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Healthwatch Salford: Our Priorities

October 2020 – March 2021

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## Our future work programme in response to COVID-19

Healthwatch Salford have revisited our work plan in light of coronavirus (COVID-19), which continues to unfold at the time of publication.

Currently, Healthwatch Salford is working to capture patient's experiences of health and care to aid the management of the response to the coronavirus pandemic locally in the city of Salford. Healthwatch Salford is also working with stakeholders to ensure people have the best possible information about the effect of COVID-19 on changes to health and care service.

The collaborative approach that we have taken includes introducing new surveys and creating a COVID-19 e-hub on our website with local and national information.

In turn, this has allowed us to:

- provide information to support decision-makers
- ensure our core statutory obligations are maintained during the unprecedented disruptions caused by COVID-19
- develop new insight and analysis to produce a wider understanding of the effect of the pandemic in the city of Salford

It has been made clear that the coronavirus pandemic has confirmed the vital role of our health and social care sector, and we need to support these sectors' preparations for the future.

We understand the need for more analysis to fully understand the impact of the pandemic and therefore we developed a programme of work to provide more insight into the impact of COVID-19 over the next months until March 2021.

## Workflow Chart



## Our Priorities

### Patient feedback

COVID-19 has highlighted the need to listen to the patient's lived experience and use their feedback to help shape services across the Salford City. We need to stop and listen to what residents are telling us about local services. We want to independently and anonymously highlight trends and share our data, in accordance with GDPR, with statutory partners across the City, to support in the required changes to local health and social care services. We want to hold commissioners and providers to account on feedback on local services, and share up to date patient experiences to enable change now, when it is needed most:

We will:

- Provide monthly independent feedback reports which will feed into Salford City Council and Salford Clinical Commissioning Group.
- Provide monthly secondary data reports through our partnership with Care opinion
- Set up independent information and advice forums to discuss various health and social care topics, which will feed into the system to aid with recovery planning for COVID-19

### Inequalities and COVID-19

The COVID-19 pandemic has helped to highlight the inequalities that currently exist within the health and social care system and this has been exacerbated since Covid-19. As a city we need to address and understand why this is happening and the factors behind it. In addition, COVID-19 has highlighted the impact of other inequalities including digital exclusion.

We will:

- Work to identify and highlight inequality issues to commissioners and providers
- Work with partners to provide information and advice in translated languages
- Work with partners to create inclusive messages in an accessible format

## Our Priorities

### Care in the Community and COVID-19

Prior to the COVID-19 pandemic our board identified Care in the Community as a key priority area for our work programme. We will restart this work stream and will:

- Hold a 1:1 session and group workshops to collect experiences of those living, using or working in a care setting
- Hold services to account to ensure patient feedback is used as part of the delivery of services
- Ensure patient feedback is used as part of the recovery planning process and review the impact of service changes since the COVID-19 pandemic

### Opportunities Fund

Healthwatch Salford will provide a small grants scheme that enables groups to apply for two pots of funds which will include Healthwatch Salford Network fund or the Opportunities Fund which will be used to deliver digital projects that enhance and promote health and wellbeing within local communities.

The Opportunities Fund projects aim to increase the involvement of seldom heard communities in health and social care services and give Healthwatch Salford a chance to get valuable feedback about their experiences.

### Communication and Engagement - Doing Things Differently

Due to COVID-19, Healthwatch Salford have had to change our normal ways of working. Moving forward over the next 6 months we will continue to build on our partnership working.

We will:

- work with partners including Salford City Council, Salford CCG and local voluntary sector organisations to engage with our local community including seldom heard groups.
- Share health and social care information from our partners and the results of any partnership working through the Connecting Salford e-bulletin.
- A key partner to and support the Spirt of Salford trusted ambassador scheme

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## Contact Us

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