

Healthwatch Salford Spotlight

Shining a light on health and social care in Salford



healthwatch
Salford

Spring 2021

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Message from our Chief Officer

Hello and welcome to the spring edition of our newsletter. Firstly, Healthwatch Salford hopes you are well in these challenging times.

In light of the challenges that COVID-19 continues to bring we have been working with partners including the NHS, Salford City Council, Salford Public Health and the Voluntary Sector to support the continued response efforts. In the last quarter we have developed and have been involved in a number of key projects including the Trusted Voices Champions Programme, development of a research project into understanding the insight into remote healthcare appointments during the COVID-19 pandemic and our virtual community health forums covering a range of topics. Alongside these projects we are also conducting further work in partnership with Salford City Council to understand the views of people who use Equipment's Service within the City.

I am also pleased to share the news that we have now launched our #SpeakUpSalfordFund which is a small grants fund intended for local organisations and community groups in Salford who can assist us with collecting feedback from members of the community who use health and social care services. The deadline for applications is Monday 10th May 2021 at 12pm and we look forward to receiving applications from a wide range of community groups.

Ensuring people have say in our plan for the future is not only important but essential to ensure we are effective in all that we do. Therefore, following a consultation with local people, our staff team and our volunteers we have agreed our priorities for the year ahead. The information about our plans can be found on page 7.

Keep safe and well.

Alex



 **Alex Leach**
Chief Officer
Healthwatch Salford

Quarterly Highlights

Providing support



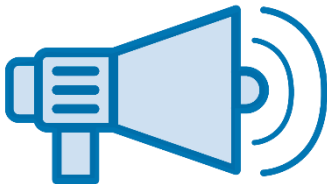
82 people

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

And over 300 people

completed our Equipment Services survey.

Reaching out



15% increase in visits to our website

This quarter we saw a continued increase in the amount of people our social media posts are reaching across Facebook, Twitter and Instagram. Our website also had over 3,680 people visit the site in this quarter.

Making a difference



Commitments to Equality and Diversity

The National Centre for Diversity has accredited Healthwatch Salford with the Investors in Diversity Award for Small Charities. The award is recognised as the national standard to ensure that the FREDIE values of fairness, respect, equality, diversity, inclusion, and engagement are at the centre of decision-making in the workplace.

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.



Equipment Services Project

Salford City Council worked in collaboration with Healthwatch Salford and NHS Salford Clinical Commissioning Group to create a survey to capture the views of Salfordians, who have used the equipment service in the past six months to aid a better quality of life. The survey ran from the 1st till the 28th February.

The report which will include the surveys findings will be published shortly on our website.

Healthwatch Salford Community Forum's

Since October 2020 we have hosted the monthly online Community Forum's to provide a space for residents to share their own experiences, which also hosted guest speakers from leading health and social care organisations, who shared their insights on delivering services in the city.

Some of our guest speakers have been from Gaddum, the Salford Living Well Programme, Salford Clinical Commissioning Group and the North West Ambulance Service.

Visit the events page on our website to stay up to date with upcoming forum dates.



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.

COVID-19 Vaccine Survey

There is still a large percentage of the population yet to receive their first COVID-19 vaccination dose. We want to hear your thoughts on receiving the vaccine so that we can identify any areas of concern for local people.

We want to hear the views of people who are yet to receive the vaccine. By anonymously completing a short online survey, Salford residents will help Healthwatch Salford to advise local health and care services where the vaccine communication is working well, and help those services understand any concerns that people may have against it.

Survey responses will be shared anonymously with local organisations to help identify areas where things could be improved. Responses will also be shared with Healthwatch England who will be providing feedback to the government on how the vaccination programme is working nationally.

Visit our website to complete the survey.



Our Priorities for the year ahead

Each year we consult with public and use our intelligence shared with us over the previous twelve months to help develop the business plan for the year ahead.

In January, we invited local people to share their views on what priorities the organisation should focus on and following this recent review, it has been agreed that Healthwatch Salford's key priorities will be Primary Care, Adult Mental Health and Adult Social Care.

Alongside these priority areas we will also continue to develop key service areas which include:

- Speak Up Salford Fund
- Healthwatch Salford Community Forum
- Youthwatch
- Information, advice, and signposting service

Alex Leach, Chief Officer at Healthwatch Salford said "*The business plan for the year ahead outlines our proactive approach to understanding patients experience and championing these views within the health and care system. The priorities' within the plan have been developed using insight from the public, our stakeholders, and Healthwatch Salford's team to ensure our direction over the next 12 months brings about impact whilst continuing to understand the challenges of the COVID-19 pandemic.*"

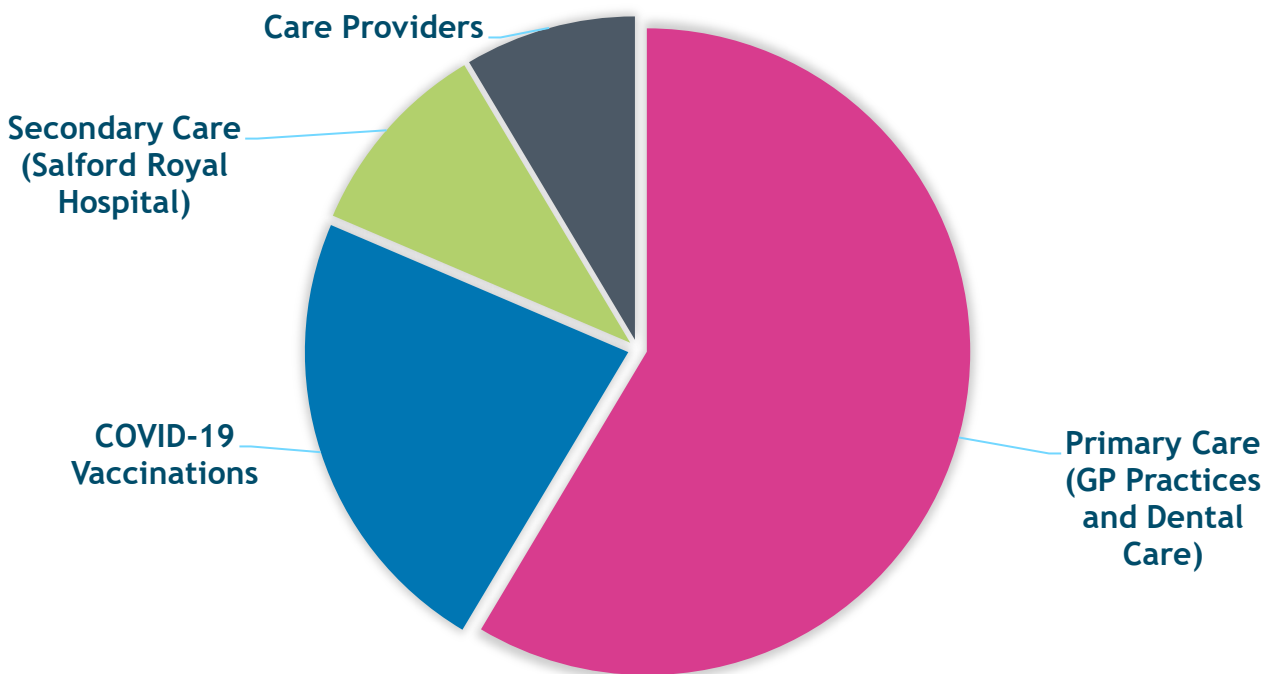
The progress of this business plan will be continually reviewed at our bi-monthly public board meetings and if you wish to attend contact us for further information or register through our events page on our website.



The Business Plan and Priorities Survey reports are now available to read on our website. If you would like a copy of these reports sending to you please get in touch at info@healthwatchsalford.co.uk or by calling 0330 355 0300.

This quarters top feedback

Here is an overview of the 82 peoples experiences Healthwatch Salford has received in the last 3 months.



COVID-19 Vaccination

"Amazing. Just had my vaccination for Covid and it is like a military exercise here in Irlam. Thank you so much to all the staff and volunteers. You are truly amazing."



Salford Royal Hospital

"I have just come home from having an operation on my shoulder at Salford Royal. All of the staff, from the doctors, nurses to the cleaners were so helpful and I can't thank them enough."

Our Volunteers

Since January, volunteers have been involved in a variety of activities remotely and continue to make their mark on services, giving up over 47 hours of their time. They have given feedback on a survey for Salford Royal patients produced by Salford CCG, as well as documents produced by the Northern Care Alliance. Volunteers have participated in discussions on what Healthwatch Salford's priorities should be through workshops and have shared their health and social care experiences in our Community Forums.

Volunteers have also provided invaluable support to staff by inputting data electronically from our recent Equipment Services Survey and we continue to stay connected during lockdown restrictions through our fortnightly 'Brew and a Catch Up' video calls. A huge thank you to all our volunteers who have given their time since the start of the year!



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 **Tuesday 18th May at 10am** and you can watch the meeting on our Youtube channel live or afterwards on our website.

Speak Up Salford Fund Information Session

Join the Healthwatch Salford team on **Wednesday 21st April at 11am** on Zoom for our information session to find out more about the Speak Up Salford Fund. This event will cater to people who are thinking about applying for the fund, as well as people who want to find out more about how this small grant funding could make a difference in their communities.

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 Marian.

Tell us a little about yourself

I started volunteering on my retirement, I had completed 41 years of full time employment with the same company. My volunteering has been mostly in the Care in the Community sector and sporting events. I was a car driver at World/International sporting events which included the 2002 Commonwealth Games and the 2012 Olympic Games both held in Manchester.

Why did you start volunteering at Healthwatch Salford?

My Care in the Community volunteering started in 2001 and a couple of years later being a member of a group called 'Links' which closed when Healthwatch came into being. A year before Healthwatch was born, I was invited to be a member of a group called 'The Healthwatch Shadow Board' our role was to decide how Healthwatch Salford would work, its rules, how it would be organised and what work it would do, in other words setting up the new organisation. Once Healthwatch started I became one of its first members.

What activities have you been involved in at Healthwatch Salford?

My volunteering work has been varied but the work I found most interesting and rewarding was being a member of a small group of professionals from Salford Primary Care and Salford NHS vetting and interviewing applicants for grants who had to prove to us that the money would improve local projects within Salford similar to the television show Dragons Den. Not all applicants were successful. During lockdown my volunteering has been solely by email and Zoom.



[Visit our website](#) to read more of our interview with Marian and learn more about our volunteer roles here at Healthwatch Salford and how to get involved.

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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