

Healthwatch Salford Spotlight

Shining a light on health and social care in Salford



healthwatch
Salford
Summer 2021

Contents

Message from our Chief Officer	3
Quarterly Highlights	4
Our projects	5
Our Priorities for the year ahead	7
This quarters feedback	8
Our volunteers and events	9
Thank you	11
Contact us	12



Message from our Chief Officer

Welcome to the summer edition of our newsletter from Healthwatch Salford. As your independent health and social care champion we continue to ensure that your voice heard within the system.

To provide an update with the planned changes in relation to Integrated Care Systems (ICS), locally here in Salford I am able to report that Healthwatch Salford have a seat on the ICS Transition Programme Board. Our role will be to support the partners understand people's experience of integrated care across the whole system.

I am pleased to share that we have published our annual report 2020 - 21: On equal term. The report highlights the significant impacts the organisations has achieved and our plans moving forward in the year ahead.

Our research project are an important tool in understand citizen experience. Since my last update we have published two research reports looking into issue regarding remote appointments in healthcare, and also those citizens who use equipment service in Salford. In both research projects we worked closely with commissioners and providers to ensure the recommendations raised in the reports were acted upon.

Volunteers continue to play a hugely important role in our organisation and we marked their efforts by holding a number of celebration activities as part of volunteers week from 1st to 6th June. You can read more about this in this newsletter and if you are interested in volunteering it would be great to hear from you.

Finally, our Speak Up Salford Grant funding will soon reopen for applications, inviting community organisation and groups to share the innovative projects around citizen engagement.



 **Alex Leach**
Chief Officer
Healthwatch Salford



Quarterly Highlights

Providing support



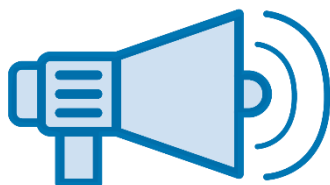
56 people

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

And over 200 people

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

Reaching out



COVID-19 Vaccinations

Salford CCG, Salford City Council and Salford CVS have been working together to organise street teams made up of health & care staff including team members from Healthwatch Salford, to provide information about where to get the Covid-19 vaccine and tests.

Making a difference



Volunteers Week 2021

Volunteers Week takes place 1-7 June every year. It's a chance to recognise the fantastic contribution our volunteers make to the work we do and to say thank you.

Read more on page 9 on how we celebrated Volunteers Week this year.

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.



Remote Appointments Report

Salford residents have shared their experiences of accessing healthcare appointments during the COVID-19 pandemic in our Remote Appointments report.

The report looks into the ways vulnerable residents have accessed healthcare appointments in the city. It also found that although there were positive experiences, some people struggled to understand the telephone and video calls with healthcare professionals - particularly if they were hard of hearing or if their first language was not English.

Healthwatch Salford's 2020-2021 Annual Report

You can now read our Annual Report from the past year on our website and see how your voices have helped shape health and social care services in Salford.

Highlights of our year include:

- 21 volunteers helping to carry out our work here at Healthwatch Salford who gave us 140 hours of their support.
- 1525 people shared their health and social care story with us, or contacted us with questions about local support.

If you would like a printed copy of the report posting to you please get in touch.



Our projects



The Speak Up Salford Fund

The Speak Up Salford Fund is a small grants fund intended for local organisations and community groups in Salford who can assist Healthwatch Salford with collecting feedback from members of the community who use health and social care services.

Through the Speak Up Salford Fund, Healthwatch Salford are looking to increase the range of residents who have a say on health and social care in Salford and offer organisation funds to allow them to start these conversations about people's experiences of health and social care, resulting in the improved wellbeing of members of the community. Visit our website for more details or call 0330 355 0300.

Equipment Services Report

Produced in partnership with Salford City Council and Salford Clinical Commissioning Group (CCG), the report explores how the service - which provides a range of assistive equipment for people to use at home, including bed rails, hoists, bath seats and telecare - is viewed by its users.

A total of 335 people - a mix of users of the service and their families and carers - responded to the postal survey.

It found the majority of respondents (92.2%) felt the equipment met their needs, with one respondent saying: "The stair handrail and grip bars fitted at front door and shower, have made a big difference to my husband's mobility and confidence especially going up and down stairs. He has a great fear of falling."



Our plans for the next quarter

In the next quarter we will be launching two new projects and reopening applications for the Speak Up Salford fund.

Looking ahead, we will shortly be launching our Domiciliary Care Project where we are working with Salford Royal Foundation Trust to gather user's views of the homecare service. We will be contacting all service users direct to give their views on how the service can be improved and we hope for the report to be published in November.

We will shortly be announcing the successful groups who have been awarded funding to deliver projects that will amplify the voices of people in Salford on their health and social care experiences. Organisations working in Salford have been putting forward their ideas to get people talking about health and social care to ensure that everyone in the city has their say on how services are working for them. Projects will collect feedback on different areas of focus, identifying barriers people may face to accessing services as well as capturing their experiences of services. Keep an eye out on our website for the announcement of the successful applicants and details on how to apply when we reopen applications.

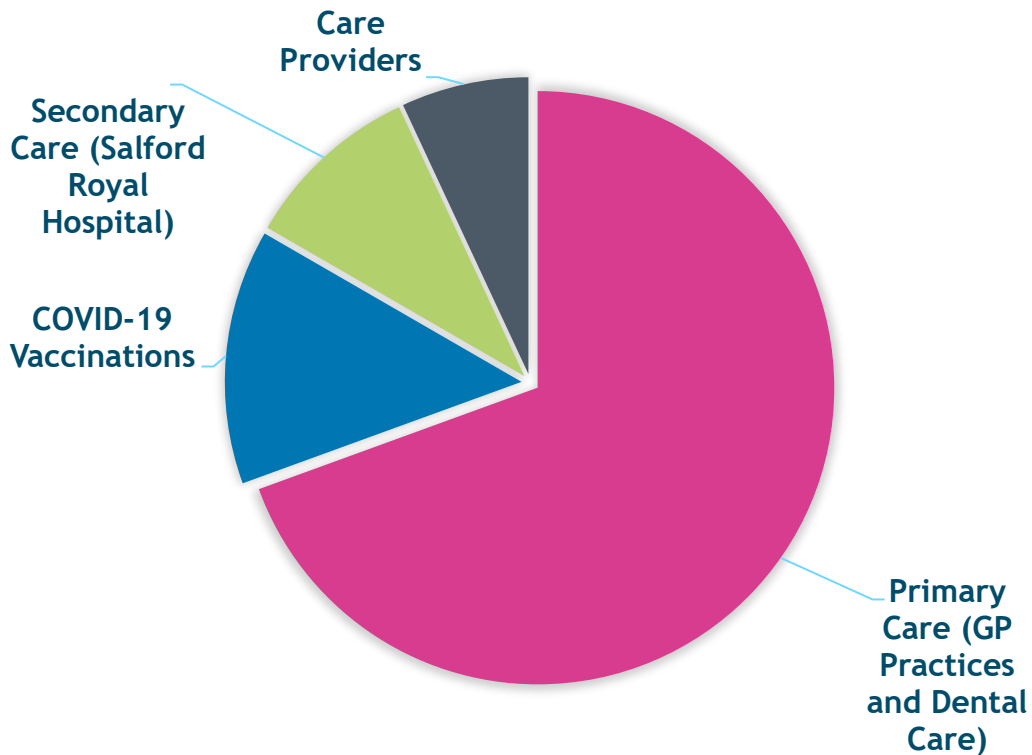


We will shortly be launching our next project, The Big Check-Up - Dentistry in Salford. Dentistry and the difficulty in finding an NHS dentist in Salford has continued to be the top reason for people contacting us. In addition, little has been understood by health services about the oral health habits of our city population and how people best prevent tooth decay. The data gathered from the project will culminate into a report which will be presented to providers and commissioners and published later this year. Visit our website for more information.

Follow us on our social media channels or visit our website to stay up to date with all of our latest projects and reports.

This quarters top feedback

Here is an overview of the 56 peoples experiences Healthwatch Salford has received in the last 3 months.



Clarendon Surgery

"The reception staff are always lovely and quick at triaging you to a doctor or practice nurse. I've been in contact with the practice for mental health concerns and cancer screening in the last year, and they have provided a great service despite COVID restrictions!"



Spirit of Salford Helpline

"I really appreciated the telephone call, it was lovely to talk to somebody and it wasn't just a how are you, it was a really good conversation. I just wanted to share my thanks."

Our Volunteers



Since our last newsletter in April we have celebrated Volunteers Week, which was during the first week of June. Volunteers' Week 2021 was a time to say thanks. It goes without saying that volunteers have played a key role in the pandemic response. During an exceptionally difficult year, people from all walks of life around the UK have taken the time to volunteer and make a huge difference to their communities - just as they do every year. This was a time for us to come together and thank all volunteers for their invaluable contribution. We held an online Coffee and Catch up session with our volunteers, with them all receiving a Healthwatch Salford Volunteers Week mug and some small thank you gifts in the post beforehand.

Our volunteers this quarter have contributed **over 27 hours of their time** to help us with the valuable work that we do, supporting us on our deciding panel for the Speak Up Salford Fund, providing feedback on external annual reports, and helping out with survey design for our new domiciliary care project.

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

Wednesday 8th September at 10am and you can watch the meeting on our Youtube channel live or afterwards on our website.

Community Forum

Join the Healthwatch Salford team on **Tuesday 3rd August at 10am** on Zoom for our next Community Forum.

This month the theme will be Urgent emergency care - through the pandemic and beyond.

Visit our website to register your place or call 0330 355 0300 or email info@healthwatchsalford.co.uk



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 **Safieh**.

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

I have been volunteering with Healthwatch for about 3 years.

2. What made you want to volunteer for Healthwatch Salford?

I have started my volunteer role with a job placement related to my university course.

3. What do you enjoy most about volunteering?

I can provide an opportunity for the group members, volunteers and service users that to share their views about NHS.

4. Outside of volunteering for Healthwatch Salford, what do you get up to in your spare time?

I am leading the community Doosti Salford which is a community organisation and it is a big part of my life. Attending different courses and updating my knowledge is also important. But also, I love watching films with my spouse, visiting my friends and dancing.

5. This past year has been challenging for many of us. Have you got a top tip or a piece of advice you'd like to share on how you've looked after yourself (both physical and mental health) during the pandemic?

I found an alternative way for both my personal and social life. I have tried to adapt myself and use the opportunity that I had, such as group online activities even cooking and dance. I provided a corner in my house and used it as an office, changed the house decoration, threw away unwanted stuff, exercised and danced. Having a healthy diet, encouraging members to do more team working, supporting each other, and getting involved with individuals has all helped me this past year.



Safieh with her Healthwatch mug and tote bag from Volunteers Week 2021.

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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