“Hear our Voices”

Sharing the individual experiences of patients, carers and relatives and their views and comments on health services in South Manchester

(March, April, May and June 2006)
What and who is the Patient and Public Involvement Forum for South Manchester?

“ordinary people with an extraordinary health voice in the community”

The Patient and Public Involvement Forum is a statutory body set up by the Government to enable communities to have a say in the provision and shaping of local health services. There is a PPI Forum for every NHS Trust and Primary Care Trust in England.

The Forum is independent of the NHS and is made up of volunteers whose role it is to monitor and review health services from patients, carers and relatives perspectives. All views, comments and patient experiences gathered are used as evidence to make recommendations to South Manchester Primary Care Trust and other local NHS Trusts about how plans for changes to all services should reflect the needs and choices of all the local communities.

The powers and functions of PPI Forums are outlined in the NHS Reform and Health Care Professions Act 2002 (sections 15-19).

Forum members can enter and inspect premises owned by the NHS Trust, PCTs, Local Authorities and premises that provide other NHS services such as GPs practices, dental services, ophthalmic services and pharmacy services.

Forums have the power to:
- Refer matters to the Overview and Scrutiny Committee (OSC) and any other bodies
- Obtain information requested from the NHS organisations within 20 working days

In addition Forums must:
- Co-operate with other forums in the exercise of their functions
- Hold key meetings in public to:
  - Agree content of Annual or other Reports
  - Decide what services the Forum wants to review
  - Agree annual accounts
  - Decide when to refer a matter to another body such as an Overview and Scrutiny Committee (OSC)

We welcome your comments.............

Anyone wishing to comment on this report or indeed any aspect of the Forums’ work is welcome to contact:

South Manchester PPI Forum
2nd Floor, Gaddum House, 6 Great Jackson Street, Manchester, M15 4AX

Telephone: 0161 214 3909   Fax: 0161 839 8573
Email: ppim@blackhealthagency.org.uk
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• What and who is the Patient and Public Involvement Forum?</td>
<td>2</td>
</tr>
<tr>
<td>• Contents</td>
<td>3</td>
</tr>
<tr>
<td>• Acknowledgments</td>
<td>4</td>
</tr>
<tr>
<td>• Foreword, Background and how information was gathered</td>
<td>5</td>
</tr>
<tr>
<td>• What people said about.....</td>
<td></td>
</tr>
<tr>
<td>GP services</td>
<td>6</td>
</tr>
<tr>
<td>Dental services</td>
<td>10</td>
</tr>
<tr>
<td>Hospital services</td>
<td>12</td>
</tr>
<tr>
<td>Walk-in Centres</td>
<td>15</td>
</tr>
<tr>
<td>Podiatry</td>
<td>16</td>
</tr>
<tr>
<td>Sexual Health</td>
<td>16</td>
</tr>
<tr>
<td>Phlebotomy (Blood)</td>
<td>16</td>
</tr>
<tr>
<td>Mental Health and Drug services</td>
<td>16</td>
</tr>
<tr>
<td>Pharmacies services and Medication</td>
<td>17</td>
</tr>
<tr>
<td>Maternity services</td>
<td>18</td>
</tr>
<tr>
<td>Men’s Health services</td>
<td>19</td>
</tr>
<tr>
<td>Health Awareness, Promotion and Physical Exercise</td>
<td>20</td>
</tr>
<tr>
<td>Information and Media Coverage of Health</td>
<td>21</td>
</tr>
<tr>
<td>Patient Advice and Liaison Service</td>
<td>21</td>
</tr>
<tr>
<td>NHS Direct</td>
<td>21</td>
</tr>
<tr>
<td>Being a Carer</td>
<td>22</td>
</tr>
<tr>
<td>Social Services</td>
<td>22</td>
</tr>
<tr>
<td>Patient and Public Involvement Forum for South Manchester</td>
<td>23</td>
</tr>
<tr>
<td>General Comments</td>
<td>23</td>
</tr>
<tr>
<td>• Forum Recommendations</td>
<td>24</td>
</tr>
<tr>
<td>• Summary of Recommendations</td>
<td>30</td>
</tr>
<tr>
<td>• Information on support and advice</td>
<td>30</td>
</tr>
<tr>
<td>✤ Manchester Deaf Centre</td>
<td>32</td>
</tr>
<tr>
<td>✤ Department of Health “Who Cares” publication</td>
<td>33</td>
</tr>
<tr>
<td>✤ Self Help Services Support Groups</td>
<td>33</td>
</tr>
<tr>
<td>✤ South Manchester Healthy Living Network</td>
<td>34</td>
</tr>
<tr>
<td>✤ Comic Relief Small Grants</td>
<td>35</td>
</tr>
<tr>
<td>✤ Manchester Stop Smoking Service</td>
<td>36</td>
</tr>
<tr>
<td>✤ New Start Trust</td>
<td>37</td>
</tr>
<tr>
<td>✤ Age Concern Counselling Service Manchester</td>
<td>38</td>
</tr>
<tr>
<td>✤ Gaddum Centre – Carers Advice, Advocacy and Information</td>
<td>39</td>
</tr>
<tr>
<td>✤ Health Issues Hotline</td>
<td>40</td>
</tr>
</tbody>
</table>
ACKNOWLEDGEMENTS

Our thanks to the men and women who took the time to talk to the Forum and for sharing their experiences so honestly and openly.

Also our thanks to the following groups and individuals for working in partnership with the Forum on this report:

- **Wythenshawe Forum Carers Group**
  - Beth Mellor, Manchester Carers

- **Wythenshawe Carers Group**
  - Rick Mitchinson, Manchester Carers and Janet Tysoe, Tree of Life Centre

- **Just 4 Men Health Group**
  - Janet Tysoe and Jeremy Longman, Tree of Life Centre

- **New Start Trust Drop-in**
  - Peter Dallat, Danny James, Chris Beckett, Laura Freeman and Louise Whittaker, New Start Trust

- **Royal Oak Drop-in Session**
  - Nigar Siddique, South Manchester Healthy Living Network

- **Evergreen Over 50’s Group**
  - Mr Thomas, New Dawn Community Centre, Northern Moor

South Manchester University Hospitals Patient and Public Involvement Forum and Manchester Mental Health and Social Care Trust Patient and Public Involvement Forum

Patients, carers, relatives and members of the public who responded to the Forum’s Patient Experience surveys carried out in November and December 2005 and people who we have engaged and listened to at Wythenshawe Forum, where the Forum holds regular monthly information stalls.

The above mentioned patient experience surveys have resulted in two separate reports. This includes “**My Breasts, My Care**” which was published in May 2006 and is available from the Forum Support Office by telephoning **0161 214 3909**.

The second report is based on the experiences of patients using Withington Community Hospital and is due to be published in early September 2006. If you would like a copy of the report, please also contact the Forum Support Office on the above telephone number.

This report has been compiled and edited by the independent volunteer Forum members of South Manchester Patient and Public Involvement Forum and by the Forum Support Officers - Val Bayliss-Brideaux, Forum Co-ordinator and John Carew, Assistant Forum Co-ordinator.
I am very pleased to introduce this short account of the work of the Forum.

Members, who are volunteers, with the help of the Black Health Agency Forum Support, spent time in a number of community groups to ask what has been their experience of health services in the South Manchester area.

We thank them for their interest and frankness, and hope that our representation of their views in this publication, and the recommendations we have developed, leads to the enhancement of the NHS in all its forms in South Manchester.

Background to the report and how the information was gathered
The Forum applied to the Commission for Patient and Public Involvement in Health and submitted a bid for their Development Fund in December 2005.

Members were successful in their bid and the funding was used to engage with the local community at different venues and to listen to people’s experiences of using health services in South Manchester.

These venues included Wythenshawe Forum, Tree of Life Centre, New Dawn Community Centre and the Royal Oak Community Centre. Experiences were also gathered through the media such as the South Manchester Reporter, Wythenshawe World and Wythenshawe FM. Members of the public also telephoned the “Health Issues Hotline” and emailed experiences in to the Forum.

Members were keen to record these personal individual experiences and publish them with recommendations to the relevant NHS Trusts in South Manchester. It was also an opportunity to promote the independence of the Forum and for members to gain a better understanding of services both NHS and voluntary sector provision that takes place in South Manchester.

The total funding received was £ 698.23 and it was used as follows:

- Promotional materials – Pens and Key Rings £228.12
- Printing of the report by Hurriprint, Cheetham Hill £358.50
- Purchase of a Sanyo ICRB190 Voice Recorder/Data Storage Device £111.61

Additionally for each visit fresh fruit and health promotion information was taken and used to promote healthy eating initiatives such as 5-a-day. Information on local health services was also taken along and this included Patient Advice and Liaison Service leaflets and independent advocacy services.
What people said about GP practices........

“I have a good doctor, really helpful”

“You have to phone at 9.00am to get an appointment at XX and you normally cannot get through and then you have to wait potentially 3-4 days to see a doctor. You can get an emergency appointment but only if you convince the receptionists and give them your medical problems. I do not want to tell my private medical problems to a receptionist – but I must say that once you get there and see the GP it is ok, the only difficulty I have is getting the appointment”

“My practice is alright – receptionists are snooty young girls with an attitude problem”

“Moving GPs into one building I fear will make it more difficult to get an appointment – a bit of a worry”

“Yes I am worried that the walking will be too much – there are advantages and disadvantages”

“It took three weeks to see my own doctor. We have been with them for 35 years and they are due to move to the Forum – not one patient has been notified of the move – information is what is needed, people are worried about getting to the new practice”

“We have a handicapped daughter and she finds it hard to walk, when the practice moves it will be hard to get there. There is a walk to the bus-stop and the local link needs to be booked the day before – nobody thinks about the transport issues. If it is an emergency, we cannot afford to use taxis”

“At Woodhouse Park, it takes a week to see a doctor”

“Maples in Newall Green are very good”

“You can get an appointment there any time (Maples), they are marvellous”

“Sometimes getting an appointment can be blocked by receptionists”

“What makes a good doctor?
- One that is prepared to listen
- One that is not abrupt
- One that is kind
- One that is knowledgeable
- One that is a good communicator
- One that at least looks interested when I talk to them”
“My mum is 89 and suffers from arthritis and the GP will not come and see her. They make her travel to the practice – why can’t they come out?”

“A long time ago I had a miscarriage, when the GP came out he did not know how to deal with it – I would like to think that this has now changed and that women do have access to female doctors”

“GP practices could do more to help with referring patients to the group (Carers). All those that attend find the sessions really helpful, not just for health but for engaging and a social life”

Did you know that Manchester Carers Forum exists to provide a collective voice for Carers in the City of Manchester? The Wythenshawe Carers Support Group meets every Tuesday from 12.00pm to 2.00pm at Wythenshawe Forum Centre – enjoy a light lunch and pamper treatments. Please note that sitting costs are paid at £5.00 per hour for a maximum of 4 hours. Additional travel costs can be claimed. If you are interested and would like further information then please contact Beth on 0161 629 9859 or email beth@manchestercarersforum.org.uk

“All doctors at Maples Medical Practice are excellent, nothing is too much trouble for them. Finds the NHS very good, never had any problems. Hospitals always excellent, Withington and Wythenshawe, staff brilliant. Even ambulance staff and service is wonderful. Doctors at the Maples should be given awards”

“Because the practice is in a house, people know each others business and you can hear what goes on, not very private. At least when they move to the new building, confidentiality should get better”

“To be nosy is human nature, but I agree that privacy is important and must be in place”

“Bowlan Medical Practice – very good supportive GPs. I go there for a yearly MOT, really nice”

“Some issues I find embarrassing to talk to my GP, as she is a woman, a very nice, young lady. She had to examine me and a chaperone was brought in, I felt I had to reassure her that I was ok”

“My family and I attend the Maples Medical Centre, Scout Drive, off Greenbrow Road, Newall Green. The doctors are excellent especially Dr Chattergee and Dr Fink. These are the people who should be getting the honour awards off H-R-H her Majesty the Queen. Nothing is too much trouble for them at any time. However ill you feel they are there for you, they are wonderful doctors.”

“GPs should stop prescribing methadone and put people in rehab – drugs do not work, they just prolong the agony”

“When you go onto methadone they should reduce the prescription and help you come off it”

“Some GPs are more sympathetic than others, they treat it as an illness and not just a drug problem”
“New Start Trust do not get many referrals from GPs but tend to get people attending due to word of mouth”

Did you know that New Start Trust is a crime prevention project specialising in substance misuse? They provide a low threshold drop-in service for drug users in South Manchester – primarily clients attend from the Wythenshawe area. They offer structured day care, needle exchange service, advice and support and complementary therapies. A drop-in service is offered from 10.00am to 4.00pm Monday to Friday

“More training for GPs is needed, for some it is easier to write out a prescription than treat us”

“It would make sense if GPs reduced prescriptions and sent more people to places like here (New Start Trust) – it would save money in the long run”

“I think the health service has improved considerably in the last few years. The GP services are very good and that goes for the services from our local hospital Wythenshawe”

“I think there should be better support for people with cancer and their carers – in particular emotional and psychological support in group settings where people can help and support each other”

“There is no help for a recovering agoraphobic and it is not included in the mental health vision. When you mention it, they say go to self-help services, there is no support for agoraphobics”

“I have recently been diagnosed with Diabetes Type 2 and I also have a breathing problem. This added to my high cholesterol and I have been put on tablets by my doctor. I eat good things and I am very active, I do not understand why things have changed. I don’t feel able to talk to my doctor about this as he always very busy”

“When you are over 60, the staff treat you differently, they are younger and more forceful”

“Generally good service at my GP practice. Would be helpful to know more about specialist nurses and how they can do things doctors can’t. Also about quality of healthcare and quality record of doctors”

“I have only ever experienced efficient, timely and friendly services when using local NHS facilities”

“I think the health service should offer a service whereby people can get acupuncture for free”

“I think the NHS is fantastic and it needs re-organising of course, there’s lots of wastage. I would pay more NHS tax if necessary to keep the NHS an option”
"To me it feels like health in South Manchester depends on pot luck! It depends on whether you are lucky enough to see a good doctor or a mediocre doctor. At my practice I very, very rarely ask for an appointment with my assigned G.P as I don’t feel I have any connection with him, and find it very hard to communicate with ease.

I will always ask for a particular lady doctor, who over the last few years I feel has become invaluable for mine and my families health, as other members of my family now ask for her specifically. She’s easy to talk to, she’s not patronising, and she does understand that we the patients actually do know some things about our own bodies!!!!

The hit and miss comes into it because if I book in advance I can get to see my lady doc, if it’s an emergency you don’t know who you will get. In a large mixed practice no doc’s are as good as each other, and there is one particular doc who myself and all my family refuse to see. He has mis-diagnosed me, causing me to go to A&E after giving me the wrong medication and making me have a rather nasty asthma attack, he also mis-diagnosed my mother last year, telling her she was on the verge of a nervous breakdown, when actually she had untreated pneumonia for two months!!!!!

The practice itself is dingy, the doors leading in and out weigh a ton, so when your not well and a bit weak it’s very hard to open them or get a buggy or pram through, all the windows are nailed shut, so there’s never any fresh air, and there’s no water cooler to get a drink! All this because we have to wait for the new centre to open, even though our practice has been like this for years!!!!!!!

Then again we are only the nameless, nobody council estate lot, so why should we get a decent health care service, where doc’s actually listen, and where we are respected as humans and not herded together like cattle when we’re not well!!!!!!!

I wonder if this is how patients in Didsbury and Wilmslow are treated in their practices, I don’t think so somehow.

I also have friends who now live here who have come from Italy, and through them and other overseas families I’ve found out that the procedures for appointments isn’t always explained properly, for example they don’t know about emergency appointments, call out visits from GP’s, G-pex centre etc. This is not only unfair but dangerous!

I hope this email has been of some use"
“Our responsibility to older people in terms of their health should be improved upon. A situation where their personal homes have to be sold to take care of their health needs is not acceptable”

“My GP will not give steroid injection to older women, I need it but my GP is holding it back. I am entitled to 3 a year and the last one was in October 05 and now my next one is due. My GP has blocked this and it is hard to see the specialist. I am in agony, I need this injection, it DOES help”

“I have a bladder problem – it started in October 2005 and I have had two scans and two tests. I was given no information on what was wrong and no treatment in Urology. What could I do? If I wait too long it could be cancer. I went to my GP in March 06 and GP has not had any information from the Consultant yet”

“To get a GP appointment at XX you have to ring at 8.30am or go and stand outside and queue until they open – you do get to see the doctor”

“I attend the cholesterol clinic at my practice, but they never have the results back when I go – they should be done beforehand and then I should attend. It is the same problem when I go to the Renal clinic at the MRI – they do not know the results of tests carried out at Withington – there should be better communication not a lack of it”

“GP Out of Hours service - It is a problem with this service, as the out of hours service is in Stockport and if you do not have a car, it is difficult to get to. I feel sorry for people who do not have a car”

What people said about Dental Services

“I cannot register with a dentist in Wythenshawe”

“I had an abcess went to A&E and was told it was not their policy to treat dental problems. I was told to go to the emergency dentist in Moss Side. Would you want to go to Moss Side in the middle of the night on public transport – very hard if you have children as well”

“Good experience at dentist and I made an appointment really quickly when I needed it”

“I am not able to get a dentist in Wythenshawe – it is a terrible situation to be in”

“I am pregnant and not able to find a dentist. I have toothache now but what can I do if I cannot find a dentist”

“I like my dentist, absolutely brilliant”

“I am happy not to see my dentist”
“I have concerns about the cost especially for carers and people on low incomes”

“Rubbish dental service in Wythenshawe – I cannot get one. It is ridiculous to expect children to be in pain and not be able to see a dentist”

“Dennis Mok is superb, nothing is too much trouble for him and his staff. If you have an emergency you are seen really quickly. He will also see you earlier than your appointment, if he is free. Staff are friendly as well, basic practice and he is good with children”

“I cannot find a dentist in Northenden or Benchill for our older people in our sheltered accommodation”

“No local NHS dentist in Didsbury now”

“I cannot find a dentist that will fix my dentures for me. No-one wants to know when you are old and it costs too much”

“I cannot get a NHS Dentist in Wythenshawe and also not able to register my children anywhere”

“I cannot find a dentist for my children in Wythenshawe”

“Some of our clients do suffer from dental problems and hygiene is not top of their list. It does not help that there is a high sugar content in Methadone”

“We have tried to find dentists and telephoned around from the office but we have not been able to find a dentist in Wythenshawe”

“I have not had a dentist for over ten years and cannot find one in Wythenshawe. I managed to get an appointment at the Kath Locke Centre in Moss Side”

“There are interpretation services available for GP appointments, but not for dental appointments”

“Why are GP appointments and prescriptions free for pensioners but not dental services? You have to pay for a check up and treatment at the dentist – this should be free”

“I am particularly concerned about dental provision in this area. We need our NHS dentist and would like assurance that with the re-development of the Moorcroft Road Clinic site (South Manchester), we will not lose our dental practice”

Did you know that the Patient and Public Involvement Forums are currently gathering city-wide experiences, comments and views from people on dental services in Manchester?

If you are interested in having your say on how local dental services should be provided, please call 0845 601 8047 (all calls are charged at a local rate), please leave your experience or a contact phone number and you will be called back
What people said about Hospital Services

“I was diagnosed with a gynaecological cancer and within a month I was admitted to hospital and treated. I was really well looked after at Wythenshawe Hospital”

“The needs of older people with dementia are still not being met in hospital – nurses are not aware of the complications – they need help to be fed and bathed and are very vulnerable”

“My mum had vascular dementia and was moved from ward to ward, there was no handover and they would try and ask mum questions, but she would be confused and not be able to answer. When I arrived to visit her, she would be upset and would not have eaten because she could not feed herself. I would then have to go through things with the new nursing staff again”

“Protected meal times are a worry, especially if the patient cannot feed themselves – how do we know if help is given and if the nurses have time and trained to feed people with dementia?”

“MRSA is a worry, staff shouldn’t wear their uniforms outside the hospital”

“We need to bring back Matrons, everyone feared her and nurses had respect for her and the job”

“There was no-one to communicate with my deaf husband in hospital – we had no other family and so no help was given”

“Getting an initial outpatient appointment does seem quicker than in the past, once I had to wait two years, much quicker now”

“Cleaners should wear gloves as they could spread MRSA going from ward to ward”

“I don’t feel listened to and they were not friendly when I took my daughter to A&E”

“Doctors and nurses should train more on the job. They don’t seem to understand patients - working with patients while at University would develop good personal skills for them”

“Unbalanced prioritising of nursing care in Wythenshawe Hospital – in one ward, nurses fighting to attend a patient, in another, run off their feet”

“My husband’s experiences at the Hearing Clinic at Withington Community Hospital have all been entirely satisfactory. When I needed a gastroscopy, the appointment came quickly and the procedure was carried out by very pleasant staff. Both of us received excellent treatment at the Chest Pains Clinic”
“Surprisingly different to other health services in the NHS. Helpful, informative, friendly. Good communication with patient. Quite a prompt service, not much waiting time. More toilets would be helpful. Good facilities – otherwise ie coffee/cafeteria/internet. Well signposted for departments – large space clean – Withington Community Hospital”

“I have concerns on the lack of use of Withington Community Hospital. GPs are not referring patients to it due to lack of information being provided on what they can refer patients for. My own GP was going to send me to MRI until I told him I could have the x-ray at Withington. I live in Didsbury so this was very convenient for me. My Doctor seemed surprised he could send me to Withington Community Hospital. The PCT need to advertise to the GPs more of what can be referred to them”

“My husband and myself owe our lives to the health service, we both had heart operations and could not have had better care and attention. Our health service is the best in the world. People should realise how lucky we are to have the NHS”

“Wythenshawe Hospital is the best in the country. My wife recently had a knee replacement and she could not have been treated more kindly – I only have praise for the staff”

“Prostrate Cancer – it took one year from being seen by my GP to being seen by a specialist. When I went to Withington other men had shared the same experience. It is the anxiety of waiting and not knowing what is wrong, very frustrating. You should not have to wait so long”

“More directions signs are needed to Christie Hospital in Wythenshawe, especially around Brownley Road. I am always get stopped by people asking for directions to the Christie Hospital. You do not see any signs until you come to Northenden”

“Withington Hospital (old) – had old hearing aid wanted a digital one. Had a tuning test was told can adjust the hearing aid. Test lasts more than an hour – waiting list is now 6 to 8 months for get digital hearing aid. Do not have the staff – Macclesfield 2 years wait”

“If it is an emergency you can usually get a GP appointment same day if not I can within 48 hours. Wythenshawe Hospital is excellent. My husband was on Ward A7 and was in A&E – all the staff were very good and the ambulance service was brilliant”

“Hospital food is not always culturally appropriate”
“Many inpatients are elderly across all wards, but not all staff are appropriately trained to deal with older people. All staff should be aware of the issues, not just those working on older age wards”

“There is a need for intermediate care between discharge from hospital and living independently – for example supported housing and the need to re-learn life skills”

“Elderly patients need extra attention from staff at meal times. They may not be able to feed themselves or it may be assumed that they are not hungry. In Central Manchester hospitals they are piloting a “protected mealtimes“ policy, where nurses and doctors have time to attend to patients when they are eating“
“Wythenshawe Hospital – elderly patients on wards, the staff do not have time to help them with their food and are too busy with paperwork”

“I am a diabetic and started having chest pains, so I went along to Wythenshawe Hospital. I had to wait 2 hours to be seen even though I was in a lot of pain. Staff were not helpful and eventually I was admitted for two days. Since my discharge, I have had no follow-up and there has been no information sent to my doctor”

“My husband has recently been in Wythenshawe Hospital on A1 and he had fantastic treatment and I could not fault the staff”

“There should be a complete ban on smoking in all hospitals and hospital grounds. Smoking shelters are not used by patients”

“All cars illegally parked in the disabled bays and any parked on double yellow lines, should be subject to a fixed penalty fine”

“There is a serious shortage of wheelchairs, particularly at the East Entrance, Wythenshawe Hospital, where lots of patients arrive. More chairs please, with an identical locking system to that at the West Entrance, so that patients and not porters can use them”

“Please can we have a hydrotherapy pool for adults with physical and learning disabilities in South Manchester – Northern Moor, M23”

“Hospital staff wear their uniforms outside – it is not hygienic”

“There should be healthy options promoted in hospitals – fresh fruit and vegetables and not coke”

“The right to advocacy is a human right – this means one to one support at times when important decisions need to be made, such as on discharge from hospital and whether to go home, go with relatives or into a nursing home”

“I live in Northenden and it is hard to catch a bus directly to Withington Community Hospital – if you are not steady on your feet it is a bit far to walk”

“I am frightened to go into hospital in case I catch MRSA”

“I caught MRSA when I was in hospital in Wythenshawe”
Did you know that MRSA is an abbreviation of Methicillin Resistant Staphylococcus Aureus?

Many people naturally carry it in their throats, and it can cause a mild infection in a healthy patient. MRSA infections can cause a broad range of symptoms depending on the part of the body that is infected. These may include surgical wounds, burns, catheter sites, eye, skin and blood. Infection often results in redness, swelling and tenderness at the site of infection. Sometimes, people may carry MRSA without having any symptoms

What people said about Walk-in Centres

“There is always a two-hour wait at the Walk-in Centre on Stancliffe Road and it is not open at weekends. The Airport one is closed now and at least you did not have to wait long there. One problem with the Stancliffe Road is that it is used as a dressing clinic – people attend A&E the night before, have their wounds dressed and then come along to the next day to be seen at the Centre. This does mean that people have to wait longer to be seen. It can be tedious especially if you have children with you”

“There should be more nurses at Stancliffe Road. I got there at 8.00am and had to wait until 11.00am because there were not enough nurses – not good”

(Please note that this Walk-in Centre closed on 28th April 2006 as services have moved to a new centre next to Wythenshawe Forum)

“It would be good if all nursing staff could prescribe at the walk-in centres – it would make things much easier”

“How are we to know which nurses can prescribe and how we can trust them?”

“I am totally disgusted about the Walk-in Centre in XX. The attitude to patients is out of order, you need to sort something out with the way it is run!!!”

“My wife attended the walk-in centre and if it was not busy, could get treated quite quickly. Only problem was when she needed a prescription and there was not a doctor on site – nurses should be able to prescribe”

What people said about Podiatry

“It takes ages to get an appointment and by the time you get one, the problem has healed”

“I have not been to the Podiatrist since they closed the local clinic – it is too far to go to Withington Community Hospital – I am not able to walk far”
“My brother who lives in Didsbury and is disabled uses the chiropodist at Northenden Health Centre, they are really nice there”

**What people said about Sexual Health**

“There should be information on beer mats. After drinking ten pints some people cannot be bothered using condoms, they need to be aware of the diseases like HIV”

“I have mixed feelings on this, seeing 15 year olds with one or two children, it makes me sad and angry. Where are the parents, if these children are also not going to school how can they learn about sex education?”

“Young people need to be given information by their own peer group, they will relate more”

“I think more work needs to be done at school”

**What people said about the Phlebotomy (Blood) services**

“My blood test happened really fast – within days”

“I am a diabetic and I received a letter from my GP telling me that the practice was no longer able to do blood tests and that I had to fast for 13 hours and then catch a bus to the hospital to get the test completed. It is not safe for me to travel on the bus and when I called the practice to tell them this, they said that a phlebotomist comes in once a week, and the blood could be taken then. They did not say this in the letter and it was only because I rang them did they tell me about this service”

**What people said about Mental Health and Drug services**

“It has taken me ten years to get clean, got fed up being sick and tired. I found it hard to get the treatment to come off drugs, as doctors would only treat my drug problems or my mental health problems separately and not treat them together”

“There should be more joined up services, people don’t just use drugs – they have other problems as well – mental health and other health issues”

“Waiting lists for some areas are far too long e.g. mental health services. Delays can be dangerous for the individual and society at large”

“For mental health patients I would like to see more exercise classes, art classes and dance classes”
What people said about Pharmacy services and Medication

“My wife has a regular prescription that I collect and each time I go, it is out of stock and she has to wait. It took me 5 times once. We now keep a stock of 3 months at home in case the chemist has not got it, we shouldn’t have to do this”

“I am on medication for epilepsy and I don’t know if I can live without taking my medication and I am not sure of the side effects. I have to ask and not enough information is given to you, they should be more proactive”

“Sometimes the pharmacist will change the brand from the one the GP wrote out and I am not sure if the effects will be the same. They should explain why you have not got the ones the doctor has wrote out for you”

“The pharmacists are arrogant, they have control and they use it”

“It is embarrassing in the chemist when you have to stand there, wait to be served and drink your medicine (methadone) in front of other waiting customers. I don’t know their business, why should they know mine”

“When the prescription is written out, people need to be aware of where the patient lives as not all chemists are open on the weekend or on bank holidays. If I miss a day or two I will use again”

“My GP sends my repeat prescription to the local chemist and he delivers them to the house – he is really good”

“Why does it take 48 hours to get a repeat prescription?”

“It can be stressful when the script is messed up, the pharmacist will not make any effort to help you and you get treated like a criminal – all you are doing is struggling not to use again”
“When I gave birth to my first child I was in Laureate House but my baby was in the neo-natal intensive care at Wythenshawe Hospital. I knew that I could visit her because she was at the same hospital as me and I could pop across the hospital. I am pregnant again and if the changes take place I will not be able to see my baby. If I am in Laureate House, it will make me worse knowing that I cannot see or visit my baby. I cannot afford to travel to the MRI with my other children as well and I do not have a car or be able to pay for a babysitter. Why are they making these changes and not telling people about it until it is too late?”

“I think it is disgusting that they are even considering closing the neo-natal unit. Its bad enough going through the trauma of a premature birth etc without being forced to travel long distances to see your child”

“I am writing to voice my opposition to the proposed closure of the neo-natal Intensive Care Unit at Wythenshawe Hospital. Both my children were born at the hospital. Neither birth was straightforward - both children were born by emergency Caesarean section. On both occasions, the medical team was both competent and supportive.

I am, of course, extremely grateful to all those involved in the safe delivery of both my children. In spite of the complications in the birth process (I also had a post-partum haemorrhage and had to return to the neo-natal unit for a few days shortly after I had gone home), my lasting impression of the births and the days in hospital immediately following them was very positive, and this was entirely due to the excellent staff on the neo-natal ward. Not only did they carry out clinical tasks with great efficiency, they were also very supportive of breast-feeding, to both first-time and more experienced mothers. However, much more than this, the staff were incredibly supportive of exhausted, emotional, worried post-natal women. Their support went much further than that demanded of their job descriptions, or suggested by their pay. Their patience was endless, and their experience such that they were able to help many women through what can be a very difficult time. It was obvious that not all issues on the ward were medical, but tireless staff on an evidently under-resourced ward dealt with social problems and all manner of situations very professionally. It was obvious that the unit was short-staffed most of the time, but the good humour with which staff on duty carried out their many tasks was impressive”

“I gave birth to my son XXX XXX in October 2004 and had to stay in intensive care following complications. I do not want the maternity unit to close, if it was not for them I would not have come through the ordeal. The staff, doctors and nurses who took care of me and my baby are great. It is a fantastic place. Please do not close the neo-natal intensive care unit, thank you”
Did you know that BLISS was established 25 years ago by a group of concerned parents and have since developed into the leading national charity working in this field?

BLISS is committed to addressing:

- **campaigning for improvements in neonatal care** - working closely with Government and other key policymaking bodies
- **supporting parents and families** through a wide range of support and information services
- **promoting new developments and innovations in care** by supporting health professional development, medical innovation as well as helping the spread of good practice throughout the neonatal sector

To contact BLISS write to:

2nd and 3rd Floors, 9 Holyrood Street, London Bridge, London SE1 2EL or telephone 020 7378 1122, fax 020 7403 0673 or email: information@bliss.org.uk

Parent Support Helpline FREEPHONE 0500 618140
Monday to Friday 10am-5pm

http://www.bliss.org.uk

“I compared my experience with a friend who recently gave birth by emergency section in a London hospital. She received no support in breastfeeding, and subsequently developed mastitis on a number of occasions and was forced to give up. She also said that she bled on the floor early on in her stay in hospital. She pointed this out to staff, yet, five days later when she left the hospital, the blood stain remained on the floor. In my experience, the unit at Wythenshawe was clean, and auxiliary staff performed bed-washes for those unable to get to the shower. My friend feels that her hospital experience added to the stresses of being a first-time mother. I feel that the hospital staff equipped me to deal with the situation better than I could have done at home.”

Did you know that one in eight babies is born premature or sick? - that’s 80,000 babies every year. Around 17,000 of these babies need intensive care and the figure is rising - more and more babies are born prematurely or have a low birthweight
What men said about Men’s Health Services

“There should be more men’s only fitness classes and complementary therapies for men only – this would be nice”

“More men would be welcome to attend the sessions. It is a problem that not a lot of men seem to be interested in their health, maybe some promotion could be done on that”

“Different opening times, it is hard when you work full-time and the doctors only open until 4.30pm”

What people said about Health Awareness, Promotion and Physical Exercise

“I would like to see more health checks but away from clinical places, hold them in supermarkets, pubs, even community centres”

“There is a difference between fitness and health”

“I had my blood pressure done at Wythenshawe Forum on my way to the shops”

“The Primary Care Trust has a really good cycling scheme and I found it really good”

“We should all be responsible for our own health and not put on people to look after us. I understand that some people need extra support”

“Everyone is accountable for themselves and it is important to have freedom and choice. You cannot force change in someone’s behaviour”

For further information on activities in South Manchester, please contact South Manchester Healthy Living Network on 0161 217 3035
What people said about
Information and Media Coverage of Health

“Sometimes health information is not in appropriate places, like upstairs at libraries and people with mobility problems find it hard to get to these areas. It would be good to find health information in shopping centres, supermarkets and local shops where more people would see it – make it more accessible”

“Granada have been running different health issues for men all this week, last night it was breast cancer in men. These programmes are good but they are one-offs, there is no follow-up and they need to be ongoing”

“Health issues being discussed on the radio is good but it needs to be kept in short bursts or people lose interest. Short bits of information and on a regular basis works really well, it keeps things fresh”

What people said about the
Patient Advice and Liaison Service

“The PALS is a fantastic service and they deserve an award”

“Great and always helpful”

“They are exceptional”

To contact the Patient Advice and Liaison Service in South Manchester, please call 0161 945 7973

What people said about
NHS Direct

“This service has the potential to be dangerous e.g., June 2005, I thought I was having a panic attack, not sure so I phoned NHS Direct. Explained my symptoms and they agreed and diagnosed it as a panic attack. Just before Christmas 2005 I had an ECG and it showed that I had had a heart attack in June. It is a good system NHS Direct but has the potential to misdiagnose patients over the phone. At the time it did not feel like a heart attack”
What people said about
“Being a Carer”........

“I care for my wife - she suffers from angina, epilepsy and schizophrenia. A community psychiatric nurse visits the house to see my wife and looks after her. This is my first time here at the meeting today and it is a good easy location to get to. I find it hard to get a break. I recently went to the Lakes and this was my first break in a year. It is hard when you do not have family nearby to help”

“It is hard to find people and services that can look after my deaf and blind brother”

“This group is a lifeline for me. Just two hours make a total difference to me. Sometimes you need a break away. It is a shame more people do not know about the group and come along”

“It can be hard to find someone to sit with your relatives and it can be expensive”

“As a carer I feel listened to, you get the occasional problems but that is to be expected. The district nurses have been fantastic and have been coming every day to change the dressings on my sister’s knee”

For further information on the Carers meetings, please contact Manchester Carers on 0161 629 9859

What patients, carers and relatives said about Social Services........

“Social services are a waste of time – they come out to do an assessment and then twelve months later, nothing has happened.”

“Trafford social services are abysmal – when I came out of hospital, I had arranged my own food and relatives to come in at lunchtime and help me. What I needed was help around the house but because Trafford provide a package of food and care, they said no because I did not need help with my food. They should be commending me, I saved them time and money but not penalise me – they should have a flexible approach.”
What people said about the Patient and Public Involvement Forum for South Manchester

“The 0845 Health Issues Hotline number the PPI Forum offers would be really helpful for many people with health enquiries or concerns. It is cheap for them to call and someone can call them straight back”

“You should promote your 0845 telephone number more, it is a good way of people sharing their experiences and asking for information and advice”

General Comments

“We need services closer to home, I cannot afford to use buses but any further, I cannot afford taxis”

“There are no ME (myalgic encephalopathy) facilities in Manchester. Stockport has a specialist team but unless you have a “SK” postcode they cannot help you”

Did you know that M.E. (Myalgic Encephalomyelitis/Encephalopathy) is a chronic, fluctuating illness? It is also known as Chronic Fatigue Syndrome (CFS). Sometimes it is diagnosed as Post Viral Fatigue Syndrome (PVFS). The illness affects many parts of the body such as the nervous and immune systems. The most common symptoms are severe fatigue or exhaustion, problems with memory and concentration and muscle pain. It is estimated that there are up to 240,000 people with M.E. in the UK. It can affect men, women and children of all ages and from all social and ethnic groups. It seems to be more common to develop the illness between your early twenties and mid-forties.

Further information can be found at Action for M.E. on 0845 123 2314, by email admin@afme.org.uk or by writing to Third Floor, Canningford House, 38 Victoria Street, Bristol, BS1 6BY

“My brother was deaf and blind and it was hard to find services that could communicate with him”

“Care in the community – this lets people down and homes have been closed with carers scattered city-wide and staff are at a minimum. They make it sound so lovely and it really makes me angry. My mum died recently and the community nurses were brilliant. I know they had to spend extra time with my mum and someone else had to wait for care as they do not have enough staff. They are putting money into children’s services but will not spend money when it comes to adults. These people are vulnerable, services are lacking and no-one is listening”
“The NHS is not all doom and gloom – more services are being brought into the community but I am worried that it will get too busy and there will be no support. Having all these different services to go to such as the Walk-in Centre, GPs, A&E, NHS Direct and Pharmacists, which one do you go to first?”

“Patient confidentiality – this really irritates me. My husband was in hospital (a nervous breakdown) and I needed to know if I was doing the right thing, but because of patient confidentiality they would not give me any information. All I wanted was guidance and I was worried about hurting him – this was a barrier to his care”

“Having free travel now, makes it easier to move around Manchester”

“What annoys me are people’s perceptions and assumption that if you live in Wythenshawe you are from a socially dysfunctional family, you may have a drink problem and are not very bright. People should not make value judgements, I like living in Wythenshawe”

“The culture of where we live today is very different and some people are very isolated. They do not mix and neighbourhoods are not the same. Local children give you abuse and are losing their communication skills being hooked up to ipods etc all the time”

“Some people get annoyed when you are referred to as older people. I am 61 and I call myself an older person, but I know some people do not like it”

“I am 83, call me what you like !!!”

“Housing issues – there is not much housing provision in South Manchester. New Start Trust refer clients to Direct Access who are able to help them. If clients are offered a bed and breakfast it means them travelling to either Rochdale or Oldham, this means they are away from their friends and support systems”

“Living in Wythenshawe, I think we are more fortunate than most for clinics, up to date hospitals and transport”
The Patient and Public Involvement Forum for South Manchester makes the following recommendations to South Manchester Primary Care Trust and also to the new Manchester PCT Board, given that the three Primary Care Trusts will be merging in October 2006.

1. Men’s Health

Under the Equality Act, which becomes law in April 2007, all public bodies will be required to “promote equality of opportunity between men and women”. This would, as the Equal Opportunities Commission has pointed out, mean ensuring, for example, men and women have equal access to GP services – something which is undermined by current surgery hours.

From the initial results of a survey carried out by the Men’s Health Forum, Primary Care Trusts in England have an enormous amount of ground to make up if they are to be ready to meet their responsibilities under the new Equality Act. More than a quarter of PCTs responded and an overwhelming majority said they were fully aware of their existing obligation under “National Standards, Local Action” to improve gender equity, but few had begun work on their new responsibilities under the new Equality Act.

Did you know that the Men’s Health Forum was founded in 1994 and is an independent body that works with a wide range of individuals and organisations to tackle the problem of too many men who suffer unnecessarily poor health and die too young from preventable causes? Further information can be found on their website http://www.menshealthforum.org.uk

Recommendation 1: Forum members would like to receive an update on the work of South Manchester Primary Care Trust in addressing the requirements of the Equality Act.

2. Deafblind Services

Deafblind means that you have severe problems with both sight and hearing. The charity SENSE carried out a survey in 2004 and found that Manchester City Council had 373 Deafblind people on its records. However the figures provided by Deafblind UK gives an estimate of at least 317 Deafblind people in Manchester between the ages of 18-65 (www.deafblind.co.uk) and this figure would dramatically increase over the age of 65 due to the large number of elderly people who lose their sight and hearing.
In April 2001, the Government issued new guidelines under Section 7 of the Local Authorities Social Services Act 1970 which clearly stated that Deafblind people should have access to specialist services, including one to one support services such as communicator-guides, interveners and qualified support workers within their everyday lives. The guidelines do not only cover Deafblind people but also encompasses all those with a dual sensory impairment.

Currently sensory provision is provided from Manchester Deaf Centre. It currently consists of two Visual Impairment rehabilitation officers, and two Linkworkers (Deaf community) who are managed by a Sensory Team manager. Manchester Deaf Centre (MDC) is a registered charity who Manchester City Council work in partnership with. Further information about MDC can be found at the following address www.manchesterdeafcentre.com. Further information is available on the flyer in the Information and Support section of this report.

**Recommendation 2:** Forum members would like reassurance from South Manchester Primary Care Trust that they are working in partnership with Manchester City Council and have identified all Deafblind people living in Manchester and are addressing their needs under the Disability Discrimination Act.

3. Older People

Action on Elder Abuse launched a campaign in June 2006 to promote World Elder Abuse Awareness Day. They asked people to write to:

- Their GP to enlist their help in raising awareness
- Their local MP requesting that direct funding be provided for adult protection services and
- Their local regulator asking for more regular inspections of all homes rather than less and for an improvement in the distribution of medicine to residents

Action on Elder Abuse runs the only Freephone Helpline in the UK for anyone concerned about the abuse of an older person. The helpline can be contacted on 080 8808 8141. This is open from 9.00am to 5.00pm Monday to Friday and will provide people with confidential and professional guidance on all Elder Abuse issues.

The PPI Forum for South Manchester wrote a letter to locals GPs in South Manchester and to local MPs raising the awareness of elder abuse. Paul Goggins MP for Wythenshawe and Sale East forwarded the Forum’s letter with his own to Ivan Lewis, Health Minister and a response was received by the Forum on 30th June 2006. A copy of the full response is available from the Forum Support Office on 0161 214 3967.

“The Government regards the abuse of vulnerable and older people as unacceptable and is committed to eradicating it”, Ivan Lewis, Health Minister

**Recommendation 3:** Forum members would like to recommend that all staff as part of their induction into the NHS are given “Elder Abuse Awareness Training” and a policy is in place so staff are able to report any concerns quickly and in confidence.
4. Carers
Carers Week took place this year in June 2006 and the eight charities who make up the Carers Week partnership (http://www.carersweek.org) called “for health checks to be made available to carers within 12 months of them becoming a carer and regularly thereafter”. The health check would include a blood pressure check, a diabetes check, a mental well-being check and a flu jab. It would also include a discussion about the key areas in the carers’ life that are affecting their health e.g. worries about finances, the physical strain of caring, etc. The health check would signpost the carer to support services that can help such as welfare rights, citizens advice, carers organisations with advice services and social services.

Recommendation 4: The Forum fully supports this proposal and recommends that South Manchester Primary Care Trust builds this targeted work into their health promotion plans and works with Forum members and other statutory/voluntary sector partners in ensuring that health awareness days for carers are held city-wide.

5. Drug Services
In June 2006, the Public Health Minister Caroline Flint announced that drug treatment services across the country will receive an extra £95.2m this year. The Department of Health, supported by £22m of funding from the Home Office, will provide Drug Action Teams with £394.6m – an increase of over 30% from last year. This funding will be used to invest in personnel, day-to-day running of services, and building and refurbishment of premises. The aim is to get more people into treatment and away from a life of drugs and crime.

Public Health Minister Caroline Flint said:

“For every £1 spent on drug treatment, at least £9.50 is saved in crime and health costs. That is why this extra funding is great news for the NHS and the general public, as well as for users of drug treatment services. This funding will help to provide a life away from drugs for the user and a new future for families, friends and communities affected by the impact of drug addiction. Record amounts of funding have already resulted in record numbers of people entering and staying in treatment. Thousands of people are now free from addiction, and in communities across the country drug-related crime is falling. But there is still room for improvement. We have succeeded in widening access to services, and now we must concentrate on improving the effectiveness of drug treatment. Today’s announcement of an increase in funding underlines our commitment to take on this challenge”

From the visit to the New Start Trust, members were able to see how important this service was to the local community and how the level of support given to people accessing this service really does make a difference. It is important that the service user experience is listened to and acted upon by the Primary Care Trust and other stakeholders.

Forum members are also keen to ensure that the needs of carers and relatives are being met in terms of the provision of information, support and advice.
Prevention and education of substance misuse is important and must be funded and resourced adequately in order for it to be successful and make a difference.

**Recommendation 5:** The Forum would like to be reassured that South Manchester Primary Care Trust is engaging with voluntary sector providers like the New Start Trust in order to ensure that the patient experience of people accessing their services and health services are fed into the commissioning processes of the PCT. The PCT must be assured that service users are given “privacy and dignity” when taking medication in public areas and must work with the local pharmacists to ensure that this takes place – if people are willing to change their lives, then they must be supported and treated with respect.

**6. Dental Services**

From April 2006 NHS Dentistry changed to provide better access to high-quality services and a new simpler charging system was introduced. In South Manchester access to NHS dentistry became the responsibility of South Manchester Primary Care Trust and this also included urgent treatment and the provision of out-of-hours care. Each Primary Care Trust was given money by the Department of Health to provide services that meets the needs of the local community.

From the evidence collected to date (July 2006) in South Manchester by the Forum, access to a NHS dentist is a major concern and further work on a city-wide basis is being carried out by the Central, North and South Manchester PPI Forums in gathering experiences, comments and views on people accessing dental services in Manchester. A further report from the three PPI Forums is to be expected later in the year.

Furthermore, access to information about the changes, the new charges and contact numbers for out of hours care seems not to have been well advertised or circulated. Forum members have at various information stalls handed out leaflets explaining the new charges and an emergency phone number to call for dental treatment. These concerns were also reflected by members of the public who called in to Wythenshawe FM radio during a community show interview in June 2006.

It is important to remember that for the majority of people in Manchester accessing emergency and out of hours treatment this will not happen until they need it and at a time when it is most urgent and when people are at their most vulnerable.

How an individual’s personal dental pain can be triaged over a telephone (NHS Direct) is one of concern to the Forum and this must be monitored very closely in order to ensure that people are not suffering longer than they should because they do not have access to transport, money for a taxi or childcare support to access dental treatment across Manchester in some cases.

**Recommendation 6:** Forum members would like to recommend that South Manchester Primary Care Trust ensures that more information is provided to the general public in appropriate formats on the changes in dentistry so people can make informed decisions about their dental health.

The Forum would like to know what monitoring system is in place to evaluate the “out of hours” services provided by NHS Direct (telephone triage) and at Rocky Lane Dental Practice and other dental practices that are being used by patients in Manchester for emergency treatment.
7. GP Practices

In June 2006, Health Minister Lord Warner revealed that GP practices will face tougher tests on waits for appointments as part of a drive to ensure that all NHS patients can see a family doctor within two working days.

Health Minister Lord Warner said:

“Access to NHS GPs is undoubtedly improving. Our target of patients being able to see a GP within two working days is leading to quicker care and has largely ended the problem of people waiting a week or more to see a doctor – but our plans to give patients better GP access don’t stop here. Our thorough examination of GP access should help solve the mystery of why there is a real difference between what patients and practices report. All patients should have fast access to a GP every working day of the month. At the same time, practices need to offer advance appointments. There must be no excuses or exceptions.”

It was further reported that Primary Care Trusts will telephone surgeries on a random day every month to ensure that the two-day access target, which has allowed more patients to book a GP appointment within 48 hours, is a true reflection of patient experiences.

From January 2006, Forum members have been gathering patient experiences on how long it is taking patients in South Manchester to make an appointment to see a GP at their local practice and also whether they are able to make advanced appointments or are offered the opportunity to see a health practitioner within 24 hours. The evidence collected is being forwarded to the Primary Care Trust and to individual GP practices with requests from the Forum members to address issues raised and for the PCT to look more closely at the performance of GP practices and how they are paid.

If they are not meeting the needs of the local community, this must be challenged by the Primary Care Trust and access improved. This work will be ongoing by the Forum during the 2006/2007 to ensure that the needs of the local people in South Manchester are met.

Recommendation 7: Forum members would like to recommend that increased monitoring is carried out by South Manchester Primary Care Trust to ensure that GP practices are performing and meeting the criteria stated in the guidance note from the General Practitioners Committee entitled “Access Direct Enhanced Service 06/07” which consists of 4 areas:

- Opportunity to consult a GP within 2 working days
- Opportunity to book appointments more than 48 hours in advance
- Ease of telephone access to the practice
- Opportunity to be seen by a practitioner of preference

Manchester Primary Care Trust Board must be assured that local people are able to consult with a GP within 48 hours and ensure that the patient experience is fed into the monitoring processes of the GP contracts.
Summary of Recommendations

Recommendation 1 – Men’s Health
Forum members would like to have an update on the work of South Manchester Primary Care Trust in addressing the requirements of the “Equality Act” and how this is being addressed during the transition period to a single Primary Care Trust (PCT) for Manchester.

Recommendation 2 – Deafblind Services
Forum members would like reassurance from South Manchester PCT that they are working in partnership with Manchester City Council and have identified all Deafblind people living in Manchester and are addressing their health needs under the Disability Discrimination Act.

Recommendation 3 – Older People
Forum members would like to recommend that all staff as part of their induction into the NHS are given “Elder Abuse Awareness Training” and a policy is in place so staff are able to report any concerns quickly and in confidence.

Recommendation 4 – Carers
The Forum fully supports this proposal and recommends that South Manchester PCT builds this targeted work into their health promotion plans and works with Forum members and other statutory/voluntary sector partners in ensuring that health awareness days for carers are held city-wide.

Recommendation 5 – Drug Services
The Forum would like to be reassured that South Manchester PCT is engaging with voluntary sector providers like the New Start Trust in order to ensure that the patient experience of people accessing their services and health services are fed into the commissioning processes of the PCT. The PCT must be assured that service users are given “privacy and dignity” when taking medication in public areas and must work with the local pharmacists to ensure that this takes place – if people are willing to change their lives, then they must be supported and treated with respect.

Recommendation 6 – Dental Services
Forum members would like to recommend that South Manchester PCT works in partnership on a city-wide basis with Central and North Manchester PCT to ensure that more information is provided to the general public in appropriate formats on the changes in dentistry so people can make informed decisions about their dental health.

The Forum would like to know what monitoring system is in place to evaluate the “out of hours” services provided by NHS Direct (telephone triage) and at Rocky Lane Dental Practice and other dental practices that are being used by patients in Manchester for emergency treatment.

Recommendation 7 – GP services
Forum members would like to recommend that increased monitoring is carried out by South Manchester PCT to ensure that GP practices are performing and meeting the criteria stated in the guidance note from the General Practitioners Committee entitled “Access Direct Enhanced Service 06/07” which consists of 4 areas:

- Opportunity to consult a GP within 2 working days/Opportunity to book appointments more than 48 hours in advance/Ease of telephone access to the practice/Opportunity to be seen by a practitioner of preference

South Manchester PCT must be assured that local people are able to consult with a GP within 48 hours and ensure that the patient experience is fed into the monitoring processes of the GP contracts.
INFORMATION SUPPORT AND ADVICE
Manchester Deaf Centre

Linkworker Service

The Linkworker (Deaf Community) provides support for all persons aged 18+ in Manchester who are Deaf, deafened, or hard of hearing and Deafblind.

The key aims of the Linkworker service for the deaf are as follows:

• To provide information, advice and advocacy to the public in key areas of social welfare – including social security benefits, housing and debt.
• To signpost and refer clients to appropriate services and advice providers when the scope of the Linkworker role and/or Linkworker expertise is exceeded.
• To enable members of the deaf community to access the full range of council and other public sector provision.

Monday 10:30am – 3:30pm (Appointment only)
Tuesday 10:30am – 3:30pm (Drop in)
Wednesday 10:30am – 12:30pm (Appointment only)
Thursday 10:30am – 3:30pm (Appointment only)
Friday 10:30am – 12:30pm (Appointment only)

The Linkworker service can be contacted on the following numbers:

Joanne Townley
Textphone/Voice 0161 273 7963
Email Joanne.Townley@manchesterdeafcentre.com
SMS Only – 07766 218 031

Kamal Mohammed Ali
Textphone/Voice-0161 273 7986
Email Kamalmohammed.ali@manchesterdeafcentre.com
SMS/Mobile -TBA

Appointments can also be made by contacting Manchester Deaf Centre at Crawford House, Booth Street East, Manchester, M13 9GH on: 0161 273 3415 (Textphone) 0161 273 3415 (Voice) or 0161 273 6698 (Fax).

at www.Manchesterdeafcentre.com
Or check out the website Manchester Deaf Centre is a Registered Charity number 221247
Supported by
Did you know that this booklet entitled “Who cares?” is available from the Department of Health and is full of information and support for the carers of people with dementia.

To obtain a copy call DH Publications Orderline on 08701 555 455 and request publication order number 31276 or you could email dh@prolog.uk.com

Copies are also freely available from the Forum Support Office on 0161 214 3967 or by email on val@blackhealthagency.org.uk

Did you know that Self Help Services run the following two groups in South Manchester? For further information, please telephone 0161 232 7312 or email info@selfhelpservices.org.uk

Did you know that the Tree of Life Centre, Oatlands Road in Wythenshawe is a centre for Health and Well-being? They take a holistic approach, offering services in support of physical, emotional, financial, mental and spiritual well-being. For further information, please telephone 0161 437 7623 or email tree-of-life01@hotmail.co.uk
## South Manchester Healthy Living Network
### Activities in the Community
#### from 26.06.06

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair based Exercises</td>
<td>Chair based Exercises</td>
<td>Trying to Stop Smoking</td>
<td>Health information Resources</td>
<td></td>
</tr>
<tr>
<td>St. Margaret’s Church</td>
<td>St. Margaret’s Church</td>
<td>Woodhouse Park Lifestyle Centre</td>
<td>Woodhouse Park Lifestyle Portway, Wythenshawe</td>
<td></td>
</tr>
<tr>
<td>250 Burnage Lane, Burnage</td>
<td>250 Burnage Lane, Burnage</td>
<td>Portway, Wythenshawe</td>
<td>Portway, Wythenshawe</td>
<td></td>
</tr>
<tr>
<td>Time: 10–11.30</td>
<td>Time: 10.30–11.00</td>
<td>Time: 11.00 12.00</td>
<td>Time: 10.00 – 4.00</td>
<td></td>
</tr>
<tr>
<td>Tutor: George Kerwin</td>
<td>Tutor: George Kerwin</td>
<td>Tutor: Arun Patel</td>
<td>Tutors: Ken Deeks, Cheryl Coghlan</td>
<td></td>
</tr>
<tr>
<td>Chair based Exercises Norbrook Youth Club, Bordley</td>
<td>Chair base Exercises</td>
<td>Chair based Exercises</td>
<td>Mature Movers Exercises</td>
<td></td>
</tr>
<tr>
<td>Walk, Northern Moor</td>
<td>St. Margaret’s Church</td>
<td>Barlow Moor Community Assoc.</td>
<td>Woodhouse Park Active Lifestyle Centre</td>
<td></td>
</tr>
<tr>
<td>Time: 12.30 – 2.30</td>
<td>250 Burnage Lane, Burnage</td>
<td>23 Merseybank Avenue, Chorlton</td>
<td>Portway, Wythenshawe</td>
<td></td>
</tr>
<tr>
<td>Tutor: George Kerwin</td>
<td>Time: 11.30–1.00</td>
<td>Time: 10.30 – 11.30</td>
<td>Time: 11.00– 12.30</td>
<td></td>
</tr>
<tr>
<td>Stroke Prevention Group Exercise, Crafts and</td>
<td>Chair Based Exercises and weight Management advice with Dietician.</td>
<td>Chair based Exercises</td>
<td>Tutor: Cheryl Coghlan</td>
<td></td>
</tr>
<tr>
<td>Baguley Hall Methodist Church, Bowland Rd, Baguley</td>
<td>Tweenies group with Health Visitor</td>
<td>St. Elizabeth’s RC Church, Peel Hall</td>
<td>Tutors: Arun Patel</td>
<td></td>
</tr>
<tr>
<td>Time: 1.45 – 2.45</td>
<td>Royal Oak Centre</td>
<td>Peel Hall</td>
<td>Tutor: Arun Patel</td>
<td></td>
</tr>
<tr>
<td>3.00 - 4.00</td>
<td>Royal Oak Road</td>
<td>Lomond Road</td>
<td>Tutor: George Kerwin</td>
<td></td>
</tr>
<tr>
<td>Tutor: Ken Deeks</td>
<td>Time: 10.00 – 12.00</td>
<td>Time: 2.00 – 3.00</td>
<td>Tutor: Cheryl Coghlan</td>
<td></td>
</tr>
<tr>
<td>Active Therapy Team</td>
<td>Tutor: Arun Patel</td>
<td>Tutor: George Kerwin</td>
<td>Tutors: Cheryl Coghlan</td>
<td></td>
</tr>
</tbody>
</table>

For an updated timetable, or to check a session is still running please telephone South Manchester Healthy Living Network on 0161 217 3667 / 3035.
**Comic Relief**

**Small Grants For User-Led Mental Health Groups**

Are you a local group run by people with experience of mental health problems? Are you trying to bring about better mental health services or to improve people’s attitudes to mental health issues? Do you need money for your running costs like rent, bills and travel? If so then read on!

Comic Relief is offering small grants (of up to £5,000) to support user-led mental health groups who can help people with mental health problems to get their voices heard and campaign for change.

**Who can apply?**
- User-led mental health groups with an annual income of less than £150,000 a year.
  - By ‘user-led’ we mean that a majority of people on the management committee have personal experience of mental health problems.
  - Groups don’t have to be registered charities but they must have charitable aims and objectives.

**What we will fund:**
- Patient’s Councils or Forums representing member’s views to those developing mental health policies or services
- Groups campaigning for better mental health services or a reduction in discrimination against people with mental health problems
- Media Action groups working to improve coverage of mental health problems in the local media
- Advocacy work

You can apply for up to £5,000 towards your running costs (e.g. rent, electricity, phone bills, photocopying & printing, travel) or for the costs of training (e.g. to develop the skills of your Management Committee in organisational development or financial management).

**What we won’t fund:**
- Work that is solely focused on self-help or peer-support activities
- Information services, telephone helplines
- Individuals

**How to apply:**
- You can download an application pack from our website at [www.comicrelief.com](http://www.comicrelief.com)
- Alternatively, you can request a copy of the application pack by sending a self addressed, stamped (85p) A4 envelope to:

  **UK Grants Team, Comic Relief, 5th Floor, 89 Albert Embankment, London, SE1 7TP**

If you have any questions about the form or your application please give us a call on: 020 7820 5555 and we will try and help.

Small grants applications are assessed on an ongoing basis and there are no deadlines.

We aim to give you a decision within three months of you applying.

*Comic Relief, registered charity 326568*
Trying to stop smoking?
You don’t have to do it alone!

Would you like to be a non-smoker?
Would you like support to help you stop smoking?

- Health Benefits
- More money
- Free patches/gum etc if appropriate
- Information on latest treatments
- No lectures, just friendly support

Wednesday, 11—12am
Woodhouse Park
Healthy Lifestyles Centre
Portway
Woodhouse Park

Monday, 1—2pm
The Addy
207–221 Woodhouse Lane
Wythenshawe
M22 9TF

For more information, please contact the Manchester Stop Smoking Service on:
0161 205 5998
New Start Trust is a Crime Prevention Project Specialising in Substance Misuse

New Start Trust is wholeheartedly committed to the principle of diversity and equality of opportunity. New Start is determined to make all efforts to prevent discrimination or unfair treatment against any of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical disability or offending behaviour. New Start is opposed to racist and sexist practices and attitudes and is committed to translating this into all aspects of its everyday work.

We wish to cultivate a project that celebrates diversity.

Structured Day-Care Project

A Service for stabilised service users

- Assessment
- Personal Action Plans
- Shared Care
- Education and Groupwork opportunities
- Diversionary Activities
- Planning for a life beyond drugs!

Women only space available on request

Drop-In Service for Current Illicit Drug Users

Available subject to Assessment

- Access to advice & support
- Overdose Risk Assessment
- Harm Reduction Advice
- Lancetline Project
- Diversionary Activities
- A safe and warm environment

Needle Exchange Service

- Information on services available; referral advice and support
- Harm Reduction advice
- Access to healthcare
- Wide range of needles/needles/condoms etc
- Safer injecting advice
- Overdose Advice & Prevention
- Gateway to drop-in/daycare service

Advice and Support within the Community For Parents/Partners, Community Partners

- Access to advice & support
- Harm Reduction Advice
- Support to local businesses – drugs in the workplace
- Confidential Service
- Support, Education & Training to local agencies
- Access to New Start Trust Website

Opening Times

Monday – Friday 10.00am – 4.30pm
Saturday 10.00am – 2.00pm

Drop In/Daycare Project

Call in or Ring for an appointment

New Start Trust
Alderman Downward House
1st Floor, The Birches, Civic Centre
Wythenshawe, Manchester M22 5RF
Tel: 0161 498 0615 Fax: 0161 436 5570
Email: info@newstarttrust.org
Website: www.newstarttrust.org

24 hour Answerphone
National Drugs Helpline: 0800 77 66 00

The Mentoring Service

What is it?

On referral to the project we will offer you a service that will match you with someone to whom you can identify with. That person will communicate with you pre release from custody, maybe visit you and if you want them to ... meet you on your release from prison.

We also offer this service to offenders on Community Rehabilitation Orders & Licences

What we offer:

Just tick the areas you want support with on the back of this leaflet, send it to us and let the work begin!

The project wants to support your rehabilitation.

We can support you on a one to one basis, offer counselling, peer support, practical advice and support in accessing other services.
Age Concern Manchester offers a free counselling service to Manchester residents over 50 years of age, their carers, and carers living in Manchester caring for people living elsewhere.

Counselling can help with a range of issues from loss and bereavement, deteriorating health, depression, anxiety, relationship issues, coping with isolation and a varied number of other emotional problems. We aim to work at the client’s pace. Work is not time limited.

Counselling takes place at Age Concern Manchester venues across the City, and where travel is a difficulty for clients, in clients’ homes.

Age Concern Manchester has a team of volunteer counsellors who are drawn from qualified experienced practitioners and trainee counsellors at the Diploma stage of reputable courses.

Referrals should be made to Age Concern Manchester Counselling Service on 0161 833 3944, or by post to the address below. All referrals will be assessed by the Counselling Manager before being passed to an appropriate counsellor.

Further copies of client information leaflets and referral forms on request from:

Counselling Manager
Age Concern Manchester
Swan Buildings
20 Swan Street
Manchester
M4 5JW

Tel: 0161 833 3944
Fax:0161 833 3945

E-mail: counselling@silverservice.org.uk
Carers Advice, Information and Advocacy Service

If you have anxieties or concerns about any aspect of your relatives care and need advice or would like to talk it through contact Sally on 0161 214 3933 or email carersgaddum@hotmail.co.uk

This service is available Monday, Wednesday and Thursday.

- Does your friend or relative live in residential care or nursing care?
- Do you, or your relative live in Manchester?
- Do you have worries about your friends or relatives care?
- Do you need help to communicate your concerns?
- Do you need more information to understand your rights and the rights of your relative?
- Do you need support to resolve an issue?
- Are you concerned about changes to your relatives care?
- Would you like help to question decisions being made in respect of your relative?

This is a free and confidential service available Monday, Wednesday and Thursday.
call Sally Francis on 0161 214 3933

Gaddum Centre
a tradition of innovating in health and social care
Manchester Patient and Public Involvement Forums would like to hear your views about health and health services in your area.

Do you want to share a good experience of a health service in Manchester?

Is there a service in your community that you feel should be offered to other patients in Manchester?

Do you wait too long for an appointment?

Do you know who to talk to if you have a concern or complaint?

How do you feel about the health of your local community and what can be done to improve it?

Do you have a concern or complaint that you would like to share?

Would you like to be involved in the work of the forums in Manchester?

Manchester Patient and Public Involvement Forums are independent and aim to bring the views of local people to the heart of health service decision-making, and help ensure that people have equal access to health services.

BHA/PPI Team, FREEPOST NAT14073, 2nd Floor, Gaddum House, 6 Great Jackson Street, Manchester, M15 4AX

Email: ppim@blackhealthagency.org.uk

You do not have to give us your details but if you would like us to contact you about an issue, please leave your name, phone number, address or email address at the end of your message.