

Terms of Reference

Name of group:

Healthwatch Salford Intelligence Subgroup

Purpose/role of the group:

The purpose of the group is to create an opportunity for any local trends or key issues to be identified from the feedback that is shared with us via our feedback and signposting service and surveys. From this these trends and issues can be taken to the next Healthwatch Salford board meeting, to discuss if and how we could look into them further and whether they could be fed into Healthwatch Salford's strategy.

Objectives:

- Provide an opportunity for current themes and trends to be identified in what Healthwatch Salford is being told by the public.
- Create a stronger and more focussed connection between the engagement and project work we carry out and the feedback we receive.
- Ensure that the Healthwatch Salford board knows what the public is saying in Salford about health and social care services.
- Ensure that the public voice is at the heart of Healthwatch Salford's work, creating changes and demonstrating a positive impact.

Membership:

The group will be made up of members of the staff team, trustees, and volunteers from Healthwatch Salford.

Accountability:

The group will be accountable to the Healthwatch Salford board.

Administration:

Elyse Peacock-Fowell will circulate with the group in advance of the meeting the previous 3 months' feedback report and agenda, along with the last meeting's minutes and action log.

Standard Agenda items:

The agenda is circulated prior to the meeting and standard agenda items include:

- Review past 3 months feedback and signposting report.
- AOB
- Confirmation of actions to be completed for the next meeting.

Review:

The group will review the relevance and value of its work every 12 months in its initial phase.

Working methods/ways of working:

The group will meet every 3 months online, on the last Tuesday of the month. The group will be chaired by Elyse Peacock-Fowell, Knowledge and Support Officer at Healthwatch Salford. The agenda will be a fixed topic agenda with items added in reference to work streams when applicable. The minutes and actions from the meeting will be created by Elyse and will be shared with the group afterward.

Future Healthwatch Salford groups may be set up and there will be an expectation that these groups link together.

Quorum

The meeting should be considered to be stood down if only two colleagues are able to attend.

Approved

Name:

Date: 22/04/2024