

Date of Meeting:	Tuesday 18 <sup>th</sup> May 2021
Agenda Item:	Chief Officers Report
Item Number:	7
Aim of Paper:	For your information

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

## 1 Chief Officers Report

Activities from 1<sup>st</sup> March 2021 until 30<sup>th</sup> April 2021

## 2 Organisational Developments

### 2.1 Governance

Healthwatch Salford agreed the [business plan](#) for 21/22 which has been signed of and shared on the website. The operational team have been briefed on the plan and the deliverables. The plan will be reviewed by the board on a bi-monthly basis in the form of a RAG report.

Healthwatch Salford have developed the draft terms of reference for the financial committee. This document will be reviewed by the board on the 18<sup>th</sup> of May and agreement of membership to be confirmed.

Healthwatch Salford have developed draft documentation for LINK trustee roles to maximise the efficient working of the board, its relationship with the operational team and to utilise individual trustees' skills, expertise and experiences. This document will be reviewed by the board on the 18<sup>th</sup> of May and agreement of roles to be confirmed.

Healthwatch Salford have received Salford Royal 2020/21 Quality Accounts and we will be providing a response to these accounts by 27<sup>th</sup> May. This response will be developed through engagement with the board, operational team, volunteers and membership.

Healthwatch Salford have received Salford Safeguarding Adults Board (SSAB) Annual Report and will be providing a response to SSAB by 28<sup>th</sup> May.

## 3 Workstreams

The operational workstream are themed in line with the Healthwatch Salford Business Plan 2020/2021 and 2021/22.

### 3.1 Insight into remote healthcare appointments during the COVID-19 pandemic

Healthwatch Salford have completed this workstream and the report be made available to the public on the week commencing 17<sup>th</sup> May. The report includes several recommendations with responses from Salford CCG. The impact of this workstream will be reviewed in six-month time and logged in the Healthwatch Salford impact tracker.

### 3.2 Salford Equipment Service Project

Healthwatch Salford have worked in partnership with Salford City Council Equipment Service to engage with residents regarding their experience of Equipment Service services during the past six months. The engagement phase of this workstream has been completed and the draft report has now been shared with the service provider. Healthwatch Salford are awaiting a response to this report. Healthwatch Salford aim to publish this report in the week commencing 31<sup>st</sup> May.



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### 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. Healthwatch Salford have published a video to explain what the fund is and how it can be used – this can be viewed [here](#). The Speak Up Salford Fund application deadline was 10<sup>th</sup> May, and 3 applications have been submitted. The internal funding panel will meet to review the applications submitted.

### 3.4 Healthwatch Salford Community Forum

Healthwatch Salford have hosted the community forum in March with the main focus on mental health. This was an opportunity to share lived experience and raise questions to an expert panel. In line with the business plan 21/22 the community forum will now be conducted bi-monthly and a evaluation from the past six month is being conducted.

### 3.5 Dentistry in Salford

In line with our priorities for 2021-22, Healthwatch Salford will looking into dentistry issues. To help us prepare for this project we are running an online focus group, inviting members of the public share their experiences of dentistry in Salford. The [focus group](#) will be hosted online via Zoom and will take place on Tuesday 25th May 1.00pm-2.30pm This feedback will help co-produce the workstream supporting the direction of this research.

## 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 social care needs in Salford. Healthwatch Salford have agreed to host the panel and recruitment for panel members has now restarted and an information event was held to support the recruitment.

### 4.2 Trusted Voices Champions

Healthwatch Salford are working in partnership with Salford CVS and Salford CCG to develop the Trusted Voices Champions scheme, developing key message for Salford residents in relation to COVID-19.

### 4.3 Greater Manchester Dental Network

Healthwatch Salford have been involved and attend the Greater Manchester Dental Network collaborating with local Healthwatch in Greater Manchester in relation to sharing insight about dentistry. Each of the ten local Healthwatch organisations in Greater Manchester were able to share both quantitative and qualitative data captured from community enquiries received by telephone, email, and pre-pandemic personal contacts. The finding will be shared in a report on behalf of Healthwatch in Greater Manchester.

## 5 Staff Team and Volunteers



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## 5.1 Staff Team

Healthwatch Staff team continue to work remotely, under the current arrangements due to the pandemic.

Healthwatch Salford have recruited into the role of Engagement Officer [Living Well].

## 5.2 Volunteering

All volunteers continue to conduct their roles remotely which is coordinated by our Volunteer and Involvement Officer. Healthwatch Salford continue to conduct 1:1 supervision with all volunteers and offer a bi-weekly group brew and a catch zoom session.

Healthwatch Salford have conducted a review of the volunteer induction.

Healthwatch Salford have recruited and inducted one addition volunteer in the role of researcher. This takes our total number of registered volunteers to twenty-one.

Healthwatch Salford have introduced an ethical risk assessment to support decision making for reviews requested by providers by our virtual Readers Panel.

Healthwatch Salford are currently planning for volunteer's week from 1<sup>st</sup> to 7<sup>th</sup> June.

## 6 Information, advice and signposting

In the period Healthwatch Salford received 48 information, advice and signposting cases. The recurring theme was in relation to NHS Dental Access which accounted for 15 cases. Healthwatch Salford received positive feedback in relation to the Spirit of Salford helpline and the COVID-19 vaccination programme.

## 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.

Healthwatch Salford have had a total number of 1989 website visit in the period.

Healthwatch Salford had a total reach on Facebook of 764 and Twitter impression of 65800.



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