



Annual report 2019-20

Guided by you

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What are the statutory activities of Healthwatch?

- Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services.



- Making reports and recommendations about how local care services could or ought to be improved.

- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known.



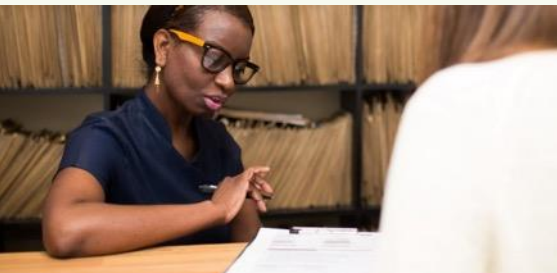
- Providing advice and information about access to local care services so choices can be made about local care services.



- Formulating views on the standard of provision and whether and how the local care services ought to be improved.



- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations

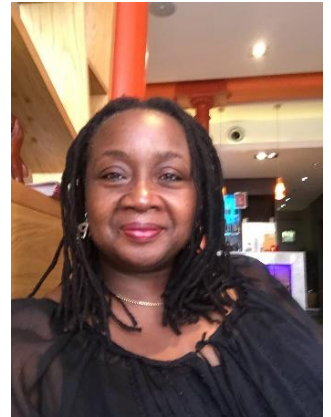


- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Message from our Chief Officer

I am pleased to present my final annual report. There have been many successes during the last year. Healthwatch Salford (HWS) has continued to increase the volume of engagement undertaken and we have seen the numbers of individuals contacting us to feedback their experiences, for sign posting and guidance increase.

Moving forward, the HWS Board have made a strong commitment to focus on both outcomes and measuring how our work is making a real difference. We want to be able to consistently tell people what difference their views have made to the health and care locally and nationally with Healthwatch England (HWE).



Delana Lawson
Chief Officer

Due to the Covid-19 pandemic HWE issued national guidance to all Local Healthwatch organisations. With very short notice, we had to refocus our work on supporting the health and care system's pandemic response. We will restart the commitments outlined in our business plan which were informed by feedback received during this period. These include:

- Engagement projects on residential and homecare services.
- The 'Enter and View' function where and when appropriate and helpful.
- Living Well Service engagement worker recruitment and support the development of this vital mental health service.
- Investigation into people's experiences of Equipment and Wheelchair Services.

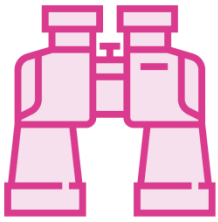
To support the Covid-19 pandemic health and social care system's response HWS will:

- Support the system to get clear information on service changes to the public.
- Support the public to navigate the new health and care system.
- Feedback the experiences both positive and negative that the population are experiencing due to the changes.
- Redeploy resources when and where appropriate to the health and care system.

As we move forward through challenging times Healthwatch Salford is in a good state of organisational health to perform its statutory functions. It has been a pleasure to work with the team, volunteers, the board and our partners across Salford and Greater Manchester.

Thank you and best wishes

Delana Lawson



Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchsalford.co.uk

Twitter: @ HealthwatchSalford

Facebook: @ TellHealthwatchSalford

Meet our Board

The Board's significant role is to determine strategic direction and policies for the organisation; to establish and oversee control and risk management arrangements; to ensure that Healthwatch Salford achieves its aims and objectives.



Phil Morgan Chair

Phil is a leading specialist working with a range of social landlords and tenants on regulatory compliance, good governance, tenant scrutiny, and involvement. Phil is also a Board Member of the Guinness Partnership and a Resident Board Member at his block in Salford which has inflammable cladding.



Jackie Leigh Vice Chair

Jackie has worked in Salford for over 20 years either as a senior nurse working in the field of gastroenterology and education and development at Salford Royal NHS Foundation Trust or as an academic in the School of Health & Society at the University of Salford.



J Ahmed

With the changing landscape in Greater Manchester's health and social care, J is keen to ensure that Salford maintains and develops a constantly improving health and social care system that fits the needs of the Salford communities and provides greater equality in access and outcomes.



Kate Simpson

Kate has been working in Salford since 2014 heading up services for an innovative health and wellbeing organisation.

Here Kate works within a healthy living centre, a mental health garden, childcare nurseries and a forest school.



David Backhouse

David has had Type 1 Diabetes for 56 years and, since retirement, has been actively involved in a voluntary capacity, supporting Health and Social Care groups predominantly, but not exclusively, in Salford.



Sam Cook

Sam lives and works in Salford. She manages the Salford/Greater Manchester office of Penderels Trust, a charity/not for profit supporting people to live independently in their own homes. Sam has worked in the voluntary sector in Salford for 8 years, during which time she has developed a passion for personalisation in health and social care.

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



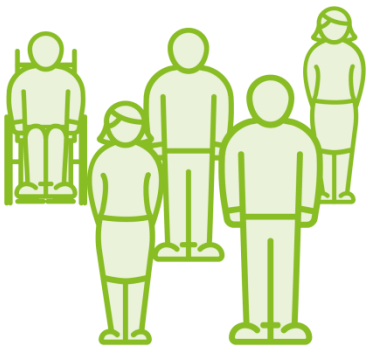
22 volunteers

helping to carry out our work here at Healthwatch Salford...

Who gave us

107 hours of their support.

Providing support



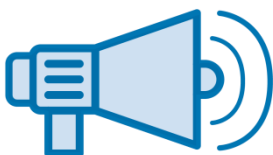
2587 people

shared their health and social care story with us, or contacted us with questions about local support, 3% more than last year.

1788 people

accessed Healthwatch Salford advice and information online, 5% more than last year.

Reaching out



Over 17,000 people

Engaged with us through social media this year, and over 800 people engaged with us at community events.

How we've made a difference



Improving Services

Salford Together

In partnership with Salford Together we were invited to interview patients who had used the new integrated care projects. These were patients who had received services, from the Falls Team, Urgent Care, Enhanced Care and Housing Support.

The interviews focused on people's experiences around:

- Promoting prevention and independence
- Providing person-centred health and care services delivering more care in communities.

The results were varied with some excellent responses about Falls Prevention and Housing Support projects. However, some feedback indicated a need for more patient education around why some services are changing and reshaping patient expectations.



Marlene and Brian, interviewed for their patient story

We were pleased to be invited to participate in this review as an independent organisation and welcome the spirit of openness and collaboration by Salford Together.

GP Practice Engagement

We received a positive response from the Salford Clinical Commissioning Group (CCG) to recommendations we made in our Access to GP Appointments Engagement Project.

We have placed the letter from the Medical Director Dr J Tankel and recommendations on our website. We also made some specific recommendations about access to individual practices where we received enough feedback from their patients.

It has been a challenge following up with these specific practices and we continue to work closely with the CCG Quality Team.

I was very impressed with the standard of the Healthwatch Salford Report and would like to congratulate Healthwatch Salford for this piece of work in understanding the challenges our registered population face in accessing appointments in general practice'

Dr J Tankel, Medical Director,
Salford Clinical Commissioning
Group



Working in partnership with others

This year, we decided to combine our priorities survey with national engagement on the NHS Long Term Plan with 152 Healthwatch organisations across the country. This gave Salford residents the opportunity to influence good health and care not just locally and regionally across Greater Manchester but also nationally across the country.

In addition to the main survey, Healthwatch England also produced a range of specific condition surveys: cancer, mental health ill health, heart and lung diseases, long-term conditions, learning disabilities, autism, and dementia. HWS gathered a total of 339 completed surveys.

People told us what was important to them in terms of, prevention, personalisation, and technology.

Greater Manchester Health and Social Care Partnership addressed each of the reports Local Healthwatch across Greater Manchester had produced, outlining how future plans link with what people have told us and inviting us to participate in various advisory groups across health and care in Greater Manchester.

In Salford we divided our findings between the 5 neighbourhood areas so that neighbourhood teams could better understand what residents feel will help them to utilise services better and maintain their own health. We presented these findings at the 'Integrated Care in Neighbourhoods' Event in October.



Share your views with us

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

Website: www.healthwatchsalford.co.uk

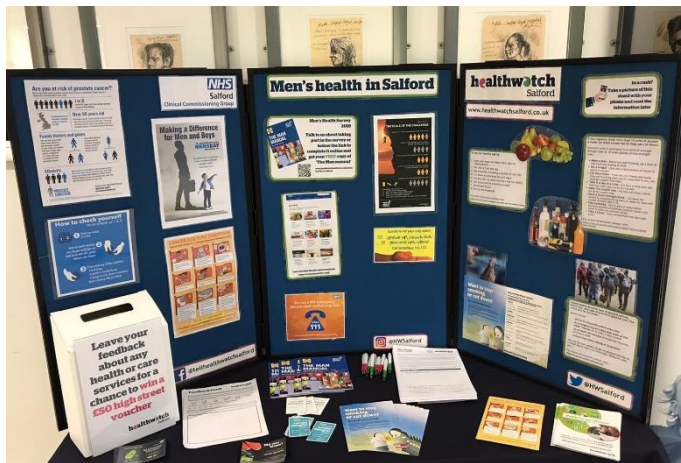
Telephone: 0330 355 0300

Email: feedback@healthwatchsalford.co.uk

Working in partnership

Men's Health in Salford

This survey was launched as a joint engagement campaign With Salford CCG in recognition of Men's Health Week in June. We promoted the survey at various venues and events as part of a health promotion outreach. We also attended local businesses predominated by men to hold focus groups which gave us more insight into the kind of issues faced by men. As a result, an information display has been produced which includes information on spotting the signs of cancer, how men can check their testicles, prostate worries, healthy eating, cutting down on alcohol and smoking plus getting more exercise. This report has recently been disseminated and we will report back next year on the responses from our partners.



Women's Health in Salford

A women's health survey was developed in collaboration with Salford CCG as a comparative to the men's health survey. The aim was to run a similar project looking at the health of women across Salford and was launched on International Women's Day, Sun 8th March 2020. The project will run for a period of 3 months with engagement and focus groups to support it. We have already had challenges from some women about the absence of maternity services from the survey which we intend to focus on later during the year.

Working in partnership

Silent Voices Project

This work was designed for Salford residents who use British Sign Language (BSL) and have an interest in digital communication, to become Digital Health Champions by making short films about health and care. The BSL users felt it was as important to give 'Experience Informed' messages to professionals, as it was for health messages to reach the deaf community. We held 5 sessions, (including one media training session) resulting in the group producing 4 films around: Top 5 tips, Flu Jabs, Lung Health Checks and Being more Deaf Aware.

Over the past 8 months the group has grown in confidence and members have become more creative in deciding what films they want to produce. The group are more confident in speaking up about issues that they or their friends and family have faced as well as ideas of what information needs to be out there in the BSL community. Participants have said they feel valued and listened to. The group wish to continue to meet and work with us to highlight the experiences and co-develop solutions to communication and access issues experienced by the deaf community.



Silent Voices volunteers filming their awareness videos.

Northern Care Alliance – Elective Access Transformation Programme

We attended meetings of the Patient Documentation Standardisation Panel, to give valuable feedback on the proposed wording and layout for communication across the Northern Care Alliance region, of which Salford Royal is one of their hospitals.

Listening to people

Healthwatch Salford Network

We launched our new network development project in November, inviting existing community groups to join us with the agreement that they will facilitate conversations around health and care with their members at least 4 times a year. Through a nominated 'group lead' (enrolled with us as a Community Champion volunteer), the groups regularly pass to us a summary of what their members are saying. Having direct contact with us means they can raise concerns, ask questions and in turn gain feedback on the health and care areas that are important to them.

We support the groups to engage around health and care issues by allocating a small amount of money to support their engagement efforts in ways which suit their group's needs. Eight groups had signed up by the end of March 2020 with a combined membership of over 450 residents of Salford. This is in addition to our longstanding Healthwatch Salford membership.

Art of Gold
Beech Court Tenants and Residents Association
Cadishead Tenants Association
Claremont Kurling Club
Community Dosti
Salford and Gt Manchester Gynaecological Cancer Support Group
Salford and Trafford ME Group
Together @M44



Salford CCG Citizens Panel

Salford CCG held 2 Citizen Panel events during the last year. These were public engagement events, aimed at bringing together members of the public across Salford with health and care professionals to learn from each other about the experiences of services across Salford. We supported both events which were well attended by the public, with our staff supporting the CCG to facilitate table discussions during workshops as well as having our own Healthwatch information stand.

Listening to people

Better Off Salford Coffee and Chat

We joined with Salford City Council's initiative 'Coffee and Chat' which were monthly events hosted for 5 hours at each of the Gateway health and community centres: Eccles, Swinton, Pendleton, Walkden and Broughton Hub. The aim was to create accessible ways for the public to interact with public services.

Salford Royal Hospital

Our bi-weekly tabletop engagement has been a great way to talk with the public and staff at Salford Royal Hospital. We hosted 12 sessions across the period and gathered valuable feedback not only about the services.

We also presented at the North West Governors Forum hosted by Salford Royal. Our aim was to highlight our work and look at areas of potentially closer working between Local Healthwatch and hospital governors.

Big Health Day – Chatsworth School

This event was organised by Salford City Council/CCG to facilitate people with learning disabilities interacting with local health and care services. We held an information stand here, utilising our easy read leaflets and feedback forms and by using our bespoke 'talking mat', we were able to gather the sentiment of attendees on their experiences of health and care.



Helping you find the answers

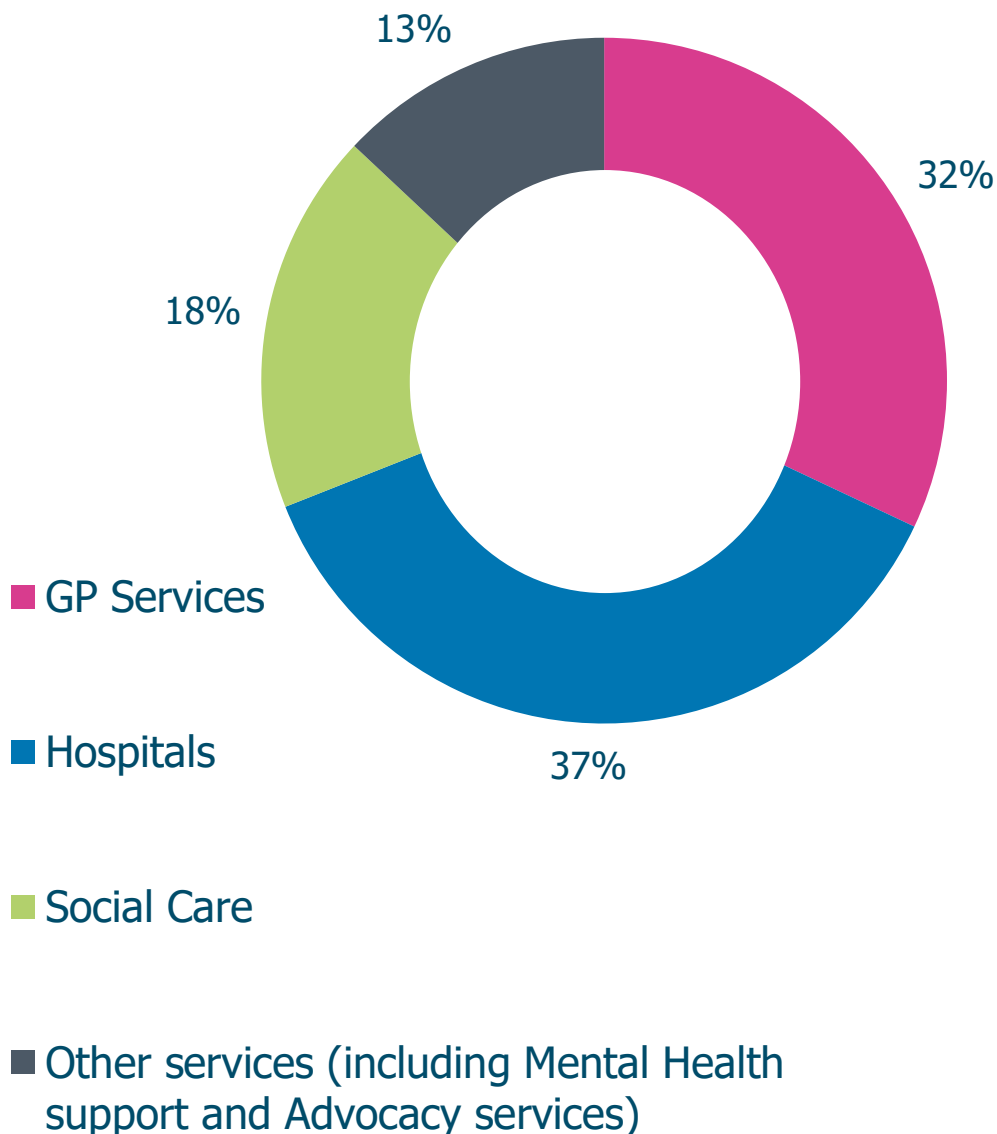


Finding the right service can be worrying and stressful. Healthwatch Salford plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped over 3,000 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



What you've told us

Over the past year hundreds of people have shared their views and experience of health and social care services in Salford. Here are a selection of the comments received:



Salford Royal Hospital:

"I was treated like a guest at a hotel. I had the right specialist to look at me and it took around 3/4 days to discover the problem. But the service was tremendous, so much so I bought a card and brought it in as a thank you."



Ordsall Health Surgery:

"I have had heart surgery in the past. If I'm worried, I can get an appointment and visit my Doctor. He is nice going, lovely people, friendly staff. For a long time, I was very poorly. I had superb treatment and care. If I needed them, they would be there for me."



Select Community Support:

"Amazing ladies providing excellent care for the past 2 years for me."



Sorrel Bank Medical Practice:

"Went to GP because of a very bad cough. Prescribed antibiotics and also referred for a chest x-ray to check there was nothing underlying. Really pleased, it wasn't even with my GP but a LOCUM."



[Left to Right] Elyse Peacock (Knowledge & Support Officer), Mark Lupton (Engagement Officer), Phil Morgan (Chair)

Healthwatch England Awards 2019

Every year, the Healthwatch England Network Awards celebrate the many positive stories of how the local Healthwatch network is helping to make care better for thousands of people. The awards are an opportunity to demonstrate where local Healthwatch worked within their communities to make sure health and social care services met people's needs.

We were pleased to be recognised as 'Highly commended' in the 2019 Healthwatch Network Awards for

Outstanding achievement: NHS Long Term Plan category.

These awards nationally acknowledge how people's feedback is vital to improving services. Thanks to the contribution of people from Salford who shared their experiences with us last year, this has led to positive changes to the way local health and care services are run.

Volunteers



At Healthwatch Salford we are supported by 22 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people’s experiences to help us know which areas we need to focus on.

Here are some examples of what our Volunteers have helped us with this year:

Reviewing Quality Accounts

Research Volunteers helped us to read through and comment on the draft Quality Accounts for Salford Royal NHS Foundation Trust as well as Greater Manchester Mental Health Trust. This enabled us to get a broad idea of the accessibility and legibility of quality accounts combining this with feedback we have had to inform Salford residents.

Salford Royal & General Engagement

Community Champion Volunteers helped us to gather invaluable feedback from patients, visitors, and staff at Salford Royal Hospital at the same time as helping to promote Healthwatch Salford. They also supported us at both the Eccles Festival and Salford Big Day Out.

Silent Voices Project

4 of our volunteers are Deaf BSL users and helped us in conjunction with Salford Clinical Commissioning Group to make videos aimed at both the Deaf community in Salford as well as health and social care professionals.

Heart of Salford Awards

Our volunteering team was nominated for a Heart of Salford awards late in 2019 and whilst they did not win, we were so pleased for them to receive a commendation.



Our volunteer Vania collecting the Heart of Salford certificate on behalf of our volunteers



Volunteer events

We could not do what we do without the support of our amazing volunteers. Here's what we do to celebrate their hard work and dedication.



Volunteers Week

We held 2 events to celebrate our thanks to our volunteers. During Volunteers week we hosted a gathering of volunteers and presented them with certificates as a thanks for all the hard work they had done for us over the last year.



Festive Meal

We also organised a festive meal at the Glasshouse Restaurant at Worsley College and attended the volunteer's day at the University of Salford, engaging with students and encouraging them to consider Healthwatch for volunteering.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Salford.

Website: www.healthwatchsalford.co.uk

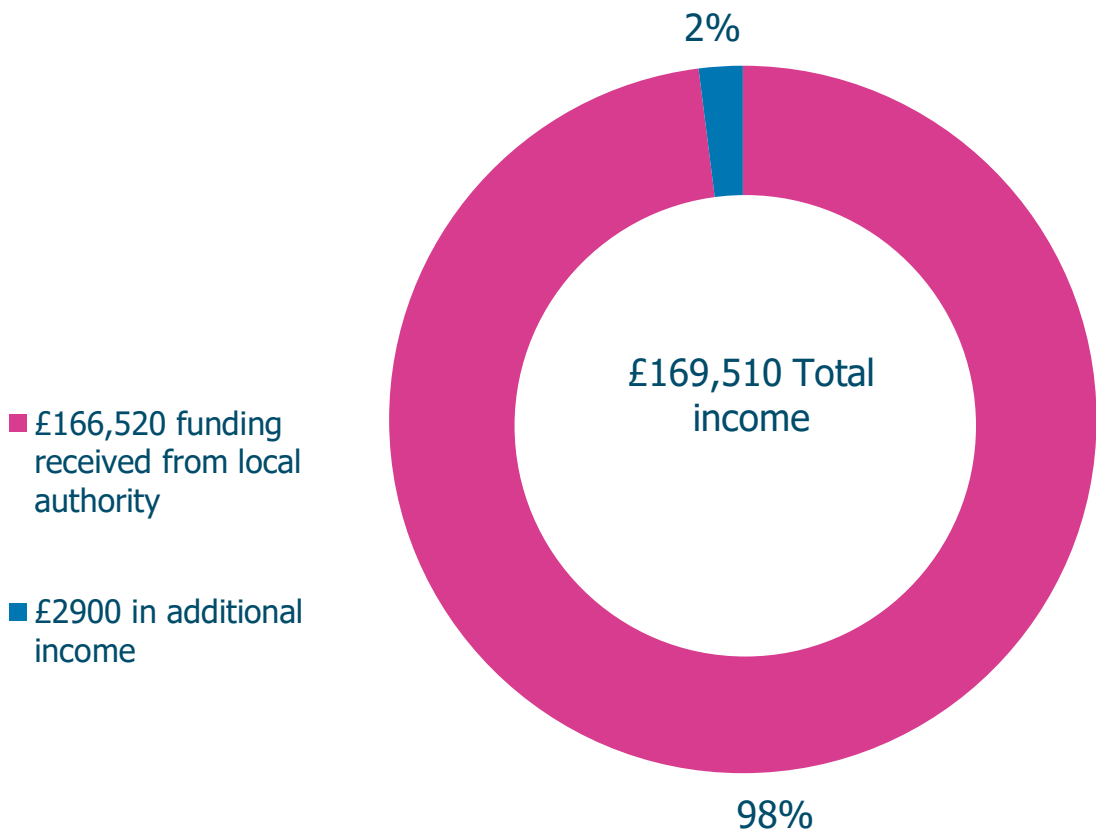
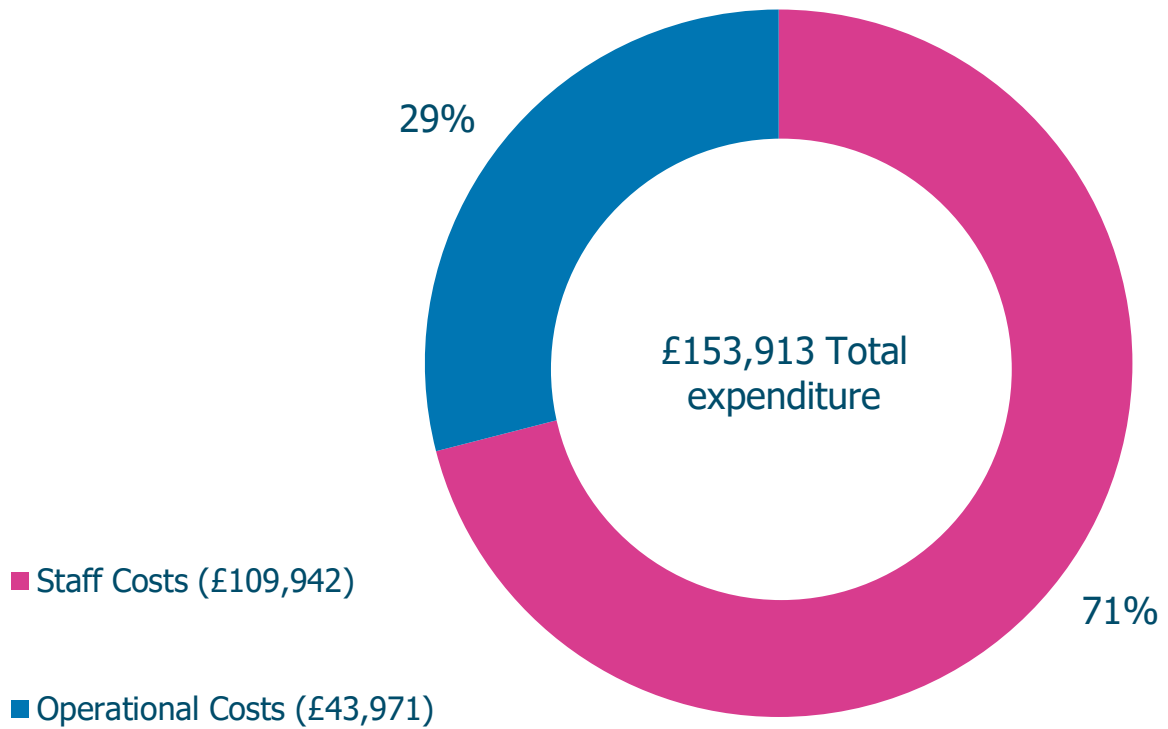
Telephone: 0330 355 0300

Email: feedback@healthwatchsalford.co.uk

Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £153,913.



Thank you

Thank you to everyone that is helping us put people at the heart of social care, from NHS Health and Social Care providers, to voluntary organisations across Salford.



Contact us

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Eccles Old Town Hall

Eccles

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M30 0FN

0330 355 0300

feedback@healthwatchsalford.co.uk

www.healthwatchsalford.co.uk

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

0330 355 0300

feedback@healthwatchsalford.co.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Note: Please include your charity or company number here.

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