

## Patient and Public Engagement Committee 2020/2021

<b>Date of Meeting:</b>	14 January 2021
<b>Agenda Item:</b>	2.3
<b>Subject:</b>	Healthwatch Rochdale
<b>Reporting Officer:</b>	Kate Jones
<b>Aim of Paper:</b>	To update members on the work that has taken place by Healthwatch Rochdale

Governance route prior to PPEC	Meeting Date	Objective/Outcome
Governing Body	Select date of meeting.	Click to Select
Audit Committee	Select date of meeting.	Click to Select
Strategic Place Board	Select date of meeting.	Click to Select
Integrated Commissioning Board	Select date of meeting.	Click to Select
Locality Engagement Group	Select date of meeting.	Click to Select
Patient and Public Engagement Committee	Select date of meeting.	Click to Select
Quality and Safeguarding Committee	Select date of meeting.	Click to Select
Remuneration Committee	Select date of meeting.	Click to Select
Clinical and Professional Advisory Panel	Select date of meeting.	Click to Select
Primary Care Commissioning Committee	Select date of meeting.	Click to Select
Information Governance Management Group	Select date of meeting.	Click to Select
Other	Click here to enter text.	

<b>Patient and Public Engagement Committee Resolution Required:</b>	For Information Only
<b>Recommendation</b>	To note the content of the report

Link to Strategic Objectives	Contributes to: (Select Yes or No)
<b>SO1:</b> To be a high performing CCG, deliver our statutory duties and use our available resources innovatively to deliver the best outcomes for our population.	Yes
<b>SO2:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Prevention and Access</b> (Prevention and Self Care)	No
<b>SO3:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Neighbourhoods &amp; Primary Care</b> (Getting help in the Community)	No
<b>SO4:</b> To deliver on the outcomes of the Locality Plan in respect of <b>In Hospital - Planned</b> (Getting more help)	No
<b>SO5:</b> To deliver on the outcomes of the Locality Plan in respect of <b>In Hospital - Urgent Care</b> (Getting more help)	No
<b>SO6:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Children, young people and families</b>	No
<b>SO7:</b> To deliver on the outcomes of the Locality Plan in respect of <b>Mental Health</b>	No

<b>Risk Level:</b> (To be reviewed in line with Risk Policy)	Not Applicable
<b>Comments</b> (Document should detail how the risk will be mitigated)	Click here to enter text.

<b>Content Approval/Sign Off:</b>	
<b>The contents of this paper have been reviewed and approved by:</b>	Not applicable
<b>Clinical Content signed off by:</b>	Not applicable
<b>Financial content signed off by:</b>	Not applicable

	<b>Completed:</b>
Clinical Engagement taken place	Not Applicable
Patient and Public Involvement	Not Applicable
Patient Data Impact Assessment	Not Applicable
Equality Analysis / Human Rights Assessment completed	Not Applicable

## Executive Summary

### Comms Survey

We devised a Comms Survey in response to our findings from the Covid 19 consultation and Focus Groups we held earlier in the year. The survey was open from 1<sup>st</sup> November – 15<sup>th</sup> December. Copies were disseminated both digitally and in hard copies to enable us to reach as many people as possible. In addition, we advertised the link on Rochdale Online and also worked in Partnership with Falinge High School who rolled this out with some of their students and families. We will be analysing the data this week as we were advised by the Postal Service to allow three weeks for Freeposts envelopes to all be returned to us. We will reflect on our findings to inform future engagement and comms strategies.

### Advisory Group

The members are all volunteers and meet monthly. The group is developing well including improved systems and processes. At each meeting members receive a data report which enables them to analyse our local intelligence, GM level information and national issues if relevant. Members discuss the content and determine appropriate actions in partnership with the team and internal policies and procedures.

Moving On Service - We are holding two focus groups and numerous phone calls to capture residents views and experiences.

#Thrive – Concerns raised to HMR CCG as the commissioner via HWR's formal escalation policy, further follow up work to be investigated in this area.

There are currently 7 active members and we are actively recruiting still.

### Youthwatch

At a Youth Stakeholder Event in December, it was agreed that we would change our approach due to poor uptake by youths under the previous model. We are going to be rolling out a Poster competition to attract young people to become involved with Youthwatch directly. All entrants will have to complete a form regarding future involvement and consents etc. This will enable us to make contact with all interested entrants in the future and to invite them to our Youthwatch meetings. We are going to work in partnership with education settings, organisations and directly to residents via social media and our website.

### Volunteers

There are currently 20 volunteers made up of Board Members, Advisory Group Members and Core Volunteers, who gave 36 hours of their time to us from 1<sup>st</sup> November 2020 to 1<sup>st</sup> December 2020. This has included accessing training, attending the Advisory Group meetings, Board

meetings, recruitment interviews for new advisory group members, taking part in surveys, sharing information on our behalf, signposting people to us, reviewing our website and providing feedback to us.

Healthwatch Rochdale have been working on enhancing volunteering links with other organisations via Grass Roots meetings and attending VSAN meetings.

We have continued to produce a monthly E-bulletin with relevant information, links, training information and local news for our volunteers and it has had positive reviews.

In light of the last few months and the ever-changing Covid-19 situation, we have also reassessed the role of our volunteers and created a specific core role and this can then be tailored to individual volunteers requirements dependant on their areas of interest.

17 Rochdale Borough residents have recently shown an interest in becoming a Healthwatch Rochdale Volunteer following on from focus group feedback we received.

### **Christmas Quiz**

We held a Virtual Christmas Quiz for our volunteers, this was well attended and received positive feedback from participants. Volunteers also commented that they would like to meet up again via Zoom as a group.

### **Mental Health Forum**

The forum meets monthly and was initially set up for residents. During the infancy of the group a local professional meeting dispended so it was agreed that we should merge the two. The next Mental Health Forum meeting is in January, we will be discussing the suitability of the forum, needs of members and how best to progress moving forwards. One consideration is that there will be two separate groups to ensure Healthwatch can facilitate a safe place for residents to share their experiences.

### **#TogetherRochdale**

Healthwatch Rochdale have continued to facilitate the partnership communications group #TogetherRochdale. This is a partnership communications group which includes both statutory and voluntary organisations and works to ensure that local communication messages are consistent and have as wide a reach as possible. The last meeting including an update on the 2021 Census Digital First approach and the communication messages to be shared with local residents. Healthwatch Rochdale also continue to create and publish the #TogetherRochdale e bulletin. Christmas messaging and the 7 minute briefing created by Living Well was also shared via #TogetherRochdale and partner communications continue to be shared with each other via the weekly #TogetherRochdale email.

### **Healthwatch Rochdale Communications.**

Healthwatch Rochdale are taking part in a national campaign led by Healthwatch England to gather local people's experiences of using NHS 111 to book a time slot at A & E. As part of this campaign Healthwatch Rochdale have also published an advice and information piece on the A & E appointment system through NHS 111. Healthwatch Rochdale have also updated their article on visiting care homes during the pandemic. Following local intelligence Healthwatch Rochdale have been asking people to share their experiences of the Pain Management Clinic. Over the next few weeks, we will be asking local residents to share their experience of the local Covid 19 vaccination programme with us.

**360 Stakeholder professional & public consultation due out WC 18<sup>th</sup> January**

**Annual public consultation on next years work programme due to go WC 11<sup>th</sup> January**

**Recruitment drive for new post – Company Administrator – January**



**Heywood, Middleton  
and Rochdale**  
Clinical Commissioning Group