

Healthwatch Salford Business Plan 2021/22

Approved by: Healthwatch Salford Board

Date: 09/03/2021

Version: V.3



Achieved.
Valid Until
December 2022



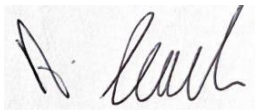
Foreword

By Alex Leach, Chief Officer

I am pleased to share with you the Healthwatch Salford work plan for 2021/2022 which will shape the direction of our efforts to provide residents of Salford an opportunity to have their voices heard regarding Health and Social care services. The document informs how the workstreams will cover multiple [special delivery functions \(SDF\)](#) to offer a more holistic approach, from patient engagement, service redesign, service inspections and signposting to how reporting and best practice will be shared locally, regionally and nationally.

As an independent organisation, we feel this approach is important, to ensure an informed decision has been reached and is reflective of the views that have been shared with us. Our mission statement is clear, a health and care system that is accessible and equitable for everyone. As an inclusive organisation, we would value ongoing collaboration with our partners, to help take what we know and translate this into action to improve patient experience in our local area.

I trust you support Healthwatch Salford in its future directions and would welcome your feedback on our plans. The impact of our work is crucial to inform change; which we want to keep you involved with in a number of ways, either by attending our public meetings or accessing our reports online. Further information for this can be found by accessing www.healthwatchsalford.co.uk.



Achieved.
Valid Until
December 2022



Outcome Measures

Healthwatch Salford will make a positive contribution to the successful local achievement of outcomes set out in national frameworks for the NHS, primary care, adult social care and public health. Particular attention will be paid to:

Outcome Measure	Description
1	Improved patient and user experience
2	Improved communication
3	Improved satisfaction with health in local area
4	Greater patient and public involvement in health and social care
5	Strong relationships with commissioners, the Health & Wellbeing Board and the Health and Social Care Overview and Scrutiny Committee
6	Improved access to services
7	Improve people’s understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights
8	High public awareness/profile of Healthwatch



Achieved.
Valid Until
December 2022



9	Good image/trust of Healthwatch with the public
---	---

Healthwatch Salford Business Plan 2021/22

Aim 1: Seeking the views of people on their experience of needing or using health, public health and social care services.

Aim 2: Seeking the views of people whose voice and views are seldom heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them

Aim 1					
Area of work	Deliverables	Action	Outcome Measure	Deliver time	Completion time
Gathering views	To review the restart of public facing community outreach [dependent of the review and government guidelines]	We will conduct a review on how to safely commence public facing community engagement in line with government guideline and plan	8,9	June 2021	August 2021
	To develop and implement a listening tour campaign to raise	We will develop a listening tour engaging with residents and professionals	8	September 2021	March 2022



Achieved.
Valid Until
December 2022



	the profile of Healthwatch Salford	to raise the profile of Healthwatch Salford			
	To make available a £10K ‘Speak Up Salford Fund’ to be utilised for collaborative engagement projects.	We will prioritise projects and make grant money available for 10 Salford groups who can assist Healthwatch Salford with collecting feedback from members of the community who use health and social care services.	4	October 2021	March 2022
	To run our annual priorities survey to gather residents’ views to support the development of the Healthwatch Salford business plan	We will conduct our annual priorities survey. We will report on the findings and utilise the results to plan our 2022/23 business plan specific insight objectives	4	January 2021	February 2022
Information, advice, and signposting	To provide an advice and information service to the public	More people will be helped to get the right information and advice	7	Continuous	Continuous
	To provide a Healthwatch Salford Community Forum to the public every two months	We will 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	1,4,7	April 2021 [every two months]	March 2022



Achieved.
Valid Until
December 2022



		delivering services in the city.			
Specific insight	To provide an informed view of the quality and scope of adult social care services provided for the residents of Salford	We will engage with the Domiciliary Care providers and services user to understand further the issues in the system. We will produce an insight report with recommendations published on the Healthwatch Salford website.	1,4	June 2021	October 2021
	To understand the public's view of using dental services in Salford	We will engage with residents who use dental services in Salford to understand the views and experiences. We will produce an insight report with recommendations published on the Healthwatch Salford website.	1,4	May 2021	September 2021
	To understand the public's view of using GP services in Salford	We will engage with residents who use GP services in Salford to understand the views and experiences.	1,4	September 2021	February 2022



Achieved.
Valid Until
December 2022



		We will produce an insight report with recommendations published on the Healthwatch Salford website			
	To understand the public's experience of using public funded health and care services commissioned to be delivered within the voluntary sectors. Healthwatch Salford is interested in understanding the experience of patients using these services, exploring if referrals are appropriate and needs are being met in a more creative and comprehensive way which reflects the personalisation approach.	We will engage with service users who use publicly funded voluntary sector health and care services to understand further the issues in the system. We will produce an insight report with recommendation published on the Healthwatch Salford website.	1,4	October 2021	February 2022
	To understand the public's experiences of using mental health services in Salford	We will engage with residents who use mental health services in Salford to understand the views and experiences	4	June 2021	March 2022



Achieved.
Valid Until
December 2022



		supporting The Living Well programme			
--	--	--------------------------------------	--	--	--

Aim 3: Acting on what we hear to bring about improvements in the health and care policy and practice.

We want everyone who shares experiences or seeks advice from us to get a high-quality service and to understand the difference their views make. Our support will ensure our staff and volunteers have the skills and tools they need.

Aim 2					
Area of work	Deliverables	Action	Outcome Measure	Deliver time	Completion time
Governance	To hold our board meetings in Public and papers to be available to view on the Healthwatch Salford website	We will hold six Board meetings in public every 12 months	8,9	April 2021 [every two months]	March 2022 [every two months]
	To hold our annual general meeting	We will hold our annual general meeting	8,9	November 2021	November 2021
	To implement link trustee roles to act as a 'link' between the operational team to advise the governing board of training opportunities available and on topical developments within governance	We will develop link trustee roles into the governance arrangements and complete quarterly meetings with operational leads	2	April 2021	July 2021



Achieved.
Valid Until
December 2022



Impact	To introduce the “Making a Difference Toolkit” (Impact toolkit)	We will have much greater clarity on the impact we are having at a local level. This will help us to have greater influence.	1	April 2021	May 2021
	To deliver on the outcome of Healthwatch England quality framework self-assessment	We will have a shared understanding of Healthwatch Salford’s effectiveness between providers, commissioners and Healthwatch England	2	April 2021	March 2022
	To conduct a 360 review with residents and professionals within Salford to gather feedback on the performance of Healthwatch Salford to support the organisation’s long-term development	We will conduct a 360 review with residents and professionals and produce a report to inform the board of the findings	4,6	January 2021	February 2022



Achieved.
Valid Until
December 2022



Volunteers	To continue to recruit and develop volunteers within the organisation	We will increase our current volunteer base by 30% an increase of 6 additional volunteers We will conduct individual and group supervision sessions with all volunteer's dependent on role	4	April 2021 [Continuous]	March 2022 [Continuous]
	To implement a Youth Healthwatch into the organisation	We will plan and implement a Youth Healthwatch to ensure more young people have their say in the health and care system	4	June 2021	February 2022
	To review volunteer role specifications	We will review all volunteer role specifications to ensure they are meeting the requirements of the organisation	9	April 2021 [Continuous]	March 2022 [Continuous]
Communications	To produce a monthly e-bulletin informing the work of partner organisations and Healthwatch Salford	We will produce a monthly e-bulletin which will be available in a digital format and through our social media channels	2,8	April 2021 [monthly]	March 2022 [monthly]
	To produce a quarterly newsletter informing the	We will produce a quarterly newsletter	2,8	April 2021	March 2022



Achieved.
Valid Until
December 2022



	work of Healthwatch Salford	which will be available in both a digital and hard copy format		[Quarterly]	[Quarterly]
	To produce the Healthwatch Salford annual report	We will produce an annual report which will be made available on the website	2,8	April 2021	June 2022
	To share developments through our website and social media	We will provide up to date information, reports and press articles on our website and share through our social media. We will provide an online response form to support sharing views digitally.	2,8	April 2021 [Continuous]	March 2022 [Continuous]
Influencing	To attend all required statutory meeting within the Salford health and care system	We will attend the Health and Wellbeing Board, Overview and Scrutiny Committee and health and care partnership boards.	5	April 2021 [Continuous]	March 2022 [Continuous]
	To continue to commit strategic engagement as above and in addition join The Locality Programme Group which has two main aims:	We will continue to attend the Locality Programme Group. We will provide evidenced based insight	5	April 2021 [Continuous]	March 2022 [Continuous]



Achieved.
Valid Until
December 2022



	<ol style="list-style-type: none"> 1. to oversee the monitoring and reporting on the delivery of the Locality Plan, and 2. to direct and oversee the Joint Strategic Needs Assessment (JSNA) programme for Salford 	into the JSNA			
	To be engaged in the developments of the Integrated Care System within Salford and Greater Manchester	We will ensure the voice of the patient is embedded in the ICS decision making at both ICS system level and place level	5	April 2021 [Continuous]	March 2022 [Continuous]

Aim 4: A sustainable and high performing organisation

We will continue to be a well-run high-performing organisation

Aim 3					
Area of work	Deliverables	Action	Outcome Measure	Deliver time	Completion time
Performance	100% of staff will complete the staff survey	This will improve staff morale, open lines of communications and make	9	February 2022	February 2022



Achieved.
Valid Until
December 2022



		managers aware of any problems			
	100% of staff will have regular 1:1's, annual appraisals and staff development plans in place	Staff will be able to share insights and concerns, improve productivity, keep track of objectives and discuss any personal developments or training needs	9	April 2021 [Continuous]	March 2022 [Continuous]
	100% of the approved budget will be spent	This will show we have effectively utilised the available resources to achieve the objectives of the organisation and make the case for an increased budget in the following year	9	April 2021 [Continuous]	March 2022 [Continuous]
	90% of programme will be on track	We are achieving the overall strategic goals of our organisation		April 2021 [Continuous]	March 2022 [Continuous]
Trustee Board	Ensure that Board have reviewed and completed all relevant governance procedures: <ul style="list-style-type: none"> • Board Appraisals • Skills audit for Board members 	Committee members are compliant and operating within governance rules and guidelines	9	April 2021	April 2021



Achieved.
Valid Until
December 2022



<p>Learning and development for staff training</p>	<p>Staff training and development needs identified and a plan for development will be put in place</p> <p>Develop group training for operational team</p>	<p>We benefit from an accomplished and skilled organisation which will enable us to deliver our business plan and strategic aims</p>	<p>9</p>	<p>April 2021</p> <p>[Continuous]</p>	<p>March 2022</p> <p>[Continuous]</p>
<p>Collaborative working to achieve efficient business processes</p>	<p>Continued collaboration with our partners to achieve efficient business processes including:</p> <ul style="list-style-type: none"> • Finance (CVS Salford) • HR Services (Peninsula) • Health and Safety (Engaging Safety) • Data Protection (PPP Management) 	<p>We have good working relationships which to support our organisation business process</p>	<p>9</p>	<p>April 2021</p> <p>[Continuous]</p>	<p>March 2022</p> <p>[Continuous]</p>



Achieved.
Valid Until
December 2022

