

Healthwatch Salford Business Plan 2022/23



Achieved.
Valid Until
December 2022



Foreword

By Phil Morgan, Chair

I am pleased to share with you the Healthwatch Salford work plan for 2022/2023. This sets out how we will collect the views of patients and the public about their health and social care services. It also highlights how we will ensure this includes seldom heard voices, reducing the barriers faced by some of our fellow citizens. The Plan then sets out how we will share those views to promote and bring change positive change to health and social care services. In order to do this successfully we will ensure we are a well-run and effective organisation, using our resources well to ensure an impact for the better.

We will continue to work with our volunteers, who provide us with so much insight and support, and with a wide range of partners to deliver our mission. I trust you will support Healthwatch Salford in our future directions and would welcome your feedback on how best to implement 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.



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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
9	Good image/trust of Healthwatch with the public

Healthwatch Salford Business Plan 2022/23

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	The continued restart of public facing community outreach [dependent of the review and government guidelines]	We will continue with returning back to public engagement, including the Libraries Listening Tour and other community events.	8,9	April 2022	March 2023

	Instead of our annual priorities survey the team will collect views continuously throughout the year to support the development of the Healthwatch Salford business plan	<p>We will report on the findings and utilise the results to plan our 2023/24 business plan specific insight objectives.</p> <p>We will initiate an Intelligence Group within our staff team and volunteers, identifying issues which are emerging and seeing how best to respond. Meetings will be held on a bi-monthly basis.</p>	4	April 2022	February 2023
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 (subject to review in May 2023).	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 delivering services in the city.	1,4,7	April 2022 [every two months]	March 2023

Specific insight	To provide an informed view of the quality and scope of adult mental health services provided for the residents of Salford	We will engage with the providers and services user to understand further the issues in the system. We will produce an insight report with recommendation published on the Healthwatch Salford website.	1,4	July 2022	September 2022
	To understand the public's view of using CAMHS and young persons mental health services, including access to the neurodevelopmental services.	We will engage with residents who use these services in Salford to understand the views and experiences. We will produce an insight report with recommendation published on the Healthwatch Salford website.	1,4	January 2023	March 2023
	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. We will produce an insight report with	1,4	April 2022	June 2022

		recommendation published on the Healthwatch Salford website			
	<p>To understand the public's experience of using Care Homes in Salford, via the return of our Enter and View Programme.</p> <p>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.</p>	<p>We will engage with service users and their family members who use Care Homes to understand further the issues in the system.</p> <p>We will produce an insight report with recommendation published on the Healthwatch Salford website.</p>	1,4	October 2022	December 2022
	To support a Review of Pharmaceutical Needs by Public Health in Salford	To be discussed with Salford Public Health	1,4	Ongoing	Ongoing

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 2022 [every two months]	March 2023 [every two months]
	To hold our annual general meeting	We will hold our annual general meeting	8,9	October 2022	November 2022

Volunteers	To continue to recruit when needed and develop volunteers within the organisation	We will conduct individual and group supervision session with all volunteer's dependent on role	4	April 2022 [Continuous]	March 2023 [Continuous]
	Volunteering Strategy	We will prepare, consult upon and agree a Volunteering Strategy	9	April 2022	September 2022
	Youth Healthwatch	We will continue to promote and support the work of Youth Healthwatch.	1, 4	April 2022 [Continuous]	March 2023 [Continuous]

	To review volunteer role specification	We will review all volunteer role specification to ensure they are meeting the requirements of the organisation	9	April 2022 [Continuous]	March 2023 [Continuous]
Communications	To produce a monthly e-bulletin informing the work of partner organisation and Healthwatch Salford	We will produce a bi-monthly e-bulletin which will be available in a digital format and through our social media channels	2,8	April 2022 [monthly]	March 2023 [monthly]
	To produce a quarterly newsletter informing the work of Healthwatch Salford	We will produce a quarterly newsletter which will be available in both a digital and hard copy format	2,8	April 2022 [Quarterly]	March 2023 [Quarterly]
	To produce the Healthwatch Salford annual report	We will produce a annual report which will be made available on the website	2,8	April 2022	June 2022
	To share developments through our website and social media	We will be provided up to date information, reports and press articles on our website and	2,8	April 2022 [Continuous]	March 2023 [Continuous]

		share through our social media. We will provide an online response form to support sharing views digitally.			
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 2022 [Continuous]	March 2023 [Continuous]
	We will also contribute to Healthwatch in Greater Manchester, and their engagement with the new Integrated Care System structures.	We will attend Healthwatch in Greater Manchester meetings and support collaborative working.	5	April 2022 [Continuous]	March 2023 [Continuous]
	To continue to commit strategic engagement as above and in addition join The Locality Programme Group which has two main aims: 1. to oversee the monitoring and	We will continue to attend the Programme Group. We will provide evidenced based insight into the JSNA	5	April 2022 [Continuous]	March 2023 [Continuous]

	<p>reporting on the delivery of the Locality Plan, and</p> <p>2. to direct and oversee the Joint Strategic Needs Assessment (JSNA) programme for Salford</p>				
	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. We will also join the proposed Locality Board as a non-voting participant.	5	<p>April 2022</p> <p>[Continuous]</p>	<p>March 2023</p> <p>[Continuous]</p>

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 managers aware of any problems	9	April 2022	February 2023
	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 2022 [Continuous]	March 2023 [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 made the case for an	9	April 2022 [Continuous]	March 2023 [Continuous]

		increased budget in the following year			
	Manage our reserves.	Our finance committee and Board will continue to monitor our funding and reserves, bringing assurance that our funding is being well spent and reviewing other sources of funding.		April 2022 [Continuous]	March 2023 [Continuous]
	90% of programme will be on track	We are achieving the overall strategic goals of our organisation		April 2022 [Continuous]	March 2023 [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 2022	April 2022
Learning and development for staff training	Staff training and development needs identified and a plan for development will be	We benefit from an accomplished and skilled organisation which will enable us to	9	April 2022 [Continuous]	March 2023 [Continuous]

	put in place Develop group training for operational team	deliver our business plan and strategic aims			
Collaborative working to achieve efficient business processes	Continued collaboration with our partners to achieve efficient business processes including: <ul style="list-style-type: none"> • Finance (CVS Salford) • HR Services (Peninsula) • Health and Safety (Engaging Safety) • Data Protection (PPP Management) 	We have good working relationships which to support our organisation business process	9	April 2022 [Continuous]	March 2023 [Continuous]