

## Chief Officer's update – 14<sup>th</sup> September part 1

### HWS TEAM UPDATE

#### Mark

##### Deaf Champions – Silent Voices

The HWE engagement event on 19<sup>th</sup> October (to be attended by Louise Ansari and Sir John Oldham) will focus on the Salford d/Deaf community's experience of health and social care. Silent Voices will guide us on this. A planning meeting will take place on 8<sup>th</sup> September with a detailed plan produced after.

This round of the project was due to conclude in August 2022, but it has been extended to encompass the event of 19<sup>th</sup> October, which is one of our scheduled outcomes. Mark and Di Critchley to draft proposal for Silent Voices 3 to Amanda Rafferty and Sam.

##### GP Survey

Due to the volume and type of feedback received, Mark had to review and change our approach.

The draft report is being constructed. With support from the team and volunteers, the majority of data has now been summarised with the sections of the report outlined. Our findings will be split into the main themes and:

- Appointments
- Staff attitudes
- The surgery building
- Referrals
- Medication
- Reasonable adjustments
- Other themes

The summary of staff surveys will follow this section.

The project timeline has changed to accommodate the change in approach:

Data analysis and draft report write up	9 <sup>th</sup> September 2022
Share report with partners for response	19 <sup>th</sup> September 2022
Individual feedback reports sent out to GP practices	26 <sup>th</sup> September 2022
Final evaluation report published	3 <sup>rd</sup> October 2022
<b>External to Healthwatch Salford</b>	
Revisit report recommendations	April 2023

### Mind Over Matter project

The engagement phase commenced at the beginning of August. Due to the time of year (annual leave etc), it was decided to extend the period of engagement up to 25<sup>th</sup> September.

Whilst the survey is open for anyone to complete, focussed engagement activity is being undertaken as a team with groups representing minorities within the Salford population.

### **Revised timeline**

<b>Healthwatch Salford</b>	
Engagement activity	8 <sup>th</sup> Aug – 25 <sup>th</sup> Sep 2022
Data analysis and draft report write up	October 2022
Share report with stakeholders for response	October/November 2022
Final evaluation report published	November/December 2022
<b>Follow up</b>	
Revisit report recommendations	July 2023

### SCC Pharmaceutical Needs Assessment

Currently in the process of recruiting a volunteers readers panel to assist us with a collective response from HWS.

### **Ali**

#### Homecare Report

The report has been finalised and published. Attached is the report and press release.

Ali to present to the board as a separate agenda item.



Healthwatch Salford  
Report on Home Care



HWS Home Care  
report press release.d

#### Care Homes Enter and View

Ali has completed the final design and formatting of this project. The plan is to visit 8 care homes during October and November. Volunteer recruitment has commenced. Ali has attended the care home managers meeting to discuss the project.

Ali is supporting with the Mind Over Matter project and in contact with organisations about running a focus session.

Ali has been supporting with Marketing.

There is a JSSNA for Cancer, which Ali is acting as the HWS point of contact for.

Mark and Ali to work on a project proposal for 'smoking cessation'.

## **Scarlett**

### Enter and View project

Scarlett has been coordinating an expression of interest process for volunteers interested in being an Authorised Representative to deliver Enter and View visits for the care home project. All volunteers were given the opportunity to express an interest. Existing role description has been refreshed. The next steps are to design and implement a selection process and training programme.

### Lived Experience volunteers

Scarlett is planning a virtual meeting in September for lived experience volunteers. The original plan was for an in-person meeting in August, but due to low numbers available, it was moved to September. Volunteers are being contacted to arrange this. Aqua have also expressed an interest in continuing the Safer Salford panel with us with a view to focussing on adult social care – Scarlett has been promoting this with volunteers also as well as supporting with the continuation of the panel.

### Youthwatch

The Youthwatch video was finalised this month with approval from Holly and Abbie who feature in the video. This has been shared on social media. Sam and Scarlett are reviewing the initial project brief.

Scarlett is in contact with our new youth volunteer about defining the role. The aim is to get her started in September.

### Speak Up Salford

Scarlett is working on an internal evaluation of this project.

Scarlett is supporting with the Mind Over Matter project, contacting groups for focus sessions.

Ongoing work is being done on reviewing volunteer data and mailing lists.

### Data on volunteering to be shared at the board meeting

## **Holly**

Holly continues to attend team meetings and leadership meetings etc with the Living Well Team, sharing recent stories and themes which have emerged and discussing service improvements based on the information shared. Holly is working on a Living Well leaflet with Yellow Jigsaw to show the outcomes/achievements of the work done so far. Holly hopes to finalise that this month.

Holly has also met with CMHT seniors to discuss the ethnographic work and the benefits of this, with a view to starting work on this.

Holly is supporting on the Mind Over Matter project and has reached out to groups to support with focus sessions.

During July and August, Holly has completed a further 14 stories for Living Well.

Holly continues to gather stories from Living Well partner organisations to see how smooth handovers are from Living Well to them. This is Society Inc, Zuntold, Writing to Heal and START. The ISA for the Listening Lounge has been signed off, so Holly will start gathering stories from them also.

## **Elyse**

Elyse is now on maternity leave.

The team (including myself) have a rota in place to cover the main phone line in Elyse's absence and check the info@/feedback@ inboxes.

Elyse is attending our team lunch.

## **Listening Libraries Tour (coordinated by Mark)**

Following a break in August when the original pilot came to an end, the team decided to restart the listening tour in September, keeping to the original dates with a slight adjustment on times – our core times for being at the library will now be from 11am to 1pm. Staff will no longer be stationed at an individual table but will now have the freedom to move about the library and engage with readers where possible. In addition to our monthly visits, we are also looking into the possibility of having 5 fixed information stands within the libraries, the displays of which can be refreshed on a monthly basis when we are doing the listening tour.

## **Yellow Jigsaw**

Yellow Jigsaw continue to lead on all social media whilst Elyse is on leave.

## **Below is a summary of work completed during August:**

- Living Well leaflet - 3 redrafts of wording, draft design near completion.
- Homecare report - produced web copy for the webpage, news post, social media templates for partners.
- Mind Over Matter - produced blog, press release and social media templates. Media relations for press release.
- Content plan/calendar of events refresh for 12 months.
- Social media: two tweets a day plus one RT a day; 4 Insta posts a week and 4 Facebook posts a week, 1 LinkedIn post per week
- Team meeting attendance, comms and planning

## **Plans for Sept:**

- Social media (as above)
- Priorities will be:
  - Mind Over Matter
  - Home Care report
  - GP Project report when ready
  - Signing off content plan
  - Events coming up – as and when
- Team meeting attendance and planning

Due to the volume of work undertaken, we went over our 20 hours by an additional 5 during August. We have no hours 'banked'.

### **HWE Quality Framework**

Meeting booked with Jon Turner in December to review our progress.

### **Investors In Diversity accreditation renewal**

Meetings have taken place regarding the renewal of our accreditation. Surveys will be sent out to the staff team and board sometime in mid-September.

### **My Induction Update**

I've continued to pick up relevant actions from the handover document. Regular meetings with Phil have also taken place as part of my induction.

### **Meetings I've attended since the last board meeting:**

12<sup>th</sup> July Salford Health and Wellbeing board  
13<sup>th</sup> July Intro meeting with Hannah Swadkins from CQC  
20<sup>th</sup> July Salford CVS ICS briefing session  
22<sup>nd</sup> July LPG/JSSNA meeting  
25<sup>th</sup> July HWE Income Generation Strategy session  
27<sup>th</sup> July HW in GM meeting  
28<sup>th</sup> July Aqua/Safer Salford meeting  
28<sup>th</sup> July Introduced myself at the Silent Voices group meeting  
29<sup>th</sup> July Intro meeting with Alan Reynolds from Crowe  
3<sup>rd</sup> August Meeting with CVS about contributing to a project as 'lived experience input'  
4<sup>th</sup> August Intro meeting with Amanda Rafferty from GM ICB (as was CCG)  
9<sup>th</sup> August CLS (Community Led Steering) group  
17<sup>th</sup> August HWE Chief Officers policy session  
18<sup>th</sup> August Salford engagement practitioners meeting

In addition to the above, I have monthly one to one meetings with the team; monthly team meetings and a weekly huddle. I've also met individually with each board member.

AGM planning session booked with the team for 13<sup>th</sup> September.

I also produce a bi-weekly update for the team on meetings/work I'm involved in to ensure communication goes both ways and they are informed appropriately. These are also sent to Elyse.