

# “A MATTER OF EXPERIENCE”

- delivering our commitment to commission quality care

## ENGAGEMENT SPOTLIGHT:

In July 2014 Trafford CCG co-hosted, with Healthier Together, a public consultation event looking at the 'Healthier Together' proposals to reshape health services across Greater Manchester.

This was a well-attended event and lots of feedback was gathered. Two further Healthier Together events took place in September.



## SERVICE SPOTLIGHT:

### One Stop Resource Centre

“Thank you very much from a very satisfied customer.”

“Thank you for supplying the equipment so quickly – Mary, Mark and Mike are a credit to the team.”

Pennine Care, Trafford Division –  
Your local community healthcare

## PATIENT SPOTLIGHT:

### Rita and Terry

Right PLACE  
Right TIME  
Right CARE

*The below patient story has been provided by Trafford Carers Centre and is a good example of carers working with GP's, while highlighting the help and support that carers need. The individuals are anonymised but have given consent for their story to be shared.*

Rita and Terry are married, in their early 70s and live in Trafford. Rita became Terry's carer six years ago when he became paraplegic after being diagnosed with a neurological condition. Terry has multiple needs that involve an irrigation of his bowel which is both complex and time consuming.

After more than 20 years of living outside the borough the couple returned to be near their daughter and contacted Trafford Carers Centre for help and an assessment.

Before returning to Trafford, Terry had been awarded one hour a day funded health care which provided Rita with much needed support during his three hour morning routine. There was a three week delay in getting this help approved once they had moved, leaving Rita exhausted with a health check identifying her as having medium to high levels of anxiety.

A summary of this check was sent to Rita's new GP which would have also alerted them to her role as a carer. Following this, she was introduced to the 'Carers Choir' which she has said has made a huge difference to her and reduced her stress levels as a result.

As a result of the carer's assessment and in addition to receiving one hour a day funded help, Rita now has access to a carer's personal budget that she can spend on wellbeing activities for herself such as meals out and getting her hair done.