



Healthwatch Salford

Annual Report 2016/17



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Healthwatch Salford aims to ensure that local people are at the heart of the planning and delivery of health and social care services in Salford.

We are continuously working to bring together local people and health and social care organisations to ensure that people in Salford are influencing decisions about their health and wellbeing.

We do this by:

- Providing people with information, advice and support about local health services.
- Listening to the views and experiences of local people about the way health and care services are provided and commissioned.
- Passing information and recommendations to Healthwatch England and The Care Quality Commission.



Message from our Chair

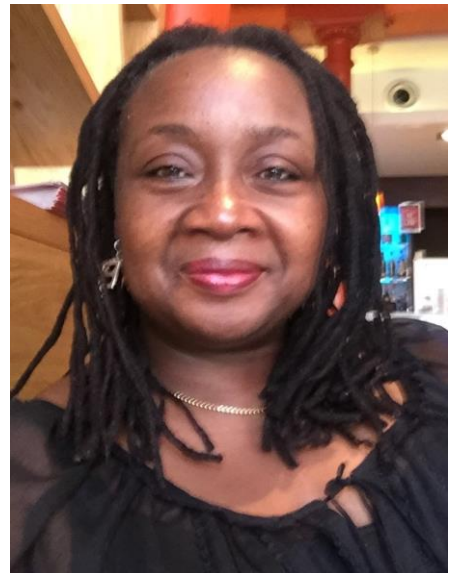


“The past year has been an important one for Healthwatch Salford. We have held our first AGM with our members, become fully independent and moved to new offices. We have a sound financial base and this has allowed us to recruit extra staff.

This means we can engage more with local people, find out about their experiences and expectations, and ensure they are heard clearly by health and care providers in Salford.” *Phil Morgan*

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Message from our Chief Executive



“It has been an exciting year for Healthwatch Salford. We have made significant changes as an organisation in moving towards complete independence and relocating. This also coincides with changes to the health and social care landscape which pose challenges for how Healthwatch Salford operates effectively.

The most significant change is local, with the establishment of the Salford Together Integrated Care Transformation Programme. The other significant change is on Devolution and relating to the Greater Manchester Health and Social Care Partnership.” *Delana Lawson*



Your views on health and care

Listening to local people's views

SETTING OUR PRIORITIES

In 2016 there were some substantial changes happening under Greater Manchester Devolution and Salford's Locality Plan. Put simply, it is a long-term plan about how Salford people should be able to start, live and age well across their lifetime in Salford and the contributions we should all make to achieving this.

Every year Healthwatch Salford goes out into the community and asks the people of Salford what they think we should be working on to make Salford people's health and wellbeing better. By listening and sharing ideas we work together with public services, the private and voluntary sectors to make sure that decision makers and service providers shape health and social care provision around people's experiences.

Healthwatch Salford staff and volunteers developed surveys, published articles in newsletters and on the website, utilised social media, ran discussion groups and held many face-to-face interviews. Organising this amount of activity, and visiting seldom heard groups, ensured that many different people could share their views in lots of ways, including those who often struggled to have their voices heard.

Generated by nearly 3,000 interactions, we got direct feedback from 491 local people. From these, our main priority areas this year were:

- Mental health;
- Intermediate care;
- Wider health determinants;
- Access to primary care.



Little Salfordian enjoying a HWS event



*Helping
you find the
answer*

How we have helped the community access the care they need

During this period we had 60 signposting cases who we helped to find the right answer and have their voices heard. Topics raised included: standard of, or problems with, clinical care; appointments, registration and catchment areas; delays in treatment; information and communication; costs, funding and commissioning; staff attitudes; prescriptions; care environment; and aftercare.

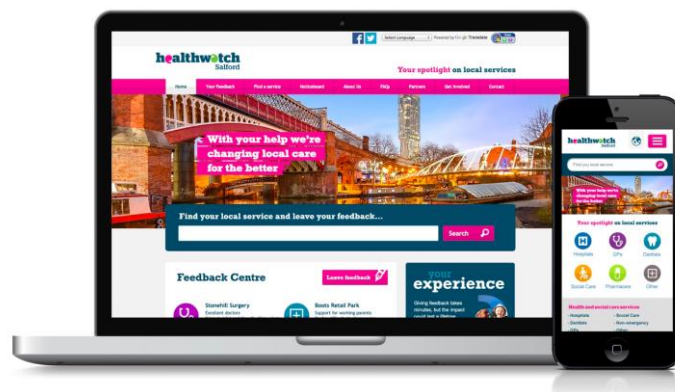
Accessing our Signposting Service

You said:

You told us that you wanted to access signposting, information and advice when you need it in an easy and accessible way. You felt that having community based access to quality information and advice services was important.

We will:

- Make sure our own information and signposting service can be accessed through more community venues.
- Increase our visibility with the public of Salford and be more present in the streets, shopping centres, community centres and at events.
- Develop a new online feedback centre (pictured) for people to personally feedback to us their concerns and views. This new system will simplify how we ask for views.
- Further improve our systems for feeding back to people what happens because of the views they give us.



The new Healthwatch Salford feedback system - coming soon



Bridge Street

A woman with short dark hair, wearing a dark green top, is looking slightly to her right with a gentle smile. She is holding a white card in her left hand. The card has text that reads: "Have you visited Care Home? What was it like? Tell us". There are large, overlapping green and blue circular shapes on the left side of the image, partially obscuring the woman's face and the card. The background is a warm, out-of-focus indoor setting.

*Making a
difference
together*

Have you
visited
Care Home?
What was it like?
Tell us

MENTAL HEALTH

Mental Health Strategy and Influence

As mental health and access to decent quality services came out as a priority for local people, we have taken the lead for mental health within the Greater Manchester Healthwatch Network. We have ensured that engagement work on mental health undertaken across Greater Manchester has been fed into the Greater Manchester Health and Social Care Partnership.

We have also been working closely with Greater Manchester Mental Health Foundation Trust on the development of their Quality Accounts. We are pleased to note that this has been reflected in their prioritising of patient experiences and the focus on improving access to psychological services for those with long term conditions.



Blackleach Country Park, Walkden

Young People's Engagement Co-design
Healthwatch Salford and the Young Carers' Service worked with children and young people to carry out an engagement project for mental health. A group of young people aged between 14 and 18 years were brought together and involved in planning

the project. They developed a questionnaire to ask other young people about their experiences of using wellbeing and mental health services.

The questionnaire was taken to schools, groups and places in the community and lesson plans and activity sheets were developed to help younger children answer the questions.

From this work 411 responses were analysed and used to develop key findings and recommendations.

The results of the project have been presented to the Children and Young People's Trust Board and the project has been commended by Healthwatch England in their award scheme.



The findings are reflected in the work of the refreshed Child and Adolescent Mental Health Services (CAMHS) Transformation Plan and their 0-25 Integration programme. We are pleased to note the emphasis the strategy has on increasing the capacity in schools to provide support around emotional health and wellbeing.



Forest Bank

The introduction of the Care Act 2015 means that local authorities in England are responsible for the assessment and meeting the eligible care and support needs for prisoners located in their area.

HM Prison Forest Bank is a Category B Male Local Prison. Healthwatch has worked with 8 prisoners and the healthcare assistants to deliver training to become Prisoner Wellbeing Representatives.

The training programme was designed to enable prisoners to co-design a peer support service within the prison by which they could signpost and gather the experiences of other prisoners.

Whilst it has been challenging to get the forum off the ground, we have found that our increased exposure has meant that we have prisoners and their families frequently contacting us for information about different health conditions and their rights.

We are planning to deliver another Well-being Representative training course later this year.

Information gathered will be themed by Healthwatch independently with issues or areas of best practice being pulled out and discussed with partners.

PREVENTION, VOICE AND INDEPENDENCE

Health Promotion

Prevention of illness was also a priority locally and for Healthwatch Salford. Local people told us that they felt it was important that people are supported to avoid admission to hospital, maintain their

own wellbeing in their own homes in the community and make decisions about their own care and lives.

Strategically we are contributing and feeding views into the Population Health Plan.

Independent Living - Homecare Redesign

As part of Salford Together's Home Care Redesign project we held staff engagement sessions and assisted with facilitating service-user and staff co-design workshops. The aim was to ensure that the experiences of both patients, carers and front-line staff are at the heart of the Salford homecare system and feature prominently in service modelling and commissioning.

People told us that they felt it important that people are assisted to be healthy and maintain independent living skills within their own homes. Both staff and users said that there was a need for significant improvement in the consistency and quality of homecare service provision.



The Crescent

Healthwatch Salford will ensure these views are fully considered in the transformation and commissioning of homecare services.

“Something I go on about is ensuring the market place is fit for purpose and this can only be achieved by communicating. The recent Homecare engagement work undertaken by Healthwatch Salford is a good example of this as it included representatives from all organisations involved in Homecare.”

Sam Cook, Penderels Trust

Helping People with Dementia Have Their Say

In early 2016 we, as part of the New Roots Network, held a Dementia Discovery Day with 79 people attending, with 10 people living with dementia, 25 carers and 34 professionals. Since then we have been working with members of the community with dementia to look at how the wishes of those living with dementia fit with the agendas around the Locality Plan implementation, age friendly cities and dementia friendly cities work.

This work has also been presented by a person living with dementia in their own words to the Institute for Dementia during their ‘It takes a village: Dementia United’ seminar.

We have met with commissioners and leads at Dementia United, Salford City Council and Salford Clinical Commissioning Group to integrate local people’s recommendations into the strategic work around the Locality Plan, Dementia Friendly Cities and Age Friendly Cities. This work will help people live and age well here in Salford.



Local art in East Salford

Working Together to develop Patient Participation Groups

Healthwatch Salford supported the development of a paper outlining a framework for Salford Primary Care Together to engage patients effectively in its transformation and improvement journey.

More specifically the paper described the current position and work undertaken in the development of G.P. Patient Participation Groups and it focuses on three levels: -

- GP Practice Level;
- Neighbourhood Level;
- City Wide;

It also made recommendations and suggestions for a way forward for patient participation and engagement.



INFLUENCE AND STRATEGY

Healthwatch Salford and CQC Working Together

You Said

You told us that you want to make sure that health and social care services are accountable and listen to the people using them.

We Did

We have made sure that your views are fed into scrutiny and safeguarding locally through developed working protocols with The Health and Well Being Board, as well as the Adult and Children Scrutiny Boards.

These protocols set out a working relationship so that we can highlight what people have said and challenge decisions that are made, when appropriate.

We worked with Healthwatch England, the Care Quality Commission (CQC) and the National Institute of Health and Care Excellence (NICE) to make sure that your voices are heard nationally as part of inspections, special reviews, guidance and policies.

A successful workshop was held in Salford, attended by local CQC inspectorate managers and Healthwatch Salford staff and volunteers. The aims were to learn more about each other and the current focus of work; review and develop more integrated working and exchange information and share recent concerns and findings across health and social care in the area.

Care Quality Commission Public Engagement Strategy

The CQC are developing their next Public Engagement Strategy. Since August 2016, they have been speaking with people about what their new strategy should look like.

We have had a series of conversations and webinars with the CQC and Healthwatch England about the development of the next CQC Public Engagement Strategy.

Healthwatch Salford recruited 3 people from our membership to take part in the national campaign but also fed in the views of 30 service-users of mental health services in Salford. Because of our input we have helped the CQC to outline opportunities for innovative ways of working and challenges that they will tackle as a priority. Their experiences and involvement have also influenced where the CQC inspect in 2017 and added to the findings of their State of Care report.



Bridgewater Canal

Key actions for the CQC suggested at the webinar by us were:

- Better information sharing between CQC and Healthwatch (both nationally and locally) through strategy development,

shared workplans and working towards a shared CiviCRM (database) system.

- Accessible Information: BSL, Braille, simple language, easy read, interpreters.
- Use of technology: thinking about different digital techniques like sending videos, tagging on social media and skype. People also talked about other methods that should be used due to digital exclusion and literacy levels.



The Packet House, Worsley

Department of Health Carers' Strategy

The Department of Health are creating a new national Carers' Strategy. When we spoke to adult carers last year in Salford they said that help maintaining their physical health, managing long term conditions, coping with stress and anxiety, maintaining social networks and activities, and financial restraints caused by their caring role were their key issues.

Healthwatch Salford shared the views and experiences of 96 carers that we spoke to with the Department of Health as part of their call for evidence around the development of the national strategy.

They are looking at this information along with views they have gathered from carers

and people or organisations supporting carers across the country.

In 2017, we will be following up on how the National Carer's Strategy is being developed based on your views and sharing any updates with carers in Salford to check that you think it will work. We will also be working in partnership with Salford Carers' Centre to look at how we build feedback gathering into the activities of carers across the city over the next year so that they can influence the next Carers' Strategy.

How we have worked on the Health & Wellbeing Board (HWbB)

During the Locality-Plan-linked priority setting last year, people told us that they wanted help to maintain their own health and wellbeing within conducive environments. Whilst much of this agenda is outside of the remit of Healthwatch Salford



we have ensured that we are a key partner in the development of the Salford Population Health Plan.

SERVICE REVIEWS

National Audit Office Review on Learning Disabilities Local Support

Last year the National Audit Office conducted a review to see how the NHS in England and local authorities seek to

improve the lives of the 129,000 people aged 18 to 64 who use local authority learning disability support services. They also checked to see how the Transforming Care programme was working nationally.

Healthwatch Salford met with them in Salford to feedback the views of local people about the positive and negative things we have been told about:

- Provision of support
- Healthcare
- Day-to-day activities
- Carers' relationship with local authorities
- Accommodation
- Employment and Volunteering.

As a result, their report makes recommendations about where improvements to local strategy and services can be made.



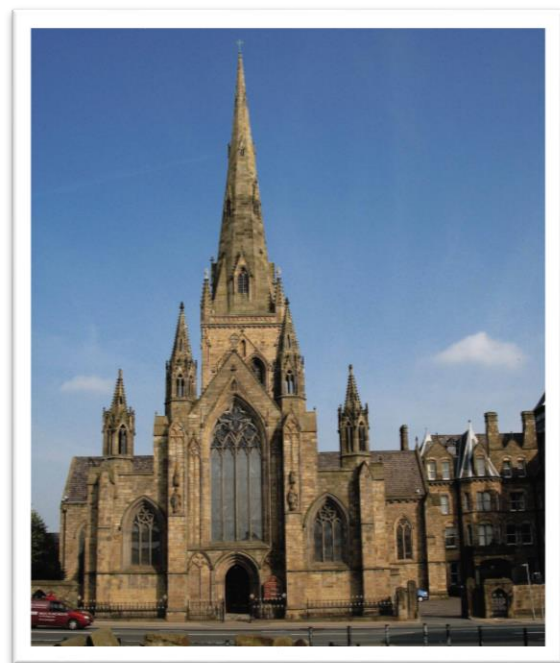
Christina, our intern, gaining some valuable experience at a HWS event

MYSTERY SHOP - SALFORD ROYAL

Waiting Areas used by Patients for Non-Emergency Transport

We agreed to support North West Ambulance Service (NWAS) with gathering patient experience from waiting areas around location, accessibility, facilities and

environment. We also wanted to ask the patients what they thought would improve the service and about a new pager system that NWAS was considering introducing.



St. John's Cathedral, Chapel Street

We asked some of our volunteers to accompany staff to carry out some work looking at the waiting areas at Salford Royal used by patients waiting for NWAS non-emergency patient transport.

They carried out a questionnaire in the outpatient waiting area over two days at various times to tie in with the clinic times at Salford Royal. They did an observation access audit and interviewed 20 patients.

Key themes emerged around:

- Accessible information
- Good staff practice
- Return waiting times
- Booking and communications amongst departments

The key themes were fed back to the Patient Transport Service Tripartite Meeting, which reviews performance and is attended by one of our volunteers.

Subsequently, improvements have been made to help the discharge lounge process, including introducing pagers to alert patients of when their transport has arrived and a simple sticker that will inform staff that the patient is in receipt of non-emergency patient transport services and hence they can help the patient appropriately wherever around the hospital.

Food Nutrition and Patient Choice

In May, Salford Royal invited members who had recently been a patient at Salford Royal to provide their thoughts on a new supplier for the inpatient catering service. Following the full tender process, which included evaluations of suppliers' food, premises and an assessment of their approach to sustainability, traceability, food safety and nutritional quality, Apetito was selected.

During July, 5 members of the public got in touch with us to raise their concerns about the change in provider. Recognising the huge role that nutrition plays in recovery and maintaining health, we spoke to Salford Royal who were aware of the concerns and had responded promptly by arranging a series of public tasting session throughout August to September, offering an opportunity to taste the food and ask questions of Apetito and the catering teams.

We asked some of our volunteers with different dietary needs and requests to go

as mystery shoppers to attend and report back to us around the quality of the food.

The dietary needs were:

- Texture-modified for Speech and Language Therapy
- Allergen Free
- Low Fibre
- Low Potassium
- Kosher
- Caribbean and West Indian
- Halal

In total 8 volunteers attended 7 food tasting session and reported back to us that they were satisfied with the appearance, taste, smell and texture of the meals prepared by Apetito. One volunteer said that they were “surprised by the amount of choice and selection of vegetables”.

The catering staff were prepared and well informed to answer questions about nutritional content, food sourcing, storage and preparation.



Food glorious food at SRFT according to our volunteers



Our plans for next year

healthwatch
Your
voice
counts

Post your comments to us at:
Hospitals, 111 & Urgency Units,
Healthwatch Hereford
Chaucery Rd
Hereford
HR1 1PD

Use our Feedback Numbers:
01905 851100
or website:
healthwatch.hereford.co.uk

What next?

Our Plans for Next Year

Priorities

We co-designed this year's survey with our volunteers and focused on a shorter survey to allow people to tell their full stories about using and accessing local health and social care services.

We booked visits and stalls to engage people at 33 locations across Salford. We talked to hundreds of people, raising the profile of our work, with many then going on to complete our survey.

The survey was also promoted through the website, posted out through our distribution lists and social media, which included over 70 Facebook groups and Twitter.

Requests were made to promote it through strategic partnerships such as Salford CVS VOCAL forum and the Health & Wellbeing Board. The locations attended included community events, Gateways, GP practices.

We had 220 individual respondents to the survey, with several key themes emerging. In terms of location of care delivery, hospitals rated highest with 81 comments, 65 related to GPs and 24 concerned services delivered in the community. These were the three highest. In terms of 'reason for care' - there was more of a spread. A&E, mobility, cardiology, dementia, dermatology, diabetes, childcare, mental health, cancer, oral, podiatry, pulmonary/respiratory, sensory and social care all figuring highly. (53 headings in the 'reason for care' category).

In terms of issue groups (13 of them) the following rated highest - appointments and assessments; waiting, delays and registration; information, communication, test results and medical records; service design, integration, access and levels of service; catchment areas and commissioning; staff attitudes; standards of clinical care, staff training, pay and conditions. We will be working in different ways on these issues.

MOVING FORWARD

Our Business Plan and Priorities for 2017-18

During this period, we're committed to achieving several priorities:

1. Organisational development and sustainability: Our Healthwatch Salford Board

- **Role**
The role of the Board and its effectiveness will continue to be strengthened through the development of an assessment process for Board members and more opportunities for self-evaluation. We will also explore the potential for peer Board assessment from Directors of other Healthwatch.
- **Conduct**
The Code of Conduct will be refreshed. We want it to be crystal clear as to what makes an exemplary Board Member and what is the individual commitment and contribution that we expect from Directors. The attendance and punctuality of individual Board Members will also be monitored and reported at the next AGM.
- **Policies**
We will develop a full suite of organisational policies which reflect the values of HWS as an independent

organisation. All policies will be ratified by the Board with an ongoing schedule of review.

- Finance

As we are now a registered charity we are obliged to follow guidance for fiscal management from the Charities Commission and Companies House. To this end we have appointed our own independent auditors. We commit to do everything we can to work with our Auditors to ensure that our accounts are available on time for our company members to view and digest before the AGM.

We have developed our finance policy and will ensure that systems are in place to ensure that money is managed effectively and with transparency. We want our partners to be assured that there is effective fiscal management and scrutiny.

2. Strategic Engagement

The Board will review annually, all strategic engagement to ensure that it is in line with our priorities and statutory functions. This will mean ensuring that our presence is conducive to addressing issues which have been raised with us through our engagement activities.

More mutually beneficial arrangements will be developed further with Salford Adults Over-view and Scrutiny Committee and Salford Adults Safeguarding Board. Concerns have been raised about the quality of care received within care homes. We commit to conducting Enter and Views based on the feedback we have received.

3. Increased Profile and Community Engagement

- Volunteers

We will increase both the numbers of those volunteering and opportunities to be involved in our work in diverse ways.

We will further develop ways to get feedback from people about the experience of volunteering with us and improve our volunteering programme accordingly.

- Profile and Visibility

We commit to taking every opportunity we can, and will encourage members and staff, to 'spread the word' and seize every opportunity to increase membership. We will look creatively at how we can make it more attractive to be a member and how we can be more engaging throughout the year with existing members.

We will produce fresh marketing materials and take other opportunities to enhance the profile of Healthwatch Salford.

To facilitate accessibility, our Annual report will also be produced in Easy Read version.

- Feedback and Priorities

We will increase our visibility with the public of Salford and be more present in the streets, shopping centres, community centres and at events.

We will develop a new online feedback centre for people to personally feedback to us their concerns and views. This new system will simplify how we ask for views and will further improve our systems for feeding back to people what happens because of the views they give us.

Our people



OUR VOLUNTEERS

Volunteer involvement

Our volunteers are one of the keys to our success. They're our 'eyes and ears' talking to people and finding out what matters most to the people of Salford about their health and care services.

Since we formed we have trained over 50 people in the skills they need to listen and reflect local people's views.

This year, we had 20 volunteers give over 900 hours of their time to make sure that the experiences of people were heard by those who design, commission and deliver health and social care in Salford.



Delana and Sean at the Volunteers' Big Lunch

During April 2016 to March 2017, our volunteers have listened to you at 48 community events and in 8 health and social care services; and reported your views at over 50 decision making meetings and have worked on a range of projects within Healthwatch Salford.

As part of Volunteers Week in June we celebrated with our volunteers at our Big Lunch at Worsley Old Hall. The Big Lunch reflects our belief that we are better

equipped to tackle the challenges that we face when we face them together. It is about us coming together to celebrate the work we have done to help people have a voice in health and social care.

All volunteers got certificates highlighting their achievements and contribution over the past year to Healthwatch activities. 4 volunteers won awards under Salford CVS's Volunteer Award for giving 100 hours or more to Healthwatch in the past year and 1 was awarded for giving over 500 hours.

Our work would not be possible without them so we'd like to say a huge Thank You to all our volunteers!

What our volunteers say

"The NHS keeps me healthy. Volunteering with Healthwatch helps me return the favour!"

Peter Baimbridge (June 2017)



Peter



“The reason I am volunteering is to empower the people of Salford to have a voice in their healthcare and a positive influence on our future of healthcare”

Natalie Hunt (June 2017)



Natalie

“As a citizen of Salford, I’ve had to access health and social care on different occasions - I’d like to see things done differently; and to bring change you have to involve yourself in change”

Andy Green (June 2017)

+++++

A Big Thanks to Unlimited Potential

Healthwatch Salford was brought into the world by Unlimited Potential, the Salford social enterprise that was commissioned to do so by Salford City Council. Before we left at start of December they gave us a great send-off.....and we miss them all.



Anyone for cake?

Our Board



Left to right from top: Phil Morgan (Chair), Jackie Tait (Vice-chair), J Ahmed; Faith Mann, Jackie Leigh, Antoinette Doyle, Michelle Duncalf.



Thank you to Tracey Williamson and Bernice Seworde who left us. All your hard work is appreciated.

Our Staff



Left to right from top: Delana Lawson (Chief Officer), John Geoghegan (Information & Signposting Officer), Ruth Malkin (Engagement Officer), Safia Griffin (Engagement Officer), Kathryn Cheetham (Engagement Officer accepting a commendation from Healthwatch England on our behalf).



Our finances

www.healthwatch

Healthwatch

Healthwatch Finances 2016 - 2017

Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		158,388
Additional income		38,003
Total income		196,391
Expenditure		
Operational costs		7,232
Office costs		4,525
Staffing costs		83,097
Healthwatch Steward		20,248
Premises		836
Total expenditure		115,938
Balance brought forward		80,453



Contact us



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We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Salford NHS Clinical Commissioning Groups, Overview and Scrutiny Committee/s, and Salford City Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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healthwatch