

Championing what matters to you

Healthwatch Stockport
Annual Report 2021-22



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Message from our chair

Hello, I wish you a very warm welcome to the 2021-22 Healthwatch Stockport Annual Report. 2021 was fraught with several covid-19 lockdowns and we continued to adapt the way we listen to and engage with our residents. I do believe and hope that the worst of the pandemic is behind us. However, we do understand many people are cautious and we continue to work as safely as possible to protect our residents and our kind and caring health and care staff teams.

Primarily, this year we have spent a considerable time preparing our tender submission for a new 5-year contract. This has been welcome as it will be for a longer term than we have had to date and will provide us with more stability.

Also, with the changes to the way health and care is being delivered, we have been immersing ourselves in understanding how these changes will be implemented through the new Integrated Care System [ICS] which will commence in July 2022. Stockport have seen so much change happening over several years, it has been hard for residents to keep up with what has been going on, so we have worked with our VCFSE partners to run ICS information sessions and we will continue to do our best to ensure you as residents are kept up to date with progress.

We have been working closely this year with our Healthwatch in Greater Manchester colleagues to develop a new 3-year strategy to enable us to strengthen the strong partnership that currently exists, together we also produced a dental experience report. We contributed to the development and took part in the large-scale survey across Greater Manchester to gather views to help shape the new 5-year health and care strategy for Greater Manchester.

More locally we gathered people's experiences around accessing GP services, people's experiences of long covid and what it is like for people waiting for surgery.



We have worked closely with both health and care services, particularly the leaders in the sector. I would personally like to take this opportunity to thank Cllr. Jude Wells who has done a commendable job in co-ordinating much of the leadership collaboration and covid management oversight for the borough.

As always I would like to thank my Healthwatch Stockport colleagues for all of their effort in contributing to the success of Healthwatch Stockport. Also to the staff for continually shining a light on the experiences of people using health and care services in Stockport, to make sure health and care is the best it can be in Stockport.

Thank you to all our members, we will continue our special role in being that critical friend to ensure everyone gets the health and care they need.



A stylized, handwritten signature in blue ink that reads "S. Carroll." The signature is underlined with a thick blue stroke.

Susan Carroll
Healthwatch Stockport Chair



“The COVID-19 pandemic has thrown long-standing health inequalities into stark relief. With NHS and social care facing even longer backlogs, the unequal outcomes exposed by the pandemic are at risk of becoming worse. Local Healthwatch play an important role in helping to overcome these adversities and are uniquely placed to make a positive difference in their communities.”

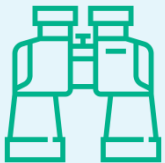
Sir Robert Francis QC, Chair of Healthwatch England



About us

Your health and social care champion

Healthwatch **Stockport** is your local health and social care champion. From **Cheadle** to **Marple** and from **Reddish** to **Woodford** and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



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 Approach

**Inform, Involve, Influence,
Independence**

Inform. We provide **independent information** about health and social care support and services that **works for you**

Helping you **stay well**



Involve. We **Independently** gather **your views** and ensure **you are listened to** about what works well and what could be improved.

We identify trends and themes and we use it as evidence to **Act upon** and support our influence.



Influence. We work and **partner** with those that **run services** to ensure improvements are made because of **what you said**.

We **analyse** and use your feedback **independently** to work with commissioners to make **services work for you**

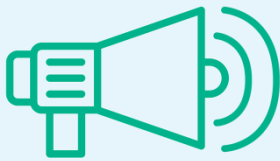


We Value our Independence

Our year in review

Find out how we have engaged and supported people.

Reaching out



628 people

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

245 people

came to us for clear advice and information about topics such as Finding an NHS Dentist and mental health.

Making a difference to care



We published

4 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

Difficulties Accessing NHS services

Which was a joint report from local Healthwatch's in Greater Manchester around access to NHS dental services.

Health and care that works for you



We're lucky to have

102 active volunteers

outstanding volunteers, who gave up **2,500 Hours** to make care better for our community.

We're funded by our local authority. In 2021-22 we received:

£108,000

Which is **the same** as the previous year.

We also currently employ

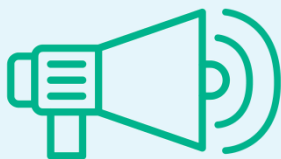
6 part time members of staff

who help us carry out this work. previous year [this is the equivalent of **3.5 full time members** of staff..

Online Reach

More people are visiting our website since the pandemic first hit

Reach



26,250 unique page views

Over the course of the year we had 26,250 different online users to our website.

34,834 page views

A staggering 34,834 page views across our whole website, including blog posts, news, reports and events. with an average 2:08 minutes of time spent on a page.

Information



83 different articles published

News, blogs, information and advice – there was 83 different articles published last year. Covid-19 has a massive impact on engagement on our website.

Compliments



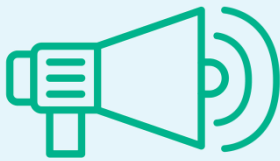
124 shows of appreciation

This year over 120 people shared their appreciation with us and let us know we were making a difference. Whether that was giving advice and information about a service, signposting or circulating resources to our members. We would like to thank anyone who has taken the time to show their appreciation it helps us understand and appreciate what we do.

Information Round-up (IRU)

Our **weekly** Stockport Information Round-up is published and circulated to all our stakeholders, it provides important health and care service information and wellbeing information, services and events from Healthwatch and our VCFSE and statutory organisations in Stockport.

Reach



43 IRU's produced

Over the course of the year we have produced 43 Information Round-ups.

8,580 unique views

This is the number of people that have viewed the IRU's over the course of the year.

Information



1342 piece's of information circulated

Including 690 different pieces of information and news, 37 surveys, 581 newsletters and 34 different job opportunities.

469 piece's of information shared by Sharon Fallows



Compliments



480 IRU members

The IRU has been growing organically since May 2020 and we are pleased with the growth.

54 shows of appreciation

We received 54 compliments this year after posting the IRU online.



"Just finished reading this week's IRU. It's absolutely great. So easy to find my way around it & looks good too."



Social Media Reach

This year our social media presence has continued to grow, thanks to the help of our volunteers.

Twitter



57,738 tweet impressions

Registering a staggering **57,738** tweet impressions over a total of **207** tweets.

75 new twitter followers

We gained **75** new followers throughout the year and were mentioned **131** times.

Facebook



182 facebook posts

Last year we published **182** Facebook posts including surveys, information and awareness days reaching **8957** people.

774 Healthwatch Stockport page likes

We gained **56** new page likes over the year.

Instagram



94 Instagram posts

We posted **94** pictures that reached **4,119** people a big improvement from the previous year. Which builds on **5** Instagram posts and a reach of **928** people.

658 Instagram followers

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



Our on-growing Information Round-up (IRU) moved online and was read by 85,80 people over the year.



Along with the other local Healthwatch's in Greater Manchester we produced a report about accessing NHS dentists.

Summer



We undertook homeless-friendly training that helped us understand homelessness and how we as an organisation can engage with this cohort.



We supported the #BecauseWeAllCare campaign, which was a national campaign ran by Healthwatch England and the Care Quality Commission.

Autumn



We helped set up the ICS peoples and communities group to support engagement with the Integrated Care System next year.



We began a group to see the effects of people living with dementia in Stockport. We invited people who had loved ones with dementia.

Winter



We started a piece of work to find out about people's experiences when they access their GP practice.



There was a LONG Covid group set up in Stockport to help support the group we ran a survey to determine the effects of LONG Covid and if the group could help contribute to new service design..

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 feedback to services to help them improve. Last year we created an all new feedback centre – a central hub for all feedback.



Finding an NHS Dentist

Healthwatch Stockport as part of the Healthwatch in Greater Manchester Network produced an NHS Dentistry report to share with the Greater Manchester Health and Social Care Partnership, NHS England, Healthwatch England and all Local Dental Committees.

The report covered two distinct periods April 2019 to March 2020 (pre pandemic) and April 2020 to 19 March 2021. Each of the ten local Healthwatch organisations in Greater Manchester were able to share both quantitative and qualitative data captured from community enquiries received by telephone, email and pre-pandemic personal contacts. Across Greater Manchester local Healthwatch organisations recorded 102 enquiries regarding NHS dentistry in 2019/20. That figure increased to 650 in the period April 2020 to 19 March 2021.



127 people

Have contacted us looking to register with an NHS Dentist in Stockport.

During the course of 21-22 we have been contacted by 127 people looking to register with an NHS dentist in the Stockport Area.

The majority of these people had been looking for an NHS dentist for a number of years and could not afford to pay privately. Healthwatch Stockport have been in regular contact with Stockport dental practices in order to keep an up to date list of their capacity for NHS patients and this has proved to be helpful as we have helped a 11 people to register with an NHS dentist that we have recorded.

What difference did this make

We have managed to find 11 people an NHS dentist in these difficult times through contacting all local dentists in the Stockport area regularly. We have now set up a contact form online for dentists to let us know if they are taking on NHS patients.



“Claire has supported us to get both of my daughters registered. Whilst myself and my husband still need a dentist we are on the waiting list at the same surgery as the children and understand that Covid has had a significant impact on dentist wait lists. Claire has been wonderful.”

Stockport resident



GP appointments

Thanks to people sharing their experiences of trying to access GP services in Stockport.

With the help of Stockport CCG, we created a survey that allowed us to measure people's experience accessing their local GP. Since Covid-19 it has been no secret that people have been experiencing trouble accessing their GP. Stockport CCG wanted to find examples of good practice that was happening in GP practices and what other practices could do to improve.

We have had positive, neutral, and not so good comments from people accessing their GP practice.

Some of our findings;

- 131 different respondents found it difficult to contact their GP.
- People commented on not being able to get through on the phone system often waiting over an hour to get through/starting at 25-30+ in the queue.
- More people found the receptionist helpful or very helpful and comments were more drawn to difficulties with the system rather than attitudes of the staff.
- Many people thought the telephone/ video phone call was helpful and efficient and were happy that they didn't have to come into the practice.
- Some GP practices had a call back feature, which made patients happy as they could get on with their day until the initial call back.
- However there were many people who didn't get in to see a doctor or were disgruntled it was over the phone.
- There were also many that felt helpless, fobbed off, and that were not receiving person centred care.
- Sometimes, if a face to face appointment was needed, it wasn't until 2 weeks after the initial call.



"I changed GP after having 2 years with very little support from them.. The difference with my new practice is noticeable. The receptionist is friendly and helpful, it is an efficient system for booking appointments. spoke to nurse and doctor all helpful and took the time to ensure they had my full history."



Survey respondent

Find the report on our website

You can find all our reports at www.healthwatchstockport.co.uk/news-and-reports

Long COVID

We were commissioned by Stockport CCG to produce a report about people's experiences of living with Long COVID in Stockport.

We ran the survey from January 2022 to March 2022. We wanted to understand how many people in Stockport were living with long COVID and the support that they had since they received their diagnosis.

We asked the survey respondents about their symptoms, the impact it had on their mental and physical wellbeing, about their job security and also about access to the long COVID support group in Stockport.

Some of our findings;

- The majority of people who took the survey felt their mental and physical health had been impacted. 73% of respondents.
- More than two thirds of the respondents had experienced extreme tiredness since Long COVID.
- Only 3 people were referred to the Long COVID group in Stockport.
- 75 percent of respondents had problems with memory and concentration (brain fog).
- The ability to keep up with home chores and admin worsened for 64% of survey respondents.
- 10 people claimed that they used to go for walks but now find it a struggle.
- No one who has taken part in the survey has recovered from long COVID with 12 people have long COVID for over 12 months.



"I have no energy and I'm so tired all the time. I was a very active person before I had covid, my memory is shocking, and it is stopping me do my voluntary gardening at a local school, just no energy, it's awful it makes me feel so down because I have to ask for help from my family to do normal household chores."



Survey respondent

Find the report on our website

You can find all our reports at www.healthwatchstockport.co.uk/news-and-reports

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives. This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively.

As part of our campaign "Your Care, Your Way", we used a case study video from **James** who experienced poor care whilst receiving care in hospital to highlight the difficulties many people with learning disabilities face when they need to go into hospital. This video helps to convey the struggles people commonly face and has helped decision makers take steps to improve care for people with learning disabilities. [Click here to see the video.](#)



Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

In partnership with our local authority colleagues we set up a **People and Communities Working Group** in preparation readiness for the implementation of the ICS. We invited members from the VCFSE sector and comms and engagement workers across the system to develop a work plan for the Locality Board to consider. Which we hope will involve people directly and improve services directly as a result.



Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

We have been involved in listening to experiences about end of life care since 2018, we held focus groups and gathered feedback from carers, publishing our first report in 2019. Since then we have been pushing for implementation of the recommendations we made, through our end of life reference group which have agreed to meet twice per year. Almost all the recommendations have been implemented and the others are making good progress.

Advice and information

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

This year we helped people by:

- Providing up to date information on COVID-19
- Alerting people when dental practices were taking on NHS Patients.
- Developing our own information and signposting online directory.
- Helping people to get the help they need via services we hold on our database.

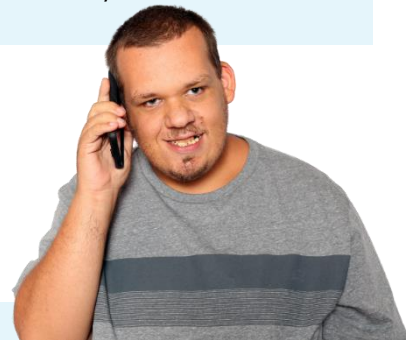


Signposting people who needed additional support

We were contacted by a gentleman in May 2021 on behalf of his sister who were new to the area and who was trying to get support to renew his sisters bus pass. He had been trying to contact the Learning Disability [LD] team to get support as the bus pass was initially issued to her on the grounds of her having a learning disability. After liaising with the LD team we were advised that they were unable to support her as she was not newly diagnosed and was not known to the Stockport LD team, they advised her to contact her GP. They did suggest that they obtained her PIP letter as she may be able to use that as evidence. We liaised with Transport for Greater Manchester on their behalf as both have hearing loss so struggle using the phone. We were able to help them identify all the paperwork they needed and chase up the application for them. Finally in October 2021 the new bus pass was issued to the lady.



#BecauseWeAllCare



Help with covid vaccination record

We were contacted in October 2021 by a lady who had an issue with her covid vaccination record. This query was a matter of urgency as the lady's visa was due to expire in November and she was due to return home to China. The caller had her second vaccination in October and it was at this point she was advised that her first vaccine had been recorded incorrectly as dose 2 of 2 and not dose 1 of 2.

This meant she could not get an up to date covid passport letter to enable her to have the correct documentation to allow her to travel. She had contacted her GP who could not help and advised her to contact 119 who also stated they were not able to help. Having limited English she was struggling and felt she was being passed from one service to another. We helped by contacting the pharmacy who had administered the vaccine and inputted the vaccination details incorrectly.

We were advised to ask the lady to email her details to their lead clinician who could then amend her record. She was able to do this and within 24 hours was able to request her corrected covid passport letter and was able to travel.

"May I take this opportunity to extend my sincere appreciation to all efforts you paid over the issue. You are the nicest person I met in the UK!"

Email we received after helping a caller with her vaccination record.

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Created digital content on our website and social media.
- Carried out website and telephone reviews for local services on the information they provide and assessing their accessibility.
- Assisted as part of 'Readers' Panels' – checking local services' publications to make them more people focussed and easier to read.
- Continued to help with the local volunteering efforts supporting those who were self-isolating.





Janet

“Apart from volunteering being rewarding it is also very interesting and I’ve learnt a lot of new skills. I’ve also broadened my social circle and made lots of new friends with similar interests to me. I would thoroughly recommend giving it a go and there are lots of opportunities out there to suit most peoples interests.”



Michelle

“I enjoy volunteering as I like helping people. I’ve spent the last few years as a family carer so its nice to be able to do something for myself that is also hopefully contributing to the wellbeing of the community..”



Pat

“I like the challenge of doing something different and learning new skills and at the same time being able to give something back to the community. Now that I am retired I find it helps to keep me motivated, keep my brain active and it’s nice to meet new people..”



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchstockport.co.uk/join-individual



0161 974 0753



info@healthwatchstockport.co.uk

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.

Income		Expenditure	
Funding received from local authority	£108,000	Staff costs	£103,919
Additional funding	£783	Operational costs	£17,377
		Support and administration	£4,519
Total income	£108,783	Total expenditure	£125,815

Note

The board agreed a planned overspend to support a continued post to support our Lived Experience Panel and other smaller projects. We used this funding from our reserves.

Top three priorities for 2022–23

1. Engaging wider community groups especially grass roots groups.
2. Implementing our new Healthwatch Stockport Strategy and enhancing our Information and Signposting Service
3. Engaging people in the new integrated care system

Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.

We will run another updated Enter and View Programme and include wider representatives from our community in the training to give us a more holistic view of people's experiences when they receive care.

Statutory statements

About us

Healthwatch Stockport, 48 Middle Hillgate, Stockport. SK1 3DL

Healthwatch Stockport uses 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 is member led, it has a board of 6 volunteer directors who take their responsibilities for running the organisation seriously. They ensure the effective running of the organisation in meeting its legal obligations and have met 10 times this year.

The board recognises that meeting its legal obligations as a company is distinct from meeting its statutory requirements for Healthwatch as set out in the Health and Social Care Act 2012. The board created a wider Strategic Monitoring Group [SMG], made up of Healthwatch members to oversee our strategic priorities, workstreams and Healthwatch functions and they have met 10 times this year. Along with staff and wider members SMG represents Healthwatch Stockport on a range of health and care committees. They renew, refine, or identify new strategic priorities and project areas during their annual planning cycle.

They Identify priorities based on:

- Feedback from the community engagement we carry out with wider Healthwatch Stockport members, the public and the VCFSE sector, through a range of methods.
- Enter and View activity undertaken.
- Themes identified through our Information & Signposting service, care opinion and other stakeholder reports.
- Set up task groups to work on specific areas.
- Monitors the general direction of health and care services.
- Tracks services due to changes in provision or commissioning.

Through 2021/22 the strategic monitoring group made decisions on matters such as making representation to the shadow ICS Locality Board and its work programme priorities.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Methods and systems used across the year's work to obtain people's views and experience.

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 health and care services.

During 2020/21 we have

- Been available by phone,
- Been available by email,
- Provided a webform on our website,
- Carried out surveys
- Provided a feedback centre/rate and review system,
- Attended virtual meetings of community groups and forums,
- Provided our own virtual activities and
- Engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, checking our survey demographic data periodically to ensure we are receiving responses from different cohorts and carry out further targeted engagement if it is required.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website, promote it through our weekly Information Round up and circulate it to our members and stakeholders.

Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity. There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Stockport is represented on the Stockport Health and Wellbeing Board by Susan Carroll, Healthwatch Stockport Chair. During 2020/21 our representative has effectively carried out this role by providing a public view of services and reporting on the work of Healthwatch Stockport. This year the board carried out a review of its effectiveness and outlined its role in the new locality integrated care system for Stockport.

2021-2022 Outcomes

Project / Activity Area	Delivery
System Recovery	<ul style="list-style-type: none"> Received several briefings from system leaders and managers on recovery details Involved in the Stockport While You Wait developments both at Greater Manchester level and Stockport Ran a survey on people's experiences while they wait
Member Re-engagement	<ul style="list-style-type: none"> Set up a volunteer task group Carried out stakeholder analysis Developed questions for 360-degree stakeholder review Developing a communication plan
Integrated Care System	<ul style="list-style-type: none"> Put case forward for membership on locality board Co-chaired the people and communities' group
Healthwatch Stockport Strategy	<ul style="list-style-type: none"> As part of the quality framework assessment a draft strategy is being developed
Healthwatch in Greater Manchester	<ul style="list-style-type: none"> As part of the quality framework assessment a draft strategy is being developed
Healthwatch Stockport Tender	<ul style="list-style-type: none"> Preparation carried to submit tender for a new Healthwatch Stockport contract



healthwatch
Stockport

Healthwatch Stockport
Land O' Cakes,
48 Middle Hillgate,
Stockport
SK1 3DL

www.healthwatchstockport.co.uk

t: 0161 974 0753

e: info@healthwatchstockport.co.uk

 @HWStockport

 [Facebook.com/healthwatchstockport](https://www.facebook.com/healthwatchstockport)

 @healthwatchstockport

 [Company/11928651](https://www.linkedin.com/company/11928651)