



your news

Issue 1 | Autumn 2020



healthwatch
Rochdale

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Message from our CEO



Kate Jones
CEO

Since our public consultation, we have revisited our work in light of Covid 19.

Currently, Healthwatch Rochdale is working to capture patient's experiences of health and care to aid the management of the response to the coronavirus pandemic locally in the borough of Rochdale. Healthwatch Rochdale is also working with stakeholders to ensure people have the best possible information about the effect of COVID-19 on changes to health and care service. We understand the need for more analysis to fully understand the impact of the pandemic and have developed a programme of work to provide more insight into the impact of COVID-19 over the next six months.

This work plan is and will be under constant review to take into account the changing nature of the pandemic and so is subject to change.

Our goals and priorities for 2020/21

- Mental Health and COVID-19
- Inequalities and COVID-19
- Doing Things Differently - Communication and Engagement
- Empowering Young Voices - Youth Healthwatch
- Patient feedback – Triangulation of data

Healthwatch Rochdale are pleased to announce new changes to the organisational structure effective from August 3, 2020. These changes were precipitated by the departure of our Operations Manager, Alex Leach, who has now taken up the role of Chief Officer at Healthwatch Salford. Good Luck Alex

Healthwatch Rochdale have now recruited 3 new staff members and 4 new board members to our organisation over the last 3 months. Over the next three months development, training and planning will be key.

Meet the Team

Non Executive Directors



Jane Jackson
Chair of the Board



Ben Greenwood
Vice Chair



Simon Wooton



David Bradshaw



Heather Harrison



Rosemary Nunwick



Melanie Tunney

Staff



Kate Jones
CEO



Claire Birch
Information & Communications Coordinator



Tracey Coatman
Engagement Coordinator



Naomi Kenyon
Volunteer & Involvement Officer



Claire Yardley
Administration Support

Quarterly Highlights

Providing support



46 people

have shared their health and social care story with us in June, July and August

72 people

were given information and signposting advice about local support and services

Reaching out



2518 people

visited our website throughout June, July and August.

2 online forums

we hosted 2 online Mental Health Forums to allow people to share their experience of access to mental health services during the Covid 19 pandemic.

Making a difference to care



673 people

shared their experiences with us in our online Covid 19 survey.

Meet the team

Over the last 3 months Healthwatch Rochdale have developed a whole new team including the recruitment of three new staff members.



Kate Jones, CEO

Kate Jones is the CEO at Healthwatch Rochdale and has worked with the organisation for 6 years. Kate is responsible for the organisation at a strategic level, overseeing the operational running of the organisation and development the strategic and governance element of the business.

Kate spends a lot of her working week attending local and regional health and social care meetings, Kate's role within these meetings is to scrutinise decision making processes to ensure the patient is at the heart of future health and social care commissioning and service redesign.

Kate's previous experience has been in the private healthcare sector. In her own time Kate volunteers with Macmillan and spends a lot of time educating herself on the forever changing health and social care system.



Claire Birch, Information & Communications Coordinator

Claire Birch is the Information & Communications Coordinator for Healthwatch Rochdale and has worked with the organisation for five years. Claire is responsible for the smooth running of internal and external information in the organisation and manages the Healthwatch Rochdale communications function including the website, social media channels, newsletter and mailing list.

Claire has previous voluntary experience with The Children's Society Counselling service and Early Break. Claire has previously studied psychology and is interested in applying the use of psychology to help produce successful communication.

New team members

Our new staff members include an Engagement Coordinator, a Volunteer & Involvement Officer and Administration Support.



Tracey Coatman, Engagement Coordinator

Tracey Coatman is our Community Engagement Coordinator, and it is her role to engage with local residents from across the Rochdale borough, to help gain an insight into their lived experience of local health and social care services.

Our Engagement Coordinator works closely with other organisations to ensure that we reach as many local people as possible, including those who are often isolated or excluded from having their voice heard.

Naomi Kenyon, Volunteer & Involvement Officer

Naomi Kenyon is our Volunteer & Involvement Officer and it is her role to ensure that we have a continually growing, strong community of volunteers.

One of the first priorities of our Volunteer & Involvement Officer is to help create a Healthwatch Rochdale Youthwatch and recruit Youth Volunteers.



Claire Yardley, Administration Support

Claire is responsible for the day to day record keeping and office administration of Healthwatch Rochdale. Claire is often the first port of call at Healthwatch Rochdale, dealing with telephone and email enquiries, welcoming visitors, and organizing meetings and events. She supports the Information & Communications Coordinator in managing the social media channels, drafting newsletters, and compiling reports.





Mental Health Forum:

The Mental Health Forum is open to anyone living in the Rochdale Borough and / or agency representatives who are advocating on behalf of local residents.

The Forum provides a safe space for you to share your experience of using local Mental Health services.

Your experience is shared anonymously by Healthwatch Rochdale with the local Mental Health Partnership Board to help shape service design and delivery. The forum is a supportive and constructive group, where we work together to consider suggestions for improvements

based on lived experience.

Findings from The Mental Health Forum will also be shared with the Healthwatch Rochdale Advisory Group.

Our next meetings are on:

Wednesday 30th September - 1.30pm-3pm
Wednesday 28th October – 1pm-2.30pm

If you would like to know more about the Forum, or to attend please contact us on telephone: **01706 249575**
or email:
info@healthwatchrochdale.org.uk

 'We need to not lose sight of those most isolated and how we can keep their mood up



Your healthcare and community services working in partnership



Rochdale



#TogetherRochdale

Healthwatch Rochdale work in partnership to provide Covid 19 information in multiple languages

Healthwatch Rochdale has worked with Action Together, Europaia and Caring & Sharing to provide translated Covid 19 information videos in various languages under the banner of #TogetherRochdale.

Europaia have provided videos in English, Romanian, Russian, Polish and Lithuanian and Caring & Sharing have provided videos in Yoruba, Congolese French, Arabic and Swahili.

All the videos are available to view on the #TogetherRochdale page of the Healthwatch Rochdale website.

The partnership piece of work came about

following concerns raised by some residents regarding the lack of information in alternative languages. The work is an ongoing project with videos in Farsi and British Sign Language currently being planned. In addition, the #TogetherRochdale partnership are looking for a partner who can assist with South Asian languages.

#TogetherRochdale has enabled organisations to come together to achieve the same aim, which is to provide Covid 19 information in a format that is accessible to non-English speaking residents.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchrochdale.org.uk

Telephone: 01706 249575

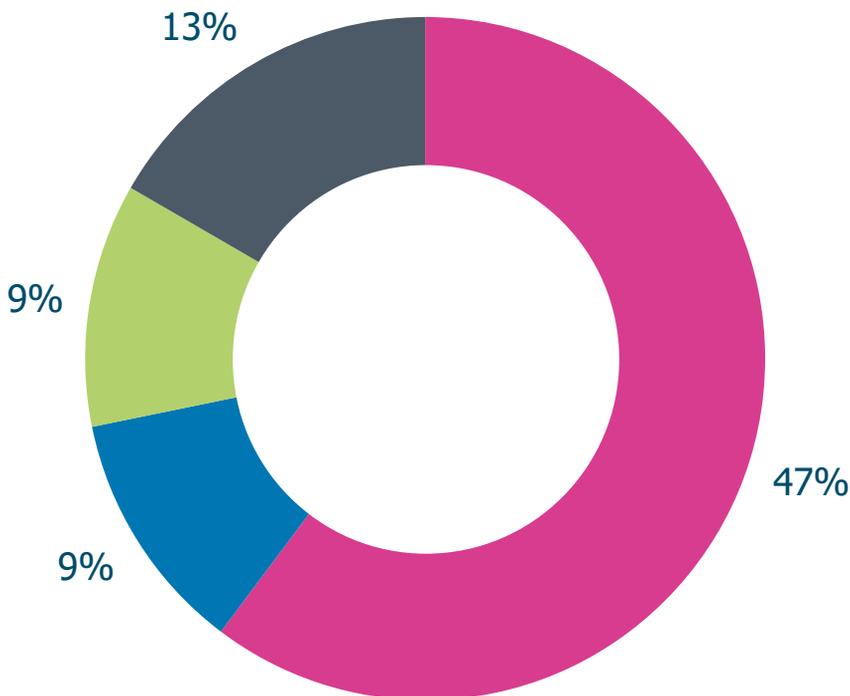
Email: info@healthwatchrochdale.org.uk

Information, Advice and Signposting

The Information, Advice and Signposting Service is here to listen to your experiences of using local health and social care and to provide information to help you make informed decisions about services or support available locally.

Over the last 3 months Healthwatch Rochdale signposted 45 people to other organisations, including making referrals to Rochdale Advocacy Together Hub for assistance with making a formal complaint about an NHS Service.

Here are some of the areas that people asked about.



- Advocacy Together
- NHS 111
- NHS Website
- NHS England

Volunteering with Healthwatch

Healthwatch Rochdale volunteers make a huge difference to the work we do and take part in various activities which range from being a board member to being part of the Healthwatch Rochdale Advisory Group to taking part in our Enter and View visits.

Advisory Group

The Healthwatch Rochdale Advisory Group of volunteers make recommendations to the board on possible areas of work or research which has been highlighted through trends analysis or community engagement.

Throughout the next year the group will be meaningfully contributing to quality improvements of local services by ensuring the patient's voice and lived experiences are shared with providers, commissioners and residents of the Rochdale borough.

This group will be an educational portal for insights into ongoing changes within the health and social care arena of the Rochdale Borough.

Youthwatch

A very exciting opportunity is being put in place to implement a Youthwatch Rochdale group to work alongside our team.

This group will engage the youth of Heywood, Middleton, Rochdale North, Rochdale South and The Pennines on Health and Social Care matters, giving them greater voice and inclusion within the borough.

We would like to encourage our Youthwatch members to participate in volunteering opportunities such as updating our social media posts and YouTube channels making them more "youth friendly", engagement opportunities to ensure that the youth voice and opinions are heard, especially from the seldom heard groups and championing Healthwatch within their educational setting, community groups and homes.

Volunteering

We would like to say a huge thank you to all our current volunteers. The involvement and engagement of our dedicated volunteers has been very much on hold due to the Covid-19 pandemic and following Government guidelines.

Now that restrictions are easing we are looking at ways to involve our volunteers virtually and one of our upcoming projects is to involve our volunteers in taking part in virtual projects.

If you are passionate about helping to improve local health and social care services Healthwatch Rochdale are currently looking for volunteers to join their Advisory Group and Youthwatch. Please see www.healthwatchrochdale.org.uk

Healthwatch Rochdale's Advisory Group



The Healthwatch Rochdale Advisory Group is an independent group who advise the Healthwatch board on local issues to enable them to determine appropriate actions.

The group is patient led and aims to ensure that the lived experiences of local people receiving care and treatment becomes a valued and essential factor in the quality assurance and governance of local healthcare services in Rochdale, supporting patient safety and delivery of high quality person – centred health and social care experiences for everyone.

The Mission of the Advisory Group is 'To be part of the solution', by ensuring the voice of local people is actively listened to and supports the challenging and influencing of health and social care provision in the borough.

The group currently meets every 6 weeks

whilst it is becoming established and once developed will become once every three months. Due to the current situation meetings are being held via Zoom but will be held face to face when it is safe to do so.

The Advisory Group are looking for new members to join them. They are looking for residents with a special interest in the following areas: Mental health, Children and young people, Older people, BAME Communities, People with a physical or learning disability, Primary care health services (GP's, community pharmacy, dental, and optometry), Secondary care health services (hospitals), Adult Social Care, children's social care and carers.

If you would like to find out more about the Advisory Group or get involved please telephone: **01706 249575** or email: volunteer@healthwatchrochdale.org.uk

Parents urged to say yes to flu vaccine

Healthy children in school years reception to Year 7 will be offered the nasal flu vaccination in every school in the borough of Rochdale. The vaccine is a simple nasal spray and does not involve a needle.

Parents must sign a consent form to say yes or no to the vaccination. The form is being sent out to all parents from their child's school.

The council's public health team hope to see the number of children vaccinated against flu to be higher than ever this year. Flu symptoms can be similar to coronavirus (COVID-19) symptoms so the flu vaccine will help to reduce confusion for families and schools.

Last winter 40% of children eligible for the free vaccination did not get protected, with 28% of all parents not returning their child's form. Each school has a vaccination date and only children who have returned their consent forms will be allowed the vaccination.

Councillor Sara Rowbotham, cabinet member for health and wellbeing at Rochdale Borough Council, said: "After the disruption that coronavirus caused to children's education, the flu vaccine is going to be more vital than ever to ensure the virus doesn't spread through our school and homes.

"It's important we keep our children and our teachers well and in school so please return your child's consent forms so we can keep our borough healthy."

Dr Aggy York, local GP and clinical lead for primary care at NHS Heywood, Middleton and Rochdale Clinical Commissioning Group said: "Our focus in 2020 has been COVID-19 but we need to remember that flu can be a very serious illness in its own right especially to our most vulnerable children and adults.

"Children spread flu very easily to others and this is often the likely source of infection in at risk adults. It is therefore important that we vaccinate the eligible children to limit this spread as this will have an impact on the number of people becoming very unwell or even dying this winter from complications of the illness."

Children with long term health conditions, and children aged 2 and 3, will be offered the vaccination at their doctor's surgery. At-risk adults including those over 65 years old and pregnant women will also be contacted by their surgery to arrange their vaccination.

If you would like more information or to speak to someone about the school flu programme please contact the free flu line on 0333 358 3397.

Let's protect our children against flu

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