

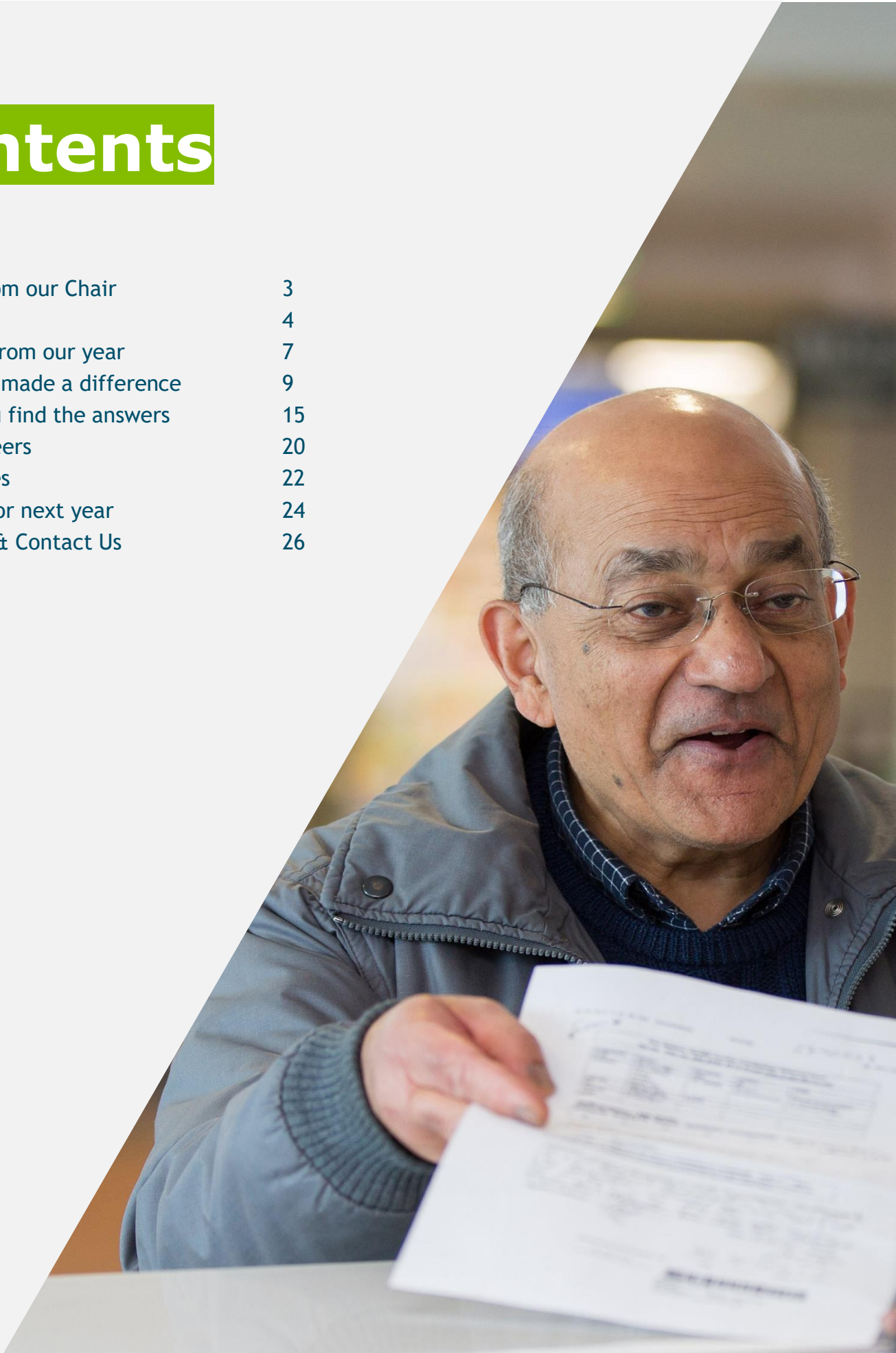


Healthwatch Salford

Annual Report 2018-19

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Message from our Chair Phil Morgan

Healthwatch Salford has an important role in providing resident voice into health and care services in Salford.

This report sets out what we have achieved and what we have learned during the past year.

The contribution of volunteers in our work remains vital in every sense and helps the delivery of all our projects.

Each year we ask local people about their priorities and needs and this informs our future activity. This year we have carried out major projects on Health provision for the Homeless, Enter and Views for all extra care homes in Salford and working with prisoners on health.

In all of these projects we work closely with the agencies involved to ensure that the learning gets implemented.

We continue to work closely with our partners in Salford and with our colleagues across local Healthwatch in Greater Manchester to ensure resident voice is heard, including from those who are least heard.

We will continue to ensure that voice remains heard and makes a significant contribution to health and care in Salford for the future.



'This report sets out what we have achieved and what we have learned during the past year.'

Phil Morgan
Healthwatch Salford Chair

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 and to tell us what their experience of them is.

Healthwatch Salford helps local people have a say and we do this in a variety of ways:

- We have a seat on the Health and Wellbeing Board, where we bring and present the views of the public and present findings from reports we have carried out.
- We engage with patients and providers, sharing 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 where we bring and present the views of the public.



Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



Changes you want to see

Last year we heard from over 2500 people who told us about their experiences of health and social care services. We do general surveys across Salford and work specifically on engagement in certain areas and/or with specific groups who have a common characteristic or experience.

More people are also contacting us to give their stories online and via the telephone. The **What Matters to You Survey** took place between April and May 2018. Staff and volunteers spent 105 hours engaging with the general public at various events to ask people about their priorities for health and well-being. We had 671 respondents to this survey. Below are some the examples of the changes the people of Salford would like to see.



Make it easier to see a doctor or nurse quickly



Healthcare professionals should have a positive attitude and be empathetic



Staff should take the time to speak to people about what to expect next



Longer consultation times.



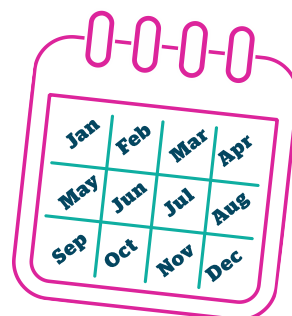
Highlights from

our year

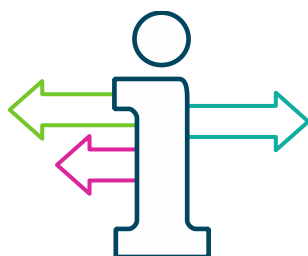
Find out about our resources and the way we have engaged and supported more people in 2018-19.



2522 people shared their health and social care stories with us.



We have 21 volunteers helping to carry out our work. In total, they gave over 600 hours.



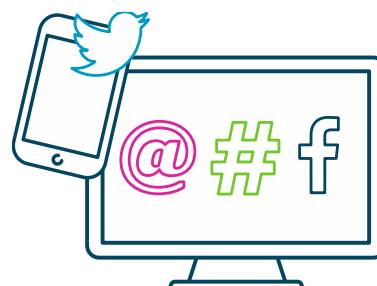
145 people accessed Healthwatch advice and information online or contacted us with questions about local support, 10% more than last year



We visited 26 services and 15 community events to understand people's experiences of care. From these visits, we made 65 recommendations for improvement.



52 improvements we suggested were adopted by services to make health and care better in our community.



26% more people engaged with us through our website and social media.



How we've made

a difference

LISTENING

Accessing GP appointments is a big issue for local people and has been told to HWS for the last few years. We recognise that there are national pressures on primary care, and this isn't unique to Salford.

We conducted a survey in collaboration with the CCG looking into the experiences of Salford residents when trying to access appointments at their local GP surgeries. 431 Salford residents responded to the survey.

We looked at 3 elements surrounding the availability of appointments:

- the experience of the patient making and getting to the appointment
- the reasons why patients miss appointments
- the profile of the surgery from the practice manager's point of view

We made recommendations on improving initial communication with patients and the need for more patient facing information about the Salford Wide Extended Access Scheme. We also suggested more use of staggered appointment times and better customer service training for reception staff.

We are pleased to say that Salford CCG assisted with this engagement and have responded positively to our report.



WORKING IN PARTNERSHIP

We worked with Commissioners and scheme managers to conduct a series of Enter and Views to Extra Care Housing Schemes in Salford. We took a collaborative approach working with our volunteers, commissioners, scheme managers and care agencies.

It was a timely piece of work enabling the user voice to be heard in the development of extra care in Salford.

We visited and spoke to residents and staff at the following locations:

1. Amblecote Gardens in Little Hulton
2. Astley Court in Irlam
3. Bourke Gardens in Walkden
4. Monica Court in Eccles
5. Moores House in Langworthy
6. Mount Carmel in Ordsall

City West brought in a facilitator to run some co-design workshops at each of the 4 schemes they manage. We attended the workshop at Amblecote Gardens and noted the good attendance levels of residents and how committed care and housing staff were to listening to what residents wanted to build realistic action plans.

City West have really taken the lead on responding to resident feedback in the reports. The results were presented to the regional NW Housing Network in January 2019.

IMPROVING

The Mental Health Action Group coproduced a piece of work with Greater Manchester Mental Health Trust's Customer Care Team, based on recommendations from the HWS mystery shop engagement last year. Front line staff were trained by HWS volunteers using stories based on their experience of community mental health services in Salford. Four volunteers worked for more than 20 hours each on devising and developing a meaningful training experience which was revelatory for both groups front-line staff and service users.

Commissioners also worked with this group in the development of the Mental Health Commissioning Strategy. The group focused on issues around funding of the voluntary sector, supporting workplaces /employers to understand their responsibilities, Personal independence payments / personal health budgets and equality impact assessments. We were pleased to see the input of this group acknowledged by Salford Clinical Commissioning Group (CCG) and reflected in the strategy. The Mental Healthwatch Action Group has sourced funding to continue their work independently of Healthwatch Salford.



SAFEGUARDING

From November 2017 to April 2018, Salford Adult Safe Guarding Board (SSAB) ran 10 engagement sessions, with Healthwatch Salford, to find out what people think about safeguarding in Salford.

The aims of the engagement were:

- To hear the views of the community on priority areas of safeguarding adults at risk in Salford, so that these views could be used to inform SSAB members when setting the board's next 3-year strategy.

The feedback gathered at these events has enabled SSAB to put together a priority plan to look at 5 key themes. A joint presentation was delivered by our Chief Officer and SSAB Business Manager to the Board and recommendations accepted and influenced the 3-year strategy.

HEALTH ACCESS & HOMELESSNESS

We decided to focus on people who are homeless who often face some of the worst health inequalities in society. They are at much greater risk of mental and physical health problems than the general population and their experiences of homelessness often make it more difficult to access the healthcare and other support services they need.

Healthcare experiences of homeless people is underreported on. We wanted to hear from people experiencing homelessness in the widest sense, not just those visible or presenting as homeless. We approached this as 2 different projects using different techniques to capture the voices of different types of homeless people.



Health access & Homelessness

Phase 1

In Phase 1 we worked with 6 voluntary organisations returned 122 completed surveys which they had conducted with their service users.

Manchester City Mission (Narrowgate Night Shelter)

Salford Loaves and Fishes

Salford Women's Aid

Joint Veteran Alliance (JVA) Ltd

Salford Foyer (Places for People)

Citizens Advice Salford

We asked questions on Demographics and the use of GPs, mental health services, accident and emergency, dental services and other health and social care services. We gathered the experiences of 122 and then spoke and met with strategic partners and public bodies. As a result of this we made recommendations around the importance of the role of the VCSE, service Integration, and highlighted barriers to services and staff attitudes.

The feedback indicated to us the need to develop and support systems that link different services and increase information sharing, along with exploring further integration with other services, (e.g. health, social care, drug and alcohol, housing, and criminal justice, VCSE) for homeless people.

Phase 2

As a follow-up to this report back in May 2018, we decided that phase 2 would focus on rough sleepers and their access to mental health, drug and alcohol services.

A survey was designed for this purpose and 25 rough sleepers were engaged over a 3-month period. The survey was designed to allow for more expansive answers.

The survey design and number of people we spoke with means that the findings are not statistically significant, instead what was captured is the complexity of people's lives, experiences of good and bad service approaches and how this might impact on this marginalised group's access to services.

14 out of 25 were accessing mental health, drug or alcohol services, 24 out of 25 were male and 10 out of 25 said they had a long-term medical condition or disability. People told us about the importance of the location of temporary accommodation being close enough to friends and family and some of the practicalities around being able to find or maintain employment whilst in temporary accommodation.

Overwhelmingly people expressed the desire to be seen and respected as adult individuals. They were positive about drug and alcohol services but less so about mental health services and night shelters. We have submitted the report to both providers and commissioners.



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: www.healthwatchsalford.co.uk

t: 0161 960 0316

e: feedback@healthwatch.co.uk

Helping you find the answer

During this period, we had 145 signposting cases. We find that people come to us when they are the end of their tether with often complex cases. Frequently these are people who have multiple complex health conditions and/or have moved geographically. People require support navigating the complex health and care system particularly when things go wrong as they sometimes do. We help people make complaints when necessary and sign post them to advocacy or where they can get support around self-care and mental health support for trauma and bereavement. We have also helped people with social care packages and individual funding queries. We are pleased to report that we did not recommend any service for investigation or special review to Healthwatch England or Care Quality Commission.

Case Study

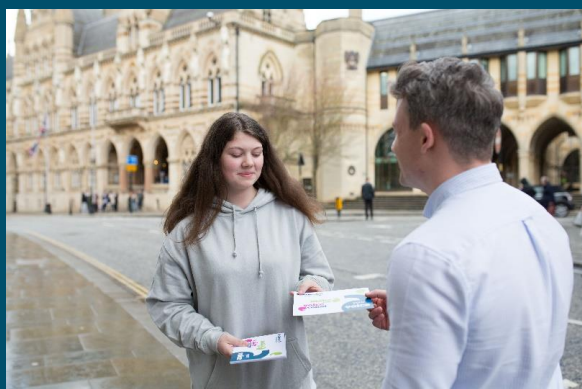
A carer from Salford called to say that they were not happy with the level of funding awarded for their mother's care from Adult Social Care as it was far less than what was originally agreed. As it was under the individual payments system, the carer had already arranged with a care company to provide X number of hours support only to be told that this would not be funded.

There was also an issue with the carers mother having to fund the repair of her existing stairlift even though she has limited income with little savings. We suggested that they arranged to discuss this with mum's Social Worker to say that they were not happy with the decision.

We also investigated and shared details

with the carer of how to access a DFG (Disabled Facilities Grant) for replacing the stairlift and possible adaptations in the bathroom.

Finally, we gave the carer contact details of where to go to should they wish to escalate the complaint further.



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatchsalford.co.uk

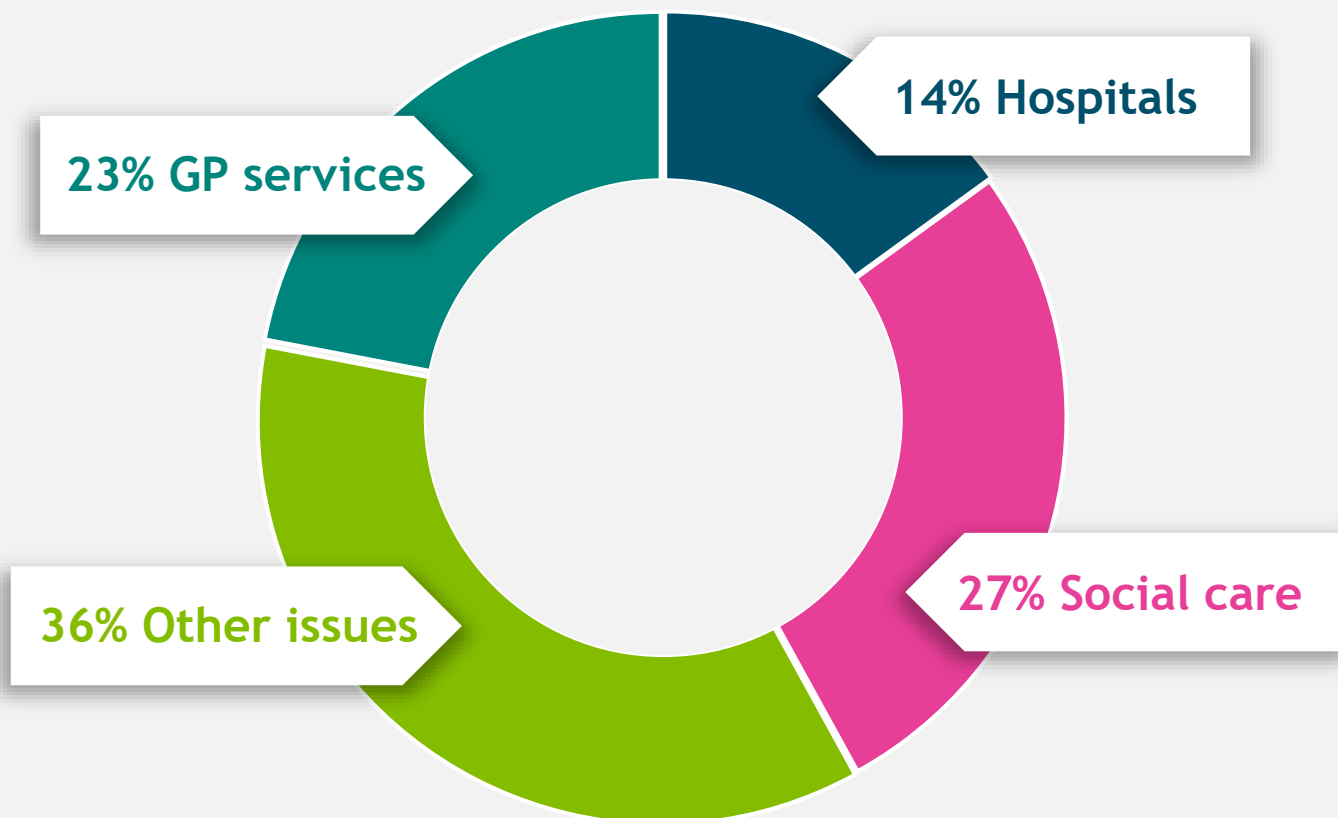
t: 0161 960 0316

e: feedback@healthwatchsalford.co.uk

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



Working with Healthwatch England & making a national impact

Healthwatch Salford have now moved to using the Healthwatch England (HWE) CRM. This is a system which allows us to capture and manage local data, including relationships and interactions with different organisations, manage events, send bulk emails, collate survey results and run reports. We can now systematically share consumer feedback and enquiries with Healthwatch England as part of our statutory duties in a secure and anonymised format. After transferring engagement data, we have been publicly commended by HWE for contributing 12% of their total national feedback during the 2nd week of July 2018.

Engagement Projects with Salford Royal Hospital

During the last year we have collaborated with Salford Royal NHS Foundation Trust (SRFT) on 3 engagement projects.

Through co-design, we were able to work with Trust staff to develop a range of surveys that would measure patient experience for each of the different briefs. These questions were also sense checked by our independent patient representatives. Our staff and volunteers were then given access to chat with patients in the various clinics about their experiences and any barriers that they may have faced.

Results of the surveys were analysed, and summary reports were written and presented to the relevant SRFT departments.

Salford Royal Emergency Department Test for Change (Aug - Oct 2018)

What was the brief?	The Emergency Department (ED) together with the GP Streaming Service have carried out a series of tests to trial the principles of an Urgent Treatment Centre. These were set up to fully test the fluctuating demand, acuity and occupancy levels for patients within the department. The questions on our survey explored the non-medical reasons why patients had presented themselves to the emergency department in the first place and whether they made this decision because they were unable to get access to their own GP. This fitted in timely with our project, was gathering data on the availability of patient appointments across the GP sector.
What did we do?	We spoke to 100 patients with the majority of comments received from them being positive, mentioning the speed and organisation of staff, along with praise to the staff team for being friendly, approachable and understanding. We also found very few people said that they attended the department because they were unable to get an appointment with their GP.
What was the outcome?	Whilst SRFT are continuing to develop their model for an Urgent Treatment Centre, our evaluation report of patient experiences has helped to inform SRFT of what it was like for patients going through that test of change.

Salford Royal Outpatients Rapid Improvement Event (Dec 2018)

What was the brief?	SRFT aimed to improve the flow of patients through their outpatient's department and had run a couple of staff led workshops to try and identify the areas that can be improved to facilitate this. We were involved in the process to help independently evaluate patients' experiences following their visit to the various outpatients' departments. We asked patients a number of questions including how they got to the hospital and what difficulties they may have encountered whilst trying to find their way into car parks and clinics etc.
What did we do?	This engagement was carried out over 5 days and we had conversations with 100 people. We were also able to give relevant historical feedback for SRFT Outpatients around related issues including booking and scheduling of appointments, signposting and wayfinding.
What was the outcome?	Our report was used to help inform SRFT of what it was like for the patients when trying to access clinics, supporting improvements such as change of signage, wording on appointment letters and general navigation.



Salford Royal Radiology NHS 100 Days (December 2018)

<p>What was the brief?</p>	<p>This project was part of a wider '100 days' project that was supported by NHS England. The aim of 100 Days projects is to identify a patient pathway that can be improved in 100 days by a dedicated team involving staff from primary care, the local CCG as well as staff in secondary care. Radiology at SRFT was chosen to try and improve the pathway for GP referred patients who have a potential cancer identified on their chest x-rays (CXR). They wanted to look at the pathway from the time the patient sees their GP and is referred for a CXR, to the time the patient has a follow-up CT scan reported. Currently, when a patient is referred for a CXR they can either attend the Radiology department at SRFT, the Gateway centre in Walkden or the Gateway Centre in Pendleton. Each of these places offer different opening times. SRFT identified that depending on where patients choose to have their CXR, had an impact on how long they wait to have their CXR performed. As SRFT are hoping to reduce the time taken from the GP requesting the x-ray to the CXR being performed, they need to better understand why patients choose to attend each of these centres and then, once they better understand these reasons, look at what they can do to change the access to these centres to better accommodate patients' preferences.</p>
<p>What did we do?</p>	<p>We had conversations with 106 patients, exploring what factors influenced their decision in where they went for the CXR, as well as asking them to rank in order of importance a set of statements that may have helped to influence their decisions. Patients told us what was most important to them and ranked the following in order of importance:</p> <ol style="list-style-type: none"> 1. Not having to wait too long for an appointment 2. Distance they must travel from home 3. Availability of parking close to their preferred location 4. The opening times of their preferred location 5. Getting an appointment that doesn't clash with work or carers responsibilities 6. Cost of travelling to their preferred location (including parking fees)
<p>What was the outcome?</p>	<p>Our report has gone towards SRFT in looking at ways in how the benefits of a wider project can be realised within the trust.</p>



Our volunteers



Supporting people to be involved

Volunteers are involved in all aspects of work including administration, general engagement and outreach, data analytics and as trustees. These are some examples of their activities.

Volunteers participated in PLACE (Patient-led assessments of the care environment) visits to Oaklands Hospital and St Ann's Hospice. We also continued to work with HMP Forest Bank with the 10 prisoner listeners who have completed our training course.

Salford Primary Care Together approached HWS to recruit volunteers to join their 'Dragons Den' style panel, interviewing prospective project bid leads from a patient's perspective. SPCT told us that our volunteers were exceptional in how they presented themselves, giving constructive feedback and detailed responses which helped in the six bids being awarded. One volunteer said of their experience sometime after, "A lady came up to me and said she recognised me from the Dragons Den last November, apparently I asked her a question she was unable to answer. she went on to say that the event was very hard but realised that my question raised an issue that had not been considered by the applicants. My

question has resulted in them investigating the subject further and implementing the outcome after the event even though they were successful in their bid."

A volunteer with learning difficulties was supported to attend the Health Focus Group at the Civic Centre with Salford City Council. The volunteer was collected and briefed beforehand about the agenda and then supported throughout the meeting as they responded to agenda items. This volunteer is chair of a local user led organisation. The volunteer was able to provide feedback directly to the members present about the experiences of members of their user led group, which informed the direction of the discussion.



Some of our Volunteers receiving their Volunteers Week 2019 Certificate, thanking them for their support over the past year.



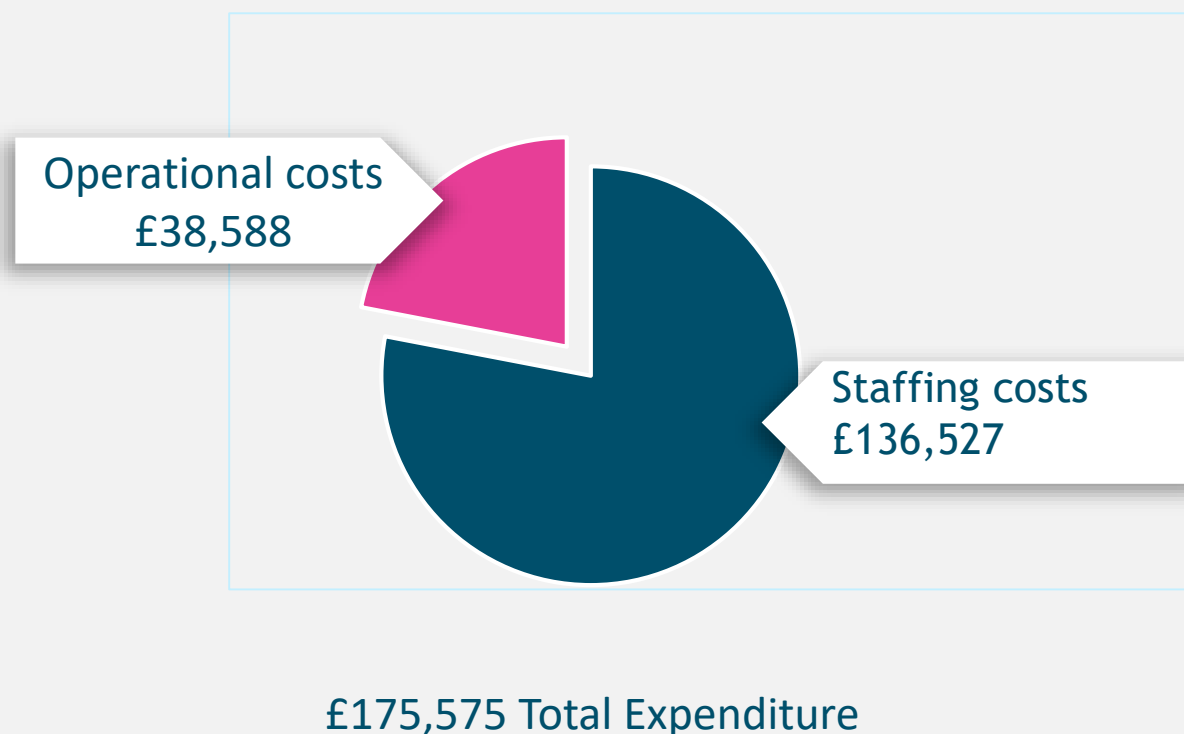
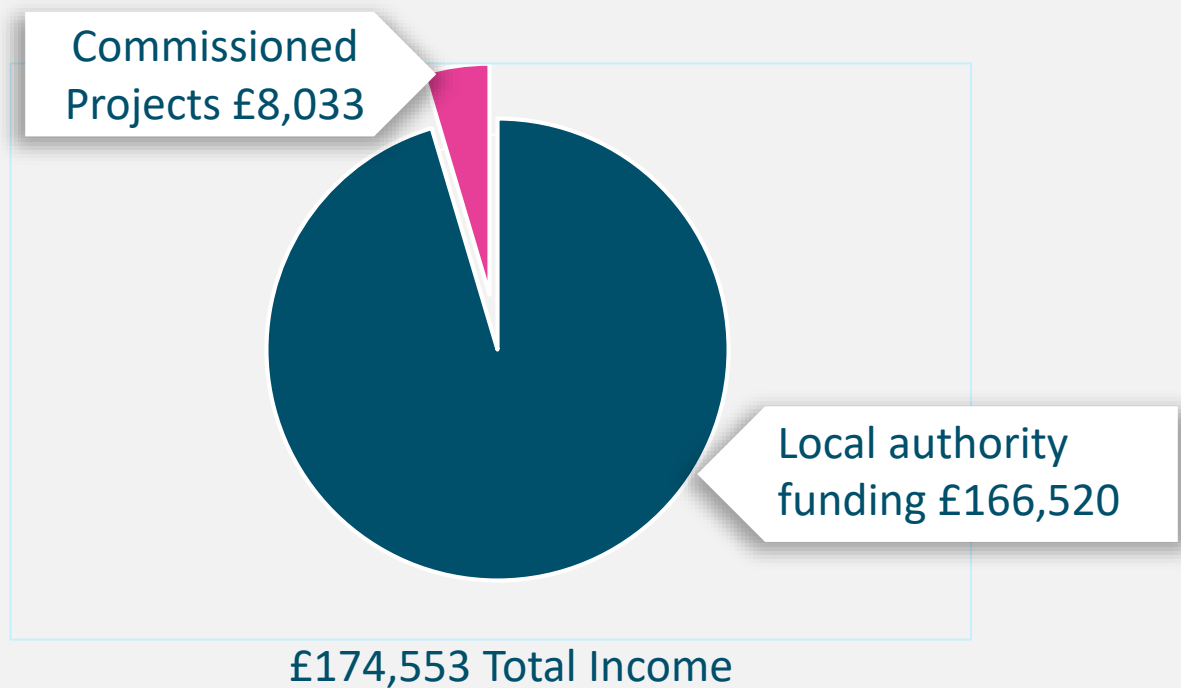
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £175,575.

We also received £8,033 of additional income from commissioned projects.





Our plans for

next year

Our plans for the next year

NHS Long Term Plan & Healthwatch Salford's Priorities Survey

The NHS long-term plan was published setting out key ambitions for the service over the next 10 years. There are significant commitments in the plan which present both opportunities and challenges for the health and care system as it moves to put the plan into practice. We have undertaken engagement on the NHS Long Term Plan as part of a programme of engagement delegated by Healthwatch England. We intend to analyse this by neighbourhoods to support the neighbourhood integrated care teams in their work. We will also ensure that this engagement influences the refresh of the Salford Locality Plan.

Salford's Integrated Care Programme

Salford's Integrated Care Programme aims to deliver significant improvements in experiences and outcomes for citizens by:

- promoting prevention and independence
- providing person-centred health and care services delivering more care in our communities

Healthwatch Salford have been approached to conduct evaluation interviews of patient experience's of the new models of care. The projects are: Falls pathway, Housing Support, care navigation, enhanced care team, urgent care and acute care home team. We will use a mixture of telephone and face to face in-depth exploratory interviews to measure experiences for patients of the aims above.

Additionally over the next year we plan to launch our Group Network in Salford, increase our number of volunteers and members.

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
- + All partner organisations who have contributed to our work



Contact Us

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We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Charity Number:1171770



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