



On equal terms

Then and now

Healthwatch Wigan and Leigh Annual Report 2020-21

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Message from our Chair and Chief Officer

Introduction

The pandemic has had a dramatic impact on health and social care services. In turn Healthwatch Wigan and Leigh (HWWL) has had to adapt in order to continue gathering the views and experiences of service users and the public throughout this difficult period.

Healthwatch Wigan and Leigh is about YOU, your voice, your opinions, your challenges and your compliments.

This year more than ever, your feedback has mattered and it has made a difference. It has made a difference because during this pandemic, our health services, our GPs, our Council and hospital staff have worked together to continue to provide services to our population. They have been keen to hear your feedback and respond to it.

We worked with them knowing that when we offer challenge, it is taken seriously. We have been active in reaching out to you in new ways because face to face meetings were not possible.

We are particularly concerned about the disproportionate impact of the move to more services being provided digitally for those that may be excluded. We are really pleased with the work now being undertaken to engage specific communities in a way that works for them.

Healthwatch Wigan and Leigh is very dependent on, and grateful to, our fantastic volunteers who help us find out what people think. Due to the impact of the coronavirus pandemic, our volunteers have been flexible and have continued to support our new ways of working. Their positive enthusiasm for supporting local work and initiatives is inspiring.

We would also like to thank our Board of Directors and staff team for their continued dedication to the work of Healthwatch during these unprecedented times.



Mick Hodlin
Chair



Karen Parker
Chief Officer

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in the Wigan Borough. We're here to find out what matters to YOU and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

Reaching out



We heard from

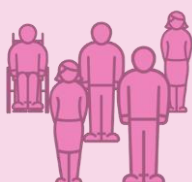
305

people about specific experiences of health and social care and engaged with a total of

2,872

people by telephone, online or via our social media platforms.

Providing support



21

People shared their story with us.

137

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

47

Accessed our NHS Complaints Advocacy Service

Making a difference to care



We published

5 reports

on patient experiences of services in the Borough and on Healthwatch response to the corona virus outbreak. Some recommendations were escalated to the appropriate service and acted upon immediately.

Health and care that works for you



30 volunteers

in total helped us to carry out our work when and how they were able to within covid 19 restrictions

We employ 5 staff

3 whole time equivalent plus one part-time officer

We received

£205,750 in funding

from our local authority in 2020-21



Aspull Clinic

In line with our role on the CCG Equality Reference Group, in November 2020 we met with the developers of the proposed build of a Health and Wellbeing Centre in Aspull. We were able to give feedback on how to make the new clinic accessible for all and to share the plans so members of the community could review and provide additional feedback

Care Homes

We were approached by Wigan Council to engage with care homes in the Borough to gather the experiences of staff, residents and families, of life in a care home during covid. This was challenging because of the pressure covid was placing on care homes and their staff but we did also speak with some primary care staff focussing on 3 themes :

- Primary care provision
- Discharge from hospital to care home
- Safeguarding



We gained an insight into staff and residents of care homes and their families to celebrate the innovative practice and hard work that has taken place by care homes during the corona virus outbreak, and we gathered learning opportunities for care homes, Local Authority and health services to enable improvements for residents into the future.

We will continue to engage with care homes under our powers of Enter and View post 19th July 2021.



Contact us to get the information you need

If you have a query about a health or social care service, or need help in finding where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchwiganandleigh.co.uk

Telephone: 01942 834666

Email: info@healthwatchwiganandleigh.co.uk

Discharge Improvement

Healthwatch is a member of the Discharge Improvement Committee which is hosted by Wrightington, Wigan & Leigh Teaching Hospitals NHS Foundation Trust (WWL) with the aim of improving patient experience when being discharged from hospital.

Our role is to question and challenge what is being reported by the hospital and to present feedback from the public on their experiences.

We have worked with the Committee to improve the discharge process to achieve timely discharges prior to 4pm.



We have been involved in the redesign of the discharge checklist: if this is completed by staff as required, it will work towards reducing patients being re-admitted to hospital unnecessarily.

Urgent and Emergency Care

Healthwatch is a member of the Urgent and Emergency Care Board (UEC). Following discussions about the new initiative NHS 111 First (Urgent Care by Appointment) a task and finish group was set up involving Wigan Borough CCG, Healthwatch, WWL and Mental Health Trusts.

It was felt by the group that patient engagement on this new initiative should be independent and so Healthwatch was approached to work collaboratively with the hospital. Healthwatch was granted access to the patient data needed and followed up these patients with a telephone call after their visit to the Emergency Care Centre to gather feedback on the new system.

Membership of this Board has also allowed us to inform the system and to highlight clear examples of where the current system is not working or giving inappropriate information to patients.

We have also been able to clearly outline the assumptions within the system that it not always the patient that is choosing to attend A & E, rather the patient being given poor advice at different contact points where patients have presented for advice.

There is a lot of work that needs to be done to ensure there is a whole system understanding of service provision/ capacity and accessibility.



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GP Access



Then: Accessing your local GP

Being able to get an appointment with a GP has been a priority issue for Healthwatch since it was first established.

The themes for this project were ease of appointment booking, quality of the service and availability of advice and information. This engagement was carried out face to face with any patients who were service users in the South Wigan Ashton North (SWAN) Primary Care Network (PCN).

We were being told that patients were unhappy at not being able to see the same GP; not being able to get through to the surgery on the phones and waiting times for appointments being too long. However, patients who used the online booking systems were happy that they could access routine appointments and most people said they were able to book an urgent or emergency appointment when required.

Based on this initial work the same project was extended to the Lowton, Golborne, Ashton (LIGA) PCN with the intention of rolling this out and collecting patient experiences from practices across the Borough.



Now: Accessing your GP during the pandemic

However, during this time, we were hit with the COVID-19 pandemic and started to hear about the barriers patients were experiencing because of the shift to digital platforms. During the pandemic it is estimated that as many as 85% of consultations are being carried out remotely. The patient comments below express themes we were repeatedly hearing.



- **Can't get to see a doctor for "love nor money."**
- **I am concerned if face to face appointments with a GP disappears due to technology continually changing.**
- **I can't see how a relationship between a GP and patient can be established / retained if they never meet.**
- **I'm happy to have a telephone appointment but also believe there is a need for a physical examination.**

Healthwatch Wigan and Leigh was one of five local Healthwatch chosen by Healthwatch England to undertake a project to explore potential inequalities surrounding the shift to remote digital healthcare appointments around the COVID-19 pandemic. The focus was to document patient stories from three specific backgrounds: those over 65 years of age; patients with disabilities and those patients whose first language is not English. This gave us an opportunity to understand who might be getting 'left behind' by this rapid transition to remote GP consultation and gave a strong equality focus to the project.



- **There is no choice; how you see a GP is decided for you.**
- **Digital (or any communications) need to be in accessible formats for the blind and partially sighted.**
- **I don't want the cost of the internet; I can only text from my mobile phone**

We have shared our local findings with Wigan Borough CCG, UEC Board and are now working collaboratively to provide equal access to all patients on whichever platform they choose to use.

This joint project with Healthwatch England will collate all findings into a national report (published June 2021) so allowing the voices of the people of the Wigan Borough to be heard nationally as well as locally.



What's next...

To continue this project to explore inequalities of GP services across all the primary care networks in the Wigan Borough.



Health and Care Forum

Healthwatch Wigan and Leigh has worked with some of our community and voluntary sector colleagues to develop a local Health and Care Forum.

In October 2020 we approached some key community and voluntary sector organisations within the Wigan Borough as it was clear that there is no mechanism for community and voluntary sector organisations to communicate and share intelligence and information.

The proposed purpose of the forum was to bring together voluntary and community sector organisations working in the Wigan Borough and involved in the delivery and access to health and social care services. The forum would provide a key mechanism for communication between the statutory and voluntary and community sector and provide a platform to influence the future planning and commissioning of service provision. It would also enable the sector to feed back to the system what they, as key partners, are experiencing on the ground.

The first meeting was held on the 9th October 2020, when a small number of organisations joined Healthwatch on Microsoft teams to discuss the issues each organisation was picking up, and the various Boards and meetings where this information can land and who currently represents the community and voluntary sector at such meetings.

It was agreed that, if this forum was to be successful, key people from statutory organisations should attend future meetings .

What happened next?

Terms of Reference were agreed, making clear the aims of the forum including the opportunity for organisations/groups to network with other groups, share information, knowledge and experience, and obtain support; to develop stronger partnership working within the voluntary and community sector and with the statutory sector; and to ensure that the statutory sector has a place and responsibility to feedback to VCSE organisations locally.

It was agreed that members from all community and voluntary organisations delivering and accessing health and social care services in the Wigan Borough would be welcome.

Representation from key statutory commissioners and service providers is also encouraged.

The forum has a Chair, elected from the membership, with Healthwatch providing the secretariat and administration.

The Health and Care Forum meets on the first Friday of each month, currently online, although it is hoped that later this year, a face to face event can be arranged

Membership is growing and statutory organisations are eager to use this platform to inform community and voluntary sector organisations of future plans and opportunities for involvement.

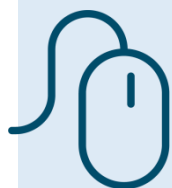
The forum increases the profile of the work of the voluntary and community sector, informs of the strategic direction of statutory agencies and future service plans, and influences future planning of services and service delivery.

From the Health and Care Forum has emerged a Mental Health sub group made up of the community and voluntary organisations who have a particular interest in the delivery of mental health services within the Borough. This group has worked closely with providers and commissioners during the transfer and transformation of mental health services.

"The VCSE in Wigan needs opportunities to connect and work in partnership, both the health and care forum and the MH sub-group that have been developed virtually by Healthwatch Wigan during the pandemic are ways in which we find out what each organisations is doing, understand some of the emergent strategy and contemplate how those strategies can impact on our organisations going forward. Both forums also create confidence within the sector and demonstrate a welcoming culture that focuses on how we do the best we can for our residents."

Colin Greenhalgh, Programme Director, Groundwork Cheshire, Lancashire & Merseyside

Stuart Parsons, Chief Officer, Wigan Family Welfare



To find out more



www.healthwatchwiganandleigh.co.uk



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Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

As the COVID-19 cases climbed, our number one priority was to protect our people: our staff and our volunteers. In line with guidance from Healthwatch England this meant postponing all our planned public events and engagement activities

- We produced a Healthwatch Wigan and Leigh Covid-19 Business Continuity Plan
- We put structures and processes in place to react in an agile fashion
- We paused our planned campaigns and thought instead about the resources and communication mechanisms we would need
- We set up dedicated sections on our website to share and collect information

We knew we needed to do all we could to support the response to COVID19 and to make clear to our communities and stakeholders that we were here to help

RESPONSE AND FOCUS

Throughout this crisis there has been a huge demand for clarity and certainty - this has been challenging in a rapidly shifting environment.

This meant making clear to our staff and volunteers that we should focus any spare capacity into:

1. Helping the public with their questions and queries
2. Alerting services to the issues and experiences the public were telling us about
3. Supporting local efforts to combat COVID-19 (such as sharing information and supporting vulnerable people and those who were shielding)

COMMUNICATIONS AND ENGAGEMENT

We produced a number of fact sheets on changes to services during the corona virus outbreak and provided up to date information from local statutory and voluntary organisations.

We recorded individual experiences and responded to requests for information and signposting, escalating them when necessary and working with local partners to resolve situations particularly around access to support, access to GP appointments and understanding changes to services.

We attended virtual coffee mornings to hear how people were finding the increased use of technology.

We spoke with and recorded feedback from 22 volunteers and members of Wigan and Leigh Pensioners Link, a registered charity working with, and for the benefit of, the over 50s across the Wigan Borough.

IMPACT

During this time locally we:

- Increased our social media presence
- Increased the number of visitors to our website
- Supported members of the public to receive information and advice
- Supported members of the public to resolve issues which required escalation
- Worked in partnership with local statutory and voluntary organisations to share clear and concise information to people of the Wigan Borough
- Maintained a Healthwatch presence in our communities

"Healthwatch has continued to be an important partner during the COVID-19 response. They've helped to keep residents informed about the latest guidance and how to safely access health and care services. The 'Fact Sheets' they've produced on different services for example have been a really valuable resource that we've shared within our own networks and over social media. They've also provided us with feedback from residents to help us understand what's been working well and where people have had questions or concerns. I know they have been there for many residents who've needed help, advice and reassurance during this difficult time and I would like to thank them all for their hard work and support"

Professor Craig Harris,
Managing Director and Accountable Officer, Wigan Borough Clinical
Commissioning Group

MY LOCKDOWN

by Edith Coleman

I'd like to have my hair cut
a manicure on my fingers and toes

Wear tall heeled shoes and a dress to
match

When this will happen, no-one knows

I want to sit next to my friends,
share their jokes, their lives their loves
Not pushing a trolley wearing a mask
and a pair of plastic gloves

I'm stocked up with loo rolls
corned beef, flour and yeast enough,
don't know about you
but I'm finding lock-down is tough

I've cleaned the house from top to bottom
routed out every spider.
Made some wine, some pies and cakes
And watched my bottom go wider

Buttons buttonholes zips and fasteners
are all following the two-metre rule
I'm breathing in to make my clothes fit,
Who am I kidding, you old fool

I do the exercises that's been
recommended

Sitting upright on a chair

First stretch my legs then swing my
arms right up in the air.

Now I've got lost in the days of the week
Not sure if it's a Monday or a Friday
The clock gives the impression it's losing
its tick

Making my uptime and bedtime unruly

Rainbows everywhere, all shapes and
sizes

but no pots of gold to be seen

Must keep my strength up look after
myself

Don't want to catch Covid 19

I've had time to reflect on my life
seeing things, I never saw before
There are some events I would rather
forget

Others I would dearly love to restore

Sadly, no cure for my age which is 80
No more than a few wrinkles to date
Just had a call from my granddaughter,
they're all coming tomorrow, can't wait.

Public Services: Lessons from coronavirus



Healthwatch Wigan and Leigh contributed to the Public Services Committee's inquiry on 'Public Services: Lessons from Coronavirus' and the oral evidence session on Wednesday 16th September 2020.

One of our volunteers gave particularly strong experience as a person living with a disability and using health and social care services during the pandemic which she agreed to share with a parliamentary select committee.

When the pandemic of Covid-19 struck, Healthwatch was undertaking a project about living with long term health conditions. We asked Debra to record a blog about her own personal experiences and the challenges she had faced during lockdown.

Healthwatch England contacted us and asked if Debra would be willing to share this story with the Public Services Committee. Of course, Debra was absolutely delighted to be invited and be the voice for people with disabilities on this platform.

Debra was part of a public panel selected to share their views and experiences and disclose how they had coped under the lockdown and in this continuing pandemic. The members of the public chosen for this panel were to represent vulnerable, BAME and disability cohorts of people from various national regions.

At the beginning of October, The Public Service Committee submitted a report to the government.

"Covid-19 has exposed weaknesses in public services and deepened inequalities – but the innovation we've seen at the frontline and in local areas can be a basis for reform"

(Baroness Hilary Armstrong, Chair of the House of Lords Public Services Committee)

Even though the report continues to discuss the failures in recent years to adequately fund social care and integrate health and care services Debra wanted to stress that she feels 'it's happening on the ground' here in Wigan. Debra believes Wigan Borough is listening to the people of Wigan and Leigh and the Wigan professionals are taking the initiative. The more people that are confident to bring their ideas, the more the authorities want to listen and have an increased understanding of the challenges being demanded upon these services. The work of the CCG, Healthwatch and Wigan Council are continuing to improve and influence commissioning of health and social care services.

Top 4 areas people contacted us about



GP access



Access to an NHS dentist



Hospital care



Vaccines



Early in the pandemic, we heard from people about the lack of clear information and often inaccurate information. Our role became much more focused on providing people with clear, consistent, and concise advice and information articles on our website to help address people’s concerns. In just three months, our national advice had been accessed by over 70,000 people.

The key questions people were asking included:

- What does shielding mean?
- What is the difference between social distancing and self-isolation?
- How can I find an NHS dentist?



Contact us to get the information you need

If you have a query about a health and 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.



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Volunteers

At Healthwatch Wigan and Leigh we are supported by 30 volunteers to help us find out what people think is working, and what improvements people would like to make to services.



VOLUNTEER FRAMEWORK

This year we have reviewed and updated all our volunteer policies and procedures to strengthen and provide cohesion to this programme.

The aim of our volunteer policy is to define the role of volunteers within the organisation and ensure that we have confidence in our ability to provide an outstanding volunteer experience.

This will illustrate how much they are valued, and hopefully encourage more volunteers to become involved with our organisation.

This will strengthen our reputation and raise our profile whilst allowing us to plan future projects knowing we have a strong team of volunteers willing to assist.

This year our volunteers:

- Spoke to residents, relatives and staff in care homes across the Borough to ask their experiences of living and working in a care home during the Covid 19 pandemic
- Engaged with members of the public who had attended A & E by appointment during a pilot period to gather their experiences
- Continued to represent Healthwatch and the wider community at meetings
- Supported our engagement officer to talk to local people attending the vaccine centres in the Borough
- Contributed to the Public Services Committee's inquiry on 'Public Services: Lessons from Coronavirus'

William Greenwood OBE (Bill) - Director

Being a Director is both exciting yet somewhat daunting. Daunting, not only because of Covid and the turning upside down of the world as I knew it, but also because of the changes being brought about by the politicians and the bureaucrats at national level which impact upon what is possible at local level. But that is the world in which I live and my perspective of it.

What makes it exciting is that it is the Wigan and Leigh Healthwatch, both possessing and operating within a culture which can best be described as "Collegiate". It does not matter which facet of the Health Economy (including Social Care) is considered, people care, and are willing and able to work together to offer the best possible care, not only for those who live in the Borough but in the world beyond. Since taking up my post I have found these principles to be manifest in all those who are associated with Healthwatch in whatever capacity they function, from the Chairman and the Chief Officer right across the spectrum to the newest volunteer. There is no top down or bottom-up model, but one which respects that people, no matter where they are or who they are, have some experience/ expertise to offer and it is there to be drawn upon. It is multi-dimensional in nature.

This multi-dimensional model is not something specific to the Wigan and Leigh Healthwatch, it manifests itself in the way the Borough-wide range of agencies involved in the Health Economy collaborate one with another. An example of this is the Engagement Group which reflects collaboration the by CCG, WWL, the range of PPG members and Healthwatch, who work together to provide the best possible health provision.

Reading this it is possible to think that the independence of Healthwatch could be compromised, the reality is far from such a reality. The independent role of Healthwatch is respected by the other bodies and colleagues and is in no way compromised. The picture of the culture which I have tried to paint enables Healthwatch to be seen as the "critical friend", able to offer commentary both positive and negative, in relation to that which is provided.



The success of Healthwatch will not be found in the number of reports which are produced, but rather in the number and range of people with whom it engages in the creation and conclusions offered within the reports. If the work is to be meaningful it is essential that as many members of the public as possible play their part and make their voices known. Healthwatch is not only about identifying the negative side of the provision, but also equally about celebrating that which works and is beneficial to the community.



Involvement – Elaine

I have been a Healthwatch volunteer for 3 years, initially in an enter and view role in residential and General Practice settings.

Lockdown meant this was no longer possible and I was pleased to be asked to be the Healthwatch Representative on both the local Safeguarding Adult Board and Children's Partnership.

This provides an opportunity at strategic meetings for Healthwatch to inform discussion, influence processes, to ensure professionals listen and respond to community voices and potentially be involved in community consultation to support the work of the Boards.

Personally, I have found it very rewarding, it has given me a focus and the opportunity to re connect with friends and colleagues via digital meetings.

Engagement – Ann

I have been a volunteer with Healthwatch for approximately 2 years. I initially joined to support Enter and View visits to health and social care services. However, due to Covid, visits were not appropriate. So, instead I supported a telephone project to gather experiences within care homes during the first wave of the Covid pandemic. This exposed the challenges, issues and the many innovations staff have made to maintain good standards of care and the safety of their residents. This has not been an easy project and has required perseverance and an understanding of the pressure the services have been under in recent times but has been very humbling.



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



www.healthwatchwiganandleigh.co.uk



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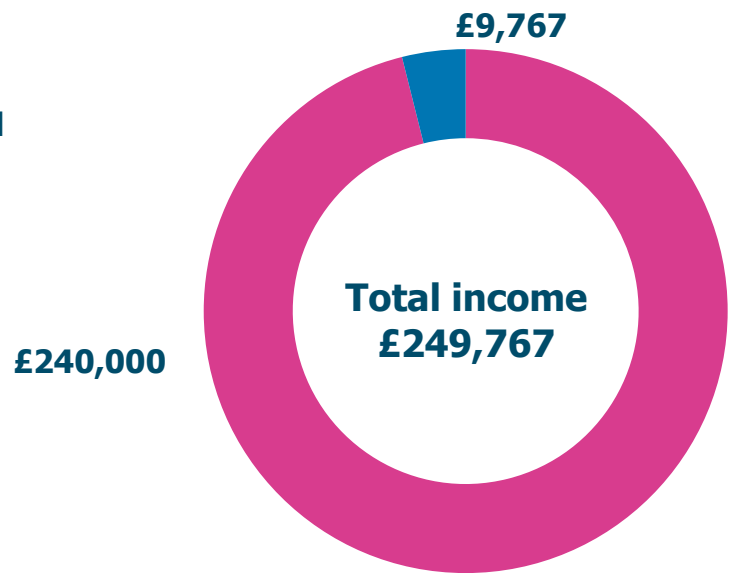
info@healthwatchwiganandleigh.co.uk

Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

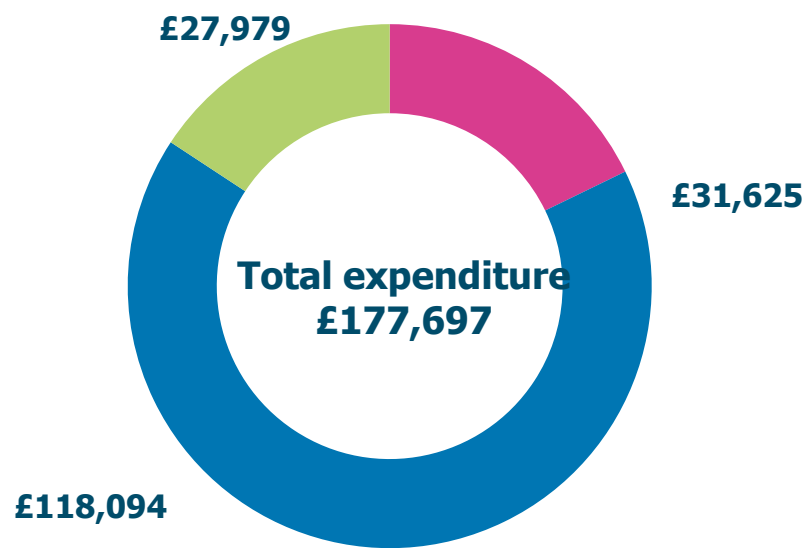
Income

- Wigan Council contract
- Other income



Expenditure

- Office & support costs
- Salaries and on costs
- Payments to HMRC



Total in reserves	£ 72,069
***	Good practice guidance suggests it is prudent to hold a minimum of 3 months operating costs in reserves

Next steps & thank you

Our priorities for 2021-22

- Mental Health
- Inequalities
- Quality of Care
- Integrated Care System

Next steps

- We plan to continue our work on GP Access and Digital Exclusion in the Borough and work closely with the Wigan Borough CCG and primary care colleagues
- Working with Wigan Borough CCG, the Local Authority (LA), Wrightington, Wigan and Leigh NHS Trust and the voluntary sector to undertake a local project to explore the potential inequalities that the homeless and rough sleeper community face as service users of health care
- We are undertaking a project to explore people's experience of continence services in the Borough. Healthwatch Wigan and Leigh would like to hear the patient's experience of continence care and to develop opportunities for voluntary sector organisations to link with services providing continence care, support and advice.
- We plan to investigate access to mental health crisis care for adults and young people and develop an Expert by Experience forum
- We will restart Enter and View activities with a focus on care homes in the Borough
- We will continue to develop our Advocacy Framework and raise the profile of this service



"Tackling unfair health differences will need those in power to listen. To hear the experiences of those facing inequality and understand the steps that could improve people's lives, and then to act on what has been learned."



Statutory statements

About us

Wigan Borough Healthwatch CIC, Ashland House, Dobson Park Way, Ince-in-Makerfield, Wigan WN2 2DX.

Healthwatch Wigan and Leigh uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 8 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Methods and systems used across the year’s work to obtain people’s views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email and through our website. We have attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, by attending the vaccination centres in the Borough and working with community and voluntary sector colleagues to reach members of the community.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible.

2020-21 Examples of issues resolved

Issue	Outcome
Patient lives out of area but staying with a parent during pandemic and required temporary registration a GP and support with mental health but was having difficulty accessing both services.	CCG emailed all practices with guidance on temporary and permanent registration. Patient supported to register with local GP. HWWL escalated to NWBH for mental health assessment. Patient assessed and supported by NWBH.
Patient gave feedback on concerns about staff not wearing masks in the discharge lounge and their attitude when approached. HWWL escalated concerns to WWL	WWL apologised for poor behaviours and attitude of staff and shared action plan to ensure staff have a full understanding of compliance with covid personal protection equipment
Patient telephoned to say elderly parent is incorrectly recorded as having had the first vaccination out of area so could not access a vaccination. HWWL raised with CCG	By HWWL raising this locally and the CCG checking the national system it was discovered that this has happened on 4 more occasions around the country and is now being checked for other data errors. CCG arranged for patient to be vaccinated.
Member of the public called re: pharmacy chasing prescription payment from April 2020 for burn dressings at Boston House. Patient hadn’t been told by District Nurses they had to pay for dressings and assumed DNs were using their own as patient had taken some and DNs said they didn’t need them. HWWL escalated to WWL	HWWL escalated to Clinical Lead of district nurse treatment rooms and received telephone call from WWL to apologise and shared actions taken to inform all DN treatment rooms of correct process

Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were two issues with recommendations escalated by our Healthwatch to Healthwatch England Committee resulting special reviews or investigations in to NHS dentistry and GP Access.

Health and Wellbeing Board

Healthwatch Wigan and Leigh is represented on the Wigan Health and Wellbeing Board by Mick Hodlin, Chair



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