

Date of Meeting:	Wednesday 17 th March 2021
Agenda Item:	Chief Officers Report
Item Number:	6
Aim of Paper:	For your information

Board Required Action
1. Approval/Decision
2. Discussion
3. For your information



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1 Chief Officers Report

Activities from 1st January 2021 until 28th February 2021

1.1 COVID 19 Update

Healthwatch Salford are currently providing no face-to-face community engagement services due to COVID-19. However, the service continues to run virtual community engagement sessions through its workstreams and still provides the information, advice, and signposting service to the public.

Due to Government guidelines, all Healthwatch Salford staff team members are currently working from home on a permanent basis until further notice. Healthwatch Staff team members only access the office to collect post or print documentation which is agreed through the Chief Officer.

2 Organisational Developments

2.1 Governance

Healthwatch Salford held a Board Strategy session in regard to the development of the Quality Assurance Framework (QAF) and building upon initial conversation to progress a refreshed three-year strategic direction. The QAF action plan will be presented to the Board at the March 2021 meeting in line with the business planning arrangement. The draft Healthwatch Salford Strategic plan will be presented to the March 2021 Board meeting with the caveat of the requirement for internal and external consultation.

Healthwatch Salford have been in consultation with the public in relation to our priorities for 2021/22. The engagement phase of this consultation has concluded and the findings of this work will be evidence in a report and to be presented to the Board at the March 2021 meeting.

Healthwatch Salford has formally wrote to NCA in reference to the Healthwatch Consultation: Pennine Acute Hospitals NHS Trust (PAT) Transactions and Dissolution.

3 Workstreams

The operational workstream are themed in line with the Healthwatch Salford Business Plan 2020/2021 and our response to COVID-19 Plan;

3.1 Digital Exclusion in Primary Care



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Healthwatch Salford have engaged with Salford residents particularly over 65s, BAME residents and adults with learning disabilities in regard to Digital Exclusion within Primary Care. Our work has focused on these three target groups who we know to be least engaged with digital support. The engagement phase of this work has now concluded and the report is currently being prepared.

3.2 Salford Equipment Service Project

Healthwatch Salford have been working with Salford City Council Equipment Service to engage with residents regarding their experience of Equipment Service services during the past six months. The team have currently engaged with over 300 service users (majority of this engagement has been through postal submissions) and are preparing a report to highlight the findings.

3.3 Speak Up Salford Fund

The Speak Up Salford Fund is a small grants fund intended for local organisations and community groups in Salford who can assist Healthwatch Salford with collecting feedback from members of the community who use health and social care services. Organisations can apply for up to £1000 for their project. The launch of the Speak Up Salford Fund is on the 8th March 2021 and the deadline for applications is Monday 10th May 2021 at 12pm. [For further information click here.](#)

3.4 Healthwatch Salford Community Forum

Healthwatch Salford have hosted our monthly forum in both January and February which is an opportunity to share lived experience and raise questions to an expert panel. In February, the theme of the session was in relation to carers in which Gaddum Salford attend to share information and answer questions. The March Forum's theme will be in relation to Care Homes with a speaker from Salford Adult Care in attendance.

3.5 COVID-19 How is it for you? Project

Healthwatch concluded the engagement with the public in relation to COVID-19 How is it for you? and published the final report in January 2021 which highlights how COVID-19 has impacted respondents and informs preference regarding communication of messages. This report is available on the Healthwatch Salford website, and shared with health and care professionals.

4 Partnership Projects

4.1 Safer Salford Lived Experience Panel

Safer Salford are looking to set up and support the development of a panel of volunteers who have experience of living with or caring for someone with health and



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social care needs in Salford. Safer Salford is a partnership of NHS and City Council organisations coming together to deliver a programme of work focussing on improving safety and quality across health and care. Their vision is to be an 'integrated system working together to improve safety for everyone living in Salford' and their current focus includes care homes, domiciliary care, and GP's. At our previous Board meeting it was agreed that Healthwatch Salford would support this panel and provide the hosting function. This was agreed until March 2021 in which this would be subsequently reviewed. The recruitment for Safer Salford representative is now live but following a meeting with Safer Salford this is being paused due to the pandemic. [For further information click here.](#)

4.2 Trusted Voices Champions

Under the Spirit of Salford Healthwatch Salford are working in partnership with Salford CVS and Salford CCG to develop the Trusted Voices Champions scheme. The main purpose of the Trusted Voice Champion is to support COVID-19 outbreak management by sharing official information, key messages and current public health advice and guidance through your networks of work colleagues, friends, and family to help stop the spread of coronavirus within the City. The scheme has now been launched to members of the public. [For further information click here.](#)

5 Staff Team and Volunteers

5.1 Staff Team

Healthwatch Salford currently have a vacancy open for the role of Engagement Officer (Living Well) which will be open until Friday 9th April 2021 at 11.59am. [For further information click here.](#)

5.2 Volunteering

Healthwatch Salford have carried out a review on a number of key documents relating to volunteering including the volunteer policy, volunteer recruitment documents and induction documentation.

Healthwatch Salford continue to keep in contact with all active volunteers and arrange regular brew and chat group sessions facilitated by our Volunteer and Involvement Officer.

Healthwatch Salford volunteers have supported the team remotely in the form a data entry specifically linked to the equipment service project.

Healthwatch Salford continue to utilise the Virtual Readers Panel on a regular basis and is well attended by our volunteers to provide insight and scrutiny from a patient perspective. The Panel meet virtually in February and reviewed the Northern Care Alliance 'What Matters to You' patient document.



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6 Information, advice and signposting

Healthwatch Salford has received a number of positive feedback from Salford residents about their COVID-19 vaccinations. The public have been commenting on how impressed they were with the whole experience, from booking their appointment, friendliness of staff and volunteers and how quickly they were seen.

We are also continuing to hear from Salford residents who are struggling to find a dentist who is taking on NHS patients at the moment. We still regularly hear from Salford residents who are wanting to know how to make a complaint about an NHS service or care providers and are wanting to know where to go for advocacy support with their complaint.

7 Digital

Healthwatch Salford continue to use digital platforms to engage with members of the public, which is predominantly through Zoom, our website, and our social media channels.

The figures for the period of 9th January to 5th March are below which is a helpful indication of the ongoing developments in this area specific to reach. Healthwatch Salford have had a total number of 3644 website visit in the period 9th January to 5th March. Healthwatch Salford had a total reach on Facebook of 30,163 and Twitter impression of 61,500 in the period 9th January to 5th March.



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