



Healthwatch Salford

Plan for the year ahead 2023/2024

Foreword

By Phil Morgan, Chair

I am pleased to share with you the Healthwatch Salford work plan for 2023/2024. This sets out how we will collect the views of patients and the public about their health and social care services. It also highlights how we will ensure this includes seldom heard voices, reducing the barriers faced by some of our fellow citizens. The Plan then sets out how we will share those views to promote and bring positive change to health and social care services. In order to do this successfully we will ensure we are a well-run and effective organisation, using our resources well to ensure an impact for the better.

We will continue to work with our volunteers, who provide us with so much insight and support, and with a wide range of partners to deliver our mission. I trust you will support Healthwatch Salford in our future directions and would welcome your feedback on how best to implement our plans. The impact of our work is crucial to inform change; which we want to keep you involved with in a number of ways, either by attending our public meetings or accessing our reports online. Further information for this can be found by accessing www.healthwatchsalford.co.uk.

Message from Sam Cook

Chief Officer

It's important to us that all communities in Salford know about Healthwatch Salford and that we are here to listen to them. Our plan for this year places a strong focus on that; allowing us to embed ourselves and be a part of the communities we are here for. By doing this and raising awareness about us, we can get more of your feedback and use this to determine what our priorities should be on an ongoing basis. We want to be able to quickly adapt to any new feedback that we're hearing and respond to issues when they're happening, allowing us to be agile as an organisation and utilise our resources as effectively as possible.

We recently achieved our re-accreditation for the Investors in Diversity Award from the National Centre for Diversity. An achievement we are very proud of. We stand by their 'FREDIE' values of Fairness, Respect, Equality, Diversity, Inclusion and Engagement. Ensuring these underpin everything we do alongside our organisational values is crucial, which is why our plan includes establishing an Equalities Group. We will continue to work collaboratively across the health and social care system in Salford, sharing the feedback you give us and ensuring your voice is heard – ensuring independence at all times.

We couldn't do the work we do without our amazing staff team and group of volunteers. Involving volunteers in our plans is key which is why we are reintroducing our Community Champion role which will play an integral part alongside all our other volunteering opportunities. Salford, we are your health and social care champion. A position we feel very privileged and honoured to hold and will endeavour to do this to the best of our ability at all times.

Our 2021-2024 Strategy

Our vision

A health and social care system that is **accessible** and **equitable** for everyone.

Our mission

We will work as an independent **agent of change** working with everyone to ensure voices are heard in health and social care decision-making.

Our values

- **Inclusive** - We start with people first. We work for everyone.
- **Transparent** - We are open and honest in everything we do.
- **Be collaborative** - We maintain a positive, forward-looking focus and work with others to get things done.
- **Accountability** - We take responsibility for our actions and stand by our decisions.
- **Making a difference** - We work to a high standard, provide a quality service, keeping it simple.

Our 2021-2024 Strategy

Our objectives

1. Seeking the views of people on their experience of needing or using health, public health, and social care services.
2. Seeking the views of people whose voices and views are seldom heard and reducing the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.
3. Acting on what we hear to bring about improvements in the health and care policy and practice.
4. Healthwatch Salford is a strong and well-governed organisation that uses its resources for the greatest impact.

Our Plan

Quarter 1 – April to June 2023

- A focused engagement project with stakeholders and the public across Salford. This will involve going to local community events, attending groups and inviting people to Healthwatch Salford events.
- Establish an Intelligence Group with members of our board, team and volunteers. The Intelligence Group will meet every 3 months to review the feedback that has been shared with us by the people of Salford. The group will analyse and make recommendations to our board on what our next work priority will be.
- A calendar on our website which will show our work plans. It will include projects recommended by the Intelligence Group, volunteer events, project reviews, our Annual Report publication, our board meetings and AGM and Enter and View visits. This will be a live document, which will be updated once a month as our plans evolve.
- Ongoing priorities including revisiting projects, volunteer opportunities, Board Governance and Living Well/Mental Health engagement.

Our Plan

Quarter 2 (July 2023 to March 2024)

- Define priorities from the Intelligence Group with board approval, to ensure priorities align with ongoing feedback received by Healthwatch Salford.
- Utilise the Enter and View strategy and process, to expand the areas covered such as GP practices and mental health services. These visits will be completed in conjunction with our other work priorities and the bigger picture of what else is happening within health and social care in Salford.
- Plan for an Equalities Group made up of staff, board and volunteers.
- Ongoing priorities including revisiting projects, volunteer opportunities, Board Governance and Living Well/Mental Health engagement.

Our Calendar 2023-2024

April 2023	May 2023	June 2023	July 2023	August 2023	September 2023
<p>Revisit the Home Care and Dentistry Report</p> <p>Healthwatch 10 Year Anniversary</p> <p>Public Board Meeting – 11th April</p>	<p>Volunteer Social event – 13th May</p>	<p>Volunteer Social event – 1st June</p> <p>Publication of Annual Report</p> <p>Public Board Meeting – 13th June</p> <p>Volunteers Week</p>	<p>Review of Enter & View Reports</p>	<p>Volunteer Social event – 1st August</p> <p>Public Board Meeting – 8th August</p>	<p>Revisit the GP Report</p> <p>Cost of Living Survey Autumn</p> <p>Annual General Meeting</p>
<p>Public and stakeholder Engagement Project</p>			<p>Young Peoples Mental Health project</p>		
October 2023	November 2023	December 2023	January 2024	February 2024	March 2024
<p>Public Board Meeting – 10th October</p> <p>Volunteer Social event – 14th October</p>	<p>Revisit the Mind over matter report</p>	<p>Public Board Meeting – 12th December</p> <p>Elfwatch campaign</p>	<p>Volunteer Social event – 9th January</p>		