

Annual Report

March 2010 - April 2011



Voices 4 Wellbeing

Rochdale Borough Local Involvement Network



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Introduction from the Chair

The last twelve months have been rather busy but have proved to be very fruitful. A vote of thanks must be given to our Staff members, without whom we volunteer Governors could not function.

Moving on from the in-depth investigations we organised in the year 2009-2010 we have expanded our work in the public realm. We have held several 'Have Your Say' events on a variety of topics. These have included Personalisation and Dementia as well as the one planned for June aimed at youths about Drugs and Alcohol Misuse. People who attended these events enjoyed using the hand held devices and registering their votes and watching the immediate results showing on the screens.

There have also been many visits made to clubs and groups for face-to-face sessions with our Staff. The feedback from these sessions will help us to plan our work programme for this current year.

The number of official meetings has increased again as will be seen from the lists later in this Annual Report. It is important that the voices of our volunteers are heard in such meetings as those working around planning changes to services from either the Primary Care Trust or Pennine Acute Hospitals. There have also been more meetings where doctors and their surgery staff have been involved as we move into the new changes coming about in the NHS.

We are currently involved in discussions across the North West Region as we evolve into becoming the Healthwatch group for the Borough of Rochdale. This will be yet another change in direction for us which has come about by a further government directive. There are still many discussions to be had with Department of Health officials about exactly how these new functions will be carried out.

In amongst all this our Governance Board members and Staff have continued to attend training sessions and to maintain good relations with the many organisations we work with who provide health and social care services to our communities within the Borough. We continue to expand our networking with new and emerging groups and help them to begin to make contacts with more established groups.



We are always looking for individuals and representatives from groups to come on board and help us as Governors. If you are interested please contact any Governor or Staff member . It is certainly interesting work and no two days are ever alike. Please think about it and find out how you can help make a difference for all residents of the Borough.

About Voices 4 Wellbeing

Voices 4 Wellbeing (V4W) is the name for the Rochdale Local Involvement Network.

It was set up in 2008 to help make sure the people in the borough of Rochdale get the health and social care services they need.

V4W is an independent network made up of local people, groups and organisations working together to improve health and social care services.

Anybody can get involved and have their say, and the various ways you can be involved are explained later in this annual report.

The work that we decide to do is set after engaging with the local population to find out what the people of the borough wish to see improved.

Funding



The funding comes from the Department of Health, who give it to Rochdale Council. In order for it to be independent, the council then put a contract out to tender for a 'host organisation', which for Rochdale LINK is Gaddum Centre. Gaddum Centre then employ four support staff to assist the running of the V4W.

How to Contact V4W



Voices 4 Wellbeing
Ground Floor, Unit 17
Salmon Fields Business Village
Royton
OL2 6HT



www.voices4wellbeing.co.uk



0161 627 0163



steven@voices4wellbeing.co.uk

About Gaddum Centre



Gaddum Centre is a well respected independent charity with a long history of providing quality services in the field of social and health care. Founded in 1833 it has provided many different services to the people of the North West during the past 175 years and continues to do so today.

They believes that people receiving services have the right to quality information and support to enable them to make informed choices about their lives.

They work together with other service providers in the voluntary, statutory and private sectors, and has partnership arrangements covering a range of services from Advice and Information, Counselling, Advocacy and Carers' Services.

Services are provided to individuals, families, agencies, local and health authorities, the professions and companies.

This work is funded in many ways, including revenue funding, contracts, donations and payment for some services. In most cases services are free to families and individuals. However, people can purchase services for themselves when they are not otherwise funded.

How to Contact Gaddum Centre



Gaddum House
6 Great Jackson Street
Manchester
M15 4AX



www.gaddumcentre.co.uk



0161 834 6069



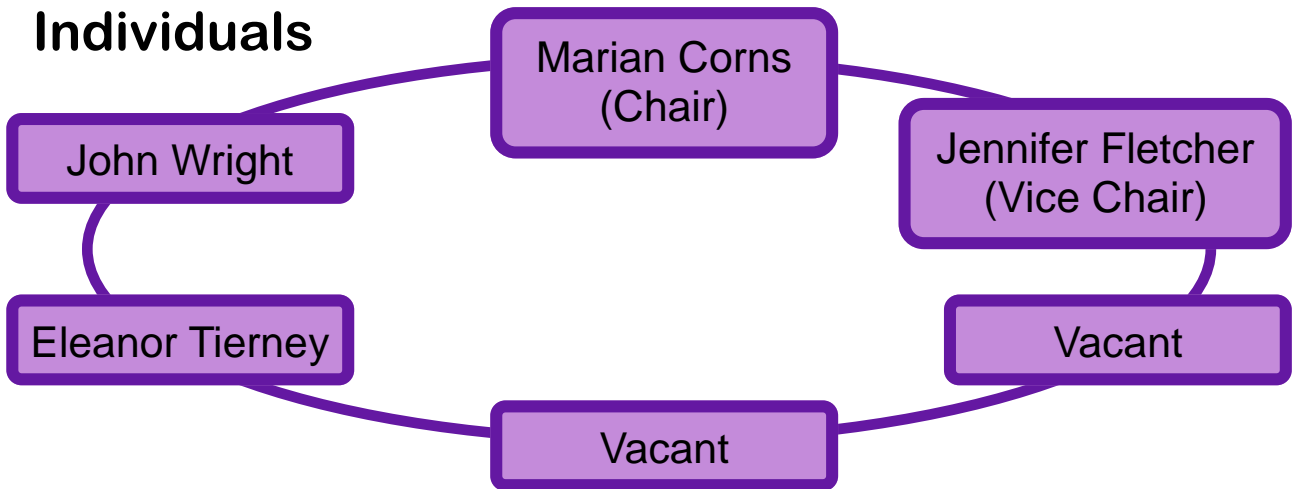
info@gaddumcentre.co.uk

V4W Governance Group

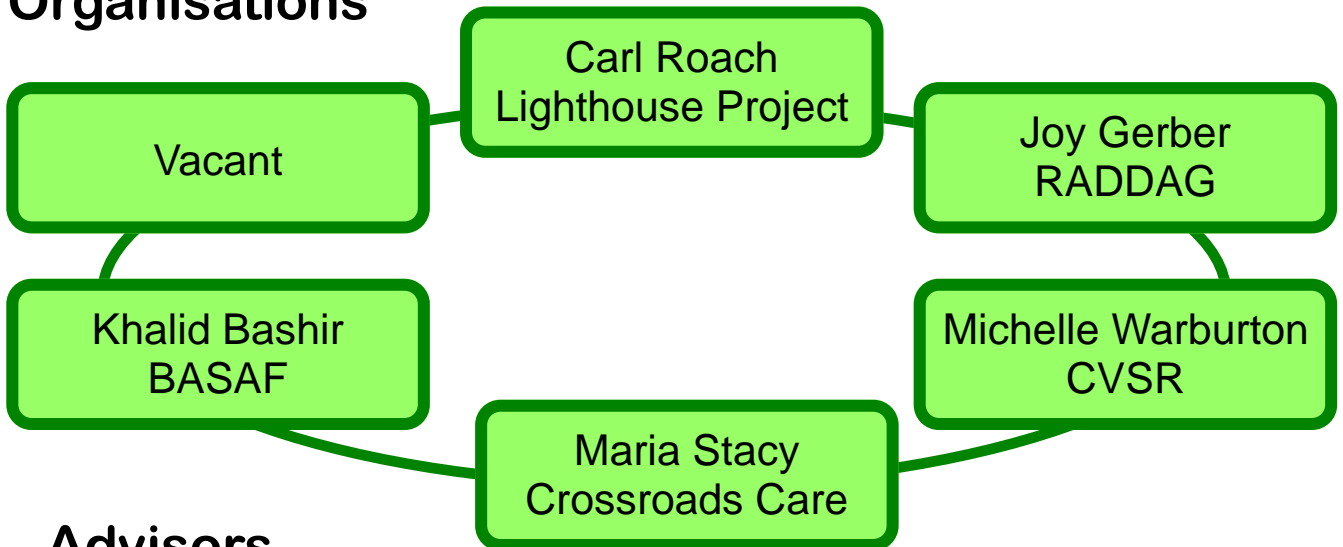
The Governance Group is made up of elected individuals and representatives from local organisations with a wide range of experience and expertise. Their role is to make decisions on the workplan of Voices 4 Wellbeing, using evidence gathered from the local community.

There are also representatives from statutory bodies who attend our meetings in an advisory capacity, but they do not have voting rights.

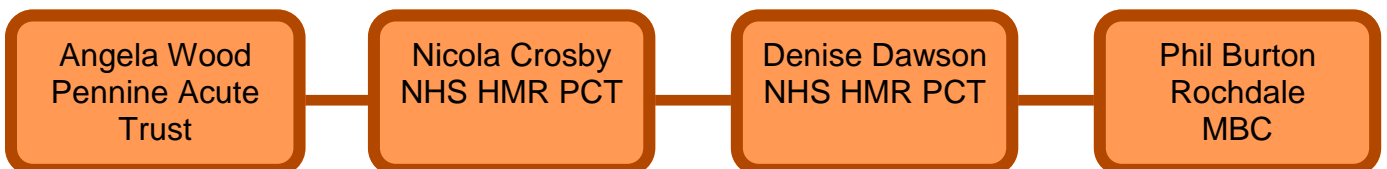
Individuals



Organisations



Advisors



We are currently in the process of co-opting new members onto the Governance Group across all three categories.

If you are interested in getting involved and becoming a governor, please contact the support team.

Enter & View

Government legislation allows for 'authorised representatives' to Enter and View premises which provide Health or Adult Social Care services commissioned by statutory bodies.

The main aim of Enter and View is to gather evidence on service quality, to monitor consistency and/or to follow up on previous recommendations made by Voices 4 Wellbeing. The power to enter and view enables the collection of views of people using the services and helps to validate local evidence and feedback.

The authorised representatives of Voices 4 Wellbeing have all undergone two training courses and an enhanced CRB check.

V4W's Authorised Representatives

Marian Corns

Jennifer Fletcher

Eleanor Tierney

John Wright

Mock Enter & View

To date, V4W has not had cause to officially Enter and View any premises. However, in order to ensure we are able to do so professionally and efficiently, we have created an Enter & View Policy which sets out the procedure for arranging, undertaking and reporting on an enter & view visit.



Angela Wood from Pennine Acute Trust very kindly arranged for our authorised representatives to undertake a mock Enter & View visit of the maternity ward at Rochdale Infirmary. This was a resounding success and we would like to thank the staff who assisted us in this process.

The mock visit enabled us to test our policies and skills learned from training, and identify any potential issues that could arise with a real enter & view visit.

If you wish to have a copy of our Enter & View Policy, please contact the support staff to request this.

The Work We Do

Over the next few pages, we explain some of the ways in which we work, and the issues we have been working on.

When deciding on which issues to add to the workplan, the governors use evidence gathered from engagement with the public of Rochdale Borough.

Interactive Roadshow Survey

Our Interactive Roadshow Survey (IRS) is our hugely successful engagement tool. It also enables us to raise awareness of our service. Our Outreach and Engagement Worker, Jacqueline Bestley, manages this with the assistance of the support team and her dedicated volunteers AnneMari Poldkivi and Asia Saleem.



The idea itself is simple, but it is extremely effective. We have two colourful voting booths, with a choice of 12 voting cards. The package is very bright, eye catching and is very interactive. It can be very thought provoking and it promotes awareness and discussion.

How We Use The IRS

For our first survey (see next page) we worked with Rochdale MBC and Heywood Middleton and Rochdale Primary Care Trust to devise questions and answers for different criteria. We then took this to many locations and events around the borough asking people to vote. Once completed, a report will be written which will be sent formally to the local authority and NHS organisations with recommendations, and this will feed into their workplans. We also use the results to help deter-

mine our own workplan for the following year, as it enables us to see which issues are a concern for the people of the borough.

Flexibility and Working Together

This tool is very flexible, and can be quickly and easily adapted to all manner of different surveys. We can also use it to target certain demographics, such as young people or people from Black and Minority Ethnic communities.

We would be interested in working with local organisations to assist their work and can offer bespoke surveys tailored to a specific issue. If you would like to discuss this in more detail, please contact us.

The Initial Surveys

Our first survey has been an unqualified success, and over 1500 people in the borough of Rochdale participated. We took the IRS out 52 times to venues across the borough, including attending numerous events to support the work of local organisations.

We had two voting boxes, as follows.

- 1) We asked people to prioritise six conditions (Smoking, Drug & Alcohol Abuse, Heart Disease, Mental Health, Lung Disease and Stroke). They had to pick two as high priority, two as medium priority and two as low priority.
- 2) We asked people to think about the last time they used any health or social care service and then place the following six questions into either 'Very Satisfied', 'Satisfied' or 'Not Satisfied': Were you given a say in your care?, Were you treated with respect?, Were you given sufficient information?, Were you happy with the waiting time?, Were you listened to? and Were you given reasonable choice over the location of the service?



Future Surveys

The next survey will be around Drug & Alcohol Misuse, as a way of supporting our Drug & Alcohol Misuse 'Have Your Say' Event.

It has not yet been decided what issues the IRS will tackle after this. We will continue to work closely with our key partners and local organisations. The IRS surveys assist with our current workplan and will also help to inform our future workplan. The survey reports can provide key information to other organisations, which can be included in their reports and workplans.

One thing that is guaranteed is that this tool will continue to be utilised, as we have found it to be a fantastic way of engaging with the local population and allowing people from all sections of society to have their say and make their opinions heard.

Task and Finish Groups

At the time of our last annual report, work was still ongoing for our two task and finish groups. For these, we invited members of the public and representatives from specific local organisations with an interest in the issues we were to work on tackling.

We then held meetings to discuss the issues and gathered evidence to back up our findings. A report was then written by our Development Officer Jules Harris. Below are brief details of these reports and the outcomes that resulted from our work. Copies of these reports are available on our website and as a hard copy upon request.

Access to Health & Social Care Services for the Homeless

There were five recommendations made in this report, which mainly focussed on improving access to services, and also included a recommendation for Joint Protocols and inter-agency working.

This report was sent to 3 commissioning areas: Rochdale RMBC, NHS Heywood, Middleton and Rochdale Primary Care Trust and Adult Care & Housing.

To date, there has been no official response to this report. We then referred the report to Rochdale's Overview and Scrutiny Committee (OSC). Whilst receipt of the report was acknowledged by the OSC, no action has yet been taken.

We also shared this report with St Mungo's, who are involved in a national campaign around this issue; campaigning and lobbying for parliamentary change.

Access to NHS Dentistry

There were eight recommendations made in this report, such as better promotion of the services available, providing patients with clearer information about charges and how to access NHS dentistry.

This was sent to three heads of service and other relevant health professionals such as the Oral Health Unit (OHU). There was no official response from commissioners, but the OHU gave us an official response and we held a meeting with them to discuss the recommendations.

They also provided V4W with promotional and informational materials that we are helping to promote and share with the wider public.

Have Your Say Events

Another way we engage with the public and raise awareness and knowledge of issues is through our 'Have Your Say' events.

Part of the success of these events is the fact that we work in partnership with local organisations who have the expertise and the knowledge of the issue we are focusing on. Key speakers from these organisations attend our events and explain the role of their service and give knowledge of the issue. The events give the public a chance to ask questions of service providers.

NHS HMR Primary Care Trust also very kindly attend our events and loan us the use of their fantastic 'Ask the Audience' equipment. This tool gives every guest a handset with which to answer questions, with their results showing up on the screen instantly.

After each event, if applicable, we will hold small focus groups to go into detail with the questions asked at the event and gain key feedback which is then incorporated into our report.

V4W Have Your Say Event Personalisation

Working in partnership with RADDAG, RBUF, Mind, POPPs, Alzheimer's Society, Rochdale Carer's Association, Rochdale MBC and NHS HMR PCT, we held this event on 16th February 2011.

Approximately 40 people attended the event and took part in the surveys where they had the opportunity to ask questions of the speakers from Rochdale Council.

We followed this up with a focus group with Rochdale Boroughwide User Forum (RBUF) which was very helpful.

The report was sent primarily to Adult Social Care Commissioners, and a response was received within 20 working days. We met with the commissioners to discuss the four recommendations.

From this, we have been given more information to distribute, such as a Service Map and a Personal Budget Factsheet. We will also be involved with supporting Rochdale MBC with follow up work and helping to promote the new *MyCare* Website, and by working with RMBC and carrying out focus group work with service users accessing personal budgets.

Alongside the full report, we also have a very short summary report available.

V4W Have Your Say Event **Dementia**

The Dementia event was held on 11th March 2011 and this was a very successful event with over 50 people attending. We worked in partnership with the same organisations as with the Personalisation event. Key speakers such as Candy James from Watergrove Memory Clinic, Sue Clarke from Alzheimer's Society and Fozia Wazeem from NHS HMR PCT gave lots of information and answered many questions.

The report and its five recommendations were sent to two commissioners, and we met with these to discuss them. Our recommendations have been incorporated into Rochdale's Dementia Strategy & Action Plan, and the Carer's Strategy. We have also agreed to participate in follow-up focus group work with the PCT and Rochdale RMBC.

Alongside our full report, we also have a very short summary report available.

Future Events

Drug & Alcohol Misuse

This event, to be held in June 2011, is focused on Young People and we aim to have up to 50 young people from local youth clubs in attendance. We will also be using our Interactive Roadshow Survey to gather further information to be incorporated into the report. We are also in talks with Hopwood Hall College about reproducing this event on their premises.

Dementia in BME Communities

Working in partnership with Khalid Bashir from BME Health Matters, who is also a governor of V4W. This event will be a follow up event of our previous dementia event. We will be focusing on dementia within the black and minority ethnic communities in Rochdale. This event is planned for 13th July 2011.

Healthwatch

As part of the governments NHS reforms, Local Involvement Networks like ourselves will be evolving into a new organisation called 'Local Healthwatch'. We will retain our current responsibilities but also be given extra duties.

This event, planned for the final quarter of the year, will be a chance for the people of Rochdale to help shape their Local Healthwatch and have their say.

Meetings

Alongside our community engagement work, the support staff and the governors attend a wide range of meetings across the borough. These meetings serve many purposes, such as enabling us to keep up to date with the work of other local organisations and changes to services. They also give us an opportunity to feedback information on our own work to these groups, and help us to identify areas where we can work together with both third sector organisations and statutory bodies.

Below are just some of the meetings that representatives of V4W attend on a regular basis:

- Rochdale Borough Health Overview & Scrutiny
- Making it Better
- Summary Care Records
- Regional LINKs Events/Meetings
- LINKs meetings within Pennine Acute area
- NHS HMR Locality Board Meeting (monthly)
- NHS HMR Service Review Panel (monthly)
- RMBC Health Overview and Scrutiny Committee
- RULA: Rochdale User Led Alliance
- NULO: Network of User Led Organisations
- MACEN: Multi Agency Community Engagement Network
- RBUF: Rochdale Boroughwide User Forum
- Patient Experience Sub-Committee Meetings
- Health & Wellbeing Forum Meeting (CVS)
- Mental Health & Housing Steering Group Meetings
- Mental Health Development Group
- Pennine Care Trust Mental Health Service User/Carer Forum
- GP Commissioning Consortia Meeting
- New & Emerging Communities Meeting



Requests for Information

V4W has the right to request information from service providers and key partners and to receive a response within 20 working days.

However, due to our good working relationships with key people within these organisations, we have not found the need to make many formal requests. Instead, we regularly make informal requests and receive the information that way.

Request made	Sent to	Date	Response Received
Asking for more information about the closure of Rochdale Infirmary to blue light ambulances during off-peak hours.	John Saxby, Chief Executive, Pennine Acute Trust	05/01/11, after the first letter was not received.	A letter from John Saxby was received on 02/02/11, and Tom Wilders (Director of Strategic Planning, Pennine Acute Trust) attended our Governance Group Meeting in April to give a more detailed response and answer questions.
Asking for information on death rates en route to hospitals since the changes to Rochdale Infirmary were initiated.	Angela Wood, Patient Partnership Manager, Pennine Acute Trust	14/03/11	09/05/11

Financial Information

Category	Spent
Staff Costs (incl. Recruitment, Salaries, Expenses)	£89,366
Management Costs	£8,477
Office Costs	£9,269
Postage & Stationary	£5,146
Events and Promotion	£15,251
Volunteer Expenses	£420
TOTAL SPENT	£127,929

2011/12 and Beyond

We are happy to confirm that we have received funding for the period 1st April 2011 until 31st March 2012.

During this time, we are planning to hold four further Have Your Say events. The first will be on Drug & Alcohol Misuse, and will be aimed at young people of the borough. We will then be working with BME Health Matters to run a follow up to our Dementia event, specifically aimed at the BME community.

We then plan to hold an event around Heart Disease, but first we must gather information about the work that other organisations are doing in the borough to ensure we avoid duplication and pinpoint areas we can work in partnership to improve services.

We also aim to hold an event about Local Healthwatch, and the way the people of Rochdale want it to work. See below for more information on Healthwatch.

We will work in partnership with other organisations to carry out follow up focus group work and facilitate further focus groups.

Alongside this work, we will be striving to increase our active membership, recruit more volunteers and provide training for them, and enhance our network further.

Healthwatch

As part of the changes that the current government are implementing, they have decided to create a 'Local Healthwatch' in each local authority area of the country. They will be a local, independent champion for Health & Social Care.

It is envisaged that Local Involvement Networks, such as ourselves, will evolve into Local Healthwatch organisations in October 2012.

LOCAL HEALTHWATCH <i>'local consumer voice for health and social care'</i>		
<i>Influencing</i> Help shape the planning of health and social care services	<i>signposting</i> Help people access and make choices about care	<i>advisory</i> Advocacy for individuals making complaints about healthcare

These organisations are still in the planning stage, and the details of exactly how they will be structured and the way they will work is yet to be decided.

We will continue to keep you updated via our website and newsletter but if you do have any questions regarding this, please feel free to contact us for more information.

**IF YOU REQUIRE THIS
DOCUMENT IN ANY OTHER
FORMAT, PLEASE CONTACT
US.**



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