



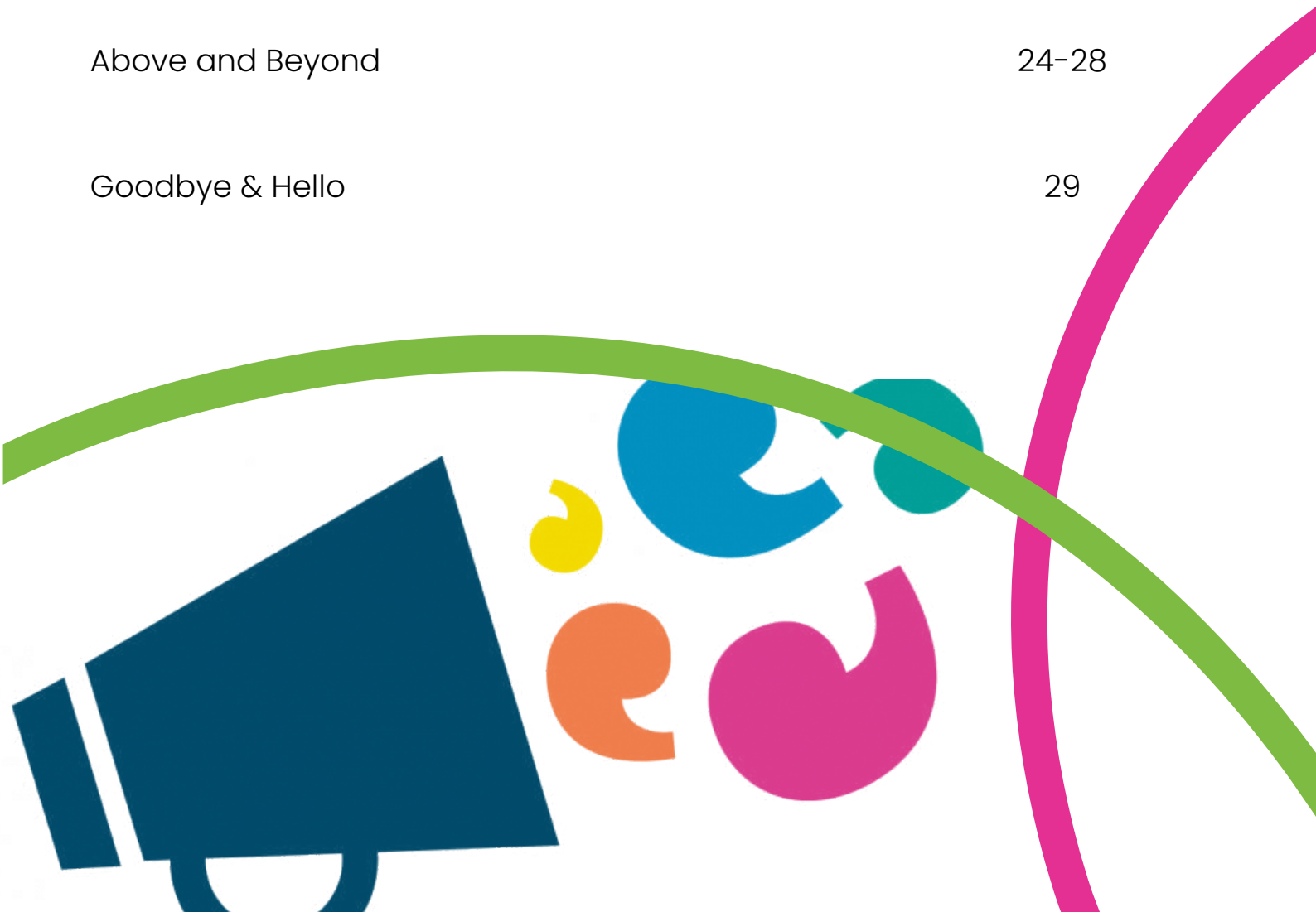
Above and Beyond

Q1/Q2 Report 2024

healthwatch
Wigan and Leigh

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A message from our Chief Officer

Welcome to our half yearly 2024 report which will hopefully give you a great insight into the work we have carried out over the past few months. Thank you to everyone who continues to be involved by volunteering, sharing our information, giving us feedback or offering an open invitation into your groups and communities. We really work hard to make your voice heard.

Throughout this period, I continue to attend high-level decision-making boards in the borough and drive hard the message of the importance of listening to patients, residents and communities. I am also asking for a commitment from health and social care leaders to act on what people are telling them and making sure that peoples views are considered when decisions are being made about the future of services.

As a result, I am pleased to say that Healthier Wigan Partnership have agreed that two of their three priorities for this financial year are reducing health inequalities and transforming community-based services. The Partnership has made a commitment to work with communities and the Voluntary, Community, Faith and Social Enterprise Sector by engaging directly with those communities that experience the highest examples of inequalities and listening to the solutions that the community has to offer. An example of this is to prototype this way of working in Scholes. This area was chosen after baseline data demonstrated that the highest percentage of those regularly using Urgent and Emergency care services were residents of Scholes.

It will be interesting to watch this prototype progress and reflect on the lessons learned throughout the process.

I hope you enjoy what you read and if you would like to become more involved, please do contact us.

We would be thrilled to talk to you.



Karen Parker
Chief Officer

About Us

Healthwatch **Wigan & Leigh** is your local health and social care champion.

From Appley Bridge to Astley, and all areas in between, our mission is to ensure that your voice is heard by the NHS and Council leaders, as well as other decision makers, who use your feedback to make improvements in the care you receive.

We are proud to offer the following services:

Information and Advice: We provide easy-to-understand information and guidance about local services, helping you access the resources you need.

Complaint Advocacy: If you ever have concerns about NHS care, we offer a free and independent advocacy service. Our team will support you in making a complaint and ensure your voice is heard.

Our Mission:

We are the independent voice of local people to influence, challenge and question health and social care provision in the Wigan Borough.

Our Vision:

A health and social care experience that meets the needs of the people of Wigan Borough.

Our values are:

Empowered Leadership – provide citizens with the skills and knowledge to facilitate change and have their voices heard.

Integrity – Honest and selfless and act solely in terms of the public interest .

Accountable – open and transparent in everything we do.

Independent – in purpose, voice, and action.

Inclusivity – we will support communities that are not normally heard to have a voice and challenge inequality.

Objective – take decisions impartially and fairly without discrimination or bias.

Value for Money – make the best use of our resources, working collaboratively with other stakeholders to avoid duplication.

Critical Friend – We will be constructive as well as challenging to service providers and the system.

Q1/Q2 in review



Reaching out

34 Venues, 48 Visits

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

81 cases

of people asking for clear advice and information about topics such as mental health and access to GP and dental practices.

Health and care that works for you

We're lucky to have in total over Autumn

30 Volunteers

who gave up 17+ days to make care better for our community. Donating the equivalent of over £1700 worth of time

We currently employ

9 staff

who help us carry out our work.



Our Online Reach



Our Website



13,000 Active users

Best performing page (838 views)

How to find an NHS dentist in the Borough



Healthwatch Hero



Charlie Daw



'I'm Charlie, I'm 19 and for about a month now I've been volunteering with Healthwatch Wigan And Leigh as a communications assistant. It's been an experience I've been thoroughly enjoying. I became aware of healthwatch through work experience with the Princes Trust. So far, I've been helping run the social medias, writing articles for the website, doing a bit of general tech support like applying email footers or even a bit of design in making them and going out with the team to events or to get some feedback from the locals.

Starting doing some odd jobs when I did the work experience a few months ago, to moving onto volunteering and helping with the sites articles and socials, to now going out to events and has been a nice progression too.

They've done a lot for me basically out of the kindness of their hearts, they're very much helping me in my career, and it's very much appreciated. A big point of this I enjoy is how everyone is genuinely working to do some good, and a good little recent memory from this (Not like I have any bad ones) was going back to The Princes Trust with Healthwatch and giving a good inspirational speech about my story. This has been a great experience for me so far and I really do enjoy it, thanks.'



A quick word from Lee Whalley **Engagement & Marketing**

When Charlie first started with The Prince's Trust, he had such a drive to learn, and it's incredible to see him now thriving in his role as a communications assistant with Healthwatch Wigan and Leigh. The work he's been doing—from managing social media to writing articles, supporting with tech tasks, and even stepping out into the community for events—really shows his versatility and growth.



Our impact

Did Not Attend (DNA's) Concerns



Our Engagement Officer Andrea Arkwright attended a Healthwatch Liaison meeting with Greater Manchester Mental Health Service (GMMH) in which the concerns around "Did Not Attend" (DNA's) were discussed. Following these discussions Andrea Arkwright offered feedback from the work undertaken at Healthwatch Wigan and Leigh. This feedback included:

A patient reported difficulty attending morning appointments due to medication sedation which was leading to DNAs being reported. The patient explained that they benefited from afternoon appointments offered by the local clinic.

A patient had a DNA recorded even though the service had cancelled the appointment.

A Primary Care Network (PCN) collaborated with Manchester Mind to boost uptake of Severe Mental Illness (SMI) health checks. Staff engaged with patients on the SMI register, discussing general health concerns. This holistic approach increased health check participation and this led to further discussions about how patients seem more open to discuss health with volunteers and staff from Manchester Mind, the benefits of SMI health checks resulting in an increase in the uptake of health checks across the PCN.

We offered a possible solution would be to consider involving a charity, PALS team, or trained volunteers to contact patients and to understand the reasons for their DNAs. This insight would aim to improve service delivery and reduce DNAs by addressing specific patient needs and engaging supportive organisations.

Following this feedback and recommendations GMMH responded to inform that the feedback has been given to their care group and they are aware that work is still to be done and are happy to liaise with Healthwatch Wigan and Leigh to further these conversations.

Our impact

Bakers Food and Allied Workers Union

John Fox the Branch 405 Chair of the Bakers Food and Allied Workers Union invited Healthwatch Wigan and Leigh (HWWL) to their regional council meeting to discuss the role of Healthwatch in the community.



Lacey and Andrea attended the meeting to explain the services provided by HWWL. The members, who were previously unaware of Healthwatch, asked many questions.

It was passed that Healthwatch would be included in all future agendas of the Bakers Food and Allied Workers meetings across all areas.

Since the meeting some of the members have approached their local Healthwatch representatives to find out what was going on in their own areas. The Bakers and Allied Workers Group also requested Healthwatch England to speak at their conference so that all members could learn about Healthwatch. However, Healthwatch England did not attend the conference.

Our impact

Signposting and Linking Wigan Borough Continuing Healthcare Team and Greater Manchester Integrated Care Partnership.

A member of the public contacted Healthwatch Wigan and Leigh urgently seeking the telephone number for a Wigan Continuing Healthcare Team. The client's partner was stuck in the hospital, awaiting continuing healthcare to be transferred to a community nursing provider. The client stated that the Greater Manchester Integrated Partnership website listed contact numbers for every borough in Greater Manchester except for Wigan Borough.



Our Engagement Officer provided the necessary telephone number to the client, who was relieved and grateful. Subsequently, we informed Greater Manchester Integrated Partnership about the missing contact information for Wigan Continuing Healthcare Team on their website, highlighting the distress it was causing to the public.

Greater Manchester Integrated Partnership responded promptly by updating their website with the contact number for Wigan Continuing Healthcare Team.

This update ensures that the public can now easily access the service without the hassle of searching through multiple websites or making numerous phone calls to find the right contact information.

Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Greater Manchester influence decisions made about services at Greater Manchester Integrated Care System (ICS) level.

This year we've worked with Healthwatch in Greater Manchester to achieve:



Gathered opinions from across our local communities and used our knowledge to contribute towards the development of the Greater Manchester Dementia United Quality Standards, the Greater Manchester ICS People and Communities Engagement Strategy and the Shanley Report.

Undertook a Greater Manchester Children and Young Peoples (CYP) Mental Health Project, with a focus on on pathways to mental health support. This project gathered peoples lived experiences of existing service provision across Greater Manchester. Recommendations and findings will be fed back to GM and local commissioners and providers to help shape future service delivery.



The appointment of 3 key roles to the Healthwatch in Greater Manchester partnership. These include an Independent Chair of the Network, Chief Coordinating Officer and Administration and Data Officer. These roles will drive forward the leadership, coordination and delivery of the All Age Strategy 2022-2025 alongside partnership working across the Greater Manchester Healthwatch Network.

Worked in collaboration with Greater Manchester Patient Services to co-produce ongoing reports throughout the year which identify challenges and share the lived experiences of the people of Greater Manchester. We have and will continue to ensure their voices are heard throughout the Greater Manchester ICS through their Quality and Performance Committee.



Listening to your experiences

Services can't make improvements without hearing your views. That's why we continue to broaden our reach within communities. This allows us to understand the full picture, and feed this back to services and help them improve.



Listening to your experiences

Community Diagnostic Centre (CDC)

In 2023 we worked in partnership with Healthwatch England on a national project comparing Community Diagnostic Centre's (CDCs) across England.



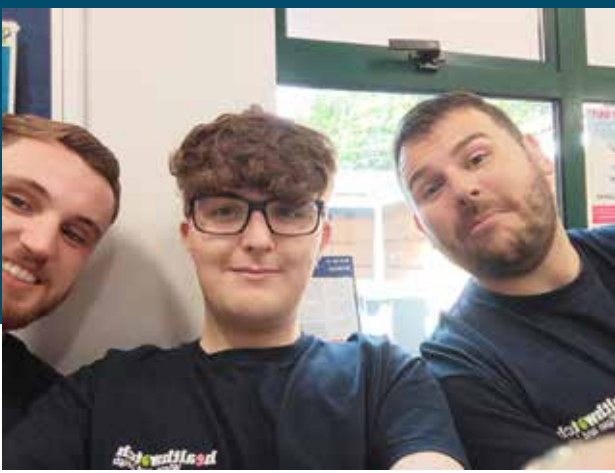
In May 2024 we visited the CDC at Leigh Infirmary to provide feedback from the HW England CDC project. During this visit one of the issues raised by patients in the sleep service was the lack of information around why they have been referred to the service. Some of the patients had been referred by other services but were unaware of the referral as some referrals were made automatically.

The Service Manager advised us that a patient information leaflet was being looked into for adding to appointment letters but this had been unsuccessful.

This feedback was sent onto the CDC Project Manager and the impact from this feedback resulted in the Healthcare Operations Team looking to review the leaflet, which will be included in future appointment letters, with the aim being to improve communication with the patients.

The sleep service will use the pro forma form, which is completed by patient's on appointment arrival, to collect information around awareness of the reason for their referral. This will identify the gaps in communication between different referrers and enable the service to follow up and educate where required.

Listening to your experiences



Listening to your experiences

Kingsleigh Methodist Community Centre

Lisa and Ann attended following invitation to speak to a women's group about Healthwatch.

We were made very welcome by ladies in attendance.



Lisa gave an outline of Healthwatch, how it was established and its purpose. She explained funding, staffing and the relationship with local NHS and Council organizations. Lisa explained her role as volunteer coordinator and the differing volunteer roles available.

Ann gave examples of projects, specifically the care- home engagement work and experience of being a volunteer.

The ladies were very interested in Healthwatch although many had never heard of us. Three ladies shared experiences they had had with both hospital and social care services which they felt we could have assisted with had they known of us. They specifically raised the issues of poor discharge experiences and poor hospital care. One lady referred to the number of patients in hospital who were delayed discharges as it had been on the news that day that WWL were one of the worst in the country. It was unfortunate that we couldn't share the presentation; but they had no wifi in the building.

Listening to your experiences



Listening to your experiences

Primary Care Networks Engagement and Involvement Project.

Community engagement is an important element of a Primary Care Network (PCN) at every stage of its journey, from the very beginning as it seeks to understand its communities shared vision, to building intelligence for population health management and co designing services based around the community's health needs.

Healthwatch Wigan and Leigh wanted to collaborate with the Primary Care Networks to support them to develop a PCN Engagement and Co-production Strategy which would enable residents and communities to have a voice, co-design and improve services. We are currently meeting all the PCN Managers to explain the proposal and find out what their insights are around developing the strategy.

Additionally, we wanted to find out what assets each PCN has around engaging with patients and the public in their areas. Based on previous work by Healthwatch, we have some understanding of the assets within each GP Patient Participation Group in the PCN. Here are some of the examples of assets that the PCN shared with us are

- Worked with Mind (Manchester) around Severe Mental Illness
- PCN PPG
- Been out into the community to undertake BP Checks for people who don't attend the surgery
- Engaged with the community to develop a knit and natter group
- Partnered with Healthwatch to undertake some engagement work around diabetes.
- Working in partnership with Complete Kindness in Westleigh to gather feedback from the residents



Engaging within all communities



34
Venues
Visited

Engaging within all communities

A Team Adventure at the Wigan 10k

What a fantastic day we had participating in the annual Wigan 10k Joining Jack Charity run.

Healthwatch jumping on board came about after George and Lee

attended the Three Sisters Cycle event and decided to sign up on the day for the Wigan 10k, this enthusiasm somehow quickly found its way to the rest of the Healthwatch team and before we knew it we had a few months to get some training in and the countdown began.



The atmosphere on the day was fantastic, positive energy everywhere with the community coming together to raise money and awareness for incredible charities. Fast forward to the finishing line and we were all so proud that we had completed the run, and we couldn't wait to show off our impressive medals.

We were so inspired by the experience that we are already talking about the event next year...so watch this space!!



Listening to your experiences

St Andrews Parish Mothers Union Group



Lisa and Ann attended following invitation to speak to the Mother's Union group about Healthwatch. We were made very welcome by the ladies in attendance.

Lisa gave an outline of Healthwatch, how it was established and its purpose. She explained funding, staffing and the relationship with local NHS and Council organizations. Lisa explained her role as volunteer coordinator and the differing volunteer roles available.

Ann gave examples of projects, specifically the care- home engagement work and experience of being a volunteer.

The ladies were very interested in Healthwatch although many had never heard of us. One lady shared her difficult experience accessing social care services following discharge from Wrightington Hospital which she felt we could have assisted had she known of us.

Both Lisa and Ann were able to offer advice and signposting to ladies regarding mental capacity issues and men's health support.

The group said they had found the information interesting and useful and have since shared our information with another Mothers Union group which we have been invited to.



Listening to your experiences

Boothstown Medical Centre PPG

Invited to attend the PPG to talk about Healthwatch. 5 PPG members and Deputy Practice Manager present.

Talked about the origins of Healthwatch, funding arrangements, staffing and powers of enter and view. Explained NHS complaints advocacy service.

PPG members were very interested in the projects we had completed and currently engaged in:

- Mental Health Services
- CAMHS
- Diabetes
- Care Homes
- Delayed Discharge from hospital

Lots of questions were asked about how HWWL influence service design and provision. The HW PPG report was on their agenda for discussion and a few questions were asked about the use of Ask My GP. Explained we couldn't tell a practice how to use it, just make recommendations.

The members were interested in HW conducting enter and view/engagement activities in GP's surgeries to seek patients' experiences. Explained that the work plan for this year had been agreed but it could be something to be considered in the future. A list of CICs and contacts was requested, and I have sent them the Padlet link.

Ann Lloyd



Listening to your experiences

Embrace – Gaming Group Diabetes Engagement

During the session, we spoke to several attendees regarding diabetes. Unfortunately, none of the participants themselves had diabetes. However, some had relatives with the condition. One individual shared their partner's positive experience with diabetes care. Their partner had participated in the Desmond training, which they found beneficial. They also attended all their regular appointments, such as eye screening, foot checks, and received all necessary vaccinations.

Another participant, who has borderline diabetes, mentioned they were only provided with a booklet by their GP practice and were not offered any educational sessions on managing the condition.

We also discussed vaccinations with the group. Some attendees mentioned that they are required to have the COVID-19 vaccinations due to their jobs. One individual commented, "If I didn't need the covid vaccination for work, I wouldn't get it." Another shared that the COVID-19 vaccine had affected their menstrual cycle. The also said that they do have the holiday vaccinations when needed.



Listening to your experiences

St Peters Women's Guild at Hindley Church

Ann and Andrea were invited to speak to the women's guild about the role of Healthwatch.

We explained how Healthwatch had just celebrated its 10th anniversary. We explained the structure and the role of Healthwatch, where the funding comes from and how we work with the different organisations such as the local NHS Hospitals, GPs social care services and the voluntary sector organisations.

Andrea gave some examples of the projects that she was working on such as the diabetes project and the Primary Care Network project.

Ann gave examples of the projects that she was working on such as the discharge project and the previous home care project. Also, what it was like being a volunteer for Healthwatch.

The women enjoyed the talk but didn't know about Healthwatch. Some people attending the group gave examples of their experiences of their relatives staying in hospital and how they were waiting for funding to enable discharge. This experience will feed into the discharge project.



Together
we're making health
and social care better

10
years

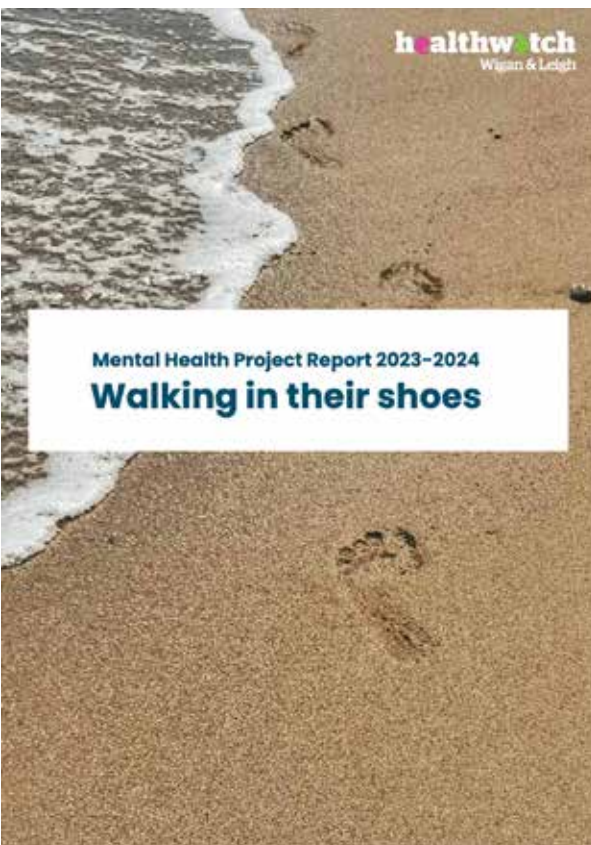
Prospect Ward, Atherleigh Park.

Healthwatch Wigan and Leigh (HWWL) arranged to attend Prospect Ward, Atherleigh Park as a follow up to the Mental Health Walking In Their Shoes Project. We wanted to speak to the patients to find out what their experience was like whilst staying on the ward.

Overall, while some staff were noted to be exceptionally good and hospitable, there were significant concerns about staff visibility, patient engagement, safety, activities, and overall ward management. Addressing these issues could greatly improve the patient experience and safety on the ward.

The findings of the visits were written up into a report and sent across to the Head of Operations (Wigan Division, GMMH).

The Head of Operations has arranged for Healthwatch Wigan and Leigh to meet the inpatient leadership team including the ward leadership team to discuss our findings and agree an action plan for improvement.



Thank you for sharing such a comprehensive, well written report.

The report captures the views of how people are feeling and will help to shape the future of services.

I am feeling more hopeful and confident that the offer for people in Wigan will improve, because the people at the centre have been listened to.



Angela Alkhatab

Manager – Brookfield Mental Health Service

Above and Beyond

We pride ourselves on wherever possible keeping the Wigan pound within Wigan. Our office space is within a community building based in one of the areas of Wigan that experience the highest levels of social deprivation and health inequalities. We provide mentoring and capacity building support to this particular voluntary sector organization to help them to develop and grow and be more involved and included in the decisions that are being made to improve the lives of the people from the community they serve.



We have a board of directors and an Advisory Committee that make up our governance structure, consisting of 21 individuals that are all Wigan residents. In addition, we have active volunteers, again all of whom are Wigan residents.

We have eight paid staff of which four are Wigan residents. Over the past two years we have supported two students to complete their degree courses. Both finished with 1st class honors, are both Wigan residents and have both now secured employment within the Wigan borough. We have recently supported a further placement for a young person attending the Princes Trust Programme delivered by Groundwork, a local voluntary sector organization. They were successful in completing the course and are now volunteering with Healthwatch to enable to gain further work experience and references. We are looking to secure funding to enable us to employ an apprentice to offer an opportunity to a local young person.

Above and Beyond

Healthwatch works closely with Healthier Wigan Partnership and the Integrated Delivery Board to support system leaders to reduce the health inequalities within the borough. We provide support to Voluntary, Community, Faith and Community (VCFSE) organisations to have a strong voice and work with the system to design solutions. We work with residents to ensure that their voice and views are present within decision-making around how to improve the health and wellbeing of those that experience the worst of health inequalities.

Healthwatch works closely with many VCFSE groups to facilitate relationships between those groups, each other and they system leaders. We support the public health agenda in ensuring that the messages around healthier life choices are reaching those that are most in need.

We support communities and residents that find it the hardest to access health and social care services and therefore enabling residents to get the right care at the right time by the right service. This works towards preventing inappropriate presentations at A & E, enabling residents to access primary care in a timely manner and reducing pressure on a stretched system.



Above and Beyond

'I'm From Scholes, Me'

One of the priorities for Healthier Wigan Partnership is to reduce the health inequalities that exist within the borough.

Healthwatch Wigan and Leigh has been working closely with the Integrated Delivery Board to think about how the system can work in partnership with local communities to fully understand their situation and co-design solutions and services going forward. This approach provides the ideal environment for residents and service providers to work together to reduce the inequalities that people experience.

Members of the Integrated Delivery Board considered the data that outlined those people that present to A & E on a regular basis. An assumption was made that those people could also possibly experience the worst health inequalities. On considering the data it demonstrated that residents of Scholes had the highest presentation of people at A & E. A decision was taken to prototype the work in Scholes.

Healthwatch Wigan and Leigh agreed to hold the first meeting of people with an interest in Scholes. This initial meeting consisted of members of the public, community groups and anyone else that had an affiliation with Scholes.

A proposal has been co-designed by the group, Healthwatch Wigan and Leigh and Groundwork to present to Integrated Delivery Board for approval of resource to progress with the work.



Above and Beyond

Our Chief Officer, Karen was invited to spend the day on the interview panel for the recruitment of a new consultant in Public Health. There were three part to the day; a stakeholder panel that consisted of representation from HealthWatch Wigan and Leigh, Wigan Council Housing, Integrated Care Board (Wigan Locality) and Community Health and Wealth, Wigan Council. An activity to be completed by the candidates and a further structured interview panel process. Our Chief Officer really enjoyed the day, met some strong candidates and was privileged to be offered the opportunity to participate.



Boxing for Better

George and Lee met with Dave from boxing for better to discuss how Healthwatch can work alongside Boxing for Better in collaboration together.

George started to do a lot of volunteer work helping with boxing sessions and engaging with parents and carers to inform them of the role of Healthwatch in the borough.

George has connected Boxing for Better with Colin from Groundworks, to discuss any social value that they can work together to achieve. We also connected them with Groundworks with hopes to set up boxing sessions there. This in turn will help us when trying to engage and interact with a younger target audience.



Goodbye and Hello!



Saying Goodbye ...

Sadly, we have to say 'goodbye' to 2 of our HWWL Volunteers.

We want to say a huge 'thank you' to Mohammed Albaadani and Janene Davies

Their commitment and enthusiasm to make a difference for Wigan

Borough residents will be missed hugely. However, we wish them

all the best for the future and with any new ventures

that come their way.

Saying Hello ...

And we are thrilled to be able to welcome new Yemi Oke

our new admin Officer and new volunteers - Charlie Daw,

Gordon Cooke, Sue Rimmer, Julie McCombes, Alan Taberner,

Linda Taberner, Laura Horton, Annick Morris, Jimmy Roberts,

John Fox , Karen Strong and Lynn Mitchell. They are bringing

both their energy and passion along with a variety of experience

and personal skills to continue to assist Healthwatch Wigan and

Leigh with their vision for a better health and social care

experience for everyone.



Your voice for social care and health services in Wigan & Leigh

healthwatch
Wigan & Leigh

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Volunteer opportunities available
Please contact us for more details

www.healthwatchwiganandleigh.co.uk