



your news

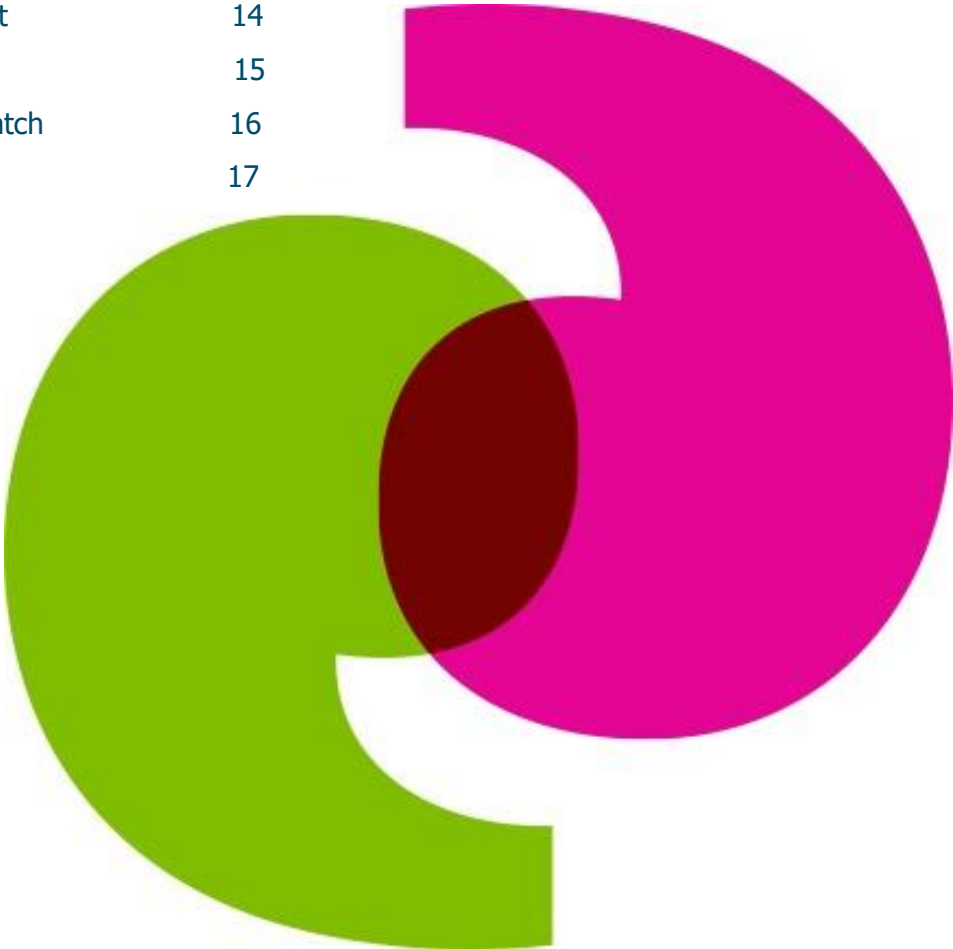
healthwatch
Rochdale

Winter 2021



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Message from our Chair



Ben Greenwood
Interim Chair of the Board

Welcome to the winter edition of our Healthwatch Rochdale newsletter. The last year has been incredibly difficult for us all but thanks to the brilliant vaccination programme we are in a much better place. While Healthwatch Rochdale has continued delivering over these tough times, we are looking forward to returning back to face to face engagement sessions and more events.

As we approach the festive period, we would like to remind you of the importance of continuing to feed your experience of using local NHS and social care services with us. Your feedback is important in ensuring that services are right for local people and that you are receiving the level of care and treatment that you and your family need.

We have a variety of ways to contact us and share your experience with us. You can fill in our feedback form by visiting www.healthwatchrochdale.org.uk

You can email us on info@healthwatchrochdale.org.uk, telephone us on 01706 249 575, text us on 07520 645 142 or come and see us at one of our Information, Advice & Signposting surgeries, details of which can be found on our website. Our newest staff member, Celeste McKenzie will be holding the surgeries from January 2022 and I would like to take this opportunity to welcome her to the Healthwatch Rochdale team.

November saw the launch of our #Youthwatch100 which is open to all 13 – 18 year old Rochdale residents. I am very proud that Healthwatch Rochdale is developing this group to make sure young people have their voices heard and shape the direction of our organisation.

I am really keen on as many young people to get involved as possible. By signing up to become a member young people are given the opportunity to shape health and care services by sharing their views in a short monthly survey. Those who complete the survey will be entered into a prize draw to win a £20 shopping voucher of the winner's choice.

Next year we are aiming to recruit more members to our Advisory Group to help us achieve a diverse representation of our communities. If you are interested in joining our Advisory Group or want to know more you can find details in the volunteer section of our website. Finally, I want to wish everyone a Happy Christmas and a Happy New Year

Meet the Team

Non Executive Directors



Ben Greenwood
Interim
Chair of the
Board



David Bradshaw



Simon Wootton



Melanie Tunney



Margaret Parker



Stephen Sanderson

Staff



Kate Jones
CEO



Claire Birch
Information &
Communications
Coordinator



Naomi Kenyon
Volunteer &
Involvement
Officer



Rob Butler
Company
Administrator

Sad news regarding our volunteer Mark Holden



We are sad to announce that our Advisory Group member Mark Holden has recently passed away.

Mark Paul Holden (Horsfall) died peacefully whilst asleep in hospital on 1st December 2021 aged 56.

Mark, beloved son of the late Tom and Anne Horsfall, brother of the late Frances, precious brother of Judith and devoted uncle of Laura and Emily.

Dear friend to many, a unique character, he will be greatly missed by all who knew him.

A celebration of Mark's life was held at Rochdale Crematorium at 11.50am Friday 17 December.

The service can be watched via this web link [Webcast | Obitus](#)

Username: zete0911

Password: 316829

Donations if desired can be made in Mark's name to The National Autistic Society, <https://markholden.muchloved.com/>

The National Autistic Society will hold an event in Mark's name at a future date.

Meet the Board

Here's what our board members have to say about their role within the organisation.



Ben Greenwood, Interim Chair

I was born and bred in Rochdale and have lived here nearly all my life. I went to Oulder Hill, then Oulder Hill Sixth Form before studying at University of Manchester. I was a journalist before I started to work at a local authority. I developed juvenile myoclonic epilepsy at 27. It was the first time I had really accessed health and care services, but it made me want to get involved to make them better.

I have been involved in Healthwatch Rochdale since its inception under the Lansley reforms. I am passionate about the borough, and I am passionate about improving health and care services. Being part of Healthwatch Rochdale means I can make a contribution to the borough, a place I am proud to be from. This is the best place on Earth. Let's have the best health and care services as well. I am especially excited about the development of Youthwatch and look forward to supporting it as a director.

Margaret Parker, Board Member

My name is Margaret Parker and I have been a volunteer board member for a little over a year. I joined Healthwatch after working for over 34 years in a variety of Education and Social Care settings, mainly in managerial and senior leadership roles. Initially after my retirement I undertook caring roles for my sister and then my mother when they became unwell. In my caring roles I met a wide range of health and social care services which generated a both positive and negative experiences for me and my family and thus has influenced my choice of volunteer work. Becoming a board member has allowed me to join a dynamic independent organisation which actively engages with residents to offer support and seek their views especially enjoy the influence we have on strategic development and that we strive to represent the information gained from local people to help make sure the health and social cares services provided in Rochdale are what people want.



Melanie Tunney, Board Member

My name is Melanie Tunney. I have been a Board member for a couple of years, and I joined Healthwatch because I believe in fair access to services and in supporting inclusion for all individuals and communities. Before retiring in 2019, I was a social worker and manager in Children's Social Care for 33 years.



Quarterly Highlights

Providing support



124 people

have shared their health and social care story with us in Sept, Oct and Nov

94 people

were given information and signposting advice about local support and services

Reaching out



3266 people

visited our website throughout Sept, Oct and Nov.

124 pieces of feedback

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

Making a difference to care



29 volunteers

Who give their time to us in areas including Advisory Group, Board and the Maternity Voices Partnership.

88 hours

Are what our volunteers contributed to help us carry out our work

Youthwatch

Rochdale

Youthwatch Rochdale - Encouraging Young people to use their voice and have a say on local issues.

Youthwatch Rochdale is for young people between 13 and 18 years old, who live, work or study in the Rochdale Borough.

We recently visited Hopwood Hall in Middleton as part of their Freshers Week to encourage volunteering and gather feedback from young people about having the Covid-19 vaccination and also joined a level one Early Years class at Hopwood Hall in Rochdale to discuss volunteering and the role of Healthwatch Rochdale.

Each month Youthwatch members meet via Zoom to discuss health and social care issues that are important to them and we have welcomed guest speakers who include Kooth, AQUA and Phil Burton; patient and public engagement lead.

#Youthwatch100

SIGN UP TODAY

Take part in monthly surveys online and be in with the chance of winning a £20 Voucher



An exciting opportunity for young people of the borough to win a £20 voucher each month.

There is an exciting new opportunity available: **Youthwatch 100**. #YW100 needs 100 young people to sign up and take part in monthly surveys online to be in with a chance of winning a £20 voucher each month.

To sign up please follow the link:
<https://healthwatchrochdale.org.uk/youthwatch-100-application-form>

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 249 575
Email: info@healthwatchrochdale.org.uk
Text: 07520 645 142



Youthwatch



Rochdale

Monthly Meeting

Don't forget to join us via Zoom on:

Tuesday 11th January 2022

6:30pm

**Have
your
say**



Guest Speaker:

Cara from

carers'
HUB

YOUNG
carers'
HUB

Email for link:

info@healthwatchrochdale.org.uk

Rochdale

"I enjoy being a part of the monthly meetings, I feel it gives me an opportunity to be heard!"

Young Person, Year 11, Rochdale





We welcome feedback from birthing people, partners and family members around their experiences of maternity care and services received across Rochdale and Oldham.



ROCHDALE & OLDHAM

Maternity Voices

Working in partnership to improve maternity services

The Rochdale and Oldham Maternity Voices partnership (ROMVP) was newly reformed in May 2021, and it has gone from strength to strength over the last 6 months.

The aim of the Rochdale and Oldham MVP is for a range of people to come together to review, improve and codesign maternity care and 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.

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 help gather feedback efficiently, there has been two successful recruitment drives and there are now 10 ROMVP Volunteer Advocates.

Maternity Services Feedback Link:

<https://healthwatchrochdale.org.uk/share-your-experience-local-maternity-services>

The Volunteer Advocates not only help gather crucial feedback; they share important information via social media, take part in focus groups, surveys, questionnaires, and consultations. There will be a third recruitment drive in the New Year and we are hoping to recruit Advocates who are bi-lingual.

There are also still many inequalities in Maternity care and services for ladies from ethnic backgrounds, we are currently gathering in feedback specifically from South Asian Ladies on their experiences, what went well and what improvements could be made to services. This feedback is vital to help us fill gaps in services and ensure that information is received and understood. The survey can be found here: <https://www.surveymonkey.co.uk/r/JYBFNBD>

ROMVP Meeting: Monday 17th January 2022

7:45pm - 9:15pm

Email for Zoom Link: info@healthwatchrochdale.org.uk

Where to go?

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. You can contact us now for more information:

Telephone - 01706 249 575

Email - info@healthwatchrochdale.org.uk

Text us your feedback - 07520 645 142

Useful Contacts

- **Rochdale Advocacy** – For help with formal complaints about any NHS service that you have received an Independent NHS Complaints Advocate can assist you. We can make a referral to the advocacy service on your behalf, or you can contact them directly. You can find more information on the service here <https://www.together-uk.org/projects/advocacy-hub-rochdale/>

Email rochdaleadvocacy@together-uk.org

Telephone 01706 645 830

- **NHS 111** online can tell you:
 - where to get help for your symptoms, if you're not sure what to do
 - how to find general health information and advice
 - where to get an emergency supply of your prescribed medicine
 - how to get a repeat prescription

<https://111.nhs.uk/> or call 111

- **NHS England Customer Contact Centre** can help with a wide range of Health and Social Care queries on 0300 311 22 33 or by email england.contactus@nhs.net. More information can be found here <https://www.england.nhs.uk/contact-us/how-can-we-help/>

- **General Dentistry** - <https://www.nhs.uk/service-search/find-a-dentist>

- **Emergency Dentistry** - Greater Manchester Emergency Dental Team 0333 332 3800 or 0161 393 7730. Alternatively, by email dental.appointmentbooking@mft.nhs.uk

- **HMR CCG, Feedback about your NHS services** – Heywood, Middleton & Rochdale Clinical Commissioning Group

Telephone: 01706 664170

Email: hmrccg.complaints@nhs.net

Postal address: NHS HMR CCG, PO Box 100, Rochdale OL16 9NP

ENGAGE PROJECT

**Are you an organisation that works with
refugees or asylum seekers?**

Contact us: info@healthwatchrochdale.org.uk



Rochdale and District Disability Action Group
RADDAG

healthwatch
Rochdale



Shaping the Future

Work alongside us...

Healthwatch Rochdale and RADDAG have been commissioned by HMR CCG to carry out Year 3 of the Engage Project, which aims to improve access to local healthcare and wellbeing services for refugees and asylum seekers.

We are looking to work with professionals, organisations and groups to ensure that we can:

- Coproduce awareness raising materials for Refugee and Asylum Seekers on accessing health care services to reduce dependency on A&E
- Coproduce a language/communication guide for GP's to enable better communication with patients who are refugee and asylum seekers.
- Deliver awareness sessions with existing groups and organisations to ensure that refugee and asylum seekers understand their rights when accessing health care services.

Engagement & Involvement

Finding the right service can be worrying and stressful. Healthwatch Rochdale plays an important role in not just gathering in feedback, but helping people to get the information they need to take control of their health and care locally and find services that will provide them with the right support within the Rochdale Borough.

Healthwatch Rochdale have a number of information, advice and signposting sessions across the Rochdale Boroughs. We are on hand to not only gather your feedback about services within the borough, but we can also give you further information, advice on where to go for help or signpost you to services such as the Rochdale Advocacy hub, who can deal with NHS Complaints.



Naomi Kenyon, Volunteer and Involvement Officer at the monthly IAS slot at The Strand, Kirkholt.

healthwatch
Rochdale

Join us at
The Strand, Kirkholt

TALK TO US!

Information, Advice,
Signposting and Gathering
Feedback around Health
and Social Care in the
Rochdale Borough.

Healthwatch Rochdale also takes part in a large number of networking and engagement opportunities both online and in person across the Rochdale Borough.

Just a small selection that we currently a part of and are active on are:

- Women's Support Network
- Monthly Grass Roots Gathering
- Disability Forum
- Digital Messaging Group
- Economic Support Network

Please visit our Events Page:

<https://healthwatchrochdale.org.uk/events>

You said, we did

Want to know what happens after you contact us with your feedback?

Here are just a few actions we have taken following speaking to members of the public.



Care Home Feedback

We were contacted by a concerned family member of a resident in a local care home regarding a lack of gas supply.

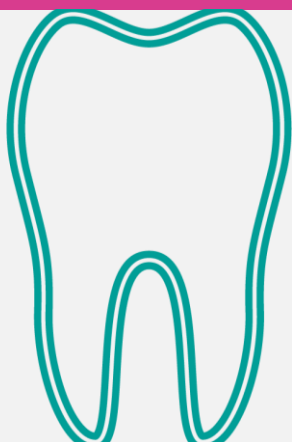
We contacted adult safeguarding and within 24 hours the care home received a visit to ensure correct procedures were being followed and the residents were well looked after.



Mental Health Feedback

We listened to a patient who was in distress with their mental health. After listening to what they had to say we encouraged them to speak to their GP.

We made a follow up call 4 weeks later, they were so pleased we encouraged them and said they felt much better after receiving the right medication.



Dentistry Feedback

We helped a resident who was waiting to start preventative cancer treatment.

The treatment could not take place until her dental needs were taken care of.

The resident was struggling to find a dentist who could assist, we raised concerns as the lack of dentistry was delaying cancer treatment. We managed to facilitate an appointment locally for her within a week.

Volunteering with Healthwatch

Healthwatch Rochdale volunteers make a huge difference to the work we do and play a vital role in helping local people have their say on health and social care. Volunteering with Healthwatch can help you develop skills, gain experience and make a difference to your community.



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 and Feedback.

The Advisory Group currently has several members from across the Rochdale Borough with a variety of passions, experience and interests.

The group collectively and meaningfully contribute to quality improvements of local services by ensuring the patients voice and lived experiences are shared with providers, commissioners and residents of the Rochdale borough.

This group currently meets bi-monthly via Zoom.

Youthwatch

Youthwatch Rochdale is for young people age between 13 and 18 years old who either live, work or study in the Rochdale Borough. There are 10 newly recruited Youthwatch Volunteers who play a key role in assisting Healthwatch Rochdale by promoting the services they offer, gathering feedback and by being the eyes and ears of Healthwatch as a young person representative.

Youthwatch members meet virtually each month via Zoom and this 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 invite guest speakers to speak about issues relevant to the young people. This is an amazing opportunity to build skills, be part of a team, get rewards and recognition, meet new people, and be the voice for young people within the community.

Young people are also recognised and rewarded for their commitment to Youthwatch Rochdale. When they have participated in five meetings or focus groups, they receive a £25 voucher of their choice.

If you are interested in a volunteering opportunity with Youthwatch Rochdale please complete the Web form:

<https://healthwatchrochdale.org.uk/youthwatch-application-form>



ROMVP

The role of a ROMVP Advocate is flexible and the specifics will depend on your skills, experience, time and interests. This role is voluntary.

ROMVP Advocates are usually expected to attend most of the quarterly MVP meetings. The next one is in January 2022 and then again in March 2022.

The ROMVP are looking for diverse and passionate individuals to volunteer their time to help gather feedback from our communities on their experiences of maternity services in Rochdale and Oldham and to promote/raise awareness of ROMVP via their own networks and social media.

If you are passionate about Health and Social Care Services Healthwatch Rochdale are currently looking for volunteers to be Advisory Group members or to join our Youthwatch Group. Please email info@healthwatchrochdale.org.uk

Volunteer Highlights



Healthwatch Rochdale staff and Volunteers pictured with the Mayor of Rochdale at their "Volunteer Thank you" Event at The Flying Horse, Rochdale.

Healthwatch Rochdale received a grant from Action Together to host an event to thank their Volunteers for all that they do for our organisation and to bring them back together after a very uncertain year due to the Covid-19 pandemic.

The staff and volunteers were joined by the Mayor of Rochdale, Councillor Aasim Rasheed for afternoon tea, a quiz, bingo, conversations and plenty of laughter.

It was lovely to see our volunteers face to face once more and special thanks to the staff at The Flying Horse, Rochdale for their hospitality.

Did you know?

- Healthwatch Rochdale currently have 20 volunteers.
- Our longest serving volunteer has been with the organisation over 6 years.
- There are numerous volunteering roles which include Advisory Group members, Volunteer Advocates for the Rochdale and Oldham Maternity Voices Partnership, Board Members, Social Media Volunteer, Admin Volunteer, Youthwatch and Enter & View Reps.
- Since January 2021, our volunteers have spent a magnificent 337 hours volunteering for us.
- We have online Zoom catch ups to share updates on our work but also to give our volunteers a chance to catch up with each other.
- Volunteers are the heart of our organisation.

Vital support in place for households in need this winter

Rochdale Borough Council has put in place a support programme to help thousands of vulnerable residents and families with essentials this winter.

As a key part of its support offer, the council is using £2.3 million from the government's Household Support Fund to provide:-

- Targeted support for low-income households, through provision of free school meals for eligible families over the Christmas holiday, February half-term and Easter holiday
- Delivery of a household fund, where people can access shopping and fuel vouchers
- Targeted support for older residents in receipt of council tax support
- A package of housing energy support

The council will also be working with partners across the borough, including the voluntary sector, community groups and charities, to ensure those most in need receive targeted assistance.

Older residents who qualify for council tax support have already been contacted by the council and will receive their first payment by Friday 17 December 2021, benefitting over 7,000 households.

Additionally, the borough's successful community warehouse, which has been in place throughout the pandemic, will continue to provide food parcels, cleaning products, nappies, baby food and other essential supplies for families and older people.

Councillors have ensured food vouchers will continue to be provided for lower income families over Christmas, February half-term and Easter. Families will be contacted directly, and it will be targeted at over 12,500 children in the borough eligible for free school meals or identified through children's services. In addition, the Holiday Activity Fund will be running over Christmas, providing activities and food for children on free school meals.

Households who are in particular need are being encouraged to get in touch, to see what assistance could be available for them.

You can phone the council's hotline number on 01706 923685, 9am-5pm, Monday to Friday, for help and further information.



Healthwatch Rochdale
104 – 106 Drake Street
Rochdale
OL16 1PQ

www.healthwatchrochdale.org.uk

telephone: 01706 249 575

text: 07520645142

email: info@healthwatchrochdale.org.uk



@HWRochdale



@HWRochdale



@healthwatchrochdale
