

Date of Meeting:	Wednesday 8 th September 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

In line with Healthwatch Salford's quality assurance action plan, progression has been made in relation to organising the internal workshop for both our Board of Trustees and the operational team on the area of *theory of change* which will be delivered by Healthwatch England.

An *Income Generation Strategy* is currently in development in which the Finance Committee are currently leading on. The final version will be shared with the board for approval.

Healthwatch Salford are proactively involved in several meetings in the area of equality, diversity, and inclusion with Rimpay Bhatta, Trustee who is currently sitting on the Healthwatch England action learning set, and Scarlett Ash, Volunteer and Involvement Officer who sits on the Healthwatch England EDI peer network meeting.

Projects

Insight into dentistry across Salford

Following feedback from members of the public over the last year and as a result of our 2021 priorities survey, Healthwatch Salford have chosen to explore dentistry and oral health in more detail. The project will look at 3 main areas: Access to NHS dentists, experience of patients who have seen a dentist during the last year and how people self-care for their own oral health. The project will go live on Monday 6th September and continue for a period of 5 weeks to Sunday October 10th. The report will be expected to be published in November 2021.

Insight into domiciliary care across Salford

The insight into domiciliary care across Salford planning has now been completed and the survey will be shared with those who received this service on Monday 6th September. 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. The report will be expected to be published in January 2022.

Living Well in Salford

The focus of the project at this stage is to conduct ethnographic research for those who have accessed the Living Well (LW) Multi-Disciplinary Team (MDT). In relation to the current position, 7 stories have been collected and a trend report has been developed, which has been shared with GMMH and Salford CCG. There is currently work taking place to engage with those who have accessed and disengaged with the LW MDT. Further information can be found here; <https://www.healthwatchsalford.co.uk/news/2021-08-10/have-you-received-support-living-well-service-mental-health-salford>

Healthwatch in Greater Manchester: NHS 111



Achieved.
Valid Until
December 2022



For the first time, callers to NHS 111 can now receive a pre-booked timeslot to attend their local A&E, as well as receive a same-day appointment booking at the GP and some other urgent health services. This aims to reduce waiting times at emergency departments and limit the number of people in waiting rooms to prevent the spread of COVID-19.

In partnership with Healthwatch England and other local Healthwatch in Greater Manchester, this work aims to take a closer look at people's experiences and attitudes to NHS 111 generally, as well as the new timeslot booking service being rolled out through NHS 111 First. A survey has now been launched will take people around 15 minutes to complete and the results will help us inform the NHS about how the delivery of NHS111 services.

<https://www.healthwatchesalford.co.uk/news/2021-08-03/share-your-views-nhs-111>

Additional Projects

Silent Voices Project

On Thursday 19th August, we relaunched our Silent Voices project, bringing together members of the Deaf community to talk about the issues with services affecting them and to try to work out ways that this can be resolved. At the first meeting, we had in attendance 3 of our Deaf champions, supported by 2 local BSL interpreters with the session jointly facilitated between Mark Lupton, Engagement Officer (Healthwatch Salford) and Di Critchley (SCCG). The session was held over 3 hours at Eccles library, with a light refreshment provided. All attendees adhered to COVID-19 themed risk assessment including making sure they had undertaken a lateral flow test that morning with a negative result and maintained social distancing throughout. In addition, all attendees wore visors.

The first part of the session was a general discussion about how they (and other members of their community) have felt through the pandemic, especially during the lockdowns. We heard stories of how difficult it has been to access GP services and other COVID-19 information. Appointments at hospital services have still been hit and miss in relation to interpretation services. Essentially, the group agreed that it is very difficult for a Deaf person to raise a comment or complaint about a service as most complaints' pathways seem inaccessible. This led nicely onto our second session, whereby our first project will be to look at an accessible way for Deaf people to raise issues with Healthwatch Salford, who can in turn share these messages with the service providers. Aided by a projector kindly lent to us by the library, we were able to view the filmed questions in BSL from Healthwatch Cambridgeshire's website (<https://www.healthwatchcambridgeshire.co.uk/tell-us-about-health-and-care-services-you-use-bsl-survey>) and provide comment on how we think this could work for Salford.

Going forward, Healthwatch Salford is working on a communication protocol document alongside Salford CCG, that is hoped will be adopted by the main health and care trusts/organisations as an agreement to sharing these messages direct from the Deaf community. The group is next due to meet in late October, whereby these ideas and video scripts can be explored in more detail.



Achieved.
Valid Until
December 2022



Outreach/Events

Community Forum - Urgent Emergency Care in Salford

On 3rd August 2021, Healthwatch Salford hosted our Community Forum on the topic of Urgent Emergency Care in Salford. 26 people attended our seventh online community forum with 5 apologies given. Stephen Tilley (Salford CCG) was supported by colleagues David Dobson (Salford CCG), Linzi Brook (Salford CCG) and Dawood Anwar (Salford Primary Care Together) to deliver a presentation on how Salford has delivered urgent emergency care during the pandemic and plans for going forward.

Review of Face-to-Face Engagement/Outreach

Healthwatch Salford have set up an internal working group to review the return to face-to-face engagement. It has been agreed that we will complete two pilot engagements events which will be developed in line with our policy on dealing with coronavirus in the workplace ensuring COVID-19 themed risk assessment are completed including making sure attendees undertake a lateral flow test the evening or morning before such event with a negative result. Following the pilot events an evaluation will be undertaken to support any further face to face engagement activity.

Volunteering and Involvement

Find below a summary of volunteer activity:

Data Area	Period: July and 31st August 21
Names of volunteering roles available	Virtual Champion Working Group Member (Dental Project) Researcher
Number of volunteering roles available	3
Number of active volunteers	17 [not including Safer Salford Lived Experience Volunteers]
Levels of volunteer retention	Leavers: 1 New starters: 2
Number of young volunteers (those under the age of 25)	1
Volunteer hours provided in the period	38 hours



Achieved.
Valid Until
December 2022



Evaluation or feedback from volunteers regarding their volunteering activity (if applicable)

1 exit interview

Q: What is your opinion on Healthwatch Salford as an organisation?

A: I think they're brilliant, very inspiring, and supportive to people; they treat people equally, are passionate and caring to people in the community. All staff I've come in contact with have been really caring and I can't say any bad about it. It's encouraged me to take notice of services and influencing services for the better. Healthwatch has made me feel like you can do something and make positive changes.

Q: What did you like best about volunteering with us?

A: I liked the way there are different roles, maybe if you can't do one thing or you haven't got much time, you'll find something you can do, even if it's a small thing you always think you're doing something. It keeps you feeling like you're valuable, even when I had the baby and didn't have time, I still got emails. Went to courses and training whenever I could and worked around childcare. I was able to bring my daughter with me to an event I was volunteering on, and the staff were fine with it. I could still speak to people and have good conversations, networking and being involved. It's good for your own confidence and makes you want to keep doing it.

Q: Would you recommend volunteering at Healthwatch Salford to others?

A: Yes definitely, think it's good for your confidence, skills, knowledge, getting involved in the community and the social aspect of it, making you feel valued.

Review of Face-to-Face Volunteering



Achieved.
Valid Until
December 2022



Healthwatch Salford have set up an internal working group to review the return of volunteers safely returning to face-to-face activity. Below are the steps suggested Healthwatch Salford follow to introduce volunteers back to face-to-face activities:

1. Health and Safety training via Zoom, mandatory for all volunteers. The dealing with coronavirus in the workplace policy will inform this training, and the training will be designed and delivered by our Volunteer and Involvement Officer
2. Individual risk assessments via Zoom/phone call, 1:1 between volunteer and Volunteer and Involvement Officer. After this point, community champion/office support volunteers can return to face-to-face working unless they want to build up to it slowly by taking on the below optional activities
3. Option for 1:1 supervision meeting with myself in person as an introduction to face-to-face working
4. Option for volunteers to meet in a social capacity for an in-person walk in the park/brew and catch up (will consult with volunteers to find out their preferred activity)

The above steps are subject to review in line with any changes to government or local guidance.

Speak Up Salford Fund

Healthwatch Salford have launched the second round of the “Speak Up Salford Fund” and organisation can find out more by visiting: <https://www.healthwatchesalford.co.uk/news/2021-03-08/speak-salford-fund>

We are activity engaging with groups in relation to the fund and since the fund has reopened, we have presented to the VOCAL Wellbeing, Health and Social Care Forum and Salford Black Leaders Forum. The fund continues to be actively shared throughout our communications and social media platforms.

Youth Healthwatch

Healthwatch Salford are currently developing our Youth Healthwatch volunteering programme. This programme will be made up of young volunteers. Youth Healthwatch will connect with other youth groups, schools, and organisations to gather views of young people. It will sit within Healthwatch Salford but is led and organised by young people. Further updates will be shared with the board in relation to this programme of work.

Safer Salford Lived Experience Panel

Healthwatch Salford currently 6 volunteers in the role of Safer Salford Lived Experience Panel Members. The volunteering activity plan for this specific role is being developed and led by Advancing Quality Alliance working alongside NHS providers.

Healthwatch Salford agreed to host this panel Safer Salford Lived Experience Panel Members until June 2021. Following a meeting with Programme Manager it was agreed



Achieved.
Valid Until
December 2022



Healthwatch Salford would submit a proposal in relation to support our continued involvement in hosting the panel.

Communications

Find below a summary of communications activity:

Website			
	July	August	Total
Sessions	710	739	1,449
Bounce Rate	59.01%	76.23%	67.62% (Average)
Users	577	633	1,210
Average Time on site (minutes)	1:55	2:26	2:01
Social Media			
	July	August	Total
Facebook			
Posts	46	44	90
Reach	2694	2176	4,870
Engagement	76	220	296
Twitter			
Posts	108	84	192
Impressions	37,500	32,500	70,000
Engagement rate	1.52%	1.9%	1.71%
Link Clicks	244	55	299
Likes	100	51	151
Retweets	65	80	145

Meetings (external) attendance

- 1st July - NCA Healthwatch Partnership Board
- 6th July – Meeting Healthwatch Rochdale CEO
- 6th July – Meeting with Europa Meeting - Speak Up Salford Fund
- 7th July - GMMH Healthwatch Liaison Meeting
- 8th July – Meeting with Nicola Leak, Public Health
- 13th July - Community Led Support Steering Group



Achieved.
Valid Until
December 2022



13th July - Health and Wellbeing Board

13th July - Development Session - Health and Wellbeing Board

15th July - Safer Salford LEP Development Meeting

21st July - GP Practice COVID-19 Co-ordination meeting [Mark attended]

22nd July – Meeting with Rachel Volland, Programme Manager, AQUA

23rd July - LPG/JSNA Meeting

26th July – VOCAL Leaders Meeting

27th July – Meeting with Jennifer Clark, Deputy Head of Engagement and Sustainability

27th July - Primary Care Commissioning Committee

28th July - LMC July 2021 Salford Meeting

29th July - Healthwatch Salford Quarterly Monitoring Meeting

29th July - Healthwatch in Greater Manchester Monthly Network Meetings

4th August - GP Practice COVID-19 Co-ordination meeting [Mark attended]

10th August - Engagement Cell Meeting

10th August – CROWE Audit Clearance Meeting

12th August - Carers Strategy Implementation Steering Group

12th August - Health Protection Board

18th August - GP Practice COVID-19 Co-ordination meeting [Mark attended]

24 August – VOCAL Leaders Meeting

24th July – Adult Advisory Board Meeting

31st August - Webinar: The benefits, capabilities, and governance of Provider Collaboratives

[To note Alex was on leave from w/c 2nd August and study leave w/c 16th August in which Phil covered the meetings in this period documented in the Chairs report]



Achieved.
Valid Until
December 2022

