A picture containing text, clock, gauge

Description automatically generated*Involve, Influence, Aspire*

**Chief Officer’s update – 7th December part 1**

**MY ACTIONS FROM THE PREVIOUS BOARD MEETING:**

1. Ambulance Patient and Public panel update

As previously suspected and discussed, the GM footprint now means that services are aligning to that. Hospitals have specialisms which quite often means people travelling out of area for appointments. NWAS have a patient and public panel which any member of the public can request to join. This matter was raised by a member of the public and they’ve been updated. GM Healthwatch has a representative who liaises with NWAS, and I have requested detail on this.

1. Investors in Diversity surveys

The survey has been circulated and now closed; results are being analysed. I’ve chased our accreditation and have been advised that we should get our results before the Christmas break – I have stressed how keen we are to know the outcome.

**HWS TEAM UPDATE**

**Mark**

GP Report

Report has been published and is being shared widely (sent to board previously). Mark will present about this separately.

Deaf Champions – Silent Voices

Silent Voices drop in event held at Eccles Library. 8 deaf people in attendance with representatives from MH services, Social Care, Northern Care Alliance and GP services. Feedback from the event was positive, with a follow up meeting scheduled for December.

Mind Over Matter Mental Health project

Analysis has started with 219 individual survey responses received. Early indicators show that about 87% of people have completed demographic data. Data has been collected on focus groups. Seldom heard categories now: LGBTQ+, BAME, Age (older adults) and Homeless/rough sleepers.

Report will be finalised towards the end of December with a plan to publish at the beginning of January – after the festive period.

Libraries Listening Tour

These continue to take place the last week in every month. The current plan runs until March 2023, at which point it will be reviewed again.

Mark has been involved in the Enter and View visits including leading on some and supporting with others.

**Ali**

Enter and View

Ali is leading on this. 7 homes have been visited. There was an 8th visit planned but this was cancelled due to a Covid outbreak. Reports are being worked on and shared as and when.

We are working on creating a dedicated page on our website for Enter and View.

CYPMH project

Ali and Scarlett are working jointly on this. Scoping work has commenced with a view to engaging with parent carer forums/groups.

Ali has been leading on Marketing and liaising with Yellow Jigsaw.

**Scarlett**

Youthwatch

Given our experiences so far, the scope/purpose of the project has been redefined. Attached is an updated plan/brief Scarlett has worked on. We have our young volunteer who Scarlett is in regular contact with, and they will play a key role in the new plan.



Lived Experience Volunteers

Scarlett continues to lead and on this, liaising with Aqua and the volunteers. A meeting is booked in, which we requested, so we can agree clear responsibilities/actions going forward. There is a plan to extend this project, we’re just awaiting clarity on timescales. We will be reimbursed for all work undertaken so far and going forward.

Scarlett has been involved in the Enter and View visits including leading on some visits and supporting with others.

Data on volunteering to be shared at the board meeting

**Holly**

Holly continues to undertake ethnographic research for those who have accessed the LW MDT and the handover process with Living Well partners.

Ethnographic research has commenced for CMHTs and the Listening Lounge. Work is underway with OA CMHTs also.

Holly regularly attends operational meetings to share feedback and themes from the ethnographic research. Holly has also met with 42nd Street as part of the work they’re leading on for MH transformation for 16–25-year-olds.

Holly has been supporting with the Mind Over Matter project and leading on some aspects of Elfwatch.

The Living Well programme was nominated for a HSJ Award and Holly was invited to go (and did!) to the awards ceremony in London by the Living Well commissioners.

**Elyse**

Elyse has been working two half days a week, utilising her return to workdays. Clear priorities/work have been agreed to ensure workload is manageable during this time. It’s been great to have Elyse back and the priority has always been to ensure Elyse feels supported.

Elyse is kept up to date on all team activity and will return from maternity leave at the beginning of January.

**Yellow Jigsaw**

Yellow Jigsaw have been leading on social media in Elyse’s absence with Ali liaising in Elyse’s absence.

**Below is a summary of November’s activity:**

* GP Project Report launch pack: graphics and press release.
* Irwell the elf blog, brief and launch - and email correspondence with the team
* Team meeting attendance
* Interview with case study and write up
* Social media: we usually plan in two tweets a day plus one RT a day; 4 Insta posts a week and 4 Facebook posts a week, 1 LinkedIn post per week - Nov due to Irwell there were:
  + 35 Facebook posts
  + 15 Insta
  + 72 tweets/RTs in total

**Planned activity for December:**

* Focus on Irwell the Elf social media: two tweets a day plus one RT a day; 4 Insta posts a week and 4 Facebook posts a week, 1 LinkedIn post per week
* PR for printed packs/reports being distributed to libraries.
* Emails and team meeting attendance

**Elfwatch**

If you haven’t already seen it, we’ve launched ‘Elfwatch Salford’ on social media with our own Elf called Irwell! The team have worked on this together creating a project plan with a view to increasing our presence/followers on social media.

Irwell is visiting various places across Salford and social media has been themed around this. We’re running weekly competitions for people to guess where he is. Early indications show that our follower numbers are increasing already.

After discussing it with the team, we’re going to focus January social media on positivity – sharing positive feedback we’ve received/case studies etc. I’m in contact with adult social care about getting case studies from service users/staff.

**Civi**

Civi is the database we currently use for feedback/signposting and volunteer management. Earlier this year we were notified by HWE that Civi in its current guise and cost (free) would be going at the end of March 2023. HWE have been suggesting numerous alternatives which myself and other team members have been exploring and attending meetings/workshops on. As it stands, we are planning on using Excel when Civi goes – it aligns to the Impact Tracker, is simple to use and we are fortunate to have the Excel expertise within the team we have. Should we come across a more suitable alternative at a later date we can revisit this decision then.

**Board Skills audit**

In the new year we will undertake an up-to-date skills audit of the board. This can be done either in writing or a via phone call with Sam. Further details to go out in the new year.

**Meetings I’ve attended during October and November:**

4th October HW GM meeting to discuss/prep for 19th October meeting

5th October Amanda Rafferty to discuss The Big Conversation

6th October Salford Quality Team introductory meeting

6th October Alison Page from Salford CVS

12th October Lisa Dickinson from Aspire

12th October Planning Professional Development for Public Servants

13th October Cost of Living Squad

14th October Clare Mayo introductory

14th October STAT

19th October Hannah Swadkins from CQC

19th October HW GM/Warren Heppolette/HWE

19th October Silent Voices group with HWE

25th October Salford CVS VOCAL Leaders

26th October Laura Edwards re Co Production project

26th October Cost of Living Squad

27th October Salford Locality Board

3rd November Lauren Fairey commissioner

8th November Health and Wellbeing Board

10th November Health Protection Board

15th November Salford Locality OD workshop

16th/17th November HWE Conference

17th November intro meeting with BHA For Equality

18th Salford CVS Living Wage event

18th Salford STAT

22nd November Dave McKenna from Birmingham Uni re research project

23rd November Salford Locality Quality Group

24th November Salford Locality Board

24th November James Ntalumbwa from SALFORD GMMH

25th November HM GM Network

29th November Hannah Dobrowolska

30th November Skills for Growth

In addition to this, we have weekly team huddles, monthly team meetings and monthly one to ones.

Team huddles are usually virtual; however, we have agreed having a regular in person ‘wellbeing’ huddle. The first one in January will be at RHS Bridgewater.

I will be booking annual appraisals in for the team during January and February.