

Date of Meeting:	Tuesday 19 th January 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



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1 Chief Officers Report

1.1 COVID 19 Update

Healthwatch Salford is 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.

1.2 Organisational Developments

Governance

In relation to the development of the Quality Assurance Framework (QAF) we have now meet with Healthwatch England, and progression to develop this internally will be discussed at Healthwatch Board Strategy session on the 28th of January 2021. The QAF will be then presented to the Board at our March 2021 meeting in line with the business planning.

Conducting Board Meetings in Public policy was approved electronically on the 17th of December 2020 by the Board and is now available on our website and through our internal shared drive for colleagues. [Click here for further information.](#)

Healthwatch Salford are in consultation with the public in relation to our priorities for 2021/22 with the engagement including online/hard copy survey and a focus group event with the public at our Community Forum. The findings of this work will be evidenced in a report and used to influence the organisations objectives within the business plan 2021/22. [Click here for further information.](#)

Healthwatch Salford have been working with The National Centre of Diversity and looking at our practices in relation to fairness, respect, equality, diversity, inclusion, and engagement (FREDIE). The board, team and volunteers have been involved in this review and pleased to share following this Healthwatch Salford have been award as an Investor in Diversity for Small Businesses.

Workstreams

The operational workstream are themed in line with the Healthwatch Salford Business Plan 2020/2021, themed into three areas: **Reset, Amplify and Thoughts.**



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Reset

Women's Health Project

The women's health report is now completed, and the report has been published on the Healthwatch Salford website. The report includes the views and experiences of 135 women across a range of topics, including key health worries, access to services, and what barriers prevent women from keeping healthy. The report found that although 90% of women surveyed who had used a health or care service in the city in the last year had rated the experience as 'good' or 'very good', 19% felt that services did not understand, or were not sure if they understood, the needs of women. The report contains a response from Salford CCG and Salford Public Health in relation to the content and suggestions outlined. [For further information click here.](#)

COVID-19 Insight Project

Healthwatch Salford have published our final report as part of our COVID-19 Insight project. The project has run through from October 2020 until December 2021 collecting residents' experiences of how COVID-19 has impacted them and their lives. The reports have been shared each month with anonymised findings to Salford City Council, Salford Clinical Commissioning Group, and any other relevant providers of services. The information has been used, alongside other feedback, to plan health and care services for our local population. [For further information click here.](#)

Digital Exclusion in Primary Care

Healthwatch Salford are conducting a deep dive into Digital Exclusion in Primary Care. This work is now at the engagement phase and aim to produce 15 patient stories from people of various backgrounds: over the age of 65; or whose first language is not English; or who identifies as part of the BAME community. Healthwatch Salford will be sharing the finding with Salford's Primary Care system and with Healthwatch England. [For further information click here.](#)

Amplify

"What Matters to Me" Project

Healthwatch Salford continue to be involved in the 'What matters to me' project. The Northern Care Alliance (NCA) have put together a task and finish group looking at producing a one-page document for patients being admitted into any of their hospitals, highlighting things that the patients feel are important about them and what they need clinicians to know. The document has now been launched within NCA.

Safer Salford Lived Experience Panel



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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. 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.](#)

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.

Meetings attended (November and December):

- 19th November 2020 - Salford Engagement Hub (health and care)
- 19th November 2020 - Health Protection Board
- 24th November 2020 - Community Led Support Steering Group
- 24th November 2020 - Targeted Engagement
- 24th November 2020 - Primary Care Commissioning Committee
- 24th November 2020 - Trusted Voices Working Group
- 25th November 2020 - GP Practice COVID-19 Co-ordination meeting
- 26th November 2020 - Health Protection Board
- 26th November 2020 - Health and Adult Social Care COVID Coordination Group
- 27th November 2020 - Living Well Collaborative Meeting
- 1st December 2020 - Salford Equality Improvement Partnership



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2nd December 2020 – Salford Safeguarding Adults Board

2nd December 2020 – VOCAL Leaders

3rd December 2020 - Engagement and Inclusion Management Group

3rd December 2020 - Health Protection Board

8th December 2020 - Targeted Engagement

10th December 2020 - Health Protection Board

10th December 2020 - Health and Adult Social Care COVID Coordination Group

15th December 2020 - Targeted Engagement

16th December 2020 - GP Practice COVID-19 Co-ordination meeting

16th December 2020 - Salford CCG Citizen Panel - Winter 2020

16th December 2020 - Integrating Care: building effective integrated care systems across England

17th December 2020 - Pennine Acute Transactions Programme - Healthwatch Consultation

17th December 2020 – Health Protection Board

Staff Team and Volunteers

Staff Team

The staff team continue to receive a weekly briefing, and individual and team meetings each Monday of the week.

Healthwatch Salford have welcomed and inducted two new colleagues into the organisations including an additional Engagement Officer and a Volunteer and Involvement Officer.

Healthwatch Salford currently have one staff team vaccine open for the role of Engagement Officer (Living Well). The role is currently advertised through our communication channels. [For further information click here.](#)

Volunteers

Healthwatch Salford continue to keep in contact with all active volunteers.



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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.

Healthwatch Salford arranged a festive zoom event in December 2020 to bring all the volunteers together and thank them for the vital support during the year.

Information, advice, and Signposting

Healthwatch Salford has received feedback in relation to coronavirus queries, specific to testing, priority of vaccinations and locations of the vaccination centre. In relation to these queries, we have provided information inline with local and national information.

The service continues to receive queries in relation to dentistry access, specifically to find an NHS Dentist in Salford.

The service has received several queries in relation to support in making a complaint about an NHS service. Healthwatch Salford in these cases have provided information to advocacy support service and provide guidance on the complaints process.

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 has had a reach across our social media channels of 140,920 in Q3. This informs 140,920 viewed of our posts across our social channels.

From our social channels 3,754 (346 last year in the same period) have clicked through to our website – with 6,139 (2,422 last year in the same period) visits to our site in Q3 in total.



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