

Healthwatch Salford Spotlight

Shining a light on health and social care in Salford



healthwatch
Salford

Autumn / Winter 2020 / 21

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Message from our Chief Officer



 Alex Leach
Chief Officer
Healthwatch Salford

Welcome to the latest newsletter from **Healthwatch Salford**, the independent champion for people using health and social care services in the city.

Due to coronavirus (COVID-19) we have had to change the way we work, but this has also given us the opportunity to review our workplans and update you on how we're responding to the challenges. I am pleased to share that Healthwatch Salford have developed a revised and effective work plan in response to COVID-19 to ensure that patient experience continues to shape local health and care services following changes brought by the pandemic.

This newsletter provides some insight into our response through the vital projects which we have set up to continue to provide opportunities for local people to share health and care experiences. These include our COVID-19 insight project, our vital community forums and our women's health project.

It also with great pleasure that I can share the excellent news in which Healthwatch Salford was shortlisted for a national award. This award celebrates the impact a local Healthwatch team has made when working with another local partners. This really is a testament to our dedicated team and volunteers in ensuring peoples voices are heard.

I continue to send my thanks and appreciation to members of our staff team for continuing to step up to providing support to our local community as part of the ongoing response, and also our volunteers and community members for continuing to support us in the vital work we do.

To close, we are all living through challenging times but it is even more important that we learn from your experiences of health and social care services good and bad, so please keep talking to us!



Quarterly Highlights

Providing support



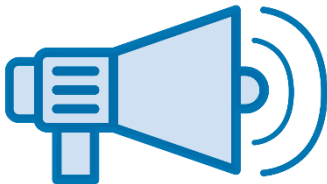
247 people

shared their health and social care experience in Salford with us this quarter.

Over 100 people

contacted us with questions about local support available to them in Salford.

Reaching out



25% increase in social media engagement

This quarter we saw a continued increase in the amount of people our social media posts are reaching across Facebook, Twitter and Instagram.

Website launch

This quarter we have launched our new website which has improved navigation and is easier for people to contact us and share their experience of health and social care with us.

Making a difference to care



Working in partnership

Healthwatch Salford has been nominated for a prestigious national award for Silent Voices which has shown how working in partnership with Salford CCG and local Deaf British Sign Language users can help improve communication.

This annual event - which this year is taking place virtually due to the pandemic - celebrates the difference Healthwatch's 4,400 staff and volunteers have made over the past year. Healthwatch Salford is one of only 30 local Healthwatch out of a total of 152 across England to be in the running for one of the awards.

Our projects

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 four of our current projects we're working on.



COVID-19 How is it for you survey?

Since the outbreak of COVID-19 (Coronavirus), there have been many changes to our lives. To help us understand the impact of this, we have launched an anonymous survey gathering information about your experiences. The survey will run throughout the pandemic and we will be sharing the anonymised findings each month with Salford City Council, Salford Clinical Commissioning Group, and any other relevant providers of services. The information will be used, alongside other feedback, to plan health and care services for our local population.

Healthwatch Salford Community Forum

Each month Healthwatch Salford will 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. Attendees to the forum, which is open to the public and professionals, will also get the chance to share their views on Salford's health and social care services during COVID-19.



Our projects



Women's Health Project

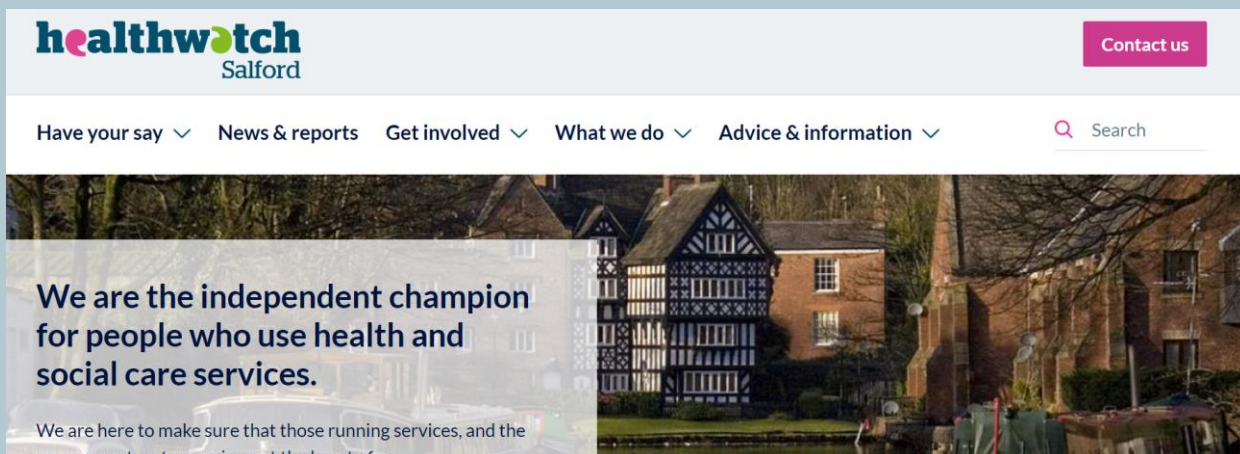
Our report looking into how Salford women keep themselves healthy and their experiences of health and care services is now available to read on our website.

Highlights from the report include 90% of the women who had used a health or care service within the last year rated them as 'very good' or 'good'.

Salford Clinical Commissioning Group said 'Findings from this report will be shared with the CCG Governing Body and Quality Assurance Team to ensure that women's views are being taken into account at the highest level.'

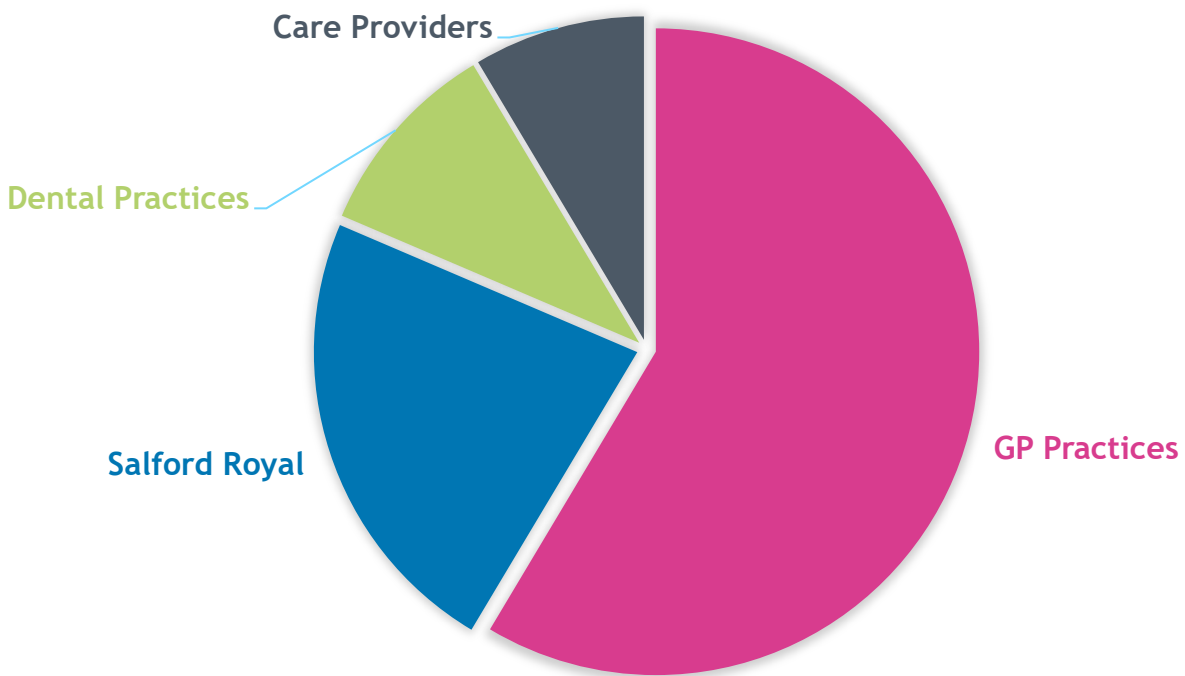
Healthwatch launches new website for you to speak about NHS and Social Care services in Salford

The new Healthwatch Salford website shares many resources to help people find the information they need along with helpful tips and advice to get the best from their appointments. The website has a sleek new look that makes for better viewing and exploring. We've kept all of our features, but made the website more accessible to ensure a smoother experience for all.



This quarters top feedback

Here is an overview of the 247 patients experiences Healthwatch Salford has received in the last 3 months.



Salford Medical Centre

“Everyone’s really friendly. Same day appointments most of time. Really couldn’t rate this place highly enough.”



MyDentist, Eccles

“Kind, caring, inclusive. Keeps you informed and provides excellent care. The best dentist I’ve ever had.”

Our Volunteers

It really has been a difficult time during the last few months with restrictions such as social distancing in place, which has impacted the way in which we engage with the public and our volunteers.

This has meant that our entire calendar of face to face public events have been cancelled, many of which, would have been assisted by our wonderful team of 22 dedicated volunteers.

In response to this, we have been able to utilise the amazing work our volunteers can do remotely from their own homes by involving them in projects, to which collectively **they have given 24 hours of their time**. These projects include reviewing the Salford Adult Safeguarding website and the Northern Care Alliance admissions document 'What matters to me'.

Our Events

Healthwatch Salford Community Forum

Our Community Forum was set up in response to the way in which we now engage with the public now being predominantly online. The forums are held once a month and previous guest speakers include North West Ambulance Service and Salford Clinical Commissioning Group. The forums are an opportunity for the public to hear from service providers across Salford and to also raise any questions they may have. Visit our website for details on the next forum on Tuesday 15th December.

Annual General Meeting

On the 5th November we held our AGM which this year took place online due to COVID-19 social distancing restrictions and had a great turnout. We were joined by the Director of Public Health in Salford and it was a very informative and productive meeting. The presentations and minutes of the last meeting are available on Healthwatch Salford's website. We look forward to next year's AGM where we hope for it to be held face to face.



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.





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