



Annual report 2019-20

Guided by you

Contents

About us	5
Highlights from our year	7
How we've made a difference	9
Helping you find the answers	19
Our volunteers	22
Our finances	24
Our plans for next year	26
Thank you	28
Contact us	29

Message from our chair



Hello everyone, and welcome to our annual report. After serving as a trustee for Healthwatch Bolton, I took over the role of chair last July and I'd like to share with you some of the work we have been doing.

Healthwatch Bolton has undergone some major changes over the last year, these include the departure of the Chief Officer Alice Tligui and the Independent Chair Jack Firth. We also had to look at a staff restructure, but nevertheless we worked closely with our staff and board members to produce a strategic plan that would enable us to continue providing a high quality Healthwatch for the people of Bolton. I would like to thank our trustee board and our dedicated staff for their help in all this work. We were also awarded 'Highly Commended' Healthwatch England award together with our Healthwatch colleagues in Greater Manchester for our work on the NHS Long Term Plan report!

Each and every one of us is dealing with the current pandemic that is causing immense distress and suffering, not only to our local community but to the whole world. Because of the pandemic and the need to do things very differently, we have had to put some of our planned work on hold while we look for ways we can support our community and our health and care colleagues. So in this report you will see the work we have done over this year and some information about the work we will be planning for next year. We continue to work very closely with our voluntary and community sector who are working tirelessly to support the local community throughout this pandemic. We are also working closely with our commissioners and public health and CCG colleagues to assist them in gathering public feedback to help shape the information they are producing for you - the public of Bolton.

I want you to know that Healthwatch Bolton will continue to listen to your experiences of health and care services, particularly at this very difficult time for us all. We are here to help you navigate the health and care system and provide information, advice and guidance as we have always done. You will find a dedicated page on our website with both national and local information on Covid-19. We will work to keep you up to date with the most accurate and useful information throughout this pandemic and beyond.

On behalf of my fellow board members and our wonderful staff, I wish to thank you all for the support you give to us. I wish you all a safe and healthy future.

Jim Fawcett
Chair

Our priorities

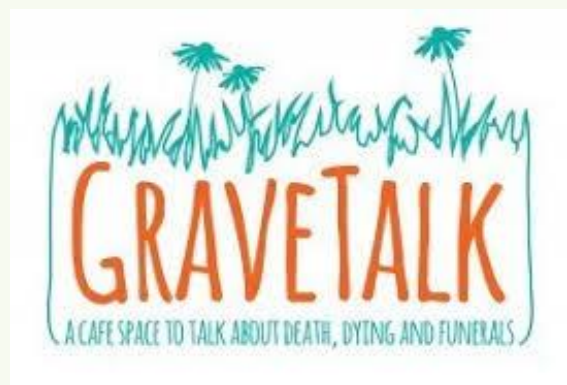
Last year 560 people told us about the improvements they would like to see health and social care services make in 2019-20. These are our 4 priorities for the year, based on what you told us. Because of the Covid-19 pandemic we are rolling our priority 'Discharge from Hospital' forward to next year.



Young people's mental health and emotionally healthy schools



Cervical Cancer Screening



Dying Matters Engagement Event

About us

Here to make care better

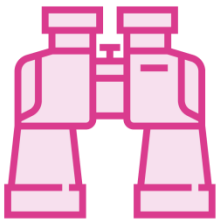
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis, Healthwatch
England Chair





Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchbolton.co.uk

Twitter: @HWBolton

Facebook: @Healthwatch Bolton

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



18 volunteers

helping to carry out our work

We employed

5 staff

We received

£150,000 in funding

from our local authority in 2019-20

Providing support



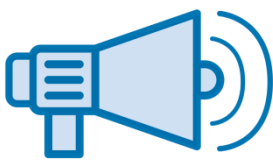
2098 people

shared their health and social care story with us.

127 people

accessed Healthwatch Bolton advice and information online or contacted us with questions about local support.

Reaching out



3005 people

engaged with us through our website and social media, and we collected 2312 individual comments from the public at 12 community events.

Making a difference to care



We published

3 reports

about the improvements people would like to see with their health and social care.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Cervical Cancer Screening.

Cervical Cancer Screening – exploring knowledge & uptake of screening

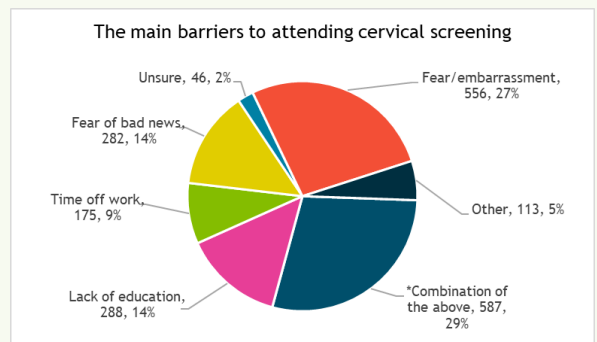
Cancer screening was voted the top priority by the public of Bolton in 2019/2020. Our research showed that cervical cancer screening rates in Bolton in particular, were falling each year. To find out why, we worked in partnership with the Greater Manchester Screening and Immunisation Team and Bolton CVS to undertake some engagement and information sessions to establish what the barriers to screening were and also to highlight potential community cancer champions.

Between September and December 2019 we held 13 engagement sessions working with mainly BAME and mixed heritage women from different community groups in Bolton including carers. As well as engagement sessions, we also received over 1300 responses to a survey for women unable to attend engagement sessions.

We asked about what women understood the screening was for, how important it is, information and where to get it, the barriers to screening and how women have found previous screening experiences, and finally what can be done to help and encourage screening uptake.



We found that some of the reasons for not attending screening ranged from pain and embarrassment, accessibility – location and convenience, cultural and religious beliefs, lack of information in other languages, lack of understanding what the test is for, and past trauma or sexual abuse.



.....quick, simple procedure, took about 10 mins from going into the room to coming out....

Cervical Cancer Screening – exploring knowledge & uptake of screening continued

Moving forward **recommendations** for improving access were made which include:

- ❖ offering more flexible appointment times and locations
- ❖ increasing education and understanding
- ❖ Understand the needs of women in BAME communities and having a continuous dialogue
- ❖ having female health care practitioners available and including *accessible literature* in areas of high footfall.
- ❖ Having health professionals to take a more personalised approach to women.
- ❖ Understanding the needs of women with physical and learning disabilities and encouraging screening
- ❖ Ensure health professionals understand why some women greatly fear a smear test, why they may fear it and work towards allaying fear e.g. Videos to show what happens, equipment used etc.

There is much work to be done to improve the situation but so far:

- **Over 200 new cancer champions were recruited from the people that took part in this piece of work.**
- **Circulation of the report was delayed due to the Covid 19 pandemic so the impact of this work will be reported on in our next annual report.**



Chat & Chi group

.....I've never got any information about cancer from TV or social media, we don't speak English

Thanks for your support with this work. It's really appreciated! Adrian Smith (Assistant Director, Unique Improvements)



Children & Young People's Emotional Wellbeing & Healthy Schools

This project explored low level mental health provision for young people in Bolton from the perspective of professionals, parents and carers, to establish gaps in terms of training and support for professionals and what changes would be of benefit.

We also hope the work will help as a way of disseminating information to professionals and parents/carers and provide us with the opportunity to conduct focus groups with parents/carers about how to have 'better conversations' with their children around mental health. Our objectives were:

- How much awareness and information is known about current low level mental health provision in Bolton?

- How effective is the current system at managing mental health and what barriers exist for professionals and parents/carers in accessing support?

We ran three engagement workshops, engaging with over 80 professionals from a range of organisations that support young people and mental health in Bolton.



One of the mental health workshops



The amazing badges promoting #BeKindtomymind

Bekindtomymind is a dedicated website with information on mental health and emotional support for young people
<https://www.bekindtomymind.co.uk/>

Children & Young People's Emotional Wellbeing & Healthy Schools continued

Findings:

There was a lack of knowledge of what support is available, not knowing where to get local information. People appeared to know the larger more well-known support organisations more than smaller ones. There was a reliance of using information by word of mouth. Some felt that funding cuts and increased workloads were impacting on the support they felt able to offer young people, and there was pressure both from services and parents.

The training that was on offer did not seem to be lined up to needs and many felt uninformed leading to repeated use of the same services and worrying about overloading such services. Support and training were seen as what needs to change to improve children and young people's low-level mental health services. A single point of information was



Deb Robinson engaging at the young people's mental health workshop

also regarded as being beneficial.

Recommendations

- Consider reviewing and tailoring specific training and support packages for mental health professionals.
- Encourage and promote the development of a single point of access for information and support for both professionals and young people.

It is encouraging to see the continual development of the Bekindtomymind website.

The plan for this work was to continue the engagement with secondary schools in Bolton, but due to the Covid 19 pandemic, this work has been paused for now.

Great to take part in delivery landscape discussions on young people's health this morning – Abdul Siddique

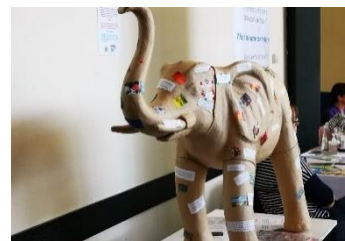
Dying Matters Event

In May 2019 together with Bolton Hospice, we hosted our first Dying Matters Engagement Event.

Dying Matters is the biggest campaign in the UK that encourages people to talk about dying, death and bereavement. It gets you to think about these topics and to put plans in place: your will, funeral plans, future care and organ donation. Death affects us all, and we can only help each other if we are comfortable talking about it.

We were really keen to host a Dying Matters event this year especially following on from one of our recent engagement projects which focused in on palliative and end of life care. During this project it became apparent that the subjects of death, dying and bereavements were still very much taboo and many people were not keen to have or instigate these conversations. So with the theme this year being 'Are we ready?' we thought this was an ideal time for us to work with some local partners to help breakdown some of these fears and hopefully get the conversation started.

The event was a huge success and all **50** tickets were reserved within a couple of weeks of advertising. We hosted four different workshops and attendees could attend two of these plus an additional whole group session. The four different sessions included one focusing on faith, religion and culture, another about supporting children, young people and families through bereavements, a third focused on will writing, Power of Attorney and estates and finally a grave talk session. The whole group session was delivered by Tony Bonser (pictured below), who is chair of the National Council for Palliative Care's People in Partnership group.



What people said

The event was a great success and we received so many fantastic comments about how much people enjoyed the day:

.....Excellent day - learned a great deal particularly about the dying/death arrangements put into place about 'other' religions. Good to have various workshops. Interesting speakers, particularly Tony who was serious about his subject - his son - but also created laughter. Lots of empathy, consideration and understanding.....

.....I would like to thank you personally Debs for ensuring that we were both able to attend "Dying Matters" and to pass on thanks to all those involved – Bolton Healthwatch, Bolton Hospice and all the members that made the workshops so interesting. The meeting was informative, very interesting and in a friendly, relaxed atmosphere but the emotive speaker brought home to us that it is important to get ready for dying before the crisis hits.....

Long Term Plan

#WhatWouldYouDo

Highlights



2133 people in Greater Manchester shared their views with Healthwatch, 333 of these from Bolton



Our network held over 19 focus groups Across Greater Manchester



223 people attend our focus groups

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Working with our 9 neighbouring Healthwatch in Greater Manchester, we asked people #WhatWouldYouDo to improve the NHS locally.

- What people think would help them to live healthier lives? (prevention) • What would make it easier for people to take control of their own health and wellbeing? (personalisation)
- What would make support for people with long-term conditions better? (care closer to home)
- What people think about increasing the use of technology in health and care services? (digitalisation and tech)
- What people who have autism, learning disabilities, mental health conditions, heart or lung disease, and cancer think would make their health services better?

Here's a summary of our work and we found that people:

- were keen for their healthcare to be managed efficiently
- wanted the healthcare system to be close to them and be responsive to their needs and wishes.
- Those delivering healthcare should make use of technology in an appropriate way to improve access, dialogue, and personalisation.

...Good, caring people to support me in my own home when I choose, that are properly trained and caring...

...Being able to get an appointment with a doctor in less than 3-4 weeks...

NHS Long Term Plan



Our Report won the 'Highly Commended' award at the Healthwatch England National Conference in October 2019. Here we are pictured with colleagues from Healthwatch Salford, Healthwatch Wigan & Leigh and Healthwatch Stockport

- **Response to our report from the Greater Manchester Health and Social Care Partnership (GMH&SCP)**

....On behalf of GMH&SC Partnership programme leads, we value the feedback provided by Healthwatch in Greater Manchester, although we recognise that this is only a snap shot of citizens comments that will contribute to our ongoing plans and the Greater Manchester Health and Social Care Prospectus for the next five years. The final version of the Prospectus, due out in Autumn 2019 would, in the same way our first plan, Taking Charge of Health and Social Care 2016, build on the work we have been doing following devolution, including all the ten refreshed health and care locality plans. It will also explain how we intend to deliver on our responsibilities under the NHS Long

Term Plan.

We would like to invite **Healthwatch** and any of those people who took part in the engagement to join the advisory groups as we continue to use the ongoing feedback we gain from our existing engagement networks and forums to inform our plans; not only for health, but also those that impact on health determinants, such as housing, employment, transport and clean air; plus other wider strategies including: the model of Greater Manchester public services; the Government Spending Review in 2019 and the national and local Industrial strategies...

The full report can be found here:

<http://healthwatchbolton.co.uk/download/nhs-long-term-plan-general-with-response-pdf/>

Healthwatch in Greater Manchester

This year we worked with our 9 Healthwatch (HW) colleagues across Greater Manchester (GM). These were Bury, Manchester, Oldham, Tameside, Salford, Rochdale, Stockport, Trafford and Wigan.

As well as working on the NHS Long Term Plan, we were successful in obtaining funding from Healthwatch England and Greater Manchester Health and Social Care Partnership to enable the network to start to work on commissioning, developing a robust research function and increasing representation across the Greater Manchester health and care footprint.



We worked on drafting a framework that would enable commissioners of Greater Manchester Healthwatch to change the way they commission Healthwatch. The aim was to agree a consensus on what a good Healthwatch looks like and so create a commissioning framework from this. We also worked on creating a good robust research function. We created a Research Governance Framework (RGF), that was presented to all other local Healthwatch in Greater Manchester. The plan is for each local Healthwatch to further align themselves against the RGF when designing and implementing future research projects to gradually improve the overall quality of research and reporting across Greater Manchester.

We also started work on the development of a Customer Relations Management (CRM) system that will share data across Greater Manchester, to better monitor trends and themes as they arise and to supplement local findings with directly comparable findings from across Greater Manchester. We look forward to seeing this work develop.

Helping you find the answers

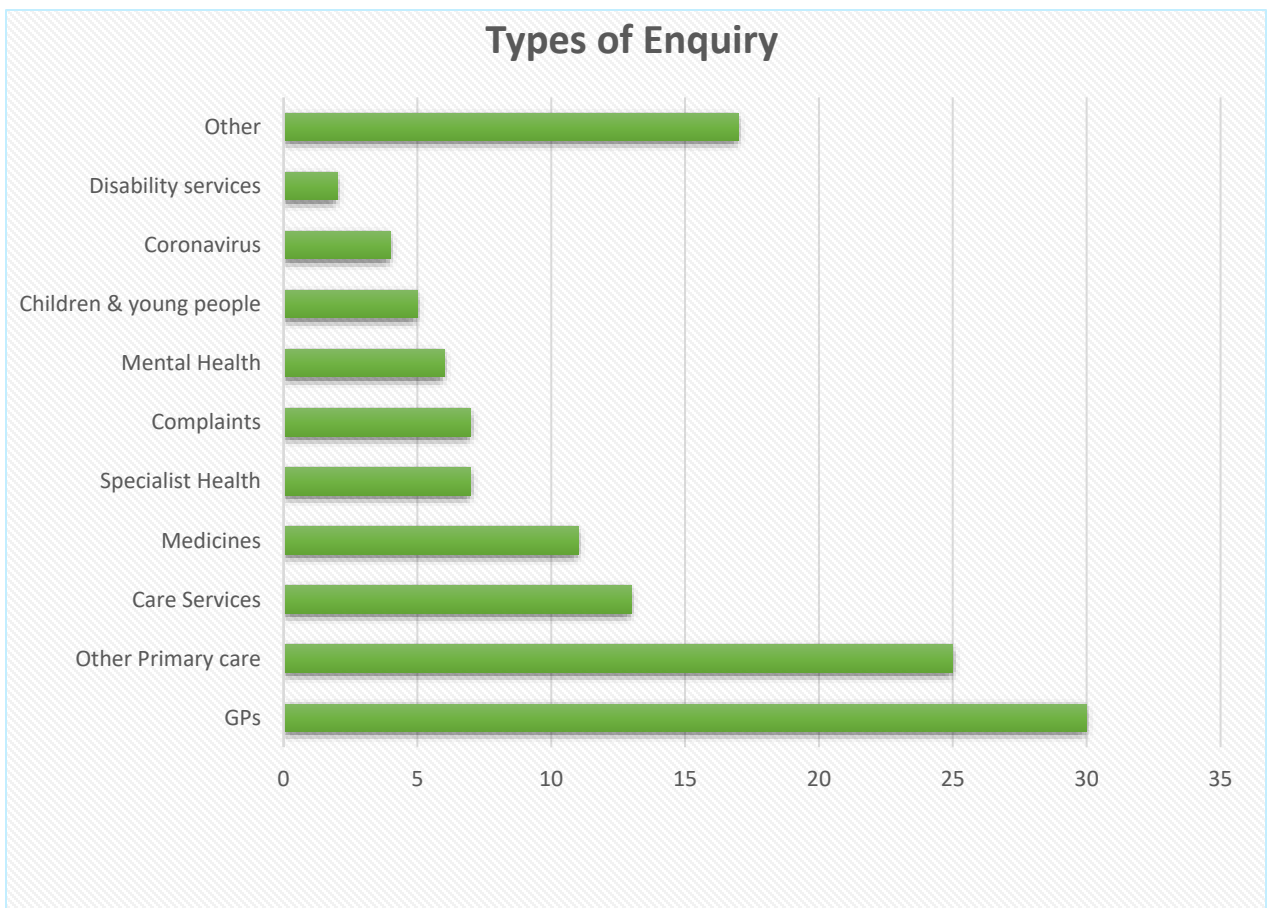


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 127 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about:



What people said about our service....

-*Thank you for your help. You've been very kind. This is wonderful news. I don't want to end up at the hospital again [for something that can and should be dealt with by a GP]....*
-*Thank you. Your information has been incredibly useful.....*
-*Thank you so very much. I now have a dentist in Wigan.....*
-*Thank you for all of your help - it is very much appreciated. I didn't expect any of this!.....*
-*Thank you for contacting me. I found that no one was getting back to me. You always did. You've really helped. Thank you Leah.....*



NHS 111

We noticed a number of people were contacting us saying they had been told to ring Healthwatch by NHS 111. The calls were asking for clinical advice. We worked with the commissioner and provider of the 111 service that covers Bolton and they rectified the problem by ensuring their NHS 111 advisors are fully trained and understand Healthwatch does not provide clinical advice.



Dentists

We noticed a spike in the number of calls people were asking us to find them an NHS dentist. NHS dentists are in short supply in Bolton, so we advised people to look further afield outside of the Borough if necessary. We continue to raise this as an issue with NHS England and Bolton CCG. We have also been providing information about the Greater Manchester Urgent Care service.



Medication

A client had an issue with their GP no longer prescribing a medication saying it was now available 'over the counter', meaning the client would now need to buy it. We obtained a list of medications (that were no longer being prescribed), to the client and gave details of the Medicines Optimisation Team if the client wanted further clarification.



Contact us to get the information you need

If you have a query about a health or 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.healthwatchbolton.co.uk

Telephone: 01204 394603

Email: info@healthwatchbolton.co.uk

Volunteers



At Healthwatch Bolton we are supported by 18 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services by being Trustees and attending meetings.
- Helped support our day-to-day running and helped to train staff by using their expertise in social media.
- Took up placements with us as part of their Health and Social Care degree course.

Our volunteers

Thanks to the hard work of our small group of volunteers we have managed to build our Information, Advice and Guidance database so that it works much better for us and helps us to analyse the intelligence that we gather.

Our volunteers have also been experimenting with different analytical programmes to work out what would best suit our needs. One of volunteers has also trained up staff on using social media packages.

Our volunteers work very closely with us and really understand the way we work so that we can gather our intelligence and ensure it gets analysed and presented in the best way possible. Our heartfelt thanks go to **Andrew** and **Joe** for their assistance in this work.

We cannot thank them enough, they are a most valuable asset to us.

As the Covid 19 pandemic started we were in the process of recruiting two 2nd year Health and Care Studies degree students to do a

placement with us. Our original plan was to



do a project involving engaging with the homeless in Bolton. However as we quickly realised face to face engagement was no longer possible we had to change our plans.

So we started a project on looking at what people were saying about living with Covid 19 which involved surveys and gathering social media feedback. The students have done some fantastic work on this project and will continue to do so throughout their placement with us. We are very grateful to **Yasmin** and **Margaret** for their assistance in this important project.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Bolton.

Website: www.healthwatchbolton.co.uk

Telephone: 01204 394603

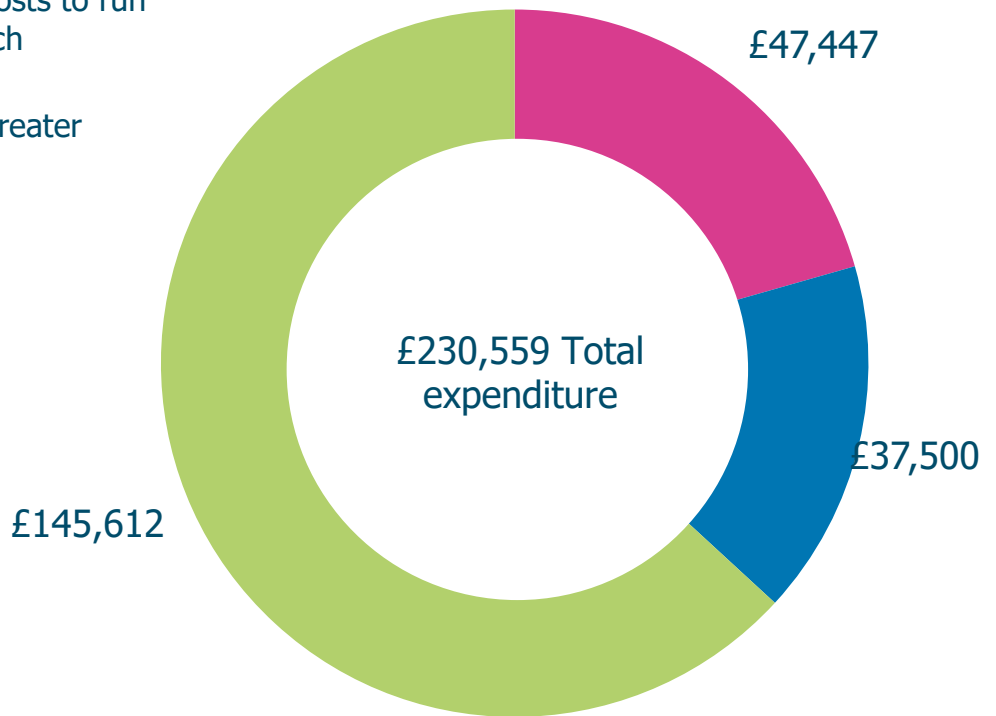
Email: info@healthwatchbolton.co.uk

Finances

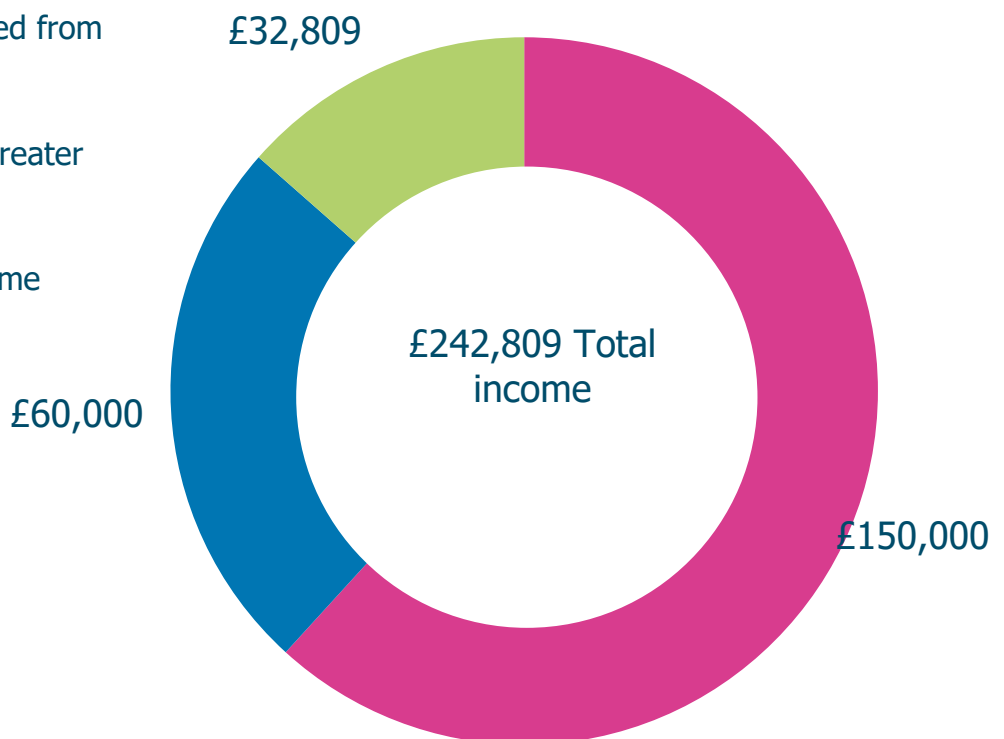


We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £150,000.

- How much it costs to run our Healthwatch
- Healthwatch Greater Manchester
- Staff costs



- funding received from local authority
- Healthwatch Greater Manchester
- additional income



Our plans for next year



Message from the Operations Manager

Hi everyone, well this has been a year of changes and surprises. We are all dealing with the terrible impact the Covid-19 pandemic is having on us all. We can see the difficulties and the struggles you have been facing and having to deal with this by looking at what you have been telling us through our surveys. We have also been doing a lot of work looking at social media – Facebook groups, Twitter feeds and comments on Next Door. From this work we can see the fear and anxiety about what is happening.

Despite all this fear and anxiety, the one thing that has really struck me is the warmth and generosity of the Bolton community. I am humbled to read some of the comments and stories from people who talk about how they want so much to help others in their community. I am struck by how much the community has rallied around each other to offer comfort and practical support.

Bolton community spirit is shining through and I am proud to be working with you. We will get through this and we will emerge stronger than ever.

For the future, we will be ensuring that we continue to provide a good local Healthwatch that will provide you with the most up to date information on this pandemic. We will continue to work closely with our colleagues in Bolton's public health department to feed back your comments about how your lives are affected by Covid-19. This will help to ensure the right messages and communication is being shared across the community.

You told us your top priorities for the coming year are adult and children's mental health, social care and discharge from hospital.



Julie Darbyshire – Operations Manager

We will listen to how your lives have been affected and how they continue to be affected in the months to come. It will be an uncertain year in so many ways, but we will always be here to listen to you, keeping you informed and supporting you with information, advice and guidance.

I would like to extend my heartfelt thanks to my wonderful staff team - Leah, Ian & Deb for their support and to our fantastic volunteers and trustee board. And of course to you our community. Stay safe and stay well.

Julie Darbyshire

Julie Darbyshire
Healthwatch Bolton Operations Manager

I am struck by how much the community has rallied around each other to offer comfort and practical support

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.



Contact us

Healthwatch Bolton

27 Silverwell St

Bolton

BL1 1PP

01204 394603

info@healthwatchbolton.co.uk

Facebook: Healthwatch Bolton Twitter: @HWBolton

Website: www.healthwatchbolton.co.uk

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Contact number 01204 394603

Email address: info@healthwatchbolton.co.uk

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 need this in an alternative format please contact us.

© Copyright Healthwatch Bolton 2020. Company name: VOICE Local,
Charity number: 1157070



Healthwatch Bolton
27 Silverwell St
Bolton
BL1 1PP
www.healthwatchbolton.co.uk
t: 01204 394603
e: info@healthwatchbolton.co.uk

 [@HWBolton](https://twitter.com/HWBolton)

 [Facebook.com/Healthwatch Bolton](https://www.facebook.com/HealthwatchBolton)
