



healthwatch
Stockport

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.

Web: www.healthwatchstockport.co.uk
Email: info@healthwatchstockport.co.uk
Tel: 0161 275 2222



Inform

Newsletter



Contents

Message From Our Chief Officer	3
Shaping Our Work Programme 2024/2025	4
Good To Meet You Stockport	5
Hospital To Home – Social Care Focus	6 & 7
Tackling Children’s Mental Health	8
Join Our Lived Experience Network	9
Get Involved With Us	10
Information, Advice & Feedback	11
We Are Healthwatch Stockport	12

**Inform.
Involve.
Influence.
Independent.**

Contact us:

info@healthwatchstockport.co.uk

0161 974 0753

078710 89100 (text service only)

healthwatchstockport.co.uk



A Message From Our Chief Officer

Welcome to our latest edition of Healthwatch Stockport's INFORM!

It has been an eventful 2024 so far and we've a number of achievements and developments to share with you.

In February, we proudly welcomed many of you to our **Healthwatch Stockport Network Event**. We shone a spotlight on key developments around Primary Care, including our GP and dentist services, and gave focus to our key work priorities for the 12 months ahead. Over the last year, we've listened to people's experiences of local health and social care and what matters most to them, so this gave us the opportunity to further discuss and explore opportunities to continue making a positive difference and the steps taken in partnership working.

In fact, we've just hosted our **Making it Real Conference** in collaboration with Stockport Council. We shared our 'Top Priorities' (where we'll be focusing our attentions) following what you've told us and introduced the Making it Real Board and their fantastic work in togetherness with the people of Stockport.

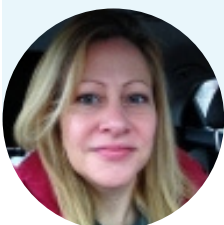
As challenges continue around accessing **Adult Social Care**, we've already been working to better understand these challenges and the inequalities around care. Our work around hospital to home discharge is still a key focus for us. We've reached out to most corners of Stockport to listen to your experiences, through our afternoon tea events, pop ups, social media campaigns and recent 'Enter & Views' at Stepping Hill. Find out more on pages 6 & 7.

In Spring, we also joined forces with all ten of the Greater Manchester Healthwatch to carry out more extensive research into **Child & Adolescent Mental Health Services (CAMHS)**. See more on page 8.

We have yet another exciting and fulfilling six months ahead of us. Health and social care services continue to be severely challenged so we'll be focusing on better understanding social care, further tackling health inequalities and reaching areas of the community.

As ever, please let us know about your health and care experiences. You can do so by phone, email or our Feedback Centre (see contact details on our back page). Your feedback makes a huge difference to help improve local services.

Kind regards,



Maria Kildunne

Healthwatch Stockport: Shaping Our Work Programme for 2024

In February, we hosted our latest network event at Stockport Masonic Guildhall, and it was a great success! Thanks to the 100 plus people who joined us, we are grateful for your continued support.

This event provided an opportunity to connect and engage with the community, reinforcing our commitment to Stockport.

We welcomed Dr Viren Mehta, Chief Executive of Viaduct Care and Director of Primary Care as our special guest speaker. Along with your participation, the session helped us increase our knowledge and understanding in primary care services.

During our event, we also highlighted our annual achievements and involved attendees in setting our work programme priorities for the coming year. At Healthwatch, our remit covers both health and social care for children and adults, making community feedback crucial. Your input helps us understand what's important to you and directs our focus where it matters most.

Over the past 12 months, feedback highlighted three main themes:

- Access to health and care services
- Communication between patients and health and care professionals
- Information provision in particular around where to find social care information

At our event, we facilitated 'round the table' discussions that enabled you to share your



own experiences and insights of these themes, helping us to determine our work priorities for 2024-2025.

Our event is part of our ongoing work to involve the community in improving health and care for all.



More information about our future work in response to your feedback will be available on our website. You can also contact the team on 0161 974 0753.

Good to Meet You Stockport!

Over the last few months we've been out and about across Stockport - connecting with you and local groups by listening to your feedback and experiences of local health and social care. We've supported open days, pop-ups, family hubs and held our own afternoon tea and network events and more. Here's just a sample:



We've just hosted our **Making it Real Conference**, a joint event with Stockport Council's Adult Social Care team.

The event was planned to highlight how lived experiences and working with our community is shaping better health and social care. We'll cover the event in our next issue, website and socials.



We're proud to have been involved in **Stockport Advocacy's Learning Disability (LD) Conference and Annual General Meeting (AGM)** - both, fantastic opportunities to support our LD community around issues affecting them. Shirley presented alongside Sector 3, Stockport Council and NHS Greater Manchester teams at the **Meet, Greet, Grow - Community Power event** - highlighting how we can all better serve our community and the importance of sharing experiences of health and social care.

We've also supported the recent **Stockport Family Hubs** launch events - aimed at offering easier access to information and help on all aspects of family life, the **Autism Awareness open day**, **Mental Health Partnership** - reinforcing our commitment to shaping health and care, the **Neighbourhood & Prevention Workshop** and the **Pure Innovations Community Day**.

**CONTACT
US**

We'll continue our efforts to connect with our community in every corner of Stockport. Get in touch (contact details on back page) to invite us to your meeting or event.

Hospital to Home

Improving the Journey

In our last issue, we introduced our main project focusing on the hospital discharge experiences of Stockport residents. Led by our Social Care Task Group, this initiative seeks to understand the journey from hospital to home, highlighting successes and challenges faced by patients.

Community Engagement:

Our collaboration, including Healthwatch volunteers, the Enter & View team and adult social care partners have been actively engaging with the community in the following ways:

- Afternoon tea feedback event for those discharged in last six months
- One-on-one discussions, both in-person and over the phone
- A social media campaign to encourage community dialogue
- Enter & View visits to Stepping Hill to meet patients going through the discharge process.



Our Findings:

Here's a quick overview of what's working well and where improvements are needed.

Good:



Clear Communication:

Many patients felt informed and involved in their discharge plans, appreciating the timely and clear communication from staff.



Well-Coordinated Transport:

When done well, effective transport coordination helped reduce stress for several patients.



Supportive Home Care:

Many patients had home care services and necessary equipment arranged, aiding in a smooth recovery.

Hospital to Home Continued...

Areas for Improvement:



Short Notice:

Some patients received very short notice about their discharge, causing stress and logistical challenges.



Communication Gaps:

Not all patients were adequately informed about their discharge plans, leading to confusion.



Long Waits:

Extended waits for transport, especially in transfer lounges, were common and frustrating.



Incomplete Information:

Some patients left the hospital without all the necessary information about their medications and care plans, leading to confusion and anxiety.

Key Recommendations:



Better Communication:

Ensure patients and families receive clear, consistent discharge information well in advance.



Streamline Discharge:

Minimise wait times in discharge lounges through better coordination of transport and medication delivery.



Clear Assessments: Make sure patients understand their discharge assessments and care plans.



Complete Information:

Provide thorough verbal explanations along with written instructions. Better use of information points in the hospital and especially the discharge lounge.



Consistent Home Care:

Ensure continuity and clear communication in home care services.

Finally...

We hope that by addressing these challenges and building on the positive aspects, the health and care system can significantly improve the discharge experience, by being better prepared, ensuring smoother transitions, and providing improved patient outcomes.

What has been so incredible about this work so far, has been the many people we've engaged with— all of whom have openly shared their stories and experiences, answered questions and provided us with a real insight into their lives. If you have been in hospital recently or receive care at home, please get in touch to tell us about your experience. See page 11 for how to contact us.

Thank you to everyone who has contributed to this work.

Tackling Children's Mental Health

A Collaborative Effort with Healthwatch GM

Healthwatch in Greater Manchester (GM) teamed up to understand the experiences of families using Children's Mental Health Services (CAMHS). This initiative, supported by the Greater Manchester Integrated Care Board, focused on understanding the long waiting times for young people, including those with ADHD and Autism.

In February, a GM-wide survey was launched to gather personal experiences from young people and their parents or carers. Additionally, we hosted two forums to ensure Stockport voices were heard. Thank you to everyone who participated in the survey and forums.



Key Findings in Stockport:



- **Long waiting times significantly impact families**
- **Issues with understanding the pathway to CAMHS**
- **Concerns about interim support and communication with services.**

Next Steps:

The feedback collected will contribute to a comprehensive report that will be presented to the Greater Manchester Integrated Care Board. This report aims to influence decisions to improve access to health and care services.

The report will be reviewed by the Greater Manchester Integrated Board for actionable insights. This collaborative effort highlights the importance of community involvement in shaping better healthcare services.

This initiative confirms our commitment to supporting ways of improving children's mental health services across Greater Manchester. Your feedback is crucial in driving positive change.

Join Our Lived Experience Network

Your Experiences of Health & Social Care Are Key

Do you or someone close to you have experience of a health condition or using social care services? Perhaps you're involved in a local health and care community group?

If so, we'd love you to join our Lived Experience Network. Your involvement will help us to support services to make improvements

Our Lived Experience Network is a valuable extension of our Healthwatch team. It is our 'go to' to help us collect feedback about what matters most. The Network unites community groups, patient groups, care groups and individuals who live with, care for, or support others with health or social care conditions. Those include a long term condition, illness or disability, such as Dementia, hearing loss, M.E, mental illness, Diabetes and more. They may also have faced challenges accessing services or receiving the right care to do with these conditions.



How Does it Work?

The Network offers opportunities to collaborate on projects and/or raise your issues and share feedback with key decision makers and the Healthwatch Stockport team. The feedback shared makes a huge difference to ensuring better services for us all.

We believe we can tackle the biggest health challenges in our communities by working together with you.



Get Involved!

If you're passionate about working together to improve health and social care and make sure the voice of local people/communities are heard, contact us to explore how you/your group can become part of our Network.



Scan or click the QR code to find out much more.

Get Involved With Us

In addition to our Lived Experience Network (see page 9), there are other ways that you can get involved with us and the variety of work we do.



Volunteer for our Healthwatch Stockport Reading Panel

Ever read health and social care information and not quite understood the messaging or terminology?

Currently we have 20 Reading Panel members who voluntarily review materials (posters, leaflets, letters etc) from the NHS, Stockport Council and other local services on an adhoc basis to ensure they're people friendly and jargon free.

Would you like to volunteer?

Scan or click the QR code or visit our website to get involved.



Become a Healthwatch Stockport Member

Once you become a member you'll receive our weekly Information Round-up (IRU), as well as our newsletter and invitations to the latest events.

There are opportunities to get even more involved, from sharing your feedback on all aspects of health and social care and aiding our work programme. Becoming a member is easy!

info@healthwatchstockport.co.uk
Call 0161 974 0753

You can also scan or click the QR Code, which will take you to our website.



Follow our socials and share our posts

Did you know that we're on social media? We're on Facebook, Instagram, Linked In and X (formally Twitter). Give us a 'follow', 'like' and 'share' our posts.

This helps to spread the word about local health and social care and how we, Healthwatch Stockport, can help you.



Information, Advice & Feedback

How We Have Helped You

Our free Information and Advice Service helps you to find out more out about local health and care services. Over the last few months we've been contacted (via calls, emails, website, events and pop-ups), for help, guidance, the sharing of feedback and more, here's what you told us:

Contacts To Our Service



100 enquiry contacts from Stockport people



45 feedback contacts from Stockport people, 14 about GPs

Top Themes



Treatment and care received



Access to local services



Administration (referrals, booking and cancelled appointments)



Positive Feedback was received/given



"My surgery has always been excellent and deserves recognition for this. It has always been easy to get an appointment and all the doctors are diligent, professional, caring and compassionate"

"Great services, Easy access, Prompt return calls, Easy appointment system"

Your Feedback Matters

We gather feedback on all health and social care services in Stockport, so if you've been to see your GP, dentist, hospital or receive social care support, for example, we want to hear your views and experiences. Don't forget to share the positives too, so we can highlight the good practice.

Please contact us (details on back page) or visit our ['Feedback Centre'](#) on our website. If we spot a common theme, we'll be able to act and create a piece of work suited to help improve that service.

If you choose to call, phone lines to our Information and Advice service are open 10am - 2pm Mon to Fri. Scan or click the QR code for the 'Feedback Centre'



healthwatch

Stockport

We are your local health and social care champion. If you use GPs, hospitals, dentists, pharmacies, care homes or other support services, we want to hear your feedback and experiences, so we can enable you to get the best health and social care and create better services for all.

To us, you come first – especially if you find it hard to be heard elsewhere. How can we be there for you?

We inform

We provide information and signposting about local health and social care services so you can get the best support.

We involve

There are many ways you can get involved and share your feedback. Your views help us to better understand what's going well, what isn't and hear what's most important to you.

We influence

Your feedback helps us to shape services across Stockport for the better. We've already published many reports (see our website) which have positively influenced key decisions and improved services in Stockport.

Contact us:

info@healthwatchstockport.co.uk

0161 974 0753

078710 89100 (text service only)

healthwatchstockport.co.uk

