

Healthwatch Salford Business Plan 2020/21

Directorate: Healthwatch Salford

Approved by: Healthwatch Salford Board

Date: February 2020

Version: Final Version

Last Reviewed: Board Meeting - Tuesday 19th January 2021



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Introduction

Healthwatch Salford have produced a detailed business plan for 2020/2021. The plan is ambitious in its scope. It has been produced by the Healthwatch Salford Board with insight from Salford Council, Salford CCG and the NHS Advocacy Service hosted by Salford Mind. The plan focuses on those areas that patients and service users have said are most important to them. The priorities area set out in table below.

In order to successfully deliver the plan HWW will need the support and co-operation of patients, service users and carers and all of its wider stakeholders.

Business Priorities

Business Priorities	Deliverables	Outcomes	Lead	Due date	Progress (RAG)
Governance	Implement the Healthwatch England Quality Assurance Framework into the organisation.	<p>We will Implement the Healthwatch England Quality Assurance Framework into the organisation.</p> <p>We will commit to ensuring that all engagement projects adopt the Healthwatch England 'Making A Difference' toolkit to help measure the impact of our work.</p>	Chief Officer	February 2021	
Healthwatch Salford Staff Team	A comprehensive staff well-being package is to be developed which is comparable to the welfare packages offered by other LHW.	We will have developed a health and wellbeing policy and a staff	Chief Officer	January 2021	



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	This includes staff development and progression.	development policy within the organisation.			
Volunteers	Healthwatch Salford wish to keep the focus on the recruitment and development of volunteers but are also mindful that we are chasing a limited resource which is a challenge to the voluntary sector in general.	We will increase our current volunteer basis by 20% an increase of 4 additional volunteers.	Volunteer and Involvement Officer	March 2021	
Projects	The Adult Social Care Survey results demonstrate the need for improvement in several areas. Respondents expressed that they felt less safe and in control and felt that care needs were not being met. Residential and home care are cited as areas of investigative interest ripe for more detailed Healthwatch Salford engagement with clear recommendations for improvement needed. Home Care issues in Salford are creating risks and engaging staff independently would be very important for Domiciliary care going forward.	<p>We will engage with the Domiciliary Care providers and services user to understand further the issues in the system.</p> <p>We will produce an insight report with recommendation published on the Healthwatch Salford website.</p>	Engagement Officer	March 2021	
	Healthwatch Salford will investigate people's experiences of Equipment and Wheelchair Services as we have been informed that practical issues around access and use have	We will engage with the wheelchair users to understand further the issues in the system.	Engagement Officer	March 2021	



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	profound impact on the quality of life for recipients.	We will produce an insight report with recommendation published on the Healthwatch Salford website.			
	The voluntary sector is increasingly commissioned to provide complimentary health and care services. In addition, the development of social prescribing focused more on the holistic quality of life for patients is a significant development in Salford utilising public funds. Healthwatch Salford is interested in understanding the experience of patients using these services, exploring if referrals are appropriate and needs are being met in a more creative and comprehensive way which reflects the personalisation approach. Voluntary sector services in receipt of public money for the provision of health and care services will come within the scope of this year's business plan	<p>We will engage with service users who use publicly funded voluntary sector health and care services to understand further the issues in the system.</p> <p>We will produce an insight report with recommendation published on the Healthwatch Salford website.</p>	Engagement Officer	Due to capacity and COVID-19 this project is on hold.	
	Healthwatch Salford will work to capture patient's experiences of health and care to aid the management of the response to	We will conduct a monthly insight survey in which the results will be published on the	Engagement Officer/Knowledge and Support Officer	March 2021	



	<p>the coronavirus pandemic locally in the city of Salford.</p> <p>Healthwatch Salford are also working with stakeholders to ensure people have the best possible information about the effect of COVID-19 on changes to health and care service.</p>	<p>Healthwatch Salford website.</p> <p>We will hold a monthly virtual forum as alternative for people of Salford to engage with Healthwatch Salford face to face.</p> <p>We will provide information through the Spirit of Salford Trusted Voices Scheme</p>			
Mental Health	<p>Mental health continues to be a significant priority of people in Salford as evidenced in the NHS Long-Term Plan engagement as well as previous engagement projects. Healthwatch Salford is supporting the development of the Living Well Programme.</p>	<p>We will recruit an additional engagement worker. This post will be for an initial one-year period and will help to identify more people with lived experience to support continued learning and insight in the delivery and growth of the new offer. This role will also play a key part in collecting information relating to people's experience of the new service and play a vital part in helping to evaluate the service.</p>	Chief Officer	November 2020	

Opportunity Fund	A £10K ‘Opportunity Fund’ to utilise some reserves will be established and utilised for collaborative engagement projects. Healthwatch Salford will prioritise projects which focus on the ‘Least Heard’.	We will prioritise projects and make grant money available for 10 Salford in groups which will focus on the “Least Heard”	Volunteer and Involvement Officer/Knowledge and Support Officer	March 2021	
Strategic engagement	<p>Healthwatch Salford will continue to commit strategic engagement as above and in addition join The Locality Programme Group which has two main aims:</p> <ol style="list-style-type: none"> 1. to oversee the monitoring and reporting on the delivery of the Locality Plan, and 2. to direct and oversee the Joint Strategic Needs Assessment (JSNA) programme for Salford. 	<p>We will join the Locality Programme Group.</p> <p>We will provide evidenced based insight into the JSNA</p>	Chief Officer/Knowledge and Support Officer	Ongoing - March 2021	



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