



Healthwatch Salford

Annual Report 2017/2018





“Local voices improving local health and social care”

CONTENTS

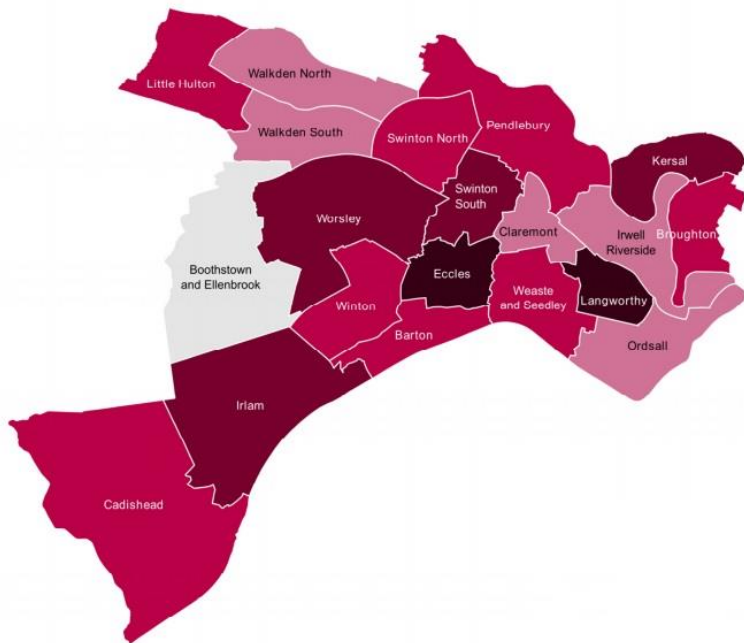
- 3. Welcome
- 4. Last year at a glance
- 5. Who we are, what we do
- 6. Your views - Feedback Centre
- 7. Your views help shape services
- 11. Making a difference together
- 13. You said, we did
- 14. Next year's plans
- 15. Our people
- 16. Finance at a glance
- 16. Farewells
- Contact us





Welcome

We welcome you to this year's annual report. It has been an exciting and challenging year for Healthwatch Salford. We have seen the volume of our work increase due to the investment we have made in a larger engagement team. There have been many successes, but challenges remain. Our forward plan demonstrates our commitment to tackling these alongside continued organisational development. We will strive to be inclusive of the 'Least Heard,' ensure that our profile increases and that collaboration with partners yields tangible results for Salford residents.



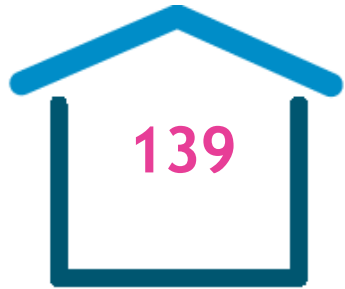
Delana Lawson
Chief Officer



Phil Morgan
Chair of Healthwatch
Salford

Last year at a glance

We have visited



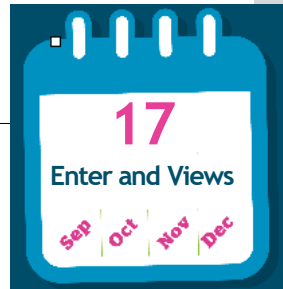
Local venues, events and groups to meet the public and patients and find out their views and stories

Over



website views

We have Entered and Viewed
16 care, residential and
nursing homes and **1** hospital



23 volunteers gave
almost **1,000** hours



We have listened to over



1,557 views from local
people on health and
social care



2,628
followers on
Twitter

348
followers on
Facebook

Reaching
108,000
people on
social media



94 service reviews via our
Feedback Centre

Our E-bulletin reaches
858 people to update
and share feedback



We have written
over **31** reports



69 people have been
signposted to the right
information and services



Who we are, what we do



Healthwatch Salford is the independent consumer champion for health and social care in Salford

We exist to ensure that the people of Salford, their voices and experiences, are at the heart of health and social care provision.

Our dedicated team of staff and volunteers listen to what people like about local health and care services, and what could be improved.

These views are then shared with the decision-making organisations in Salford, so together we can make a real difference.

People can also speak to us to find information about health and social care services available locally.



You tell us about your experiences of health and social care

We collect all the feedback and look for the common themes across services in Salford

These themes are then presented to decision-makers and commissioners, so that your voice is heard

This can influence the way services are run and inform decision making

We can also signpost you to other services and support





Your views - our online Feedback Centre

A selection of service reviews

Very good skin appointment

Staff were very good and helpful and kind. I have a difficulty communicating and the staff took their time to listen and understand me

Hospital



100% care

From receptionist to GP they all treat you with dignity and respect. When my husband was dying I couldn't have had a better service if I had paid privately. From receptionist to GP I only had to telephone and support for us both was there. They are simply the best.

GP practice



Pain free, friendly service

Best dentist ever. Couldn't recommend Dr ** enough. I travel 2 hours each way just to see him because I wouldn't trust any other dentist. The best treatment my teeth have ever seen and its ALWAYS pain free. All staff here are friendly and knowledgeable - you are in very safe hands here.

Dentist



Management very poor and service abysmal

Carers arrive up to 2 hours late and sometimes 2 hours early. I have experienced missed medication...

Homecare



Wrong medication in blister packs

On three occasions in 2018 I have had the wrong medication in pharmacy prepared blister packs. Either too many or too few. I've had a quiet word with the pharmacist who prepares the trays. They apologised but it's happened three times since so I rang the pharmacist, who said it was unacceptable

Pharmacy



Could do with more funding

This centre has some great staff and some not so good. The good staff seem extremely overstretched and the less good ones need managing out. Reception staff are a real mixture. Some are slow and hang around chatting to each other. Overall there don't seem to be enough doctors or CPNs. The main gap is in psychological services - they need an injection of funds to provide talking therapies and group work for the long term mentally ill.

Mental Health



Further reviews and to provide feedback visit:
www.healthwatchsalford.co.uk/services/



Your views help to shape services

Healthwatch Salford helps local people have a say

We do this in a variety of ways:

We have a seat on the Health and Wellbeing Board

We bring and present the views of the public and present findings from reports we have carried out.

- **We engage with patients and providers**

Providing advice about good practice in patient and public involvement to health and care providers.

- **We have a place on the Council's Health and Adult Scrutiny Committee**

Where we contribute to future planning and task groups.

- **We have a seat on the Adult Safeguarding Board**

We bring and present the views of the public and question findings from reports and collaborate on general mutual priorities.

- **Our volunteers play a vital role in our work**

Many are trained to deliver Enter and View visits to local health and care settings to talk to patients and their families.

- **We are out and about every month**

In Gateways, shopping centres, community centres and groups across Salford listening to the views and experiences of local people.

Reaching marginalised groups

- Prisoner Healthcare Listener project

- SEND project



- Health Access and Homelessness survey

- The North West Sector; Equalities and Experience Group

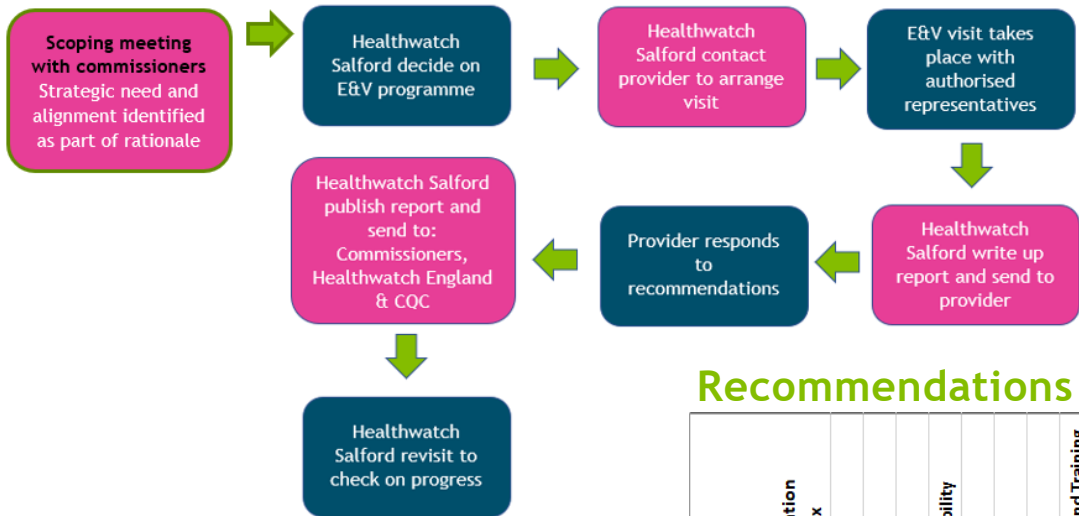
- Mental Healthwatch Action Group



Your views help to shape services: in focus

Evaluating Care Homes

16 care homes were Entered and Viewed from August 2017 to March 2018, with 16 reports written and 87 recommendations made in total.



This programme of Enter and Views spanned 10 months involving all staff and several volunteers and was undertaken to contribute to the city-wide drive for quality improvements.

Since the publication of a summary report detailing the cross-cutting themes and recommendations, four presentations have been given and several meetings taken place with commissioners, councillors and groups to influence plans for improvements and ensure the 82 resident voices from this project are heard at the highest levels.

Recommendations

Recommendation themes matrix	Recommendations								
	Activities	Care Plans	Environment	Info & Accessibility	Food	Procedure	Staffing Levels	Staff Support and Training	Maintenance
Abbeydale	✓	✓	✓	✓				✓	✓
Alderwood			✓		✓	✓		✓	✓
Arden Court	✓							✓	✓
Beech House	✓			✓	✓			✓	✓
Beenstock Home			✓				✓	✓	✓
Ecclesholme	✓			✓					
Harmony House	✓		✓	✓	✓				
Heartly Green	✓		✓	✓	✓			✓	
Kenyon Lodge			✓	✓					
Pemberton Fold				✓		✓	✓	✓	✓
Swinton Hall	✓		✓	✓	✓	✓	✓		
The Broughtons			✓	✓				✓	
The Fountains	✓	✓	✓	✓		✓	✓	✓	✓
The Hamlet	✓		✓						
Thornton Lodge	✓	✓			✓			✓	✓
Worsley Lodge	✓		✓		✓		✓		

Prisoner Healthcare Listener Project

In partnership with HMP Forest Bank our Engagement Officer Ruth Malkin led on an innovative project at this privately run local prison here in Salford.



This involved developing a training plan and recruiting a Volunteer. We worked in partnership with the Healthcare Providers at the prison by providing a week-long training session to existing wing mentors on being a Prisoner Healthcare Listener.

The prison environment can be a difficult one and the prisoners did not hold out much hope for change. However, they enjoyed the training, and readily went out onto the wings with Healthwatch Salford #WhatMatters2U surveys, gathering individual healthcare stories. These stories have been passed up to the head of Healthcare in the prison, who has agreed to meet monthly with the prisoner listeners to identify and resolve issues relating to healthcare in the prison.

Ruth Malkin said after the training, *“I think this project captures the spirit of Healthwatch Salford - listening to people that no-one else hears and making a difference in their lives. I feel privileged to be a part of it.”*

The project is continuing. Four more prisoner listeners are due to be trained. The existing listeners will be mentored through their first meetings with the Healthcare managers. Healthwatch Salford was also able to signpost some prisoners’ families to appropriate services.

Your views help to shape services: in focus

Integrated Care Engagement Officer

An Integrated Care Engagement Officer (ICE Officer) post funded by Salford Together was appointed for 12 months starting in April 2017. The ICE Officer, Safia Griffin, worked across two teams, the Salford Together Communication and Engagement Team and Healthwatch Salford's Engagement Team, contributing to and leading on several projects over the 12 months.

Salford Together projects:

- **Salford's Big Health and Care Conversation**

Over 3 months from Jul-Sep 2017, as part of a wider team, 4200 people were directly spoken to through 189 community events/meetings and groups about how health and care was changing in Salford.

- **Health and Social Care MOU with the VCSE Sector**

Liaising between senior Salford Together leaders, Salford CVS and others, and after the VCSE Conversations event in September 2017 and further meetings, a draft Memorandum of Understanding (MOU) and action plan was written. Following this, a full-time post was agreed, based with Salford CVS and funded by Salford Together, to liaise between the two sectors and to carry the plans and this work forward.

- **Equalities Advisory panel**

After the proposal was approved and budget agreed in May 2017, the ICE Officer was tasked with recruiting, co-inducting and coordinating this panel of 10 members. The panel comprised of equalities leads from the Salford Together partners and 6 laypeople and senior staff from the VCSE sector.

The panel met bi-monthly with a purpose to advise on equality matters and scrutinise Equality Impact Assessments to support the partners to evidence 'due regard'.



GP Practice Engagement

To enable us to reach out to more people and increase public awareness of our online Feedback Centre, we carried out a trial engagement exercise in a couple of Salford GP Practices.

By spending a couple of hours in each surgery, we were able to gather essential feedback from patients about what their recent healthcare experiences were like as well as promoting our Feedback Centre as another mechanism for them to feed future stories into.



Your views help to shape services: in focus

Mental Healthwatch Action Group

In 2017, a group of 9 mental health service users in Salford came together to form an action group under Healthwatch Salford. The group aimed to highlight issues that are affecting access to community mental health services across the city.

Adult Mental Health Services Mystery Shop

Supported by Healthwatch Salford Engagement Officers, their first project was to undertake a Mystery Shop style exercise of adult mental health services in Salford. Training was given, and scenarios written for those calling these services. Special consideration was given to including protected characteristics, as listed in the Equality Act 2010, in the scenarios.

The project aimed to assess the effectiveness and ease of access of the telephone service of a range of community mental health services for adults in Salford, including registered service providers and VSCE groups and organisations.

Following on from their direct experiences as ‘consumers’ of these services, a report was written, and list of recommendations developed. This was sent to both commissioners and providers.

As a result of this piece of work the group has gone on to consult on Crisis Care in Salford, and to devise a training plan for Customer Care providers at Greater Manchester Mental Health NHS Trust, using case studies based on the scenarios. A visit to a third sector crisis care provider in another city is planned and the group is considering GP engagement in the future.



Equalities and Experience Group

Major changes are planned to the way that hospitals across the region are organised under ‘The North West Sector’, which brings together 5 different hospitals, including Salford Royal.

Healthwatch Salford has worked with Healthwatch Bolton and Healthwatch Wigan to recruit and support volunteers to consult on the changes. This task and finish group has met five times to-date. It has provided a welcome space to air people’s concerns. The plans have been received mostly positively, as it will lead to greater specialisation which will lead to better patient outcomes. However, concern has been expressed so far about travel, parking, inter-hospital communications and visiting times.

There is another meeting of this group scheduled for later in the year.

Health Access and Homelessness

To engage with homeless people and understand what barriers to access they experienced and how they used services, Healthwatch Salford’s Engagement Officer Safia Griffin undertook a 3-month survey engagement project.

This project started in February 2018, to influence and coincide with Salford City Council’s update of their 5-year homelessness strategy, which ends in 2018.

In partnership with 6 Voluntary, Community and Social Enterprise (VCSE) sector organisations already working with homeless people 122 survey responses were gathered.

For the published report and information about plans for further project work visit: [Healthwatch Salford’s website](#)





Making a difference together - doing things differently

SEND Transformation Strategy Report

The Education Department at Salford City Council needed to update its Special Educational Needs and Disability (SEND) Strategy in 2017. Healthwatch Salford was invited to help by consulting with young people who experience SEND, along with their parents and carers.



Working with a volunteer specialist Speech and Language Therapist, Healthwatch Salford's Engagement Officer Ruth Malkin visited youth provision across the city including the highly rated You Can Youth Club. Healthwatch Salford found out what the children and young people thought of their education, using a communication technique called Talking Mats. They spoke to just under 50 children and young people and around 20 parents and carers.

Ruth Malkin said of the project, *"This was an interesting and engaging project that took Healthwatch Salford into a new area of work."*

Most people were broadly satisfied with the education provision in Salford. Importantly, most children and young people reported feeling safe at school. However, some reported a feeling of social isolation and said they weren't always included in decisions about their education. Some young people reported that they felt there was a gap in provision for young people experiencing SEND over the age of 18.

The SEND Strategy for education in Salford has now been updated



The [Human Library](#) is an international equalities movement that challenges prejudice and discrimination through social contact. Just like in a real library, a visitor to the Human Library can choose from a range of titles. The difference is that the Books are people, and reading is a conversation!

These events are open to the public and require books to volunteer who have experienced discrimination and prejudice.

On Sunday October 29th, 2017 Healthwatch Salford in partnership with Salford Royal Foundation Trust (SRFT) ran a 2-hour public drop-in **Human Library Event** in the community of Langworthy, Salford. This event was funded by #WeStandTogether Community Fund.

The 6 human book titles that were read by the public were; 'I was adopted by my aunt'; 'Don't look at my ears'; 'Wait!'; 'Trans awareness'; 'I'm just a mum'; and 'Schizophrenic Occultist'.

Readers said, *"Just wanted to hear their story and learn,"* and *"Very vague [title], was intrigued."* Readers also said that they were more willing' to challenge a person if they witnessed them doing something unfair because a person was different, and they would also now speak more openly about discrimination and prejudice.





Making a difference together - case studies

Signposting case study

A patient in Salford contacted us to say that their GP was no longer prescribing their preferred medication for a medical condition (due to the price doubling). The GP had prescribed similar medication, but this treatment was not effective for the patient, so they wanted to know their rights to enable them to challenge this and access the former prescription.

Healthwatch Salford advised the patient about NHS Choices rights to challenge decision of prescription, details of the GP practice complaints process & Citizens Advice about charges for prescriptions. This was followed up by a phone call the next day, with the patient confirming that they had followed through with our advice.

Signposting case study

A patient telephoned our office to say that they had recently moved into the area but were experiencing differences in healthcare to what they had received from another area of the country and wished to make a complaint. They felt that the Social Care team were focussing more on the mental health elements and were neglecting their physical health.

We helped the patient by giving them advice on the complaints pathway for Adult Social Care as well as talking them through the options of an advocacy service (MIND in Salford), should they wish to pursue a complaint and need some extra support. We also gave them details of a national support organisation that could help them link into more local support groups of people with similar healthcare needs.

Andy Green has been volunteering with Healthwatch Salford since the start of 2017. This is his Story.

"I joined Healthwatch Salford as a volunteer about 18 months ago when I was deflated with trying to access health and social care. I came and learnt about Healthwatch's approach and jumped straight in.

The first major thing I was involved with was the 2017 Priorities Survey, engaging with people across Salford and finding that they reinforced my own experiences of the barriers to healthcare.

Then I met Delana and was introduced to Enter and View which was important to me as another way to shape improvements in a challenging environment.

A lot of my health problems are centred on a lack of mental health support, so the idea of the Mental Healthwatch Action Group appealed to me. The group helps us to promote positive change.

My background is someone who has experienced prison healthcare first hand, and I made a promise that I would do something to improve it one day. I thought of this when I joined the Prisoner Healthcare Listener Project.

This amazing project shunted my self-esteem to the top and made me feel like I was making a difference. The project was as life changing for us as it was for the people the other side of the wall. It has helped me to process things I've never been able to process.

I've had a spectacular journey with Healthwatch Salford over the past 18 months. It's raised my personal profile, given me huge courage and enabled me to know we all of us own our own healthcare."

You said, we did

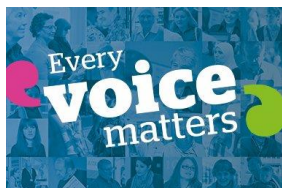
‘What Matters to you’ annual priority setting survey 2017

During 2017 we went out to communities with a survey focused on people’s individual experiences of health and social care in Salford. With the help of volunteers, we visited community centres, supermarkets, voluntary and community groups. We had 491 individual responses to the survey. This excludes comments from focused engagement conducted with specific groups and topics as documented elsewhere in this report. It also excludes signposting cases.

Where we were given very specific details about a provider we forwarded these comments on and requested a response. In total we sent these comments to 48 different providers and received very few replies. This is dissatisfactory.

In terms of location of care delivery responses - Hospitals rated highly, as did GPs and community services. These were the three highest. In terms of reason for care - there was more of a spread. A&E, Mobility, cardiology, dementia, dermatology, diabetes, Childcare, mental health, cancer, oral, podiatry pulmonary/respiratory, sensory and social care all figuring highly. In terms of issue groups, the following rated highest - appointments, assessments, waiting times, delays and registration, Information, communication, test results and medical records, service design, integration, access, catchment areas and commissioning, Staff attitudes, standards of clinical care, staff training, pay and conditions.

In order to build trust with communities it is very important that Healthwatch Salford is able to tell people who have given us their personal experiences and views what response we have received. This is a legislative function of Local Healthwatch. We intend to work with partners to ensure that we have the best feedback mechanisms enabling timely responses.



Our 8 consumer principles ->





Next year's plans

Our priorities are informed by what people tell us. By having working relationships with local health and social care leaders, this enables us to hear what concerns and issues there are, but also how services are provided for our populations.

Our plans for next year will be:

- **Primary care**

Access to primary care such as GPs and dentists is still important to people and there are plans for later in the year to look at demand on these services and barriers to access and pathways between primary and acute services.

- **Mental health**

We have plans to continue to engage with people with mental health issues to find out specifically what barriers they encounter and plan project work around these priorities to influence service development and changes that widen access.

- **Enter and View programme**

We will select another service area to undertake an Enter and View programme into and work with commissioners around shared priorities for this work.

- **Least Heard**

There are plans for two projects later in the year to engage with further least heard groups and work together to highlight health inequalities and improve outcomes.

- **Accessibility and staff attitudes**

Several projects and feedback has consistently highlighted that accessibility is an ongoing issue and staff attitudes can result in negative experiences and create barriers to access. This year will see us collaborate in co-delivering staff training and engagement to raise awareness and resolve some of the identified accessibility issues and barriers.

Main Strategic Priorities

- We will continue to develop and implement good governance systems in how the Board operates.
- We will increase the numbers and diversity of volunteers and volunteering roles.
- We will increase our profile through marketing and making better use of social media.
- We will measure and increase the social value of the organisation assessing the wider contribution we make to the City of Salford; in the context of the 10% Better Campaign.
- We will conduct our annual survey of local opinions on health and social care services and publish findings and service responses locally. *(Last year some provider responses were very good but sadly we heard nothing back from the bulk of providers.)*
- We will work with strategic partners in Salford to refresh and re-establish principles, standards and protocols with partners around engagement.
- We will seek more effective strategic engagement in the new emerging health and social care structures at Salford and Greater Manchester levels.
- We will support Salford people to be involved in service redesign and review at a Greater Manchester level. This includes Northwest Sector developments and Greater Manchester Health and Social care partnership structures.



Our people



Our Board

Left to right, from top: Phil Morgan (Chair) Jackie Leigh (Vice-Chair), J Ahmed, Faith Mann, Michelle Duncalf, Sam Cook, Kate Simpson



Our Staff

Left to right: Delana Lawson (Chief Officer), Safia Griffin (Engagement Officer), Ruth Malkin (Engagement Officer), Mark Lupton (Engagement Officer), Karen Smith (Knowledge and Information Officer)



Our volunteers

Our 23 volunteers are one of the keys to our success. They are our 'eyes and ears' talking to people and finding out what matters most to the people of Salford about their health and care services. Volunteers have all helped Healthwatch Salford in many different ways to achieve some amazing projects this year, projects like:

- Evaluating Care Homes
- SEND Transformation Strategy
- Prisoner Healthcare Listener project
- Mental Healthwatch Action Group
- Priorities Survey

Volunteers have also been tirelessly tracking down healthcare stories in groups, meetings and at events with the public and keeping an ear to the ground in the community, giving almost; **1000 hours!** of their time...

Our work would not be possible without them, so we'd like to say a huge Thank You to all our volunteers!



Finance at a glance

Healthwatch Salford Finances 2017/2018

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	169,520
Additional income	4,657
Total income	174,177
Expenditure	
Operational costs	15,363
Office costs	23,911
Staffing costs	145,426
Premises	9,000
Total expenditure	193,700
In year movement	19,523
Balance brought forward	105,035
Balance carried forward	85,512

Farewells



Thank you to, **left to right:** Jackie Tait (trustee, Vice-Chair) following their role as (Acting Chair) and Kathryn Cheetham (Engagement Officer) and John Geoghegan, (Information and Signposting Officer) who left the organisation.

All your hard work and dedication is very much appreciated.



CONTACT US

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