

# **Healthwatch Rochdale 360° Review**

**Published: February 2018**

## About Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumer's views about services are represented both locally and nationally;
- We focus on local voices being able to influence the delivery and design of local services;
- We have statutory powers that enable local people to influence Health and Social Care services under the Health and Social Care Act 2012

Healthwatch Rochdale discovers what people want from their health and social care services such as hospitals, GPs, care homes and pharmacies. This is referenced against information gathered from health and social care providers, commissioners as well as national and local research sources. Healthwatch Rochdale also produce reports about services visited and make recommendations for action where there are areas for improvement.

## Background

Healthwatch Rochdale has been running since 2013, and the 360° review was a chance for service users and stakeholders to have their say and share their opinions on Healthwatch Rochdale to help us evaluate how well we are doing and areas where we could improve.

Gathering of opinions took the form of a short six question survey that was sent out to members of the public and professionals who were signed up to our mailing list; the survey was also sent to partner organisations and posted on our social media accounts.

The survey was open for two weeks and had 19 responses with a survey completion rate of 95%.

## Results

### Q1. Do you agree or disagree with the following five statements?

Question 1 received a total of 19 responses and asked people to rate Healthwatch Rochdale in accordance with five statements:

- Healthwatch Rochdale has a clear purpose - **84.21%** agreed, **0%** disagreed and **15.79%** said they didn't know
- Healthwatch Rochdale is an effective organisation - **73.68%** agreed, **0%** disagreed and **26.32%** didn't know
- Healthwatch Rochdale is accessible - **84.21%** agreed, **10.53%** disagreed and **5.26%** didn't know
- Healthwatch Rochdale is inclusive - **73.68%** agreed, **0%** disagreed and **26.32%** said they didn't know

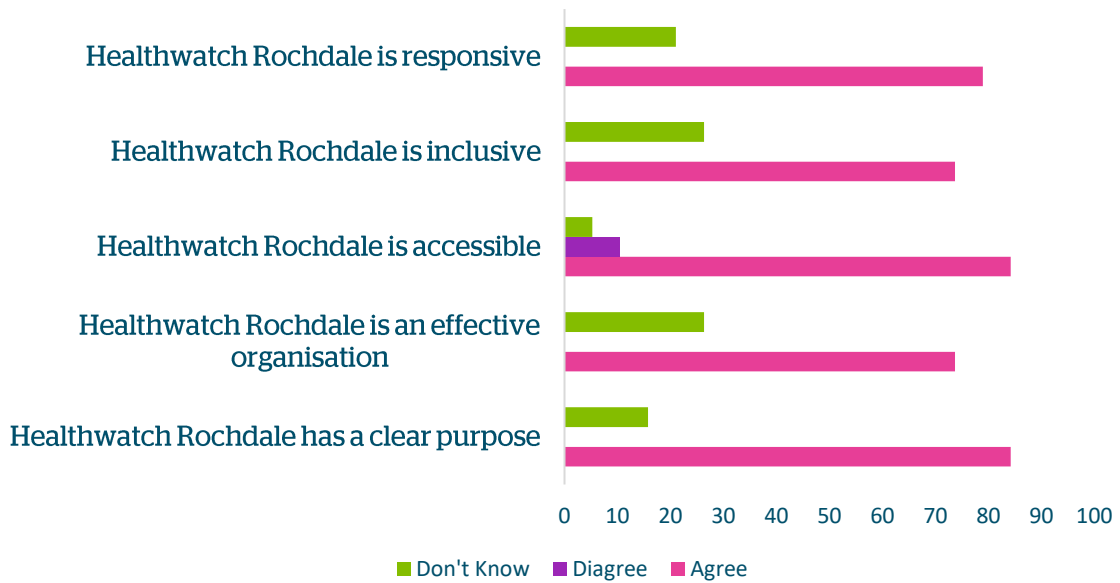
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- Healthwatch Rochdale is responsive - **78.95%** agreed, **0%** disagreed and **21.05%** said they didn't know

Figure 1:

Do you agree or disagree with the following five statements? (Q1)



## Q2. How would you describe the following for Healthwatch Rochdale?

Question 2 received a total of 19 responses except in the area of value for money which received 18 responses, question 2 asked respondents to rate Healthwatch Rochdale in 9 different areas:

- Reputation:** **36.4%** rated Healthwatch Rochdale's reputation as excellent, **42.11%** as good, **21.05%** as adequate and **0%** as poor or really poor.
- Effectiveness:** **31.58%** rated Healthwatch Rochdale's effectiveness as excellent, **47.37%** as good, **21.05%** as adequate and **0%** as poor or really poor.
- Partnership working:** **26.32%** rated Healthwatch Rochdale's partnership working as excellent, **52.53%** as good, **10.53%** as adequate, **10.53%** as poor and **0%** as really poor.
- Communication:** **36.84%** rated Healthwatch Rochdale's communication as excellent, **47.37%** as good, **10.53%** as adequate, **5.26%** as poor and **0%** as really poor.
- Performance:** **36.84%** rated Healthwatch Rochdale's performance as excellent, **42.11%** as good, **15.79%** as adequate, **5.26%** as poor and **0%** as really poor.
- Staff Team:** **36.84%** rated the Healthwatch Rochdale staff team as excellent, **57.89%** as good, **5.26%** as adequate and **0%** as poor or really poor.

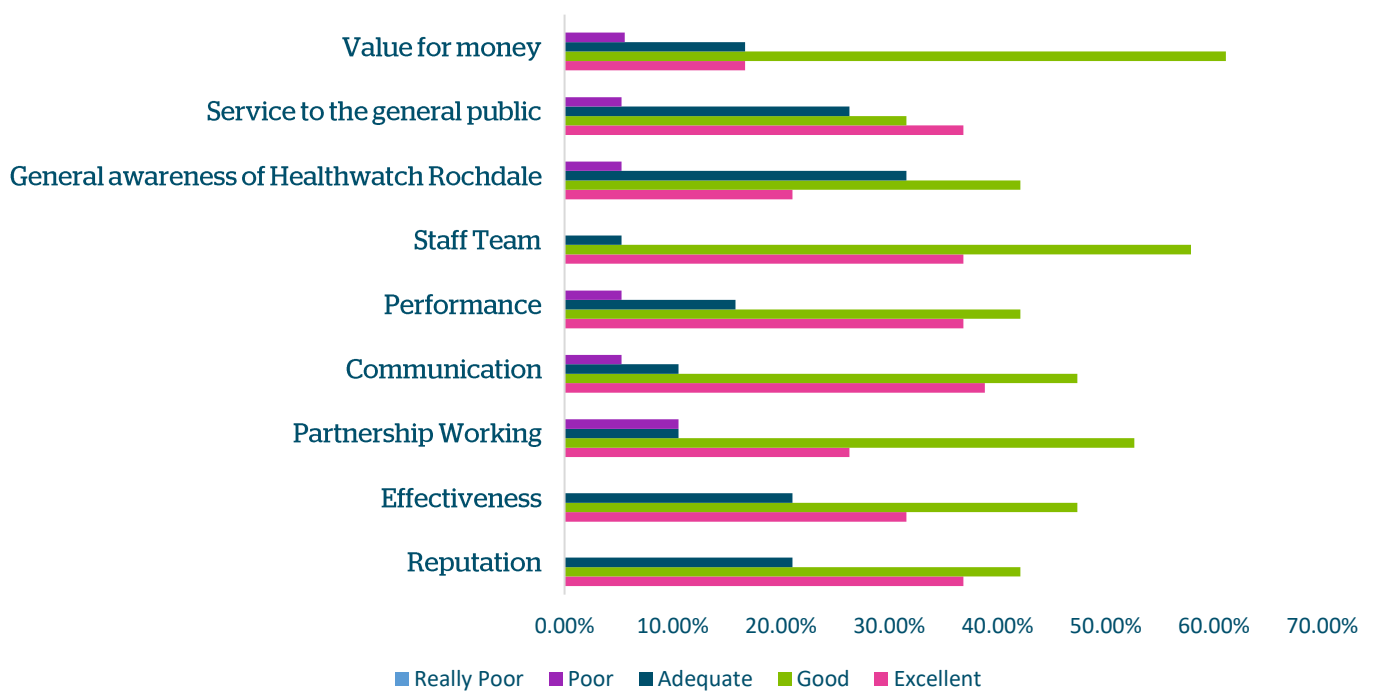
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- General awareness of Healthwatch Rochdale:** 21.05% rated General awareness of Healthwatch Rochdale as excellent, 42.11% as good, 31.58% as adequate, 5.26% as poor and 0% as really poor.
- Service to the general public:** 36.84% rated Healthwatch Rochdale's service to the general public as excellent, 31.58% as good, 26.32% as adequate, 5.26% as poor and 0% as really poor.
- Value for money:** 16.67% rated Healthwatch Rochdale as excellent value for money, 61.11% as good value for money, 16.67% as adequate value, 5.56% as poor value and 0% as really poor value for money.

Figure 2:

How would you describe the following for Healthwatch Rochdale? (Q2)



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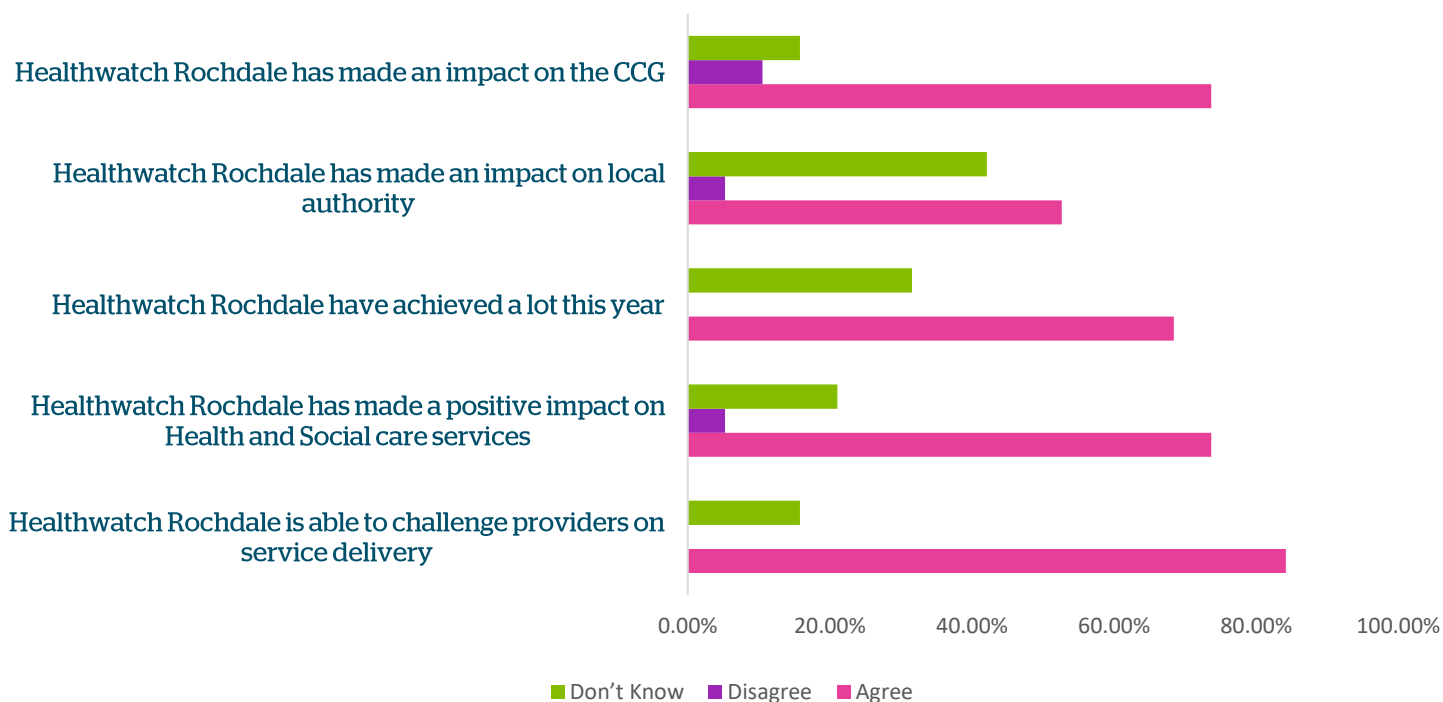
### Q3. Please indicate the extent to which you either agree or disagree with the following statements:

Question 3 received a total of 19 responses and asked respondents to what extent they agreed or disagreed with statements about Healthwatch Rochdale’s effectiveness as an organisation:

- Healthwatch Rochdale is able to challenge providers on service delivery: **84.21%** agreed, **0%** disagreed and **15.79%** said they don’t know.
- Healthwatch Rochdale has made a positive impact on Health and Social Care services: **73.68%** agreed, **5.26%** disagreed and **21.05%** said they didn’t know.
- Healthwatch Rochdale has achieved a lot this year: **68.42%** agreed, **0%** disagreed and **31.58%** said they didn’t know.
- Healthwatch Rochdale has made an impact on local authority: **52.63%** agreed, **5.26%** disagreed and **42.11%** said they didn’t know.
- Healthwatch Rochdale has made an impact on the CCG : **73.68%** agreed, **10.53%** disagreed and **15.79%** said they didn’t know.

Figure 3:

Please indicate the extent to which you either agree or disagree with the following statements: (Q3)



### Q4. Is Healthwatch Rochdale making a difference within the health and social care environment?

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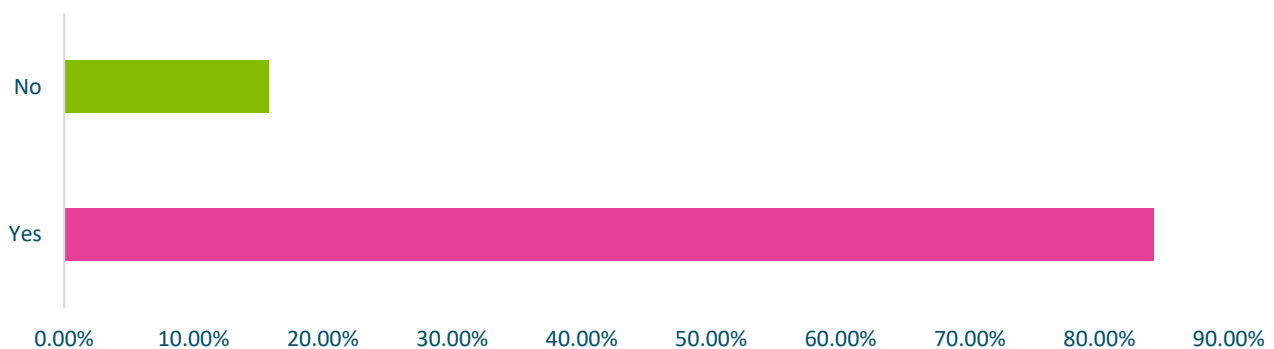
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Question 4 received a total of 19 responses and 3 comments and asked respondents whether they thought Healthwatch Rochdale was making a difference in the health and social care environment.

- 84.21% answered yes, they thought Healthwatch Rochdale was making a difference in the health and social care environment.
- 15.79% answered no, they didn't think Healthwatch Rochdale was making a difference in the health and social care environment.
- Comments in response to this question were:
  - *Need more evidence*
  - *Unable to judge*
  - *I would like to see Healthwatch Rochdale do a lot more around incorporating equality and inclusion into the enter and view process and assess how well the healthcare provider or GP is with equality training for staff, whether they monitor equality groups using their services, are they compliant with accessible information standard, are they working towards LGBT foundation Pride in practice*

Figure 4

Is Healthwatch Rochdale making a difference within the health and social care environment? (Q4)



## Q5. Does Healthwatch Rochdale serve the residents of the borough as required?

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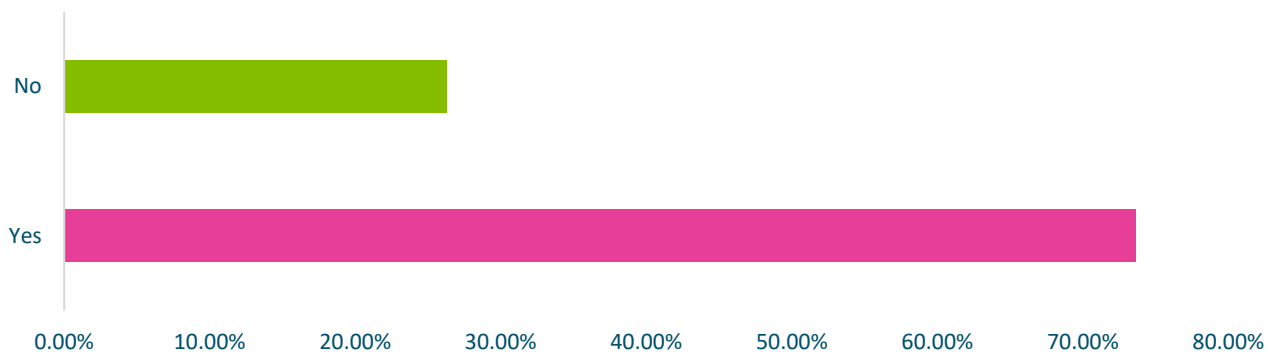
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Question 5 received a total of 19 responses and 3 comments and asked respondents whether they agreed or disagreed that Healthwatch Rochdale was serving the residents of the borough as required

- 73.68% answered yes
- 26.32% said no
- Comments in response to this question were:
  - *Unable to judge*
  - *Not sure*
  - *Don't Know*

Figure 5

Does Healthwatch Rochdale serve the residents of the borough as required? (Q5)



Question 6 received a total of 19 responses and asked whether the respondent was a member of the public, an employee in the voluntary sector or of a partnership organisation or other.

- 31.58% of respondents were members of the general public
- 10.53% of respondents were employees of Rochdale Borough Council,
- 26.32% of respondents were employees of HMR CCG
- 15.79% of respondents were employees in the voluntary sector
- 15.79% of respondents were other including:
  - *A Care Home Manager*
  - *A Volunteer for Healthwatch Rochdale*

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# Healthwatch Rochdale 360 Review

## Action Plan

ID	Recommendation	Action	Review date
1	To review information sharing through external communications to public and professionals	To review the communication and engagement strategy to look at innovate communication styles to reach a wider range of the public and professionals	2018/2019
2	Continue partnership working in the Rochdale borough with the public and voluntary sector organisations	To review the current partnership working with public and voluntary sector organisations in line with the Healthwatch Rochdale work plan. Scope other opportunities for partnership working in the Rochdale borough	2018/2019
3	Raise further awareness of the Healthwatch Rochdale service in the Rochdale borough	To raise awareness by 30% per year in line with the service specification	2018/2019
4	Review usability and content on the Healthwatch Rochdale website	To review the Healthwatch Rochdale website in line with the communications and engagement strategy and in line with the service specification	2018/2019
5	Review the questions on future 360 reviews, to ensure these are understood by both professionals and the public	To create the questionnaire in collaboration with Healthwatch England's research team	2018/2019

Note to reader: Healthwatch Rochdale will be incorporating the action points into the Healthwatch Rochdale operational work plan for 2018/2019. The operational workplan will be available on the Healthwatch Rochdale website which can be accessed by visiting [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk).

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