continue these conversations.

Finally, as we approach what maybe considered as a slightly quieter time over the Summer, I would like to thank the staff and volunteers for their continued team spirit, positive attitudes, and dedication to the work that we do. It would not be possible without you!

Thank you Karen Parker

# Marketing and Communications

## Our Reach



**80 People**

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

**15,245 People**

came to us for clear advice and information via our website.

**107 people**

Came to us for clear advice and information via our phone lines.

We had a total of

**4 Press Releases**

## Social Media



**1206 People**

Are following our Twitter.

And our page had :

**17.9K impressions**

Over this quarter.

**283 People**

Are following our Facebook.

And our page reached:

**15,451**

people over the quarter.

**275 People**

Are following our Instagram.

## Website Info



**9212** Organic Searches

**136** Searches via Social Media

**1125** Direct Searches

**10,473** Total Page Views

# Staff and Volunteers

## Our Volunteers

Were very lucky to have :

**31**

Volunteers who give their time to Our Healthwatch.

**18**

Are Authorised Representatives.

They have given a total of:

**400 Hours**

Giving us :

**57 days**

To help make the community better!

There have been a total of :

**3**

Training sessions available to be completed by our volunteers.

Completed by:

**15 people**

## Our Staff

Were very lucky to have :

**7**

Members of staff at Our Healthwatch.

There have been a total of :

**6**

Training sessions available to be completed by our Staff.

- ILM Course Level 7
- Safeguarding Eyes and Ears
- Volunteer Management
- Theory of Change
- Dementia Awareness
- Deaf Awareness



# Our Volunteers

## Volunteer Training

Healthwatch are delighted that 4 more new volunteers have completed our induction programme and are eager to be involved in our engagement pieces of work across the Wigan Borough. The caliber of our volunteers; their professional backgrounds and experiences within health and social care as well as the personal qualities and skills they are contributing is outstanding. The HWWL Team are confident that as our volunteer numbers continue to grow the impact, we can have to improve services for our local communities can only get bigger.

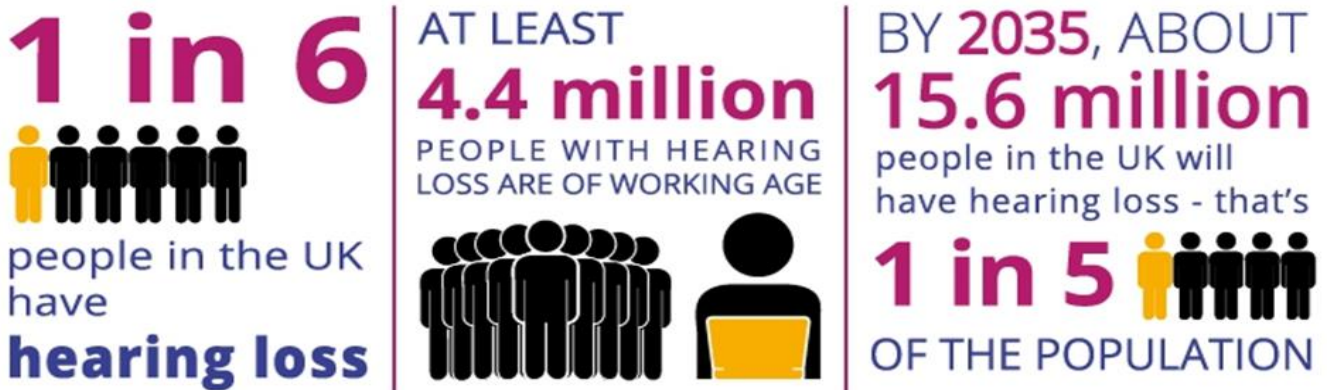
## Authorised Representative Training

Several our volunteers have completed the Healthwatch England training to be Authorised Representatives. This allows them to carry out 'enter and view' activities for HWWL where health and adult social care is funded by the public purse.

The purpose of 'enter and view' is to go into health and social care premises to hear and see how the consumer experiences the service. This evidence-based feedback is collated and reported to providers, CQC, Local Authority and NHS Commissioners and quality assurers, HWE and any other relevant partners.

## Deaf Awareness

Our next training session for HWWL Volunteers is to increase their awareness of the hurdles that partially or profoundly deaf individuals face particularly when accessing and using healthcare services. We are delighted Aston deaf club are collaborating with HWWL to deliver this programme.



## Volunteer Week 2022 : June 1st - 7th

Volunteers play an important role at Healthwatch and are at the heart of what we do. We would like to thank all our volunteers for the many ways they support us.

Whether you want to gain valuable work experience, help improve care in your community or learn new skills, there are lots of ways you can join us to make a real difference.

If you are interested in being a volunteer with HWWL please contact [lisa.armstrong@healthwatchwiganandleigh.co.uk](mailto:lisa.armstrong@healthwatchwiganandleigh.co.uk)



# Events and Meetings

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.

We have represented local people at **117** different strategic decision-making forums that meet regularly over the past year. This includes:

- Strategic Carer's Board
- MWP System Board
- Patient Experience and Engagement Group (WWL)
- Living Well Planning Group
- Living Well Design Group
- HW Liaison Group (GMMH)
- Thrive
- Primary Care Operational Group
- Wigan Borough Safeguarding Children's Partnership - Partners Improving Practice Subgroup
- Equality and Diversity and Inclusion Steering Group
- Equality and Diversity Collaborative
- Wigan Borough Engagement Group
- Wigan Borough VCSE Mental Health Group
- Wigan Safeguarding Children Partnership
- Young Carer's Group
- Mental Health Transformation Board Meeting
- Community Health Building
- Wigan Borough Safeguarding Children's Partnership Leaders Meeting.
- Wigan Borough Safeguarding Board
- Health and Social Care Adult Scrutiny Committee
- Communication Subgroup For Elective and Restoration and Recovery
- Equality Reference Group
- Wigan Borough Maternity Voices Partnership

# Events and Meetings



Involving people and communities to shape health and care services together.

Healthwatch Wigan and Leigh, (HWL) were pleased to host a design workshop to look at the ways in which the new place based Integrated Care System (ICS) can work with local people, patients and communities to shape health and care services and improve health and well-being across the borough.

## Mental Health Lived Experience Forum

On the 6<sup>th</sup> April 2022 Healthwatch Wigan and Leigh hosted the first Mental Health Lived Experience Forum with Bridging Gap Mental Health. The group discussed their priority areas of interest which included :

- Dual diagnosis
- DWP
- Waiting times for elective surgery and access to a GP
- Pain Management

Sarah Marshall, Assistant Director of Community Transformation, Wigan Borough Clinical Commissioning Group and Rachel Crawshaw, Operational Programme Manager Living Well Design, Greater Manchester Mental Health Trust gave a presentation on the Living Well in Wigan programme and explained that lived experience is an important part of the transformation of community mental health services and input on the new living well model is critical.

The forum gives members the opportunity to share their thoughts and experiences in a confidential space which Healthwatch can support by offering information or by signposting to other services and to bring Commissioners and Providers of services to the forum to explain how they run and how the patient and public can have their voice heard.

# Engagement

## 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. We visited **24 venues**. This allows us to understand the full picture, and feedback to services to help them improve!



### Marsh Green Engagement

The Engagement Officer attend the Library at Marsh Green to engage with the community around health and social care.

What the public told us was that there is no Community Centre at Marsh Green and St Barnabus church is closed so there is nowhere for the community to meet any more. They told us that St Barnabus church coffee mornings used to be great. The PCSO would attend, and you could discuss what was going on in the community. A gentleman from the council would also help people with addiction and support them.

They also told us that the GP practice is very good.

Our Engagement Officer Andrea had a fantastic time engaging with the members of Ashton Deaf Club at one of their social nights in June.

Andrea shared with them some information about what we do at Healthwatch Wigan and Leigh, about our projects around carers, Addiction and young people.

Some members also asked for support and advice in writing letters of complaint from the Independent NHS Advocacy Service we provide, which we will be happy to provide.



# Engagement

## Listening to your experiences



HWWL were delighted to be invited to Higher Folds community Centre to meet the local residents and join in with an afternoon of craft; making cards and definitely wishing we had more creative skills! We talked about how Covid 19 had impacted onto the local community and how crucial the community centre was for many individuals to be able to participate in the community activities held there, to socialise there, to use the library, to use the discounted food shop. It is a hub of friendly faces.

Excitingly one of the rooms at the centre has had a face lift and is all set to go to offer training and skill based sessions open to the local residents. HWWL are looking forward to co-delivering some sessions to provide information and signpost around health and well-being needs and concerns.



### One House Community Safety Day

The One House Community Centre is open regular mornings during the week for a coffee and a chat, to tackle social isolation in the community and provide a place people can come to for company and support. It was great to be able to attend the community safety day at the beginning of June and Healthwatch are hoping to spend more time getting to know and engage with the community groups that are meeting here.

# Engagement

## Listening to your experiences

### George and Leanne Youth engagement

George and Leanne visited 12 places where young people meet during this period. This involved educational settings and voluntary sector groups. We did this as part of our initiative to give young people in the borough an opportunity to tell us their experiences of using of health and social care services, and what they felt was important to them..

### Schools and colleges:

When we visited school and colleges, we delivered 1-to-2-hour sessions to discover what their thoughts, feelings and opinions are on health and social care services. These sessions involved introducing who we are and explaining the role of Healthwatch. Mental health was raised as an issue that's needs to be looked at in how professionals work with different variants of people. As an example, using simplified language that young people will be able to understand and being more sensitive towards people suffering with mental health issues. There was also a call for more support for mental health in schools.

One young person quoted that

“Adult’s trying to fix a situation. Sometimes, young people just want somebody to listen as trying to fix a mental health problem can make it worse”.

We visited BeYou which is a group for people who identify themselves as LGBTQ+. Some group members said that they didn't feel listened to by their GP's regarding referral issues. They felt dehumanized and that some of the language used by the practitioners was discriminatory towards trans patients.

Another issue that was raised was that when asked about eating disorders, the patient was asked personal questions in front of people who were there for support and couldn't give honest answers.

The main points that were coming up from those we asked questions to was that: They didn't feel respected because of their age, staff at the practice weren't very sensitive in their approach and having to fight for referrals to access CAMHS and other services that support young people.

# Engagement

## Advice and Information

If you feel lost and don't know where to turn, Healthwatch Wigan and Leigh 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.



During this period, we have received **107** calls from people requesting help with regards to care. Out of these we have escalated **17** cases to services and were able to get a satisfactory resolution for these people. In addition, using this information, we're able to report these experiences with service providers to help them improve the quality of their care. This quarter, the most popular request for advice and information was; people struggling to access dental services.



**4 in 5**  
people  
struggled to  
access NHS  
dental care



# Engagement

## Advice and Information

### 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

Here is one example on how we have been able to help a vulnerable person access a dentist. 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 pediatric 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 pediatric ADHD Service. The parent was very unhappy with the quality of care from the pediatrician 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 pediatrician.

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.

# How We're Making a Difference

## Involving people and communities to shape health and care services together.

Healthwatch Wigan and Leigh, (HWWL) were pleased to host a design workshop to look at the ways in which the new place based Integrated Care System (ICS) can work with local people, patients and communities to shape health and care services and improve health and well-being across the borough.

More than 100 people attended the workshop which included representatives from Patient Participation Groups, people with lived experience of using services, NHS Trust Governors, Voluntary, Community, Faith and Social Enterprise Sector and Senior System Leaders.

Workshops were set up within the meeting to discuss and put forward ideas based on three questions:

- 1 What is working well and why?
- 2 How do we want it to look in the future?
- 3 What is needed to make it happen?

Questions which surfaced within the workshops were then answered by a panel comprising:

- ▶ Councillor Keith Cunliffe, Deputy Leader and Portfolio Holder for Health and Care Wigan Council;
- ▶ Dr Jayne Davies, Primary Care Network Clinical Director (Wigan Central);
- ▶ Colin Greenhalgh, Groundwork and VCSFE representative for Mental Health Transformation;
- ▶ Lynne Hamnett, Vice Chair HWWL and Lead Officer Embrace;
- ▶ Silas Nicholls, Chief Executive, Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.



# How We're Making a Difference

As Healthwatch staff analyse the feedback and ideas that were born from the event, further meetings will be held to ensure that the people who use the health and social care services in the borough can have the opportunity to make their views and ideas part of the new system.

If you would like to be involved, then contact us on 01942834666 or email at [info@healthwatchwiganandleigh.co.uk](mailto:info@healthwatchwiganandleigh.co.uk)



# How We're Making a Difference

## Accessing Mental Health Urgent and Emergency Care in a Crisis

This report captures the voices and experiences of residents across the Wigan Borough. We wanted to find out peoples experience when accessing Greater Manchester Mental Health (Wigan Borough) Urgent and Emergency Care in a Crisis. So that would include the crisis services listed below

- Accident and Emergency Department
- 24/7 helpline
- Mental Health Support Hub
- Crisis Resolution Home Treatment Team
- Mental health Liaison Team
- Mental Health response Care

We shared the purpose of the project with the Wigan Borough Clinical Commissioning Group (CCG), Greater Manchester Mental Health (GMMH) Service Delivery Footprint Managers (SDFM), Patient Participation Groups (PPG), Emergency Care Village at Wrightington Wigan and Leigh Teaching Hospitals NHS Foundation Trust (WWL), Local MP's, Mental Health Link Workers, Community Link Workers, Social Enterprise Groups, Voluntary Sector Groups, Mental Health Forum, WWL Membership, Mental Health Support Hub where possible, to encourage involvement and to share their views.

We also shared the information around the project with Compassion in Action but access to residents was unable to be facilitated at the time we undertook this piece of work.

Action	Key Dates	Comments
Draft report submitted to Healthwatch Wigan and Leigh Healthwatch Advisory Board for recommendations	8 <sup>th</sup> March 2022	Approved by Advisory Committee
Nominate a member of the Advisory Committee to lead on the impact.	8 <sup>th</sup> March 2022	Member of the Advisory Committee appointed to oversee actions
Provider response from the Director of Operations Greater Manchester Mental Health Foundation Trust	April 2022	Feedback requested by 1 April 2022
Full report submitted to Healthwatch Wigan and Leigh Board of Directors for ratification	May 2022	Ratified by Healthwatch board 23 May 2022
Publish full report	May 2022	
Present to Wigan Council Overview and Scrutiny Committee	June 2022	
Present the report to the Urgent and Acute Pathways Board	July 2022	
Review the recommendations for impact.	December 2022	

# Added Value

## Living Well

The Greater Manchester Mental Health Transformation team are designing a new service called “Living Well”.

The new service is being codesigned with residents who have lived experience of accessing mental health services, Healthwatch, doctors, hospitals, voluntary sector organisations, local authority and department of works and pensions.

This service will provide a single integrated front door to mental health that offers medical, clinical and wider social support options. Residents will receive support from a neighbourhood mental health team consisting of peer support, mental health nurses, family support workers, mental health link workers, psychiatrists, psychologist to help them overcome the challenges they face and pursue their aspirations. They will be seen in different places and spaces within a mental health informed community, who understand what it is like to have a mental health condition.

The service will improve the mental health and wellbeing outcomes for residents of the Wigan Borough.



## Addiction project

Addiction has been raised as an issue nationally and has also been raised as an issue within the Wigan borough, specifically Gambling. Furthermore, it was raised by the HWWL Advisory Committee to carry out a piece of work on addiction as it was highlighted as a priority for the year.

In this project we wish to first raise awareness on the issue of addiction through explaining the different types of addiction, how to spot addiction, how to help support someone with addiction, and to offer information and signposting to different services. We also plan on doing engagement work with face-to-face events, Q&A livestreams, and engagement with local people, where we can gather lived experience over the course of the project to help us hold the system to account to improve services, and to bring attention to examples of good practice where it's been highlighted to us. We will gather this data through conversations with the public as well as surveys.

# NHS Independent Advocacy Service

The support offered to clients is tailored to the needs of the person. A key aspect is helping them to understand the complaints process and what they can expect. The range of support will vary from helping clients by contacting service providers on their behalf, support writing letters or filling in complaint forms to support and representation in meetings at critical stages of the complaints process. Another important aspect is help and support in understanding official responses and follow up or second bite letters, and if the local process has been exhausted support to take their complaint to the Parliamentary and Health Service Ombudsman.

## Report for First Quarter - April to June 2022

Throughout this first quarter residents of Wigan and Leigh have contacted the Advocacy Service for help and advice in respect of issues concerning themselves or members of their family regarding health and social care issues that they feel they need help to complain about what has occurred - these are shown as new cases.

	APRIL -22	MAY-22	JUNE-22	TOTALS for the 1 <sup>st</sup> Quarter
ON GOING carried fwd from end of March'22	18	17	21	19
NEW CASES	3	5	5	13
RESOLVED CASES	4	1	7	12
COMPLIMENTS Positive feedback	2	1	4	7

# NHS Independent Advocacy Service

## Application for QPM

This quarter the Advocacy Service has been involved in applying for the QPM (Quality Performance Mark) in Advocacy. This has entailed the completion of an initial assessment document which was successful. The next stage was the submission of a selection of fully redacted case files/full records for assessment. We were very pleased to be informed that all the records submitted for assessment had passed and had been compliant with the standard necessary for the QPM.

The final stage was an onsite one-day assessment which was undertaken on Thursday 30th June. As part of this assessment process five clients who had used the Advocacy Service were invited to meet with the assessor who asked them questions about their experience of using the service.

Initial informal feedback at the end of the day was very positive. The formal response should be received in August.

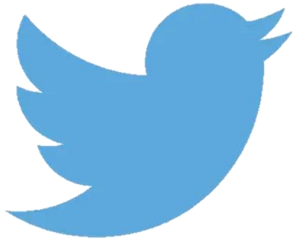
Whilst it has been a demanding a challenging process it was found to be very valuable, productive and rewarding experience as it allowed for a review of all current working practices to ensure that were all in compliance with the Quality Charter.

# healthwatch

Wigan and Leigh



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