



Annual Report 2015/16

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Message from the Independent Chair



2015 has been another extremely busy year not only for us in Bolton, but for Healthwatch across Greater Manchester. The main topic of conversation this year has been around the Greater Manchester Health and Social Care devolution agenda.

I am happy to say that I have been the Greater Manchester Healthwatch representative on the Greater Manchester (GM) devolution strategic partnership group. My role has been to ensure that Healthwatch is an equal partner in discussions and that local people are informed about devolution and have the opportunity to share their views with decision makers. I look forward to continuing in this role in the coming year.

Whilst GM Devolution is an extremely important development we have also been mindful not to lose sight of what matters to the people of Bolton. We now have an established planning cycle for our work which allows us to really focus on the issues that matter to people, and produce good quality,

well-researched pieces of work that we can use to influence our health and care commissioners. We produced two evidence briefings and several themed reports analysing all the comments we have collected from the people of Bolton and making recommendations to commissioners, providers and service users. When you read through this annual report, you will see some of the excellent work we have been doing.

We have also worked extremely hard at establishing ourselves as an independent charity in our own right and developing our own internal processes. We continue to explore what works well and what doesn't and we strive to continually improve our service. I would like to thank all our hard-working and dedicated volunteers for the hours they give to us and the work they do, we really could not be as effective as we are without them. I would also like to thank Alice Tligui, our Chief Officer who has worked phenomenally hard particularly with the devolution agenda, for the great progress she has helped to make. I would also like to thank our staff team who work so hard to make Healthwatch Bolton the best it can be. And finally I would like to thank our partners and in particular the people of Bolton for all the support that you give to us.

A handwritten signature in black ink that reads "J Firth".

Jack Firth, Independent Chair, Healthwatch Bolton

Message from the Chief Officer



2015-2016 was a complicated year for us, we were barely out of our infancy as an organisation, when Greater Manchester Health and Social Care Devolution was announced back in February 2015. With service redesign on a massive scale on the cards we and the other nine local Healthwatch in Greater Manchester suddenly needed to step up to a very grown up challenge.

At Healthwatch we see it as our role to support decision makers to build something simpler, more efficient, better focused on what people want, and more supportive of people and communities. With more work to do and less money to do it with, our challenge is to try and keep the decision makers focused on people.

Change can be good for you and for us at Healthwatch Bolton, having a close understanding of the bigger challenge has worked as a positive incentive to improve what we do. We spent the year trying to be more focused on people's priorities, less bureaucratic and more effective in our influencing. We started recording events (and

not writing them up), stopped printing things (in favour of presenting physically, and publishing electronically). We supported Board, volunteers and stakeholders to work comfortably in the digital world, we swapped formal meetings for task groups and we made our planning cycle shorter, sweeter and more focused on priorities. All of this freed up staff time allowing us to give more time and energy to engagement, information and influencing - our core activities.

We also reached out to our colleagues in the voluntary sector, looking for ways to break down barriers between our own organisations and to smooth out the process of connecting people to help. By the end of the year we had, moved into town, sharing office space with Bolton CAB, set up an information and advice providers group, completed a major piece of engagement work with Bolton Council for Voluntary Service (CVS) and signing a contract with Bolton CVS, Bolton Clinical Commissioning Group and Bolton Local Authority to continue this work. We also signed a Memorandum of Understanding between Healthwatch in Greater Manchester, giving us a platform to better coordinate work across the city.

2016-2017 will be another challenging year but it definitely feels like the challenges will feel more like opportunities and that, by working together, we can make faster progress on the things that matter to people.

A handwritten signature in black ink, appearing to read 'Alice Tligui'. The signature is stylized and written in a cursive-like font.

Alice Tligui, Chief Officer, Healthwatch Bolton

The year at a glance

This year we had **42** new likes on Facebook (now **116** in total)



229 new Twitter followers (now **1482** in total)

We've had over **50** comments via Streetlife

We have attracted **126** new members

Our volunteers help us with everything from being Trustees to helping with our engagement work. We've produced **28** audio clips with our Community Reporters and produced **4** videos with our Community Listeners

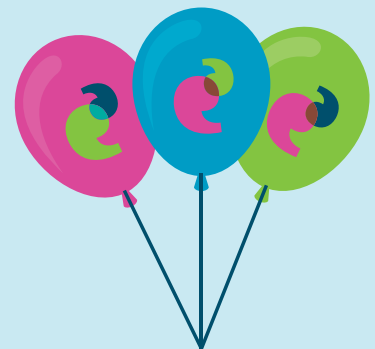


We've spent many hours listening to your views, and we collected **2252** comments



Over **150** people have attended our public forums. We held or attended over **50** events

We've helped **185** local people with enquiries, signposting them and giving information

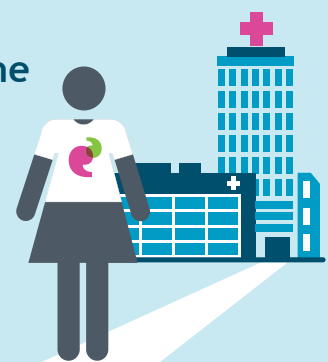


Our reports have tackled issues such as home care and pharmacy services.



We produced **3** thematic reports

We've visited **7** care homes in the Bolton area, looking at what it feels like to live there



Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our focus is on understanding the needs, experiences and concerns of people of all ages who use services and speaking out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England to ensure that decision makers and health and care services put the experiences of people at the heart of their work.

Our vision

We are working towards a society in which health and social care services respond directly to the needs of the people who use them. By this we mean:

- People shape health and social care commissioning and delivery
- People have a real opportunity to influence the services they receive personally
- People are supported to proactively manage their health and participate fully in the planning of their own care
- People hold services to account

Our mission

To make Healthwatch Bolton a strong independent organisation, truly reflecting the diversity of the communities we serve and well respected in the community as an effective champion for health and social care services.

Our work will ensure that the collective voices of our community will make a positive improvement in all aspects of health and social care in Bolton.

We will be accessible to those who wish to engage in Healthwatch activity, and approachable for people of all ages, all cultures, all levels of ability and all social backgrounds.



Our values

- Genuinely engage with local people
- Respect your experiences of health and social care
- Listen and act on what people say
- Make sure all parts of our community have a voice
- Bring together evidence for change
- Work in partnership with others
- Challenge health and social care services to improve
- Raise issues in a positive way
- Be independent, open and democratic
- Set our-self realistic aims
- Feed back to local people on what we have done
- Be accountable to the public

Our priorities

Thematic priorities 2015-2016

Access to Basic Services

Care and Carers

Complaints

Greater Manchester Devolution

Integrated Care

Mental Health

Thematic priorities 2016-2017

Care in my Home

Greater Manchester Devolution

Young People's Health and Wellbeing

People Driven Care

Healthy Lifestyles

Respectful Response to Diversity



Above right: Leon Rae, Healthwatch Bolton Community Reporter (see box opposite)

Our work

Listening to people who use health and care services

We attended 53 community events over the last year. At these events we have met many people who use health and social care services in Bolton.

Our eight community reporters and three community listeners have worked alongside staff to collect stories, comments, pictures and audio and video recordings of people telling us what health and care in Bolton is like for them, their families, their friends and their colleagues.

Some Examples

One of our reporters - Leon Rae, interviewed Dr George Ogden in his GP practice. The audio of this can be found here: <https://soundcloud.com/hwb-766710986/interview-with-dr-george-ogden-edit>

Some of our members recorded evidence about using pharmacy services; The audio can be found here: <https://soundcloud.com/hwb-766710986/lets-talk-pharmacies-1>

Another of our members, Ms. Woods helped Bolton NHS Foundation Trust look at their accessibility by doing a “walk round” the report can be found here: <http://healthwatchbolton.co.uk/2016/06/27/the-unusual-walk-around/>

We are keen to ensure that we engage with a diverse range of groups and communities in Bolton. We do this by holding ‘pop-up’ events at community venues (*see box below*), and holding regular ‘corridor events’ at Bolton NHS Foundation Trust.

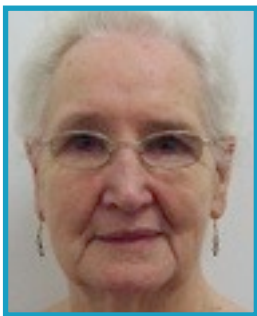
Some of the places we have visited

Bolton Aspergers Conference	Ryelands
Bolton Destitution Project	BAND Central Forum
Bolton Area Council for Parents and Carers	Farnworth Food Bank
Bolton Asian Elders Resource Centre	Bolton Food Fair
Bolton Youth Council	Bolton STEPS
Bolton CVS Health and Wellbeing Forums	Crompton Court
Bolton Deaf Society	Senior Solutions
UCAN centres in Tonge and Halliwell	Weavers Court
Extra Care Housing Community	St Matthews Grange
Bolton service user recovery forum	Breaking Barriers
Bolton CVS Ambition for Ageing events	Bolton Integrated Drugs and Alcohol Service
Several Health Visitors Clinics	Emmaus
Macmillan Health and Wellbeing event	Bolton Carers Support
St Georges Day Centre	Handful
Tonge Childrens’ Centre	CAMHS
Greenway Community Centre	Bolton West Stroke Group

Enter and View Visits

Enter and view is a statutory power that Local Healthwatch can use to visit health and care providers' premises to find out how services are experienced by patients and service users. This is an important tool which provides an opportunity to see how a service is run and provides an opening to hear the views of service users, carers and staff at the point of service delivery. Enter and view visits are not inspections and visits are conducted by trained volunteers and bring lay perspective to the observation of a service.

In 2015-16, Healthwatch Bolton undertook seven enter and view visits to care and residential homes across Bolton. Following each round of visits, the team meet with a representative of the Care Quality Commission (CQC) and Local Authority (LA) to discuss our findings, comments and concerns. Our Authorised Representatives for this year were:



Anne Bain



Eileen Bennett



Sue Desai



Jim Fawcett

Enter and View Visits 2015-16

- Beechville Care Home
- Hyde Lea Dementia Residential Care Home
- Darley Court Intermediate Care Centre
- Southlands Residential Home
- Greenlands Residential Home
- Meadow Bank House Care Home
- St Catherine's Care Home

Reports of all the visits can be found on our website: www.healthwatchbolton.co.uk

Listening Events and Consultation Events

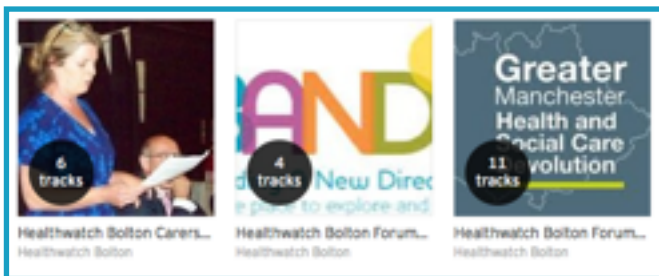
Over the past year, we have held consultation events on the following topics:

- Clinical Commissioning Group (CCG) Consultation on Podiatry Services
- Local Authority pre-consultation on proposed 'Wellness service'
- CQC listening event for Greater Manchester West Foundation Trust
- CQC listening event for Bolton NHS Foundation Trust

Forums

We hold a regular public forum where we invite our members and the public to come along and interact with commissioners and providers. We encourage people to get involved in the discussions about the topic and hold a workshop to look at the issues in more depth. We record this information and it is fed into our intelligence database.

All forums have audio recordings which can be listened to on Soundcloud: <https://soundcloud.com/you/sets>



These are the forums and themes from 2015-16:

Public Health	April 2015
The Care Act 2014	September 2015
Pharmacy	October 2015
Winter Pressures	November 2015
Devolution	January 2016
Recovery	March 2016

We sometimes co-produce forums with other organisations to ensure we include a variety of different service users and carers etc.

We held the recovery forum in partnership with Bolton Service User Recovery Forum (Bsurf) and we will be doing more of this in the future.

Giving people advice and information

We provide information and advice on health and social care services to the public via telephone and email. About a third of calls to the service are about what seem like relatively straight forward things such as GP boundary changes, being ‘struck off’ from a dentists list, querying dental charges, finding someone who will give you a yellow fever jab or obtaining details about how to make a complaint.

Two thirds of calls to the service require something more and here we work towards a local resolution. In these cases we work *with* people to understand what a resolution would look like for them and then we work with them and whoever else we need to achieve those outcomes.

During 2015 we continued to develop our processes in information and advice to ensure that we can help clients more holistically by providing local resolution and referrals to support agencies as well as by providing information and signposting.

We also improved our internal processes so that all information and advice queries are formally reviewed and given full weight in our decisions about what and how to report and escalate issues.

Reports and Recommendations

By analysing the evidence that we collect from the community we develop topics for further research. These topics become Thematic projects. We develop research questions, source engagement opportunities, talk to people, collate the results and produce thematic reports.



Thematic Reports 2015-16

Pharmacy Survey Report

Home Care Report

Healthy Lifestyles Report (with Bolton Council for Voluntary Service, Greater Manchester Local Healthwatch and Greater Manchester Council for Voluntary Organisations)

Other Reports 2015-16

Evidence Briefings

GP Out of Hours (Waters Meeting)

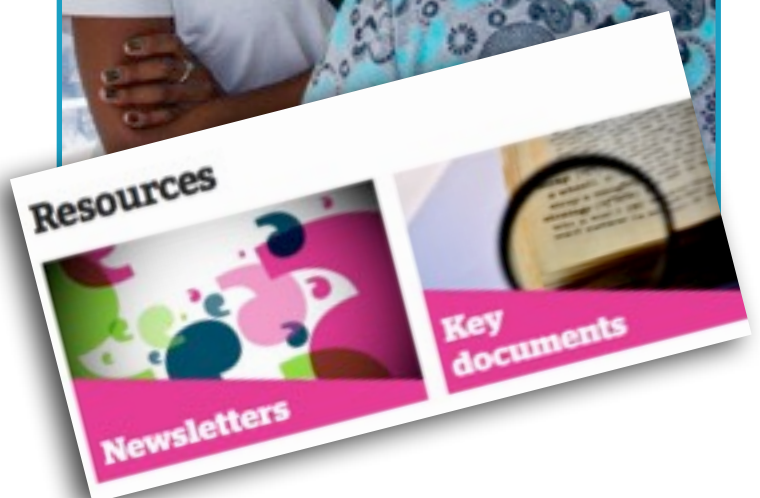
Care Quality Commission (CQC) feedback reports for Greater Manchester West Mental Health Foundation Trust

CQC feedback reports for Bolton Hospital NHS Foundation Trust

Integrated Review at 2 years

Child and Adolescent Mental Health Service (CAMHS) report

All reports are available on our website:
www.healthwatchbolton.co.uk



Making a difference

One of our major challenges is to translate the stories and experiences we hear into testimony and evidence. With this in mind, we continued to develop our database infrastructure and to produce a twice yearly evidence briefing which reports on our global data and endeavours to identify themes and trends. This briefing, as well as our thematic reports, feature on the agenda of the Health and Wellbeing board, the Quality

Surveillance Group and the Patient Experience Group at Bolton NHS Foundation Trust, as well as being circulated widely to decision makers and being published on our website.

Behind the scenes we work tirelessly to raise the issues in these reports, pursue the recommendations and take forward concerns raised with our information and advice service.

Some examples of how we have made a difference

- As a result of a client having a bad experience with continuing health care (CHC) we went to discuss this issue with the Clinical Commissioning Group (CCG). The CCG asked for our help to send a lay member to represent patients' interests on the CHC decision making panel. We did this and he was made Chairman.
- As a result of working with people who have made complaints we held a local complaints conference with providers to reflect back to them the way people experience the complaints system.
- As a result of a client asking for information about personal health budgets we took the issue to our CCG who agreed that they needed to speed up their activities in this area, hired a consultant to set up the local offer and met with the service user who had raised the issue with us.
- We continue to work with the dental community to achieve better services for Bolton people. This year the Local Dental Committee agreed to, and activated, a programme of marking dentures with peoples' initials, thus saving many people who lose their dentures in hospital or in the ambulance, a long wait for replacements. The Local Authority Oral Hygiene team also took up our recommendations on training of care home staff and set up a mandatory training course on the subject for all care home staff.

Making a difference: Working with other organisations



Healthwatch Bolton received a 'Highly Commended' award from Healthwatch England for "the value we bring to working with the Care Quality Commission (CQC)"

Pictured receiving the award at the recent Healthwatch England Conference are (left-right): Alice Tligui (Chief Officer), Jack Firth (Independent Chair) and Leah Elcock (Information, Advice and Guidance Officer)

Working with the Care Quality Commission (CQC)

Our relationship with the CQC has developed over the past year. Once we started our Enter and View Programme, local care inspectors took an active interest in our work and we began to meet regularly with them and the Quality Assurance lead at the Local Authority. Following on from the first meeting of this kind we were invited to attend the local Safeguarding Intelligence Forum.

In early 2016 both our Greater Manchester Mental Health Foundation Trust (GMW) and our Bolton NHS Foundation Trust (BFT) were inspected by the CQC and we ran some listening events. For both the GMW and the BFT inspections we submitted a total of 202 pieces of evidence.

Working with other local Healthwatch

We have continued to work with our colleagues from Healthwatch across Greater Manchester both on Devolution but also on patient experience. Between January and March 2016 all 10 local Healthwatch in Greater Manchester in partnership with colleagues from the voluntary sector engaged with communities across the city on what supports and encourages them to live healthy lifestyles. The report from this piece of work was presented to the Greater Manchester Devolution authorities as well as local partners.

Working with other organisations

Greater Manchester and Devolution

It is clear that the current system of health and care provision in Manchester is fragmented and unsustainable and there are still wide disparities of health between different communities in Greater Manchester. Our conversations with patients show us that, while people remain deeply grateful for the NHS and Local Authority funded care, the process of getting the right care and support is becoming more and more frustrating. The Greater Manchester Devolution process offers opportunities to reset the Greater Manchester health and care offer and reform organisations and processes.

Local Healthwatch in Greater Manchester are determined to ensure meaningful participation for the people of Greater Manchester in the devolution process. Our chair, Jack Firth, continues to act on behalf of the network as the Greater Manchester representative to the Healthier Together Committees in Common and has been selected by the network as their representative to the Greater Manchester Devolution Strategic Partnership board.

At a local level, every borough in Greater Manchester now has a locality plan which sets out what reforms are proposed and how they will improve services and health outcomes for local people. Healthwatch Bolton have, and continue to work closely with colleagues from Bolton CVS, Bolton CCG, Bolton NHS Foundation Trust and the Local Authority to ensure that the plan for Bolton is patient centred, patient approved and driven by the needs of people and not institutions.



Our work in focus

Pharmacy services

As with other primary care provision, pharmacies are widely used by all sectors of the population. We felt that engaging with people in a pharmacy context would give us a good cross-section of contacts and opinion. We have had a number of concerns raised about the presentation of medicines, in

particular use of part packets and use of un-branded versus branded medicines.

We are aware that the additional services offered by pharmacies are commissioned on an ad-hoc basis and wanted to understand how this reality affected people's knowledge of what was available.

Overall opinion of pharmacy services

- Individuals feel that their local pharmacy provides a responsive service, very much focused around the dispensing of medicines.
- Overall care is enhanced by the supportive relationship and additional information provided by a community pharmacist.
- Efficiency of prescription services is valued by customers as is the prescription delivery service. Though there are occasionally problems with under or over supply (the latter particularly relevant when prescriptions are delivered). Pharmacists, however, report problems with the lack of consistency of approach among GPs to electronic prescribing.
- People value the ease of access of pharmacy services both in terms of location, opening times and speed of being seen. They also appreciate the possibility to 'shop around' (if medicines are not in stock for example) and to use whichever pharmacy services they wish.

Additional services and the minor ailments service

- Other than the prescription delivery service, little is known about the range of free services that may be on offer. Only a small number of individuals were aware that there were some other services available.
- Only 5% of respondents knew about the minor ailments scheme. Those that had used the scheme had valued it.
- 48% of people thought they would use a minor ailments service if it were available and the majority of those said they would be willing to travel a short distance (1 or 2 miles) to do so.

Medicines management and waste

- Routinely patients did not stockpile medications.
- Changes to medication and inconsistencies to the presentation of medicines caused difficulties for some patients.

Care and carers was selected by our Board and BEER as one of our priorities in 2015-2016.

Bolton Local Authority were re-tendering for Home Care provision and we wanted to bring some service user experience to inform this process, in particular the quality monitoring and incentives processes which we understand to be integral to the newly tendered service framework. In looking to gather experiences of home care services, we spoke to individuals in sheltered housing, luncheon clubs, stroke support group and people who attend our volunteer forums.

We found that some people had positive things to say about their care:

“They are passionate about what they do and we both trust them”

“Trust is the main thing - I’ve had things happen to me in my life that shouldn’t. All I can say is that they (the carers) are brilliant”

Some people expressed concern at the **cost of care**, some people felt that the care they received did not match what was paid for.

“Carers needed to come at night to see my husband. Up until then I had cared for him. He died a few weeks ago. They didn’t wash him at night but just put him in his pyjamas. We paid over £11 per hour - they only stopped for 15 minutes”

Some people were also unsure of what they were paying for, what they are entitled to, who is paying, what is being paid and what the actual costs for care should be.

Timing, flexibility and lack of choice continue to be a cause for concern. Apart from people feeling that carers do not always stay for the full amount of time, issues around scheduling of visits also arise.

“My husband has Parkinsons Disease. We stopped the carers because they were coming in too late to get him dressed.”

We also found that respite care was inadequate and that the lack of consistency, confidence in care and information can impact emotionally, physically and logistically on partners, children, main carers and other family members

“All this doesn’t help my mental health - it messes with my head”

Some of our conclusions to the findings include the following:

Home Care services are not working well for many people. Home care provision should take a much better appreciation of the client’s personal preferences. There are issues with how services are contracted - clients being recipients of ‘packages of care’ rather than care being tailored to the client. Cost, lack of information and transparency and staffing issues all featured in our report that people find most problems with. What is most important to people is trust, personal connection and respect for themselves, nearest and dearest, personal space and friends and neighbours.

We set up a discussion on Facebook and Streetlife for people to connect and share experiences.

Working with volunteers

Involving local people in our work

We involve people in a wide variety of roles and work. All our Trustees are volunteers and live locally in Bolton and come from a variety of backgrounds.

Our Board of Engagement and External Relations (BEER), is also completely made up of volunteers. The BEER is split into 6 working groups. The complaints group organised a conference looking at the NHS and social care complaints system, what works well and what doesn't, and made a series of recommendations for improving the system. The mental health group have been looking at mental health and young people and have done suicide awareness training. The care and carers group looked at the Care Act 2014. The Devolution group have been monitoring the developments around the Greater Manchester Devolution agenda. The integrated care group monitor developments around what is happening locally around integrated care and the access to care services group monitors issues with GPs, dentists and primary care services.

External representation

Our Independent Chair and Board of Engagement and External Relations undertake a variety of roles as lay representatives, patient champions, expert patients and facilitators. They attend the Health and Wellbeing Board, Quality Surveillance Group, Hospital Patient Experience Group, Co-commissioning group, Equality Target Action Group (ETAG), Carers Forum, CVS Health and Wellbeing forum, Adult Safeguarding Board, Continuing Health Care panel, Adult Overview and Scrutiny Committee, mental health service user group.



Readers Panel

We have a group of 16 volunteers who look at literature/websites and information produced either in-house or from external organisations. Their role is to ensure that the information is clear, understandable, user-friendly, jargon free and useful. Some of the things they have looked at this year include:

Greater Manchester Devolution Materials
Staying Well Literature
Re-ablement Literature
Integrated Wellness
Integrated Care
Meals on Wheels
Manchester Medical Services customer satisfaction sheet



Community Reporters

We have eight trained community reporters affiliated to the Institute of Community Reporters. Six of these have a silver award and two have platinum who are also trainers. They produce audio recordings from members of the public about a range of health and social care issues. Whenever we undertake a piece of our themed work, we always ensure that we have audio interviews with people to be included in the piece of work.

Community Listeners

We have three trained community listeners who worked with NHS England on the Person Centred Outcomes Project. They made 4 short films on finding out from local people what mattered to them, how they manage their health conditions and the barriers and opportunities they have. The films will be available on the NHS England website soon. We will continue to look at opportunities where we can use films to influence change.

Office Volunteers

We have four volunteers who help us out in the office. They help us with our I.T. and website, administration and research. We are very grateful to all our volunteers, they are extremely valuable to us in the work that they do and the expertise and experience they bring.

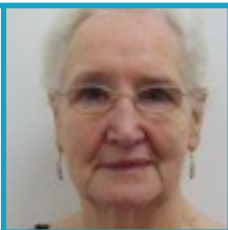
Our people

Trustee Board

Our Independent Chair - Jack Firth, acts as chair to the Trustee Board meetings and chairs the Board of Engagement and External Relations (BEER). He acts as line manager to the Chief Officer and works closely with her on both operational and strategic decision-making.

The following people acted as Trustees during 2015-2016:

Anne Bain



Shashikant Merchant



Nat Biney



Ann Schenk



Jim Fawcett



Jim Sherrington



Steven Greenhalgh
(chair of Trustees)



Andrew Taylor
(Treasurer)



Christine Makinson



Our people

Board of Engagement and External Relations (BEER)

In addition to the Trustee Board, Healthwatch Bolton has a Board of Engagement and External Relations, this group works alongside the Trustees to develop relationships with important players in the health and social care economy. There are 30+ members of this board from a wide variety of backgrounds.

Group members attend a variety of local strategic and scrutiny meetings, help us to build relationships with other organisations, examine the intelligence gathered from engagement work and develop recommendations for our reports.

Staff team

Alice Tligui
Chief Officer



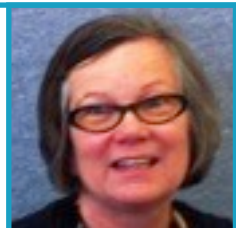
Karen Wilson
Community Engagement
Officer



Leah Elcock
Information, Advice and
Guidance Officer



Gail Gregory
Community Engagement
Officer



Julie Darbyshire
Community Engagement
Officer



Ian Hutchinson
Research Assistant



Annette Aiken
*Involvement Assistant -
(left, Summer 2015)*



Our finances

Healthwatch Bolton Statement of Financial Activities Year Ended 31 March 2016

	Unrestricted funds	Restricted funds	2016 Total funds	2015 Total funds
	£	£	£	£
Income:				
Income from charitable activities	178,640	-	178,640	65,506
Total Income	178,640	-	178,640	65,506
Expenditure:				
Expenditure on charitable activities	180,557	6,458	187,015	38,100
Total expenditure	180,557	6,458	187,015	38,100
Net (expenditure)/income and net movements in funds	(1,917)	(6,458)	(8,375)	27,406
Reconciliation of funds:				
Funds brought forward	20,948	6,458	27,406	-
Funds carried forward	19,031	-	19,031	27,406

Whilst net incoming resources for the current period cover the year ended 31 March 2016, the comparative figures are for the period 15 May 2014 to 31 March 2015.

All of the charity's activities are classed as continuing.

healthwatch

Bolton



Registered office address:

20-22 Bowkers Row

Bolton

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C/o Bolton CAB

26-28 Mawdsley St

Bolton

BL1 1LF

Telephone: 01204 394603

Email: info@healthwatchbolton.co.uk

Web: www.healthwatchbolton.co.uk

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Healthwatch Bolton

twitter

@HWBolton

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees and our Local Authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand), when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format, please contact us at the address above.