

# Healthwatch Salford Business Plan 2021/22

## RAG Report

July 2021



Achieved.  
Valid Until  
December 2022



## Outcome Measures

Healthwatch Salford will make a positive contribution to the successful local achievement of outcomes set out in national frameworks for the NHS, primary care, adult social care and public health. Particular attention will be paid to:

Outcome Measure	Description
1	Improved patient and user experience
2	Improved communication
3	Improved satisfaction with health in local area
4	Greater patient and public involvement in health and social care
5	Strong relationships with commissioners, the Health & Wellbeing Board and the Health and Social Care Overview and Scrutiny Committee
6	Improved access to services
7	Improve people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights
8	High public awareness/profile of Healthwatch
9	Good image/trust of Healthwatch with the public

## Healthwatch Salford Business Plan 2021/22

**Aim 1: Seeking the views of people on their experience of needing or using health, public health and social care services.**

**Aim 2: Seeking the views of people whose voice and views are seldom heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.**

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them

Aim 1							
Area of work	Deliverables	Action	Outcome Measure	Deliver time	Completion time	RAG Rating	Notes
Gathering views	To review the restart of public facing community outreach [dependent of the review and government guidelines]	We will conduct a review on how to safely commence public facing community engagement in line with government guideline and plan	8,9	June 2021	August 2021		Initial review meetings with lead team members are set up in July to explore commencement of face-to-face engagement/volunteering.
	To develop and implement a listing tour campaign to	We will develop a listening tour engaging with residents and	8	September 2021	March 2022		

	raise the profile of Healthwatch Salford	professional to raise the profile of Healthwatch Salford					
	To make available a £10K* 'Speak Up Salford Fund' to utilised for collaborative engagement projects.	We will prioritise projects and make grant money available for 10 Salford groups who can assist Healthwatch Salford with collecting feedback from members of the community who use health and social care services.	4	October 2021	March 2022		<p>The Healthwatch Salford Board agreed a £10k in the budget year 21/22 in addition to the carryover from 20/21 of £10k. Therefore, a collective total of grant fund available of £20k with currently £2k in funding allocated.</p> <p>The objective is to maximus this grant fund budget and aim to relaunch phase 2 scheduled from 26/07/21 were organisation can apply for grant funding.</p>
	To run our annual priorities survey to gather residents' views to support the development of the Healthwatch	<p>We will conduct our annual priorities survey.</p> <p>We will report on the findings and utilise the results to plan our</p>	4	January 2021	February 2022		

	Salford business plan	2022/23 business plan specific insight objectives					
Information, advice, and signposting	To provide an advice and information service to the public	More people will be helped to get the right information and advice	7	Continuous	Continuous		
	To provide a Healthwatch Salford Community Forum to the public every two months	We will provide a space for residents to share their own experiences, which will also involve guest speakers from leading health and social care organisations, who will share their insights on delivering services in the city.	1,4,7	April 2021 [every two months]	March 2022		The next community forum is scheduled on Tuesday 3 <sup>rd</sup> August 2021.  The theme will be Urgent emergency care - through the pandemic and beyond.
Specific insight	To provide an informed view of the quality and scope of adult social care services	We will engage with the Domiciliary Care providers and services user to understand further	1,4	June 2021	October 2021		The project is on track and currently in planning stage.

	provided for the residents of Salford	the issues in the system. We will produce an insight report with recommendation published on the Healthwatch Salford website.					
	To understand the public's view of using dental services in Salford	We will engage with residents who use dental services in Salford to understand the views and experiences.  We will produce an insight report with recommendation published on the Healthwatch Salford website.	1,4	May 2021	September 2021		The project is on track and currently in planning stage.
	To understand the public's view of using GP services in Salford	We will engage with residents who use GP services in Salford to understand the views and experiences.	1,4	September 2021	February 2021		

		We will produce an insight report with recommendation published on the Healthwatch Salford website					
	<p>To understand the publics experience of using public funded health and care services commissioned to be delivered within the voluntary sectors.</p> <p>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</p>	<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>	1,4	October 2021	February 2022		

	creative and comprehensive way which reflects the personalisation approach.						
	To understand the public's experiences of using mental health services in Salford	We will engage with residents who use mental health services in Salford to understand the views and experiences supporting The Living Well programme	4	June 2021	March 2022		The post for Engagement Officer (Living Well) has now been recruited and ethnographic research has begun in week commencing 12/07/2021.

### Aim 3: Acting on what we hear to bring about improvements in the health and care policy and practice.

We want everyone who shares experiences or seeks advice from us to get a high-quality service and to understand the difference their views make. Our support will ensure our staff and volunteers have the skills and tools they need.

Aim 2							
Area of work	Deliverables	Action	Outcome Measure	Deliver time	Completion time	RAG Rating	Notes



Governance	To hold our board meetings in Public and papers to be available to view on the Healthwatch Salford website	We will hold six Board meetings in public every 12 months	8,9	April 2021 [every two months]	March 2022 [every two months]		
	To hold our annual general meeting	We will hold our annual general meeting	8,9	November 2021	November 2021		
	To implement link trustee roles to act as a 'link' between the operational team to advise the governing board of training opportunities available and on topical developments within governance	We will develop link trustee roles into the governance arrangements and complete quarterly meetings with operational leads	2	April 2021	July 2021		Completed
Impact	To introduce the "Making a Difference Toolkit" (Impact toolkit)	We will have much greater clarity on the impact we are having at a local level. This will help us to have	1	April 2021	May 2021		Approval by the board required in relation to progressing this workstream in line with the theory of change model.

		greater influence					Discussion to be held under part 2 of the Healthwatch Salford board meeting - 20/07/21.
	To deliver on the outcome of Healthwatch England quality framework self-assessment	We will have a shared understanding of Healthwatch Salford's effectiveness between providers, commissioners and Healthwatch England	2	April 2021	March 2022		Completed - received confirmation letter from Healthwatch England.  Action from the QAF to be completed and update to be shared with the board at the September meeting (6-month interval).
	To conduct a 360 review with residents and professionals within Salford to gather feedback on the performance of Healthwatch Salford to support the organisations long-term development	We will conduct a 360 review with residents and professionals and produce a report to inform the board of the findings	4,6	January 2021	February 2022		

Volunteers	To continue to recruit and develop volunteers within the organisation	<p>We will increase our current volunteer base by 30% an increase of 6 additional volunteers</p> <p>We will conduct individual and group supervision sessions with all volunteer's dependent on role</p>	4	April 2021 [Continuous]	March 2022 [Continuous]		<p>During the period, an additional 7 new volunteers have been recruited and inducted into the organisation.</p> <p>The individual supervision of volunteers have or are schedule to be completed in line with the 3 monthly timeframe.</p>
	To implement a Youth Healthwatch into the organisation	We will plan and implement a Youth Healthwatch to ensure more young people have their say in the health and care system	4	June 2021	February 2022		

	To review volunteer role specification	We will review all volunteer role specifications to ensure they are meeting the requirements of the organisation	9	April 2021 [Continuous]	March 2022 [Continuous]		
Communications	To produce a monthly e-bulletin informing the work of partner organisation and Healthwatch Salford	We will produce a monthly e-bulletin which will be available in a digital format and through our social media channels	2,8	April 2021 [monthly]	March 2022 [monthly]		
	To produce a quarterly newsletter informing the work of Healthwatch Salford	We will produce a quarterly newsletter which will be available in both a digital and hard copy format	2,8	April 2021 [Quarterly]	March 2022 [Quarterly]		
	To produce the Healthwatch	We will produce an annual report	2,8	April 2021	June 2022		Completed.

	Salford annual report	which will be made available on the website					
	To share developments through our website and social media	We will be provided up to date information, reports and press articles on our website and share through our social media. We will provide an online response form to support sharing views digitally.	2,8	April 2021 [Continuous]	March 2022 [Continuous]		
Influencing	To attend all required statutory meeting within the Salford health and care system	We will attend the Health and Wellbeing Board, Overview and Scrutiny Committee and health and care partnership boards.	5	April 2021 [Continuous]	March 2022 [Continuous]		

	<p>To 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"> <li>1. to oversee the monitoring and reporting on the delivery of the Locality Plan, and</li> <li>2. to direct and oversee the Joint Strategic Needs Assessment (JSNA) programme for Salford</li> </ol>	<p>We will continue to attend the Locality Programme Group.</p> <p>We will provide evidenced based insight into the JSNA</p>	5	<p>April 2021</p> <p>[Continuous]</p>	<p>March 2022</p> <p>[Continuous]</p>		
	To be engaged in the developments	We will ensure the voice of	5	April 2021	March 2022		

	of the Integrated Care System within Salford and Greater Manchester	the patient is embedded in the ICS decision making at both ICS system level and place level		[Continuous]	[Continuous]		
--	---	---	--	--------------	--------------	--	--

## Aim 4: A sustainable and high performing organisation

We will continue to be a well-run high-performing organisation

Aim 3							
Area of work	Deliverables	Action	Outcome Measure	Deliver time	Completion time	RAG rating	Notes
Performance	100% of staff will complete the staff survey	This will improve staff morale, open lines of communications and make managers aware of any problems	9	February 2022	February 2022		
	100% of staff will have regular 1:1's, annual appraisals and staff development plans in place	Staff will be able to share insights and concerns, improve productivity, keep track of objectives and discuss any	9	April 2021 [Continuous]	March 2022 [Continuous]		All staff 1:1 supervision have been completed and are up to date [completed on a monthly basis].  All staff informal weekly catch ups have



Achieved.  
Valid Until  
December 2022



		personal developments or training needs					been completed [completed each week for 20 minutes].  Annual Appraisals have been booked in with staff members which will take place in March 2022.
	100% of the approved budget will be spent	This will show we have effectively utilised the available resources to achieve the objectives of the organisation and made the case for an increased budget in the following year	9	April 2021 [Continuous]	March 2022 [Continuous]		
	90% of programme will be on track	We are achieving the overall strategic goals of our organisation		April 2021 [Continuous]	March 2022 [Continuous]		



Trustee Board	<p>Ensure that Board have reviewed and completed all relevant governance procedures:</p> <ul style="list-style-type: none"> <li>• Board Appraisals</li> <li>• Skills audit for Board members</li> </ul>	Committee members are compliant and operating within governance rules and guidelines	9	April 2021	April 2021		<p>Completed - Board Appraisals.</p> <p>Ongoing - Skill audit for Board members.</p>
Learning and development for staff training	<p>Staff training and development needs identified and a plan for development will be put in place</p> <p>Develop group training for operational team</p>	We benefit from an accomplished and skilled organisation which will enable us to deliver our business plan and strategic aims	9	<p>April 2021</p> <p>[Continuous]</p>	<p>March 2022</p> <p>[Continuous]</p>		Completed - Training policies implemented within the organisation.
Collaborative working to achieve efficient business processes	<p>Continued collaboration with our partners to achieve efficient business processes including:</p> <ul style="list-style-type: none"> <li>• Finance (CVS Salford)</li> </ul>	We have good working relationships which to support our organisation business process	9	<p>April 2021</p> <p>[Continuous]</p>	<p>March 2022</p> <p>[Continuous]</p>		

	<ul style="list-style-type: none"> <li>• HR Services (Peninsula)</li> <li>• Health and Safety (Engaging Safety)</li> <li>• Data Protection (PPP Management)</li> </ul>						
--	--	--	--	--	--	--	--



Achieved.  
Valid Until  
December 2022

