

# Healthwatch Salford Spotlight

Shining a light on health and social care in Salford

Healthwatch  
Talk to us  
We are listening

- Hospital Services
- Community Services
- Ambulance Services
- Social Care
- Pharmacies
- Dentists

to improve health  
care services in  
Greater Manchester



Autumn 2021

healthwatch  
Salford

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# Message from our Chief Officer



 **Alex Leach**  
**Chief Officer**  
**Healthwatch Salford**

Welcome to the autumn edition of our newsletter.

I am pleased to share Healthwatch Salford have now launched our new strategy which defines our direction as an organisation for 2021-2024, looking at where we are now and where we want to be. The strategy set out our long term vision which is 'a health and social care system that is accessible and equitable for everyone'.

Within this newsletter you will find updates on the research project areas we are undertaking, speaking directly with the public on key priority areas to collect health and care experiences, which includes; 'The Big Check Up – Dentistry In Salford', 'The Living Well Project' and the continuation of 'The Speak Up Salford Fund'.

In addition to our s information, support and guidance service, we have launched the 'Virtual Support Toolkit' in partnership with the Northern Care Alliance aimed at helping health and wellbeing support groups in Salford, Bury, Rochdale and Oldham to mobilise their meetings in the virtual world online.

We have recently launched a number of volunteer opportunities so do please visit our website, or call us directly for further information if this is of interest to you.

To close we believe that health and social care providers can best improve services by listening to people's experiences and we ask you to continue to share your experiences with us. We want to hear from you.



# Quarterly Highlights

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## Providing support



### 68 people

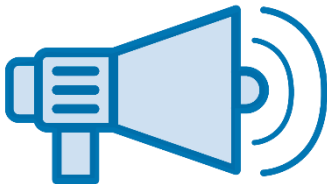
shared their feedback or came to us with questions about local support this quarter via our website, email or over the phone.

### And over 250 people

read our Information and Advice pages on our website this quarter.

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## Reaching out



### The Big Check-up, Dentistry in Salford

In this quarter we have been collecting peoples feedback on dental services in Salford for our Dentistry in Salford project. The findings from the survey and patient stories will be shared in the report which will be published mid-December.

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## Making a difference

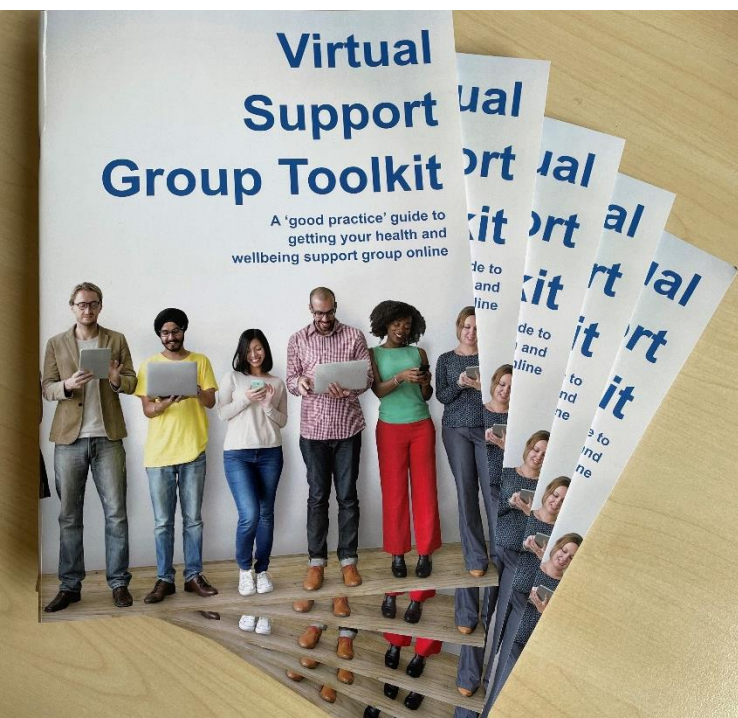


### Equality, Diversity and Inclusion Training

In this quarter our staff team, trustees and volunteers took part in Equality, Diversity and Inclusion training run by The Diversity Trust. The training session covered topics such as unconscious bias, legislation and why EDI is important.

# Our work this quarter

Over the last 3 months Healthwatch Salford have been working on multiple projects to help ensure public feedback shape local health and care services. Here are some of the projects we have been working on.



## Virtual Support Toolkit

Healthwatch Salford has got together with the Northern Care Alliance to produce this toolkit aimed at helping health and wellbeing support groups in Salford, Bury, Rochdale and Oldham to mobilise their meetings in the virtual world online. This toolkit will allow groups of people to get together, create and support each other in a digital space.

**Visit our website to download the toolkit.**

## Our Strategy for 2021-2024

Healthwatch Salford is your health and social care champion. We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care.

Visit our website to read our full strategy for the next three years to find out about the difference we want to make by 2024.

### Our vision

A health and social care system that is **accessible** and **equitable** for everyone.

### Our mission

We will work as an independent **agent of change** working with everyone to ensure voices are heard in decision making for health and social care.



# Our projects



## The Speak Up Salford Fund

Two Greater Manchester organisations operating in Salford have been awarded funding by the Speak Up Salford Fund.

These are the first groups to receive the new grants from Healthwatch Salford.

Europaia, a leading multi-lingual charity, and SARELI (Salford Refugee Link), who provide help and support for refugees in the UK, are the first groups to receive the new grants.

The funding will enable the charities to lead innovative projects across the next three months, collecting crucial feedback on different areas of health and social care services.

Visit our website for more details on how you can apply for the fund.

## The Living Well Service for mental health in Salford

Our Engagement Officer Holly is looking to hear from people who have received support from the Living Well service for mental health in Salford.

The Living Well programme is a pilot approach designed to offer support to people who often don't meet the criteria for secondary care mental health services but need more support than primary care can offer. It brings together support from peer workers, voluntary sector partners and the mental health trust. The support focuses on people's skills, aspirations and experiences to build a different way of supporting people's mental health needs. The service is currently running in Broughton and Ordsall.



# Our plans for the next quarter

## Healthwatch Salford Community Forum

Join us at the next Healthwatch Salford Community Forum on Thursday 2<sup>nd</sup> December at 10am.

Each month Healthwatch Salford host the online forum to provide a space for residents to share their own experiences, which will also host guest speakers from leading health and social care organisations, who will share their insights on delivering services in the city. This month the theme will be Equality.

## Trustee Recruitment

Do you have a strategic background? Care about the future of the NHS? Have a passion for social care support services? If the answer is YES, then you could make a difference at Healthwatch Salford by becoming a Trustee.

If you are interested in the position of voluntary Trustee for Healthwatch Salford please contact Alex Leach, Chief Officer for an informal conversation by calling 0330 355 0300 or send a completed application to [info@healthwatchsalford.co.uk](mailto:info@healthwatchsalford.co.uk). The closing date is **17.30 on Friday 21st January 2022**.



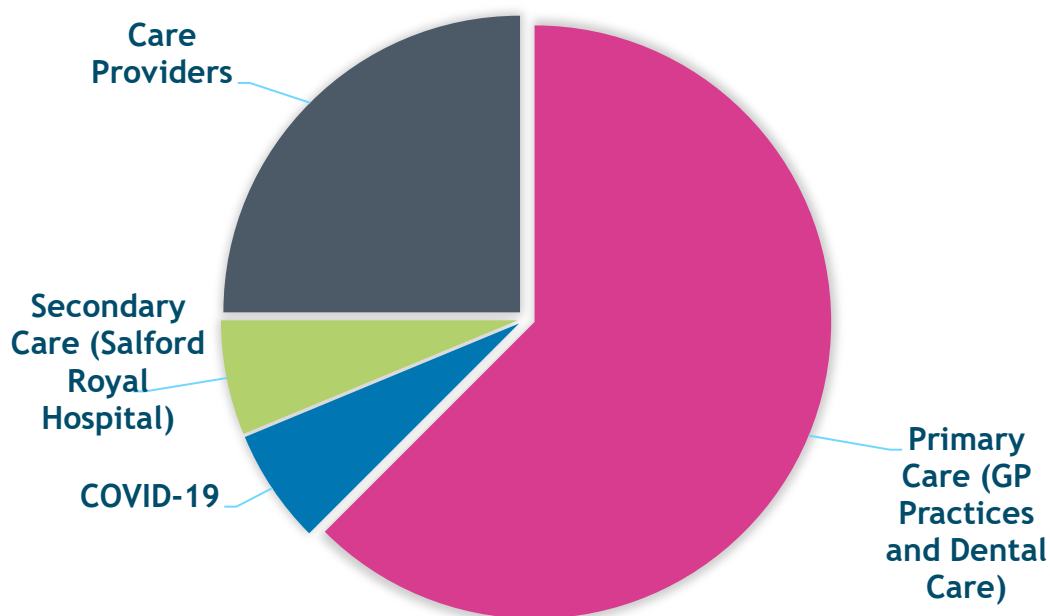
## Putting a face to an unmet need Project

Healthwatch Salford is undertaking a project focussing on the issue of unmet need in social care. The aim of this work is to put a face to unmet need so that people can hear the real stories behind the statistics. To do this, we want to collect a set of case studies that will show people who are overlooked or underserved by the current social care system, and the impact this has on their lives. The project is part of a national campaign, and we want to make sure that the voice of Salford is included.

For the first part of this project, we would like to hear from unpaid carers in Salford, to learn their experiences of social care and what they feel could be improved. Get in touch with our Engagement Officer, Ali to find out more: 0330 355 0300 or [alison@healthwatchsalford.co.uk](mailto:alison@healthwatchsalford.co.uk)

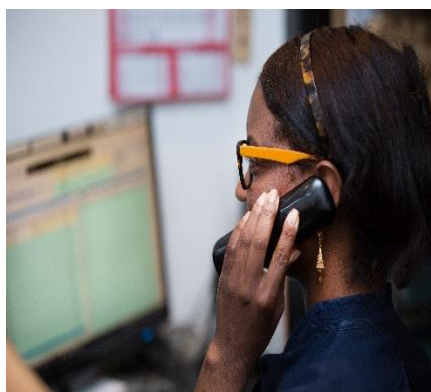
# This quarters top feedback

Here is an overview of the 64 peoples experiences Healthwatch Salford has received in the last 3 months.



### Tim’s & Parker Pharmacy

*"The staff are very helpful and caring, the manager has rang several times to check that we are ok and have no problems. Our prescriptions are delivered and they always ring to agree a delivery date."*



### Silverdale Medical Practice

*"Excellent telephone triage system to determine if a face to face consultation needed for a non urgent matter. The nurse lead consultation was fine but I felt I had to do a lot of promoting. Surgery and consultation were C-19 safe. Good communication from Practice re the vaccination programme"*



# Our Volunteers

Since our last newsletter in July our volunteers **have given 47 hours of their time** to Healthwatch Salford.

During this period, volunteers have played a crucial role in The Big Check-Up dentistry project by attending the online Community Forum on this topic, gathering information about dental practices in the area, and helping to design the survey that went out to Salford residents.

Volunteers have also attended Health and Safety training to prepare for future face-to-face engagement activities and events. While remote volunteering will continue, we are looking forward to giving volunteers the option of helping out in and around Salford again.

# Our Events

## Healthwatch Salford Public Board Meeting

We're governed by a Board who set our strategy, provide scrutiny and oversight, and approve policies and procedures that are needed for us to work effectively.

Our Board meet bi monthly. They use these meetings to discuss and use the views they have heard from people to help inform our decision-making. Our next meeting will be held on **Thursday 20<sup>th</sup> January at 3pm** and you can watch the meeting on our Youtube channel live or afterwards on our website.



# Meet Our Volunteers



In each newsletter we will introduce you to one of Healthwatch Salford's volunteers and ask them a few questions about themselves. In this quarters newsletter we'd like to introduce you to **Irem**.

## 1. Hello Irem! How long have you been volunteering for Healthwatch Salford?

I have been volunteering with Healthwatch Salford since August.

## 2. What activities have you been involved with at Healthwatch Salford?

I have involved in dental project and I will be involving in social prescribing.

## 3. What do you enjoy the most about volunteering?

I feel like I am contributing the improvement in health care in Salford for Salford residents. I also really enjoy being able to meet with other volunteers and receive trainings in various topics.

## 4. Outside of volunteering, what do you like to do in your spare time?

I like to eat out, visit art galleries, going to cinema and theatre. Plus I am a big fan of puzzles and games such as Sudoku, Word Search etc.



## 5. Why would you recommend volunteering at Healthwatch Salford to others?

Healthwatch Salford is a great organisation which makes a difference in health and social care. This last eighteen months showed us all how important is health and social care. It gives anyone who is living in Salford a chance to raise their voice about health and social care services. If you wish to understand and improve the system in Salford that's the best charity to volunteer!

# Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The organisations that have contributed to our work.



Investors  
in Diversity  
Award

SMALL CHARITIES

Achieved.  
Valid Until  
December 2022





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