



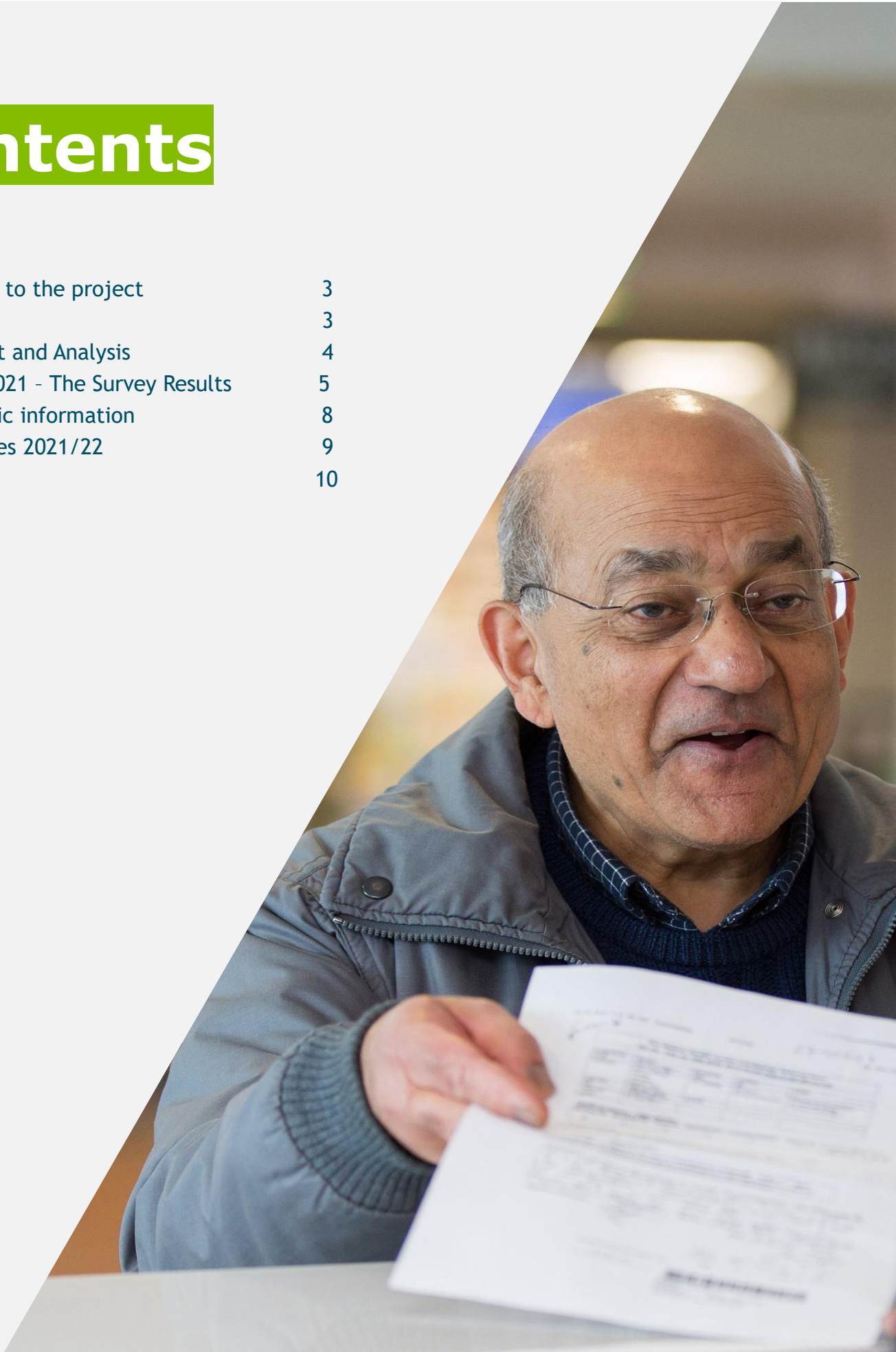
#Speak Up 2021 Our Priorities

2021-22



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About us

Background to the project

Healthwatch Salford is the independent consumer champion for children, young people and adults who use health and social care services in Salford.

Healthwatch Salford:

- Provides people with information, advice and support about local health and social care services
- Listens to the views and experiences of local people about the way health and social care services are commissioned and delivered
- Uses views and experiences to improve the way services are designed and delivered
- Influences how services are set up and commissioned by having a seat on the local Health and Wellbeing Board
- Passes information and recommendations to Healthwatch England and the Care Quality Commission

Each year, to make sure that we are focussing our activities in the areas that are important to the people of Salford, we carry out a priorities survey. The results of this survey will be used to influence our business plan and decide on our focus for the coming year.

The Survey

This year's survey ran from January 4th until January 31st 2021.

The respondents were asked which 3 areas of health and care they would like us to focus on in order of preference. There were 11 options to choose from, such as Primary Care, Secondary Care, Mental Health etc, plus other.

They were then asked in terms of the main service which they wanted us to focus on, what their 3 main issues were in order of preference. There was a list of 8 options to choose from, such as Communication, Cancellations, Accessibility etc, plus other.

The survey then asked in a comments box if people had any other issues they thought Healthwatch Salford should focus on.

Finally, people were asked if they would like to share any information about their experiences of health and care services in Salford.

Engagement and Analysis

The primary means of engaging with the public on the project was digitally, due to the COVID-19 pandemic.

The survey was uploaded onto Smart Survey, our survey software, and the link was shared in the following areas:

- Healthwatch Salford website
- Healthwatch Salford Social Media Platforms
- Via ebulletin
- Direct to our 23 volunteers
- Through the Vocal Forum network, via CVS
- Through Salford CCG
- Through the University of Salford
- Supported by a local Marketing Agency, Yellow Jigsaw.

Printed copies were also available for anyone needing them.

An online focus group also took place on Tuesday 12th January, which involved 15 people, 7 of them being members of the public. The discussion followed the same questions in the survey and much qualitative data was received.

A total of 54 surveys were completed, and the data from these, along with the qualitative data from the focus group, is analysed here.

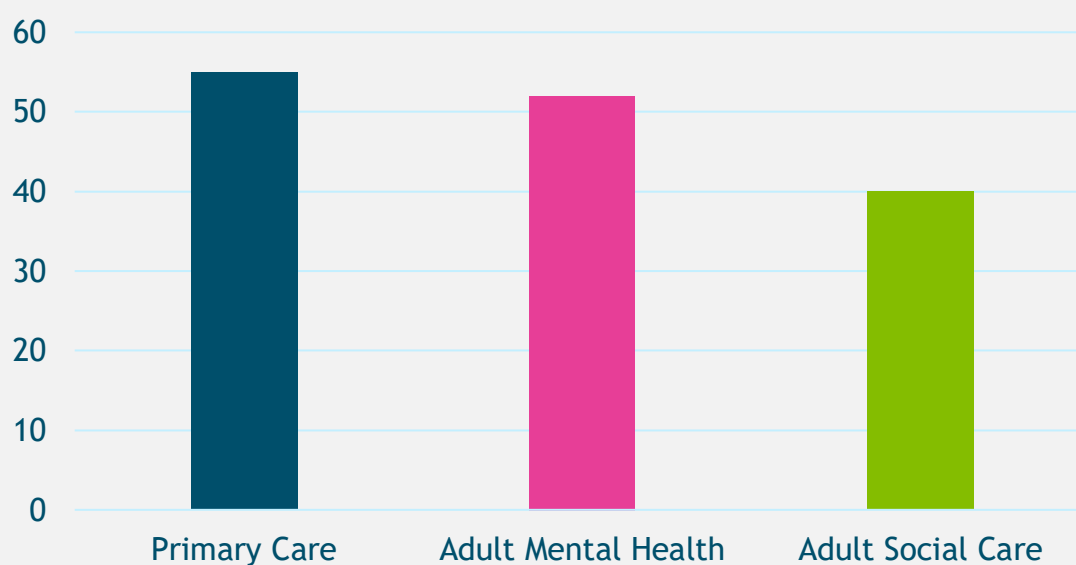


#Speak Up 2021 - The Survey Results

The consultation received 54 (n = 54, ie there were 54 entries in total) responses, and the data collected, along with the qualitative data from the focus group, has been presented here.

The graph below highlights the 3 areas of health and care which survey respondents would like Healthwatch Salford to focus on in order of preference. The methodology of informing preference by respondents was based on a points based approach, in which the first choice was allocated 3 points, second choice 2 points, and third choice 1 point.

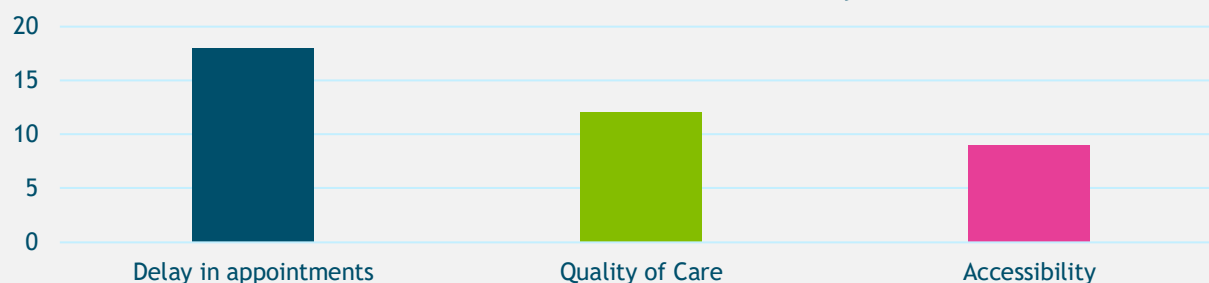
Which 3 areas of health and care would you like us to focus on?



#Speak Up 2021 - The Survey Results - continued

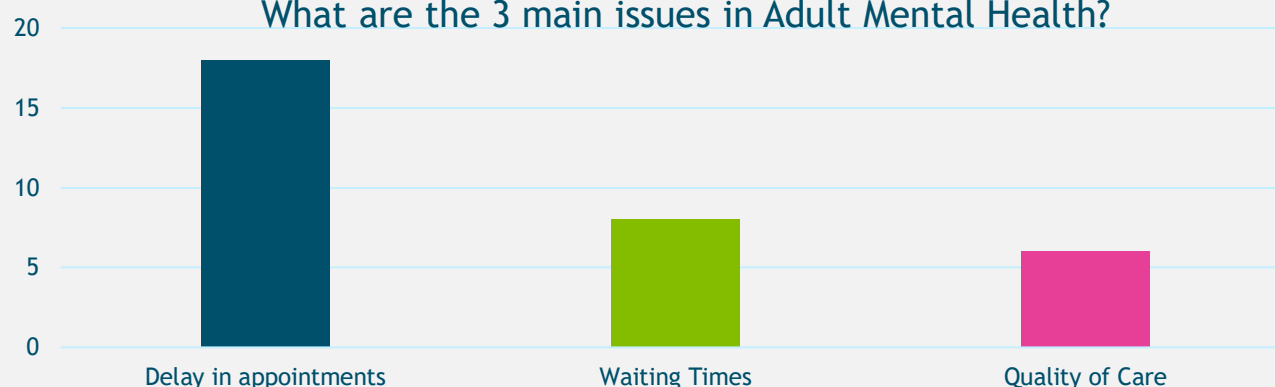
In Primary Care, respondents (n = 26) felt that the 3 main issues were as follows. Again, the methodology of informing preference by respondents was based on a points based approach, in which the first choice was allocated 3 points, second choice 2 points, and third choice 1 point.

What are the 3 main issues in Primary Care?



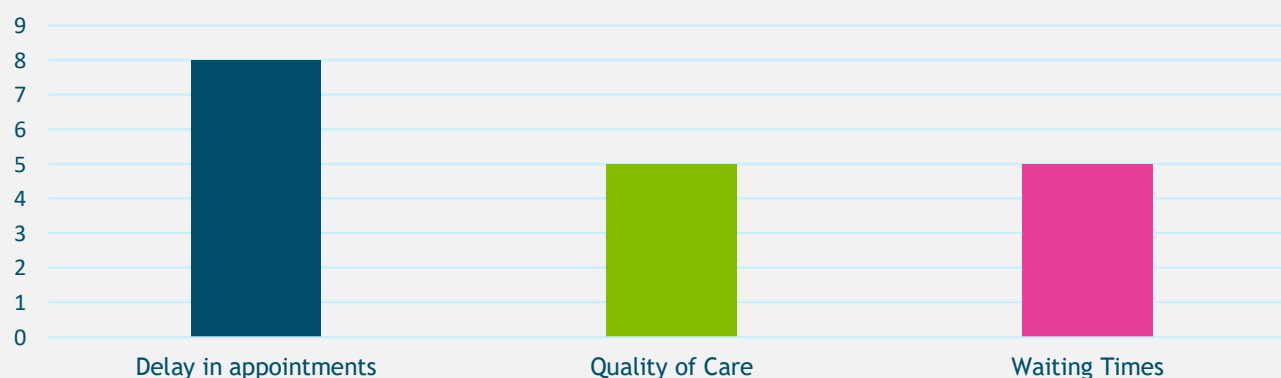
In Adult Mental Health, respondents (n = 25) felt that the 3 main issues were: (first choice was allocated 3 points, second choice 2 points, and third choice 1 point).

What are the 3 main issues in Adult Mental Health?



In Adult Social Care, respondents (n = 20) felt that the 3 main issues were: (first choice was allocated 3 points, second choice 2 points, and third choice 1 point).

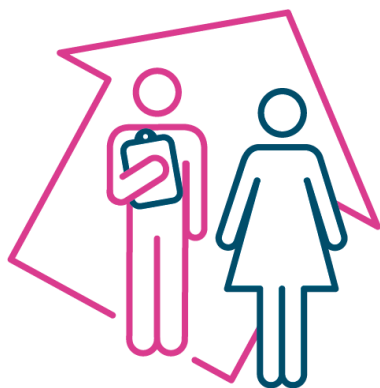
What are the 3 main issues in Adult Social Care?



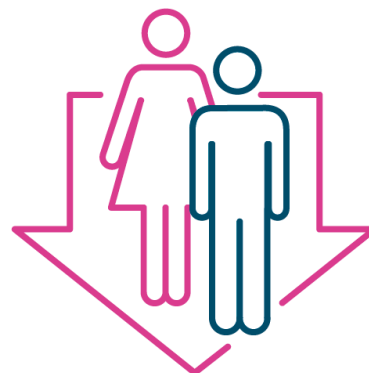
Other key thematic areas which respondents (n= 23) would like Healthwatch Salford to prioritise, but which were not statistically significant, are highlighted in the word cloud below:



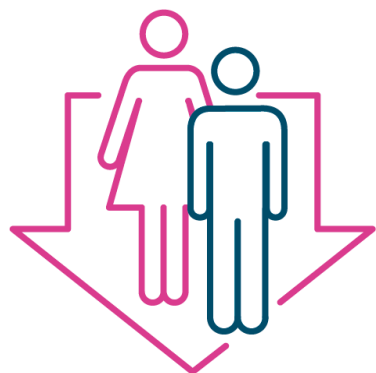
Demographic information



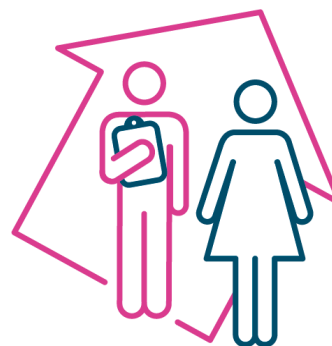
7% of respondents were aged 18-29, **23%** were aged 30-49, **43%** were aged 50-69, and **23%** were aged 70 and over



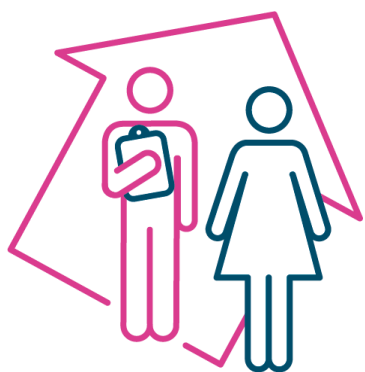
83% of respondents described their ethnicity as White British, **7%** said Other which included Romani and Middle Eastern, **3%** said White and Asian and **3%** said White Other



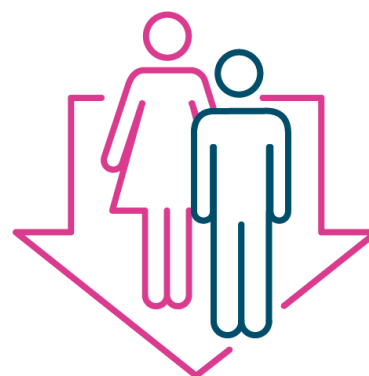
The majority of the respondent either lived in Eccles, Winton, Irlam and Cadishead, **30%** or Ordsal, Claremont and Pendleton **24%**



20% of the respondents classified themselves as male, **73%** classified themselves as female. **3%** classified themselves as non-binary, and **3%** preferred not to say



23% of respondents considered themselves to have a physical or mental impairment



65% of respondents described themselves as heterosexual, **14%** said bi-sexual, **3%** said gay, and **17%** preferred not to say



Our priorities 2021/2022

The strategic priorities for Healthwatch Salford for 2021 - 2022, following the consultation and the feedback over the previous year, will be focused on the following three key thematic areas: Primary Care; Adult Mental Health and Adult Social Care.

Healthwatch Salford will develop a work plan to focus our resources into these key thematic areas which will be available on our website.

Healthwatch Salford is committed to acting on what the people of Salford have told us, in order to improve and influence Health and Social Care provision in the Salford area over the coming year.

Alex Leach, Chief Officer



#Speak Up 2021

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

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