

Date of Meeting:	Tuesday 20 <sup>th</sup> July 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



Achieved.  
Valid Until  
December 2022



## Chief Officers Report

### Operational Update

Healthwatch Salford have consulted with the public in relation to our draft Strategy 2021 – 2024. Healthwatch Salford ran a development session with the Health and Wellbeing board on Tuesday 13<sup>th</sup> July in relation to the Strategy. The Strategy is now prepared in a final iteration for board approval and implementation.

Healthwatch Salford have met with Healthwatch England, Northwest Region Lead, and confirmed completion of the process regarding the Quality Assurance Framework (QAF) which will be reviewed in 12 months' time. The QAF action plan is scheduled to be reviewed by the board in September 2021.

Healthwatch Salford's Annual Report has been completed, published, and shared with the required stakeholders.

Healthwatch Salford have submitted a response to the Salford Royal Foundation Trust Quality Accounts (appendix 1). The accounts were reviewed by our volunteer's reader's panel.

Healthwatch Salford have implemented and completed the Q1 Impact report.

Healthwatch Salford has been recognised in the "National Centre for Diversity Top 100 Inclusive Employers Index Rating."

### Projects

#### Insight into Equipment Service in Salford

Healthwatch Salford have published the Equipment Service Project report which includes a response from the provider and commissioner of the service (appendix 2).

#### Speak Up Salford Fund

Healthwatch Salford's "Speak Up Salford Fund" Panel have approved two grant applications. Healthwatch Salford will reopen the fund on Monday 26<sup>th</sup> July 2021. Further details will be shared by a press release on Monday 26<sup>th</sup> July 2021 which will include information on the successful applications.

#### Insight into dentistry across Salford

The insight into dentistry across Salford is currently in development and following an online public focus group which was held towards the end of May 2021 to explore possible themes and further conversation with a range of stakeholders it has been agreed the focus of this project will primarily look at three themes;

- **Access** –measuring those who have access to NHS dentists and how far they have to travel to access it
- **Experience** – a more detailed section for those who access dental services and of their experience of:



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- Booking an appointment
  - On the day of the appointment
  - Fees
- **Self-care** – a detailed section exploring how adults of Salford look after their own teeth:
  - Brushing techniques and frequency
  - Diet (sugary and acidic foodstuffs)
  - What they do in an emergency

### **Insight into domiciliary care across Salford**

The insight into domiciliary care across Salford is currently in development working closely with Salford Royal Foundation Trust. This project will explore how service users feel about the service being provided by domiciliary care agencies and explore improvements which could be made. The results will be used to form part of a review of domiciliary care services, with the aim of improving the service offered.

### **Additional Project**

#### **Virtual Support Toolkit**

Working in partnership with staff and governors from the Northern Care Alliance the virtual Support Toolkit - A 'good practice' guide to getting your health and wellbeing support group online has been developed. The aim of this toolkit is to equip health and wellbeing support groups to mobilise their meetings online - allowing groups of people to get together, create and support each other in a digital space. The Virtual Support Toolkit will be launched shortly and will be available on the Healthwatch Salford website (hard copies will be made available on request).

#### **Safer Salford Lived Experience Panel**

Safer Salford have now set up a panel of volunteers who have experience of living with or caring for someone with health and social care needs in Salford. The panel consists of 6 volunteers. A programme of work focussing on improving safety and quality across health and care is currently in development lead by the Safer Salford Partnership and Advancing Quality Alliance.

To note Healthwatch Salford currently host this panel of volunteers. This arrangement was agreed until June 2021 and a meeting has been set up with Advancing Quality Alliance to review Healthwatch Salford's future involvement.

#### **Trusted Voices Champions**

Healthwatch Salford continue to support the Trusted Voices Champions scheme. The main purpose of the Trusted Voice Champion scheme is to support COVID-19 outbreak management by sharing official information, key messages and current public health advice and guidance through networks of work colleagues, friends, and family to help stop the spread of coronavirus within the city.



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It has been agreed that Healthwatch Salford will support the following;

1. Healthwatch Salford will produce a monthly e-newsletter for trusted voices champions each month
2. Healthwatch Salford will attend the trusted voices champions meetings
3. Healthwatch Salford will support from a strategic perspective in continued development of the trusted voices programme
4. Healthwatch Salford will provide updates on behalf of partners involved at system wide meetings when Salford CVS is not in attendance

### **Silent Voices Project**

Following a successful programme of work in 2019/20 Healthwatch Salford, which was highly commended by Healthwatch England, we have agreed to continue to support the development of this project in partnership with Salford CCG. The project is currently in the development stage, but initial plans will look at developing video content to support deaf people to share their feedback about health and care services they use.

### **Outreach/Events**

#### **Community Forum**

An evaluation of the Community Forum has now taken place and proposed direction has been agreed to progress the Community Forum forward in line with business plan (appendix 3). It has been agreed that the forum will stay virtual until a review of face-to-face engagement has been explored and agreed.

#### **COVID-19 Street Engagement**

Healthwatch Salford staff supported the Health Improvement Service in a face-to-face engagement exercise encouraging people in Salford to get their Covid-19 vaccination, raise awareness around stopping the spread of the virus and the importance of regular lateral flow testing. The engagement took place across the city during 28 June to 11 July, targeting the geographical communities within the city experiencing the highest rates.

#### **Staffing**

The team continues to work remotely, and we continue to connect with each other daily via telephone, Zoom online meetings and a Teams group. Following a consultation with the team and the announcement of restrictions easing we are currently reviewing a return to the office environment utilising a hybrid approach initially giving staff members a choice to work remotely or from the office on allocated days. This is to be reviewed on at a 4/8-week interval. We will utilise the risk assessment conducted by the lease holder, Salford CVS, ensure all staff have received individual risk assessments and provide adequate PPE were necessary.



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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. Again, due to the announcement of restriction easing internal meetings are scheduled in July to explore the return to face-to-face engagement/volunteering.

## Volunteers

Healthwatch Salford have implemented the updated volunteer's policy within the organisation.

Healthwatch Salford have recruited and inducted an additional 7 volunteers, 6 in the role of Safer Salford Lived Experience Panel Member and 1 in the role of Researcher. Healthwatch Salford have recently reviewed our inactive volunteer list and have subsequent contact by both telephone and letter we have reduced our volunteers list by 5. The current volunteers list size is

Healthwatch Salford is currently reviewing all paper-based volunteer files and moving to a paperless system where all volunteer information will be stored on our CIVI CRM system, in line with our data protection and retention policy.

Healthwatch Salford celebrated volunteer's week which included the below activities;

- The staff team created a video to say thank you and share what our volunteers have been up to, which you can view here:  
<https://www.youtube.com/watch?v=u79ceEuDp9k>
- Volunteers were sent thank-you parcels that included a Healthwatch Salford mug, tote bags and pens, a coffee sachet and biscuit. We also included a thank you card with messages from staff and board members. Pictured here are our volunteers Safieh and Valerie.
- Our trustees, J Ahmed, wrote a brilliant poem to mark the occasion of Volunteers' Week, which he read out at our 'Brew and a Catch Up' Zoom call which was held that week.

Healthwatch Salford are currently in the research phase of the development of the Youth Healthwatch volunteering scheme.

## 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 1st May to 2nd July 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 2143 website visit in the period 1st May to 2nd July. Healthwatch Salford had a total reach on Facebook of 3772 and Twitter impression of 76,300 in the period 1st May to 2nd July.



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