



# your news

Autumn 2021



**healthwatch**  
Rochdale

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# Message from our CEO



Kate Jones  
CEO

Welcome to the Autumn edition of our Healthwatch Rochdale newsletter. As we are heading back to normality following the pandemic we are pleased to say that we are once again out and about in the community and holding our Information, Advice and Signposting surgeries. Dates, times and locations of our surgeries can be found on our website.

In addition, we have now introduced a text messaging service so that you can text us your feedback on health & care services wherever you are. Make sure you save our new number to your contacts **07520645142**.

We have also been awarded the contract to deliver the Rochdale & Oldham Maternity Voices Partnership (ROMVP) supported by Healthwatch Oldham. If you have an interest in helping to shape and improve maternity services in the borough then please join us. More information is available on our website.

The last couple of months have seen us publish our Annual Report with details of the work we have carried out over the last twelve months. We have also published a report containing details of how local people want to receive information and a report detailing people's experiences on the closure of the Moving on Service with recommendations for improvements for future consultations.

As always we are looking for people to join our team on a voluntary basis. We have a variety of roles available including joining our Advisory Group, becoming a member of the ROMVP, becoming a member of Youthwatch Rochdale and last but not least we are looking for a chair of the board to lead our organisation. For more details check out the volunteer section on our website [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

*Take care*

*Kate*

# Meet the Team

## Non Executive Directors



**Ben Greenwood**  
Interim  
Chair of the  
Board



**David Bradshaw**



**Simon Wootton**



**Rosemary Nunwick**



**Melanie Tunney**



**Margaret Parker**



**Stephen Sanderson**

## Staff



**Kate Jones**  
CEO



**Claire Birch**  
Information &  
Communications  
Coordinator



**Tracey Coatman**  
Engagement  
Coordinator



**Naomi Kenyon**  
Volunteer &  
Involvement  
Officer



**Rob Butler**  
Company  
Administrator

# Quarterly Highlights

## Providing support



**123 people**

have shared their health and social care story with us in Jan, Feb and March

**134 people**

were given information and signposting advice about local support and services

## Reaching out



**3169 people**

visited our website throughout May, June and July.

**123 pieces of feedback**

were received via our website feedback form, email, text and over the telephone

## Making a difference to care



**465 people**

gave us their views on the Covid 19 vaccination programme

**102 people**

shared their views on local mental health services

# Our forums

## An audience with.....



### Children and young people's mental health services

The session took place virtually on Thursday 15<sup>th</sup> April 6.30pm – 7.45pm. The session commenced with representation from the following organisations; Heywood, Middleton and Rochdale Clinical Commissioning Group, #Thrive, Kooth. Each guest speaker gave a small presentation and then were available for the questions and answers session.

### Adult's mental health services

The 'An Audience with 'Adults Mental Health Services and Support' session took place on Thursday 20<sup>th</sup> May from 6.30pm – 7.45pm with representation from the following organisations; Pennine Care, MIND and Thinking Ahead. Each guest speaker gave a small presentation and then were available for the questions and answers session.



### An Audience with 'Carers services and support'

The session took place on the 22<sup>nd</sup> of June with 'Rochdale Council', 'The Carers Hub Young Carers' and 'Rochdale Parents, Carers Voice' all presenting information about the work they do.

The recordings from these sessions are available to view on our YouTube channel.





## Healthwatch Rochdale Advisory Group

This is an independent resident-led group who advise the Healthwatch Board on local issues to enable them to determine appropriate actions. Members meet monthly and review a data report which includes information on trends and issues which Healthwatch Rochdale have been made aware of by Heywood, Middleton, Rochdale and Pennines residents.

The Advisory Group members have been very busy during the period including supporting the staff team with the auditing of GP websites, exploring initial concerns regarding a lack of support services in the borough for adults with Autism who do not have highly complex day-to-day support needs. They also raised concerns with the Primary Care Trust regarding changes to the delivery of the ear care service, this matter is currently ongoing.

In addition, the members have been working in partnership with the Healthwatch Rochdale team to embed the functions of the Advisory

Group meetings and how and when identified issues will be explored further or escalated as part of Healthwatch Rochdale's statutory functions.

You can read more about a piece of work the Advisory Group were involved in on page ten regarding the closure of the Moving on Service.

We are recruiting new members to join our Advisory Group. If you would like more information please email or call:

[info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)

01706 249 575



### You can now text us your feedback

We have a new text number so you can send us your feedback on health & social care services quickly & easily no matter where you are.

**Text us your feedback today 07520 645 142**



## Moving on Service

Following the closure of the Moving on Service in Middleton we spoke to 42 ex service users about how the closure had affected them.

The Moving on Service provided support for people with acquired brain injuries such as a stroke or a brain haemorrhage.

We were contacted by a number of service users who told us about the closure and how they had not felt involved in the decision to close the service.

In response we spoke to 42 ex service users individually and found that 86% reported they had not been involved in the consultation process.

Following these discussions we made ten

**Cannot read or write - had nothing on the consultation or engagement event - just know what others have told me**

recommendations to Rochdale Adult Care which have received a response including that Adult Care will work with Healthwatch to make them aware of future public consultations and ensure that individual needs are taken account of during future consultation processes. In addition, Adult Care have confirmed that there is a new offer at Alkrington Day Centre.

You can read the full findings and recommendations on our website:

[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

<https://healthwatchrochdale.org.uk/report/2021-07-05/healthwatch-rochdale-publish-report-detailing-people%E2%80%99s-experience-closure-%E2%80%98moving>





## Local people tell us how they want to receive information.

We spoke to 710 residents to discover how they would like to receive information & advice from local health & social care providers.

Our findings showed that:

- 54% of respondents said they would prefer to receive information through the post as a letter
- 54% of respondents said their preferred place to pick up information and leaflets was the supermarket
- 33% of respondents said information could be made more accessible to them through the production of easy read formats

Following these findings, we made the following recommendations:

- For Equality Impact Assessments to be carried out to ensure that information and advice is accessible and meet the needs of Rochdale Borough residents
- For statutory organisations to liaise with local voluntary and community organisations to identify the best way of communicating with different communities
- For organisations to provide information in paper format as well as digital to reach the digitally excluded
- Information to be available to pick up at the supermarket
- Information to be made available in an easy read format



### Volunteer with us

Healthwatch Rochdale volunteers make a huge difference to the work we do and we have a range of opportunities available.

**Website:** [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

**Telephone:** 01706 249575

**Email:** [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)

# Healthwatch Rochdale Care Packages



Pictured: Tracey Coatman, Healthwatch Rochdale Engagement Coordinator and Donna Becconsall from St Anne's Academy.

Action Together opened a Community Warehouse in Rochdale, working with local groups and organisations to provide much needed essentials to Rochdale residents.

To help stock the warehouse, organisations could apply for grants to create themed packages.

Through the recent launch of Youthwatch Rochdale and discussions with young people it was identified how difficult the last 12-15 months have been for them, especially regarding mental health and wellbeing.

It was also evident from feedback received that many Rochdale residents were being admitted to hospitals and needed well-being packages with essential items, as due to the covid restrictions they were unable to receive visitors straight away.

Subsequently, Healthwatch Rochdale were successful in a funding grant and received £975 from Action Together as part of their Community Warehouse initiative.

Ideas for the items in the wellbeing packages came from young people via Youthwatch and included assorted items. Contents were sourced where possible from Rochdale borough businesses to help support local business.

The hospital wellbeing packages were distributed via the Community Warehouse and St Anne's Academy in Middleton distributed the youth packages as the academy broke up for the Summer holidays to young people.

<https://healthwatchrochdale.org.uk/news/2021-07-21/healthwatch-rochdale-produce-36-wellbeing-packages-be-donated-pupils-st-anne%E2%80%99s>

# Volunteering with Healthwatch



## Volunteer Update

At Healthwatch Rochdale we are so grateful for our volunteers and thankful for all their support and participation.

We are supported by 18 volunteers in a variety of roles, and they work tirelessly to help us, not only by being great ambassadors in their communities for Healthwatch Rochdale, but by finding out what people think is working, and what improvements people would like to make to health and social care services within the Rochdale borough.

Our volunteers have continued to support Healthwatch Rochdale by signposting service users to us, sharing feedback with the organisation and partaking in digital surveys and consultations.

We have a newly recruited Social Media Volunteer, who will work alongside the Information & Communications Coordinator to share Healthwatch posts to encourage engagement, signpost to our feedback service, enhance awareness of our organisation and boost digital insights.

The Advisory Group continue to meet monthly via Zoom to take part in great discussions, look at feedback trends and get updates.

We are looking for volunteers for the Advisory Group, especially if you work or live in Littleborough, Milnrow or Heywood. There is more information on our website:

<https://healthwatchrochdale.org.uk/news/2021-02-08/advisory-group-members>

If you interested in becoming an Advisory Group member, or would like an informal chat about any our volunteer roles please contact:

Naomi Kenyon, Healthwatch Rochdale Volunteer and Involvement Officer

[naomi.kenyon@healthwatchrochdale.org.uk](mailto:naomi.kenyon@healthwatchrochdale.org.uk) 01706 249 575

## Volunteer Highlights

- Easter Volunteer Quiz via Zoom
- Volunteers have refreshed and upskilled via online training opportunities
- 140 volunteer hours
- Volunteers week – certificate of thanks
- 6 volunteers recruited to the Lived Experience Panel (AQuA/NCA)
- Volunteer admin volunteering from home
- Virtual participation in questionnaires, surveys and consultations
- Attendance at voluntary meetings – building relationships and sharing opportunities



# Youthwatch Rochdale

## Wanted Youth Representatives

Healthwatch Rochdale want to ensure young people are involved in our voluntary recruitment to ensure equality and diversity. Furthermore, to provide meaningful volunteering opportunities to young people between 13 and 18 years old, who either work, live or study in the Rochdale borough giving them greater experiences, collaborations and helping to raise aspirations of the youth of the borough.

The involvement of young people as Youthwatch voluntary representatives will provide younger people with an independent voice that is heard and responded to appropriately. This will further help shape local health and social care services within the Rochdale borough and can therefore improve the health and wellbeing of young people by helping them to have a voice and also showing the impact on local services.

A Youthwatch volunteer plays a key role in assisting Healthwatch Rochdale by being the eyes and ears of Healthwatch for the 13-18 years age group. Our Youthwatch volunteers help collect feedback locally around health and social care, as well as promoting the services of Healthwatch Rochdale within this age group.

As part of this volunteering role Youthwatch members will meet virtually online via Zoom. Each monthly meeting gives the young people a chance to give any feedback around health and social care services, raise any issues, share their views on things and work alongside us with other organisations (answering surveys, volunteering opportunities, consultations)

This is an amazing opportunity to build skills, be part of a team, get rewards and recognition, meet new people, be the voice for young people within your community, increase your confidence and gain new skills to name but a few of the things this role will bring.

For more information, please see the Healthwatch Rochdale website:

<https://healthwatchrochdale.org.uk/news/2021-07-22/we-are-looking-young-people-aged-between-13-%E2%80%93-18-join-youthwatch-rochdale>

Email: [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)

Call: 01706 249 575

Text: 07520 645 142

**Youthwatch**  
Rochdale

# Rochdale and Oldham Maternity Voices Partnership

The Rochdale and Oldham Maternity Voices Partnership (ROMVP) is a newly reformed NHS working group for maternity service users, professionals, providers, and commissioners of services to come together to review, improve and codesign services locally to meet the needs of local women, parents, birthing people and families in the Rochdale and Oldham area.

The ROMVP works in partnership with Healthwatch Rochdale with support via Healthwatch Oldham, as well as representatives from charities and other organisations that support local families. Professional members of the MVP include midwives from Royal Oldham Hospital, representatives from the Clinical Commissioning Groups in both Rochdale and Oldham, and representatives from Rochdale and Oldham Councils.

The group meets quarterly online via Zoom. The ROMVP is chaired by Leona Barlow who can be contacted on [info@romvp.org.uk](mailto:info@romvp.org.uk)

Feedback is key for the ROMVP, this way services can improve, or shape further work by listening to the service user's voice.

In order to gather feedback efficiently, the ROMVP require volunteers in order to help do this. The gathering of feedback can be done over social medias, via email, the ROMVP digital feedback form, community groups or by being part of focus groups and engagement events.

There is a live feedback link here:

<https://healthwatchrochdale.org.uk/maternity-voices-partnership> and we appreciate any feedback around maternity care and services.

The ROMVP are now recruiting for a diverse team of passionate volunteer advocates who can both represent and reach out to local women, birthing people, and their families from across both boroughs.

If you would like to be added to the mailing list to receive updates and news from the ROMVP please email [naomi.kenyon@healthwatchrochdale.org.uk](mailto:naomi.kenyon@healthwatchrochdale.org.uk)

If you are interested in volunteering as an ROMVP Volunteer Advocate please email [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk) for a recruitment information pack or for an informal chat about the role, please call and leave a message on 01706 249 575 and a member of the team will call you back.

If you are an organisation or group that would like to work alongside the ROMVP, have information for us to share or to add an item to the quarterly meetings please email the Chair, Leona Barlow [info@romvp.org.uk](mailto:info@romvp.org.uk)

The next ROMVP meeting is on Monday 20<sup>th</sup> September 2021, 8:00pm until 9:00pm via Zoom.

Please contact Naomi Kenyon on the above email if you would like the link to attend this meeting where there will be updates from the Royal Oldham director of midwifery, a chance to ask questions to the professionals present around services, an opportunity to share feedback and updates from a chance to listen to local maternity services data and statistics.

# healthwatch

Rochdale

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