

Chief Officer's update – 7th July part 1

My life so far as Chief Officer...

I first want to take the opportunity to thank the HWS Team for making me feel so welcome from day one. My first day was spent with the team, attending a team meeting and getting my equipment sorted.

I have met each team member individually for an informal one to one. This has been a great opportunity to start building our working relationship and I've really enjoyed them.

I continue to work through the actions detailed in the handover/exit report produced by Alex before he left. Further detail on this can be provided if required.

HWS TEAM UPDATE

Mark

Deaf Champions – Silent Voices

A session was held with champions on 26th May, where they looked at the wording and structure of the BSL feedback page on our website. Amendments will be made to the website off the back of this.

A focus group session for the GP project has also been done, finding out from the d/Deaf community what the barriers are and what their ideas are to improve on these.

Group support for the Healthwatch England Accessible Information Survey that was due to close was also provided.

A video with d/Deaf champion and Yellow Jigsaw is being arranged and procedures (communication and BSL interpreters) to be agreed.

GP Survey

Mark is working on collating the feedback from the GP Surgery survey. As at the end of May response figures were - **747** completed, **723** partially completed (approx. 150 of these contain data that we can use) and **52** staff surveys. The public engagement phase of this ended on 31st May, however, we continued to receive feedback after this, so the actual numbers for responses are closer to 1000.

Mark met with a group of volunteers last Friday to start the preliminary collating and analysis of feedback. First draft of the report is due the end of July.

Community Forum/Adult Mental Health

The final community forum in this series was held on 24th May in the evening. It was the first truly hybrid meeting we have held with 5 members of public in attendance at Eccles library and 5 others joining us remotely online. The theme for this meeting was around mental health and we welcomed an insightful presentation from Mind in Salford who talked about the services that they offer.

We used the opportunity as a scoping exercise for our forthcoming project around adult mental health, to gather what the people of Salford think we should be focussing on. From this we came away with 7 themes to consider:

These themes were discussed in a meeting with the (then) CCG and project scoping exercise to be completed off the back of this.

Mark (with Ali) has started the planning stages of the care home Enter and View project.

Mark and I attended Salford Pride Pink Picnic and gained more feedback for the GP Survey. I really enjoyed this and found it really helpful and learned more about engagement from Mark.

Ali

Homecare Report

Ali has completed the first draft of the Homecare report and has received feedback from commissioners. Ali has received preliminary feedback from the last commissioner but is awaiting a detailed response before it can then go to sign off.

Equipment Services Report

Report was published last year. A few amends made recently.

Ali (with Mark) has started the planning stages of the care home Enter and View project.

Ali met with Salford Parent Carers group in preparation for the CAMHS/Young Persons Mental Health project.

Ali was involved in engagement activity for Carers Week and supported the CCG with a Dementia event.

Scarlett

One volunteer induction took place in the period with one volunteer in attendance. One informal chat took place with a prospective volunteer who wants to get involved in Youthwatch.

We were unsuccessful in setting up a focus group on GPs for young people to attend, despite reaching out to our links with professionals in Salford. We will focus on building our connections with existing youth groups and continuing to promote what we want to achieve with Youthwatch.

Whilst there are a lot of volunteers on our records now, many are inactive. This is being reviews, so its likely the number of volunteers will go down in the next period, so we have a list more representative of volunteers who are active.

Currently aiming to have a first draft of the Speak Up Salford Fund report by August 2022.

Data Area	Period from 1st May – 30 th June
Volunteering activities in the period	Age UK Salford Boat Race (4 volunteers) Photo day with Yellow Jigsaw (2 volunteers) HWS Community Forum (3 volunteers) Lived Experience Panel meeting – Home First Programme (1 volunteer) Healthwatch England virtual meeting (1 volunteer) Meeting to record testimony for Youthwatch video (1 volunteer) GP project data entry (1 volunteer) Mental health project task (2 volunteers) GP project working group meeting (5 volunteers)
Volunteer hours provided in the period	44 hours
Number of volunteers on record	29 volunteers
Levels of volunteer retention	0 leavers 1 new starter
Evaluation or feedback from volunteers regarding their volunteering activity (if applicable)	Volunteer 1 [When asked for feedback on the community forum they attended] 'It was interesting – lots of important things were touched on that I hadn't thought of. I'm used to hybrid meetings – it worked well at the community forum. We could still see and hear everyone clearly – you felt like you could have your say'.

Holly

Holly continues to attend team meetings and leadership meetings etc with Living Well, sharing recent stories and themes which have emerged and discussing service improvements based on the information shared.

Holly has completed 42 stories for Living Well.

Holly is also in the process of gathering stories for partners to see how smooth handovers are from Living Well to them, including Society Inc and Zuntold. CMHT ISA is still in process and should be soon beginning ethnographic research there. As well as the listening lounge at Hollybank.

Note for board:

- the work with other providers has led me to request a meeting with Sam Alford to work on a checklist of requirements for any ISAs we get asked to sign.

Elyse

Elyse is now on annual leave rolling into maternity leave.

Its fair to say Elyse worked her socks off prior to finishing to ensure everything was up to date and in a good place for handing over.

The team gave her a great send off and I will keep the board informed of any new about Elyse and her baby.

The team (including myself) have a rota in place to cover the main phone line in Elyse's absence and everyone has access to the info@/feedback@ inboxes.

Yellow Jigsaw will be leading on all social media whilst Elyse is on leave. They are upping our social media from next week:

- From one tweet (Twitter) a day to 2 a day plus one RT.
- Instagram will be increased by one extra week to make it 3 posts a week.
- Facebook is currently 3 posts and we will move to 4 posts.

Grace has said they will evaluate the additional time this takes and keep me posted. I will be monitoring the hours used against our agreed number of 20 per month.

Grace has agreed to join the monthly team meeting to get a feel for the work currently on and coming up, to ensure social media is inline with that.

Ali has agreed to take on the e-bulletins and email banners and the whole team have access to all accounts, just in case.

Holly has agreed to send papers and minute board meetings.

The team continue to run sessions the last week of every month as part of the 'Listening Libraries Tour'. Each library has a HWS information in them too.

And last but not least... **CONGRATULATIONS** to the HWS Team for winning the annual AgeUK Salford Boat Race for Dementia!!!

Note for board:

- If any board members have any suggestions for e-bulletins/accounts to follow etc, please let me know.

Meetings

I have so far attended the following:

22nd June – GMMH and Healthwatch Liaison group
23rd June – Salford Shadow Locality Board – Governance
23rd June – GM VCSE IG Leads meeting
24th June – meeting with Lauren Fairey in Commissioning
29th June – Harry Golby – (as was) Deputy Director Commissioning Salford CCG
1st July – Healthwatch in GM Network Meeting
5th July – Jon Turner, Impact Programme and Regional Network (North West)
Manager Healthwatch England
7th July – Hannah Dobrowolska – (as was) Director of Corporate Services
NHS Salford Clinical Commissioning Group

Note for board:

- Jon Turner mentioned a visit to Manchester on 19th October by Louise Ansari and Sir John Oldham. They will be attending a GM meeting first (which I have offered to attend) and have then asked if they could visit a local Healthwatch to observe an engagement activity. Jon has asked if HWS would like to do this, its local to Manchester and us having a newish Chief Officer appeals. Its likely we'll need to organise a specific engagement activity for this, but it could be excellent PR both for us and anyone else involved (and any engagement is good!). Before I approach the team for suggestions, I'm keen to know board members thoughts/ideas/suggestions on this.

I continue to book and attend key meetings both as part of my induction and day to day role.

Note for board:

- As part of my induction, I would like to take the opportunity to meet with each board member for an informal one to one. I will be in touch after the board meeting to arrange this.