**Chief Officer report part 1 – 12th December board meeting**

**HWS Team Update**

**Mark**

Salford Men’s Mental Health Commission

The public engagement phase of the project has now concluded, and data is being collated. A working group is being put together to start initial analysis of data ready for presentation to the wider group early in the new year. The timeline has been revised due to extending the engagement phase and aiming for the final report published at the end of January.

Silent Voices

The group has been working on feedback about NHS opticians and diabetic eye screening. Commissioners attended November’s meeting and felt their attendance was a valuable experience. The group seem happy with the way things are progressing. The group will be working on the content for an impact page on HWS website showcasing their achievements over the last 5 years since it started.

Next meeting to be held in January 2024.

Dentistry report

Scaled back version of the draft report is being worked on. Awaiting up to date information from NHS England, though conversations had with SCC Public Health also indicate a better picture than what was the case before (no feedback from the public being received to say otherwise either).

Cost of living survey

Autumn/Winter survey being published, same format as the survey earlier in the year. The survey will be kept open for longer with a plan to follow this up with a spring/summer survey again.

**Ali**

Young People’s Mental Health project – Ali

Ethnographic/structured interviews with young people, parent/carers and staff have now taken place. Findings are being collated and themes identified.

Adult Social Care

Our Homecare report continues to be discussed and referred to across Adult Social Care. Meetings have taken place to expand on our role as an independent organisation for homecare feedback and this is progressing. The onus is now on commissioners to progress the recommendations – we will revisit this in spring/summer next year.

Enter and view reports all updated and republished. The ongoing links with care homes have led to us receiving feedback direct from them including feedback from patients living with dementia.

We were due to follow up on our Enter and View at Barton Brook in January – this had been delayed due to significant management changes. However, due to the publication of a CQC inspection recently we are considering delaying this further.

[Barton Brook Care Home - Care Quality Commission (cqc.org.uk)](https://www.cqc.org.uk/location/1-12942775420)

**Elyse**

Marketing

Enclosed with papers is our quarter 2 comms/social media report.

Elfwatch is now live again with the weekly competition running across all social media and the elf referenced in other posts. Initial indications show it is increasing our presence again.

Website

An action plan and timeline are being finalised on updates to our website this will include adding an Impact page. Any feedback on the website is appreciated.

Intelligence

Continue to gather feedback from the public and strategic meetings to triangulate and feed into the subgroup. Sharing anonymised feedback regularly now with Adult Social Care, NHS and GMMH.

**Lara**

Lara joined us as our Mental Health Engagement Officer on 7th November.

Lara and I have been working through her induction and key priorities have been agreed – Clare Mayo has fed into this as part of the Living Well work. Lara will have regular meetings with Clare.

Ethnographic research to recommence in the new year once Lara has famialrised herself with the system and its partners.

Further details on our involvement in mental health are included in the enclosed paper – brought over from part 2 of the meeting to ensure ongoing board scrutiny.

**Amy**

Amy joined us on 5th December as our Volunteer and Involvement Officer.

Amy and I are currently working through her induction, but key priorities will be getting to know our volunteers, undertaking an audit on volunteers and paperwork and completing our volunteer strategy.

During the last quarter, volunteers have supported with the Intelligence Subgroup with approx. 12 hours in total.

Salford Men’s Mental Health Commission is a commission made up of 11 Salford men volunteering their time. Between August and October, these men have volunteered a total of 119 hours attending 4 in person meetings and remote working.

5 Silent Voices attendees met in September and October, volunteering a total of 30 hours between them.

Volunteers have also liaised remotely on the SAM Project and ASC Operational Improvement Group.

Going forward, Amy will produce volunteer data for board meetings including demographics.

**Cervical Screening rates**

The number of women going for cervical screening tests has fallen according to NHS data:

[Cervical Screening Programme, England - 2022-2023 [NS] - NHS Digital](https://digital.nhs.uk/data-and-information/publications/statistical/cervical-screening-annual/england-2022-2023)

As a result of this data, HWE has recently launched a project focusing on cervical screening rates. 10 HW are involved in this project (not including us).

Key areas of focus for the project - the three groups of women they are focusing on particularly are:

* Young women aged 24-29 (screening invites are sent out from age 25 and uptake has been declining in this cohort over recent years)
* Women with physical or learning disabilities (who need adjustments such as invites and results in accessible formats, type of equipment, staff attitude and appointment length)
* Minority ethnic women who are either Asian, Asian British, Black, Black British, Caribbean, African, Mixed White and Asian, Mixed White and Black Caribbean and Mixed White and Black African (who may avoid screening for a variety of personal reasons or external barriers).

As part of the project HWE will also be running a national poll of women in December and January.

The acceptable level of screening rate is 80% (of eligible population) and over. Salford’s rate is recorded as 63.1%, ranking 123 out of 150 local authorities recorded for the purposes of this data set.

We will promote the survey once released by HWE and ensure our information/signpost messaging covers this also. We can raise questions at strategic meetings as to what measures and strategies are in place to increase the screening rates in Salford.

**Salford Locality Board**

I attended a board development session on 23rd November. The purpose of this was to finailse our locality operating model which will include an explanation of how it operates and links in with the rest of the Salford system. Priorities for 2024/25 including expected outcomes were also worked on. Once I have further communications to share on this I will – I’m hoping some of this will be suitable to go on our website.

It was a well organised and attended session with a definite appetite from everyone in attendance to do the right thing for Salford and its people.

**HWE Annual Check In**

I had a meeting with Jon Turner from HWE as part of our links with HWE. Nothing to update in terms of the Quality Framework but we had a good discussion about demonstrating our impact more – we do make an impact just need to show more evidence. We are working on this as a team. This feedback will also be incorporated into our next annual report.

**Healthwatch in Greater Manchester Network**

The 10 Healthwatch across GM continue to meet on a monthly basis – both as a network (chairs and lead officers) and lead officers separately as a senior management team.

The first network project has been agreed as a focus on Children/ Young People’s Mental Health – Healthwatch Trafford will be leading on this with all other GM HW feeding in local findings.

A skills audit of chairs, lead officers and officers has taken place.

Reporting as a network has progressed with a quarterly format agreed which is shared via the GM Quality & Performance meeting as part of a joint report with GM Patient Services.

Representatives continue to attend GM wide meetings on behalf of the network and feedback is requested on key pieces of GM work/strategy.

**CQC**

I continue to have quarterly meetings with Hannah Swadkins from the CQC. Ali and I have also started quarterly meetings with the CQC ASC Inspection Team covering Salford.

Hannah has advised that the new CQC assessment framework will be rolled out in the North in February 2024.

[Our new approach to assessment - Care Quality Commission (cqc.org.uk)](https://www.cqc.org.uk/assessment)

**Meetings**

We continue to have monthly in person team meetings and monthly one-to-ones (preferably in person). We also have monthly team huddles, organised by Elyse as our Wellbeing Lead. The last one was a walk around RHS Bridgewater followed by a coffee in the café. It really is great to get together as a team without an agenda.

Elyse has organised our next team away day for 19th December. As usual, there is a focus on reflection and the opportunity to partake in activities as a team.

Included with papers is a list of regular meetings attended by either myself, Phil or J. As well as being shared with our commissioner, it’s also been shared with the GM HW Network as part of their work to review our presence across GM.

I attended a local business networking group and have made some good connections as a result of that.

**Outreach/engagement events attended**

September

Visited the new Diagnostics Centre at West One

October

WSH Black Kidney Network event

Community Connectivity event with Salford University

November

PLACE assessments at Salford Royal – all of the team

Salford University – Men in Mind

VIP community lunch

Dancing with Dementia

**Business Planning/Strategy – 2024 onwards**

Elyse is coordinating a date for the board and staff team to get together to look at business planning and refresh our strategy (current one runs until 2024).

Once a date has been finalised, an invitation will be extended to our commissioner to attend part of the session.

**Christmas/New year closure**

We will close to the public on 22nd December (COB) and reopen on 2nd January. Any staff wishing to take time off during this period will use annual leave. Messages on social media will go out nearer the time.