

# STOP PRESS STOP PRESS STOP PRESS



## “Hear Our Voices”

### Health Watchdogs publish a report on the individual experiences of men and women using health services in South Manchester

August 2006

Members of South Manchester Primary Care Patient and Public Involvement (PPI) Forum are proud to present “**Hear Our Voices**” on the individual experiences of people in South Manchester of using local health services. The report highlights comments and views from local people and states what is important to them as patients, service users, carers and relatives.

Michael Kelly, Chair stated “***We thank everyone 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***”

“**Hear Our Voices**” includes experiences on services from Dentistry and Maternity to Podiatry and Pharmacy and demonstrates the need for more public information on local NHS services so people can make informed choices about their healthcare.

“***The gathering and listening to of experiences from so many different people in South Manchester has been a great opportunity to learn more about local NHS health services and where the voluntary sector fits in and provides so much needed support and advocacy to members of the public***” commented Kate Torkington, Forum member.

Recommendations have been made to the commissioning NHS body that buys health services for the people of South Manchester – **South Manchester Primary Care Trust** and a response from them will also be made public and circulated widely.

Copies of the report can be obtained by calling 0161 214 3909 or by emailing

[val@blackhealthagency.org.uk](mailto:val@blackhealthagency.org.uk)

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#### Notes to Editors

1. For more information, please contact Val Bayliss-Brideaux, PPI Forum Co-ordinator on 0161 214 3967 or by email on [val@blackhealthagency.org.uk](mailto:val@blackhealthagency.org.uk)
2. PPI Forums began operation in December 2003 after almost 5,000 volunteers were recruited to the 572 Patient and Public Involvement Forums. There is a Forum for every NHS Trust, Primary Care Trust, and Foundation Trust in England.
3. Forums gather views about health services and make recommendations, influencing NHS services. They monitor the quality of local services, and look at how wider issues such as social care, transport or housing affect health.
4. All out of pocket expenses such as travel and carers costs are reimbursed and training in key areas such as presentation skills and equality and diversity are provided.