



A health and social care system

that is accessible and equitable for everyone

Our Strategy 2021 /2024

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An introduction

About us

Healthwatch Salford is an established, effective, independent consumer champion for health and social care.

Healthwatch Salford was established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Our statutory functions

The main statutory functions of Healthwatch Salford are to:

- Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.
- Make reports and make recommendations about how those services could or should be improved.
- Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Provide information and advice to the public about accessing health and social care services and the options available to them.
- Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.
- Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.

Our Strategy 2021–2024

Our vision

A health and social care system that is **accessible** and **equitable** for everyone.

Our mission

We will work as an independent **agent of change** working with everyone to ensure voices are heard in decision making for health and social care.

Our values

Inclusive – We start with people first. We work for everyone

Transparent – We are open and honest in everything we do

Collaborative – We maintain a positive, forward-looking focus and work with others to get things done

Accountability – We take responsibility for our actions and stand by decisions

Making a difference – We work to a high standard, provide a quality service, keeping it simple

Our strategic objectives

Objective 1

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

- We will have developed deeper understanding our communities, target engagement and track changing behaviour over time
- We will continue to work strategically with community and professional groups to hear and share what people want from care

Objective 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.

- Equalities and diversity will frame much of our work
- Understanding the barriers to participation and partnering with organisations

Objective 3

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

- Policy makers and decision makers will continue to value and request our insight
- Continue to be a respected critical friend to health and social systems

Objective 4

Healthwatch Salford is a strong and well governed organisation that uses its resources for greatest impact.

- We will be able to provide demonstrable influence and impact
- We will continue to be accountability and transparent to the public; emphasising our commitment to equality and diversity issues
- We will continue provide Inclusive and learning culture
- We will continue to attract and retain talent



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