



Healthwatch Salford

Annual Report 2015/16

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Message from our Chair



Since being appointed as Chair of Healthwatch Salford earlier this year, I've been pleased to see the work we currently do and the beneficial impact it has for Salford residents. We play an important role in bridging the gap between what health and care providers plan and what residents want. My ambition is to substantially expand our work further, engaging more residents and enabling their input to have more impact on health and care services, informing and improving them further.

Phil Morgan, Chair, Healthwatch Salford

Message from our Chief Officer



I am delighted to present to you our Annual Report for 2015-16. I started working for HWS in March 2016 and I am already enthused by the energy in Salford and the spirit of collaboration and innovation across communities and agencies.

This is an exciting and challenging time for health and social care services in Greater Manchester. Healthwatch Salford continues to position itself and the views of Salford people at the heart of the Devolution Agenda. Owing to the increase in current and future commissioning and provision of health and social care services on a Greater Manchester footing, strengthening partnerships with local Healthwatch in Greater Manchester has been and will continue to be essential. I look forward to a year ahead in which Healthwatch Salford becomes independent and we continue to improve on how we deliver our statutory obligations collaboratively improving the health and well-being of Salford communities.

Delana Lawson, Chief Officer, Healthwatch Salford

The year at a glance

This year we've reached
5,046
people on
social media



Our volunteers help us with
everything from doing 1-2-1
interviews to
manning
stalls at
events



Our staff and volunteers
spent over 600 hours
listening to you
about your
priorities



We've talked to over 150
local
services
and
groups



Our reports have tackled
issues ranging from mental
health and elective surgery



We've met hundreds of local
people at 'out and about'
projects in the
community



Who we are

Healthwatch Salford aims to encourage and empower local people, especially those who are most marginalised or vulnerable, to have more control over their health and well-being and to influence health and social care organisations.

Healthwatch Salford assists local health and social care commissioners and providers, and other community stakeholders, by providing feedback, research, and information on local people's views and experiences of health and social care to improve services.

Our vision

- Integrity - we will be honest and transparent in how we work with Salford communities and our partners.
- Responsive - we will act on the views of local people and seek to ensure that they are relayed at the highest level in order to make maximum impact.
- Passionate - we are ambitious for the health and wellbeing of people in Salford. We want our wellbeing to be comparable to other parts of the UK and we will support this being achieved.
- Empowering - we will support communities to do things for themselves and be an equal partner in the co-production of health and wellbeing.
- Diversity - we want to engage with everyone. We will involve people who are

seldom heard and help all kinds of people to participate and be powerful.

Our aims

Healthwatch Salford will achieve this vision through capturing and articulating the voice of local people by:

- Listening and being responsive to local people.
- Facilitating and empowering people to speak out.
- Assisting in delivering improved outcomes through influencing the delivery of health and social care by Salford City Council, NHS Trusts, and other providers.
- Representing all communities across Salford.
- Working closely with Healthwatch England and the Care Quality Commission in holding commissioners and providers to account.
- Signposting patients, service users, carers and the wider community to help them access appropriate services when necessary.
- Assisting in the identification and development of community assets.
- Contributing to the prevention of ill health in Salford

Listening to people who use health and care services



Gathering experiences and understanding people's needs

Healthwatch Salford has listened to the views and experiences of over 1,700 local people in the last year through:

- 1-2-1 interviews
- Focus groups
- Surveys and questionnaires
- Social media interactions
- Project work
- Gathering comments



1,731 of you shared your views and experiences with us in 2015/16

Our Strengths

Feedback from the public and partners has told us our main strengths as an organisation in engaging the public are:

- Sharing information across our wide networks through different methods
- Engagement of people who are seldom or never heard
- Engaging local people from different and diverse communities
- Working at a grass roots level

- Co-producing projects and pieces of work with local people
- Partnership work with other statutory, public, community and voluntary sector organisations

“The majority of people who saw our advert about our PPI session did so through Healthwatch Salford, so many thanks for sending it out through your network”

Jess Zadik, University of Manchester

Where we Listened

In the last year we have talked to you at:

- 32 events
- Over 70 groups and services
- Over 20 schools, colleges and universities
- 30 community venues



Your views were fed back to people who commission, design, deliver and check health and social care services into:

- 4 Greater Manchester or Salford-wide Strategies
- 6 Service Reviews about hospitals and community services
- 4 CQC and PLACE inspections
- 65 Strategic Meetings
- 3 Healthwatch England Reviews
- 2 NICE Guidelines

Who we listened to

Healthwatch Salford aims to listen to all members of the community so that we can improve health and social care services in Salford; focusing on people who are marginalised and seldom or never heard, such as:

- Children
- Young People
- Older People (over the age of 65)
- People who are at the End of Life
- People with Severe and Enduring Mental Health Problems
- People with Dementia
- People with Learning Disabilities
- People with Autism
- People with Neurological Conditions
- People with Physical Impairments
- People with severe to total visual impairment (Blind)
- People who identify as members of the Deaf Community
- People who identify as members of LGBT Communities
- People who identify as members of BME Communities
- People who identify as members of Migrant Communities
- People with experience of Drug or Substance misuse
- People with experience of the Care System
- People with experience of the Criminal Justice System
- People who are Homeless
- People who are Military Veterans
- People who are full time carers

We have worked to build community networks through local groups, services, and voluntary organisations.



Some examples of our work with specific groups of local people

Mental Health

- Our priority setting work for 2015-16 told us that local people felt that mental health was a big issue in the city. Local people told us that we should be listening to people using mental health services.
- We fed your views into Quality Visits, GM Crisis Strategies and to the CQC as part of their Care in Place Review of Salford.

Carers

- We have worked in partnership with Salford Carers Centre on our Children and Young People project and to design a Priorities Survey focussed on Carers so that they can talk about the impact it has on their health and wellbeing.

Children and Young People

- Healthwatch Salford is a member of the Children's Trust Board and the Voice of the Child group. This helps us to make sure that we are aware of the work going on to support children and young people in the city. It also helps us to make sure that the voices of young people are included in decision-making.
- Running specific projects around Children and Young People's mental health.



- Making links and building our networks with groups of young people. We have also been making good links with Children and Young People's Services.
- Recruiting 5 volunteers in the last year between the ages of 0 -25.
- We have been speaking to young carers and Children in Care as part of our Priorities Gathering and Devolution Projects



Older People

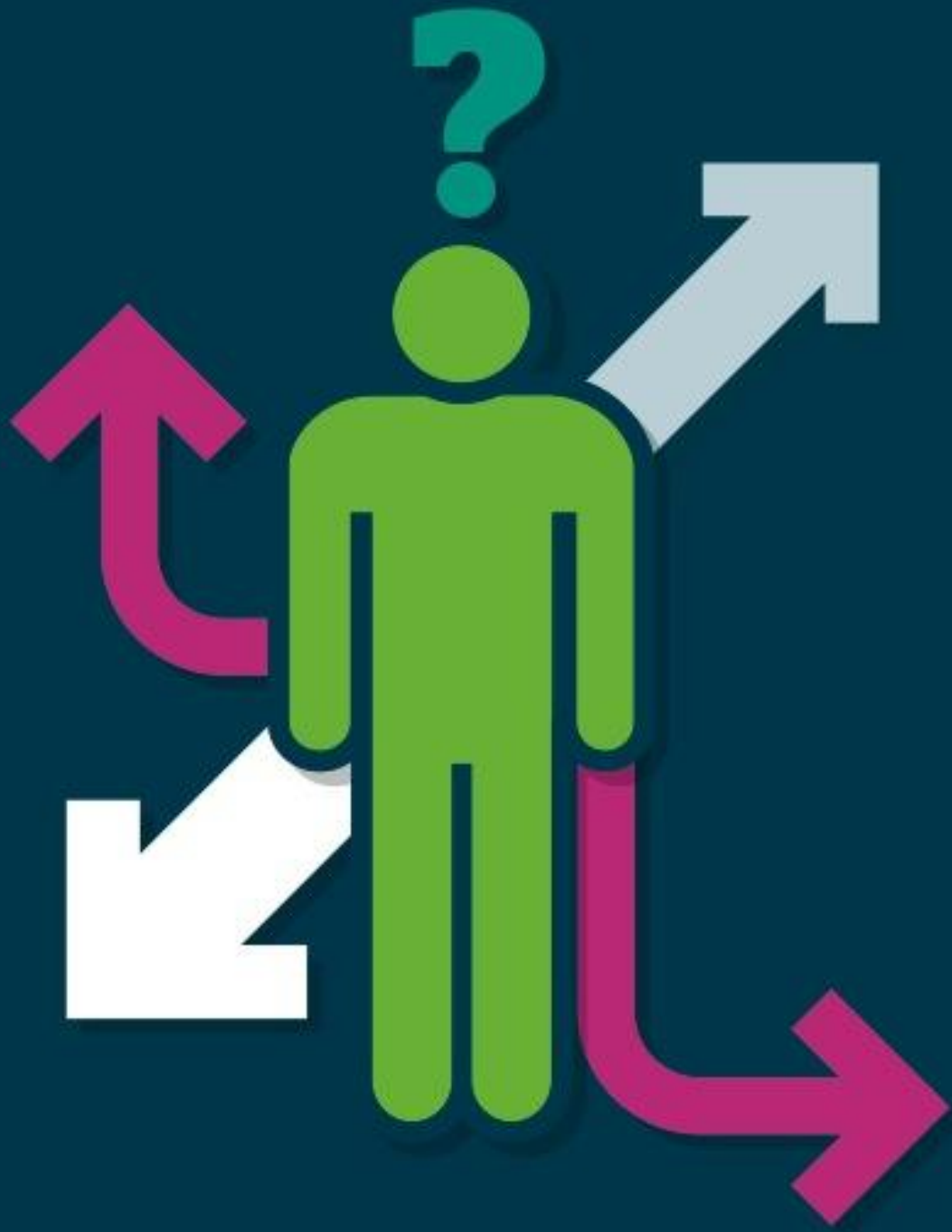
- Healthwatch Salford makes sure information is shared to and from the Integrated Care Programme's Citizen Reference Group for Older People through its volunteers. This group looks at how services for older people in Salford are working together to give people better care.
- As part of our work on Intermediate Care, we spoke to older people using the Intermediate Care services about what was working and what could be made better.

Deaf Community

- We worked closely with the Deaf Health Champions to highlight issues the Deaf Community have with accessibility to services because of language barriers and low levels of deaf awareness.
- We worked on advising around the implementation of NHS Accessible Information Standards.

**We engaged over 450 people
aged 0 - 25 last year**

Signposting and giving people information



Accessing our Information and Signposting Service

Healthwatch Salford runs an information and signposting service so that local people can access information on health and social care services. We have received 49 requests for signposting and information in 2015-16.

Usually the cases were complex - and so we were there to help steer local people through the NHS complaints system (if they didn't want an advocate for this). We researched the regulations from NHS England (or whichever official body was applicable) and we used our experience and contacts to find the providers who could help with care or further advice and support.

In the more straight forward cases we supported the caller to resolve the matter themselves in keeping with the Healthwatch principle of encouraging people to take control of their own health and social care.

The experience and expertise of our Engagement Officer meant that we also gave information face to face when out in the community, demonstrating the versatile roles of our dedicated staff.

We believe that by supporting people to have accurate information, they will have more control over their experiences of health and social care, making them and their communities more resilient.



Our Work in Practice

Ms 'G' got in touch following moving house. She had moved just down the road but into a new G.P. catchment area..... "I am disabled and, amongst other conditions, suffer from ME/CFS which can be poorly understood by some health professionals. I have always had excellent care and support from my Doctor and so the thought of having to leave and find another GP is a rather unsettling and daunting prospect."

We contacted NHS England to see what could be done within current regulations. As a result of our efforts we were able to advise the caller on what she could ask of her G.P. to resolve the issue.

She was duly allowed to remain with her previous G.P. (with some provisos that were acceptable to her).....

"Thank you so much for your help in sorting this out, I am so relieved to be able to stay with our old GP."

Mr P has been struggling with health, weight management and mood.

Our signposting staff used their knowledge of local services to recommend a referral to Being Well Salford, where the caller could access a Being Well Coach to help through one-to-one wellbeing coaching.....

"Thank you so much. In one year I want to lose weight, have more stamina, be uplifted in my mood and be financially stable. This will help so much!"

Working in Partnership with Advocacy and Complaints

We also work closely with the Independent Complaints Advocacy (ICA) service and have referred 16 cases in 2015-16.

This close working was greatly facilitated by our joint outreach sessions whereby an advocate regularly attended our offices so that local people were saved the journey into city centre Manchester if they wanted a face to face appointment with an advocate.

“Working collaboratively with Healthwatch Salford was a very positive and productive experience. The Outreach programme enabled the ICA service to have a presence in the Salford Community for people who may have been harder to reach.

Healthwatch Salford was proactive at referring to ICA and invested time in the people they referred, to find out how their journey with ICA had ended and what outcomes had been achieved.

Healthwatch Salford had a very positive and welcoming approach to the collaborative working between HWS and ICA, and this enabled me to speak with people who may not have known about, or been able to access, the service otherwise.”

Melissa Maybanks, Independent NHS Complaints Advocate, Manchester Advocacy Hub



Sharing Information and Opportunities across Our Networks

Throughout the year the staff at Healthwatch Salford are busy introducing the people of Salford to opportunities for them to take part in the design, assessment, scrutiny or the publicizing of health and social care services.

Spreading the word about the care sector opportunities is done face to face in the community or through various media such as Facebook and twitter; email; traditional mail or our website.

In 2015/16 staff and volunteers at Healthwatch Salford shared over 200 opportunities with people in Salford to:

- Get help to stay healthy
- Find out more about specific conditions
- Take part in consultations
- Volunteer or apply for a job
- Take part in designing or commissioning local services

The Information and Signposting Service can be reached by phoning 0330 355 0300 or emailing feedback@healthwatchsalford.co.uk

How we have made a difference



Our reports and recommendations

Improving Children & Young People's Emotional Wellbeing & Mental Health

The value we bring to health & social care service improvement

The young people we worked with made recommendations of where they felt improvement was needed to support children and young people in Salford to have good emotional wellbeing and mental health in the following areas: resilience, prevention and early intervention, improving access to effective support; care for the most vulnerable, workforce development and accountability and transparency.

Following this they put forward recommendations and these have been adopted into the development of citywide work streams including the Devolution Locality Plan, 0-25 Services Review, Children and Adolescent Mental Health Service Transformation Plan and Emotionally Friendly Schools programmes.

Since publishing their report the young people have been invited to present their recommendations at Health and Wellbeing Board level; at the Children and Young People's Trust Board; nominated for a Heart of Salford Award; and the work has been Highly Commended at the National Healthwatch England Network Awards 2016 for the value we bring to health & social care service improvement.

Improving Elective Orthopaedic Surgery

This project was part of a wider check on the service by the Clinical Commissioning

Group (CCG). We made recommendations about information, joint working across sites and clinical teams, managing expectations and transport.

The report was presented to two senior meetings at the CCG and Healthwatch were told that the report was very useful in helping them to decide if this service was being delivered in the best place and to check it is running in the best way for patients.

The CCG have followed up the recommendations we suggested to make sure they are put in place by Salford Royal. Healthwatch Salford are revisiting the service in 2016 to check that it is running in the best possible way.

Improving Pathways through our Intermediate Care Review

The recommendations from this project were used to inform the Intermediate Care service review and highlight good practice around goal setting and joint working. The recommendations were also used to identify areas for improvement around information giving, managing expectations, mental health support, communication and referral pathways.

We also used this piece of work to feed into Healthwatch England's 'Safely Home' project. This looked nationally at what happens when people leave hospital and care settings and we shared this information with the Department of Health.

NICE have used this information as part of their development of Quality Standards looking at the transition between inpatient hospital settings and

community or care home settings for adults with social care needs.

Improving Access to Stroke Services

The recommendations from this project highlighted areas of good practice and areas for improvement. They also informed the strategic centralisation of stroke care services. This meant that all patients presenting with symptoms of a stroke are taken to one of three Greater Manchester specialist centres to be assessed and receive initial treatment.

Working with other organisations

Helping Greater Manchester ‘Take Charge Together’

Healthwatch Salford entered into a partnership of 30 VCSE infrastructure organisations and Healthwatches, led by GMCVO, as part of the “Taking Charge Together” campaign. We were commissioned to engage and consult with people less likely to be reached by the general campaign. The partnership, with the help of almost 100 frontline voluntary and community groups, held 138 face-to-face ‘conversations’ with 1,837 people, of whom 1,746 completed an on-line survey. This work will influence the future design of health and social care in Greater Manchester, at both locality and city-region levels.

“It was a pleasure to work with HW Salford to deliver the Taking Charge Together work delivered by Healthwatch / VCSE partnership. Despite great pressures of time and funding, and size and diversity of our partnership, GMCVO is very proud to say the resulting report reflects our

sectors working at their best, and we believe the findings will be of real significance in the development of GM/c and Locality Plans.”

Alex Whinnom, Chief Executive, GMCVO

Salford’s Equality Network

Healthwatch Salford is part of the Equality Network. This network is made up of lots of different partners who are working together to develop an equality charter for the City. Healthwatch has been looking at how best to make a difference for local people and we have also been a part of an engagement group around equality.

Making Health and Social Care Information Accessible

Healthwatch Salford has been part of a steering group looking at the implementation of NHS Accessible Information Standards. All organisations that provide NHS or adult social care must follow the accessible information standard by law. This includes NHS Trusts, Foundation Trusts and GP practices. Organisations that commission NHS and adult social care services must also make sure that they support the standard.

The aim of the accessible information standard is to make sure people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need. We helped to advise and plan how organisations in Salford can do this by talking with local groups or members of Healthwatch Salford, and feeding this back into their plans.

Datix

Healthwatch Salford aspires to be instrumental in bringing about better, more joined-up methods of data collection and storage. It is our hope that in the future everyone in Salford will have access to anonymized data regarding the health and social care experiences of members of the public, patients and their carers.

We aspire to this so that those planning services can shape them according to the experience of Salford people. So that those who provide feedback on services know they won't be bothered for this information by several people and their information will be put to the best possible use.

To this end we're working closely with Salford Clinical Commissioning Group (CCG) to 'piggy back' on their access to Datix - the data storage system used by the CCG. By having access to this system HWS and Salford CCG can share (anonymized) data. This will allow the CCG and HWS to routinely have access to a diverse range of public and patient experience. At present our Signposting and Information officer is attending meetings at the CCG and keeping in regular touch with counter parts there to develop this approach to collecting data, storage and access.

Salford Research and Intelligence Group

Healthwatch Salford has been contributing to the Salford Research and Intelligence Group. This is a group made up of officers who look at the data we have for the City. This includes people from the Council, Public Health and Healthwatch Salford. We have been

sharing the intelligence we collect with this group to help with their asset mapping. Asset mapping is a way of understanding all of the things in the community that people find useful. We hope this information will help to influence the types of things that help neighbourhoods and communities to be healthy and happy.

"The Salford Research and Intelligence Group (SRIG) was established in 2015 to share intelligence work and help co-ordinate joint partnership projects. Healthwatch Salford have been active members contributing insight, data and expertise. They have provided essential insight for intelligence projects where numerical data is weaker, for example mental wellbeing in children. The role of SRIG is being reviewed in 2016 so that it links with changes to other groups supporting the implementation of the Salford Locality Plan. Healthwatch Salford will continue to be involved in partnership intelligence and a number of joint project areas on the Salford City Council intelligence calendar. "

Sarah Cannon, Strategic Intelligence Manager, Salford Clinical Commissioning Group.

Sharing information with the Care Quality Commission (CQC)

The CQC carried out a 'Care in a Place' investigation for Salford. This looked at how well services work together to support local people.

Healthwatch Salford was able to share local people's views and experiences to show the CQC how things join up in Salford. We were also able to share our

view on the way in which the CQC gathers its information and how it decides what is working well and what needs to be improved.

As well as the 'Care in a Place' work, the CQC also carried out an inspection of Greater Manchester West Mental Health Trust. To support this work, Healthwatch Salford was able to share the feedback from local people about mental health services. This helped to give the CQC a good understanding of local peoples' experience of using Salford's mental health services.

Northwest Sector / Healthier Together

Healthwatch Salford has been working to explore how best to support people in the Healthier Together programme. This programme is about the standards of care for people needing treatment in hospitals in Greater Manchester. We have been talking with other local areas to think about how local people are involved in services from these hospital trusts.

"Healthwatch Salford have worked closely with the Healthier Together programme (part of the wider transformation of health and care in Greater Manchester). It has held commissioners to account and ensured that changes to the health system are based on fairness and inclusion.

Healthwatch Salford recently provided patient and carer insight to co-design an engagement mechanism for the implementation phase of the programme - 'patient participation groups'. This engagement mechanism provides opportunities for health commissioners, hospitals and members

of the public to work together for the benefit of the local area. This engagement solution was co-developed with other Healthwatch and health organisations in Greater Manchester and is now an integral part of the Healthier Together governance. This has ensured that patients, carers and their families will continue to have the opportunity to contribute to changes to their health services.

Healthwatch Salford have provided expert advice on community development approaches, community messaging and effective methods of recruitment to engage and consult 'hard-to-reach' communities."

Edna Boampong

Assistant Director of Communications and Engagement, NHS Transformation Unit

Neurological Treatment and Discharge

Some Healthwatch organisations across Greater Manchester had received comments from local people accessing Neurological Support Services regarding access to Community Services. We gathered feedback from people who have used neurological services at Salford Royal about their pathways of community support. The aim was to compare experiences with other GM areas to see if there was any correlation amongst experiences of local people.

We spoke to groups in Salford who offer support to people who have experienced strokes or brain injuries so we could understand what things work well and what things need improving; particularly around experiences of discharge from the service. We interviewed 12 people about their experiences and the National

Neurological Alliance shared 560 comments from people living in Greater Manchester. We found that the main areas for improvement were around community support, issues around diagnosis pathways, self-management advice and benefits. This information is being shared across Greater Manchester Healthwatches to see how best to address issues.

Involving local people in our work

Health and Wellbeing Board- Engagement

Healthwatch Salford has a seat on the Health and Wellbeing Board. We are there to share the views of local people and make sure that they are central to any decisions that are made. We have been helping to write the engagement strategy for the next five years, to make sure Salford is always improving how it engages with local people.

Contributing to Salford's Mental Health Quality Visits

Healthwatch Salford worked in partnership with Joint Commissioners (from the CCG / Council) to help 22 people share their experiences of these services. The information and experiences from local people were shared with the people making decisions about those services. This information was then used to share the things that are working well about services, and to make services better for the people using them. This helped commissioners understand what is working well and what needs to be improved.

MH Crisis Concordat (GM)

In Greater Manchester a Mental Health Crisis Concordat has been formed so that lots of organisations can come together to look at support for people in Crisis around their mental health problems. This includes the NHS, Councils, Police, Mental Health Trusts, Hospitals and the Voluntary Sector.

They are looking at what works well and what needs to be better and have asked local Healthwatches to gather views from local people to influence the action plan.

Healthwatch Salford worked with volunteers with experience of mental health crisis services to develop and implement a questionnaire.

Healthwatch has collated these with experiences from service users across GM to feed into the action plan and generate ideas for testing new approaches to addressing periods of crisis with people with mental health problems.

Community Survey

The Salford Community Survey was a project led by Public Health at Salford City Council and was a social insight research initiative to understand how best to facilitate more active engagement of citizens. Through this work local people and community groups asked their friends, families and neighbours what they thought of living in Salford.

The aim was to gather people's voices and find out what matters to them about: their neighbourhood; what they do in their spare time; their networks (sports clubs, arts and drama, neighbourhood watch, school groups/PTA); their local community; and local issues in general.

Participants seemed particularly passionate about these themes...

“This information really helped to shape the transformation programme within Salford and helped us to understand the needs of the people who live here.”

Debbie Blackburn, Assistant Director
Public Health Nursing, Salford City
Council

and general building maintenance. Healthwatch Salford are always professional and responsive to our request for volunteers for the PLACE assessments and we look forward to working with them again in the future.”

Rachel McMillan - Director of Clinical
Services, St. Ann's Hospice.

Patient-led Assessments of the Care Environment (PLACE)

Patient-led Assessments of the Care Environment (PLACE) take place each year. They focus entirely on the care environment and do not cover clinical care provision or how well staff are doing their job. They put patients' views at the centre of the process. The PLACE assessment team is made up of both Staff and Patient Assessors who carry out the assessments.

Healthwatch Salford assisted with the recruitment of 9 local people from our membership to become Patient Assessors at two locations in the past 12 months:

- Salford Royal NHS Foundation Trust
- St Anne's Hospice

“St Ann's hospice have once again worked with Healthwatch Salford this year and they have helped us with the Patient Led Assessment of the Care Environment (PLACE). The assessments see local people go into hospitals and hospices as part of teams to assess how the environment supports patient's privacy and dignity, food, cleanliness



Our work in focus



Our work in focus: Bringing information together

Shortly after Healthwatch Salford was set up in 2013 we looked at what Information Technology (I.T.) we could use in order to store all the feedback on local health and social care services that we were hoping to gather. Given the array of databases, apps and widgets, etc. out there this seemed like a daunting prospect.

Once we had a clear view of what we wanted as a local Healthwatch - a place to store, not only feedback on Salford care services, but also a library of guidance and good practice; academic work of relevance; local and national strategies; contact details of local partners and groups....the list goes on and on - we realized the scope of the I.T. requirements of a local healthwatch and it became apparent to us that if healthwatch Salford is to be an 'information bridge' between the public and the health and social care sector, we should include as many interested parties as possible.

We knew that joined-up communication and information storage would make a great contribution to health and social care improvement by allowing all concerned in the provision of health and social care in Salford to have access to anonymized accounts of the health and

social care experiences of the people of Salford. We also know that members of the public would rather only be asked for their experiences once and that this information is put to the best possible use. Hence we came up with the idea of a 'Knowledge Bank', not just for us, but for all those interested in health and social care in Salford. Back in October of 2014 we launched the idea at an event with as many interested parties as possible. This event helped raise awareness of our overall aims and it strengthened our working ties with those other organisations.

Bringing all these people and systems together won't happen overnight but we've made a start. We have secured Innovation Bid money to finance closer working with Salford Clinical Commissioning Group (S.C.C.G.). We are now in the process of starting to 'piggy back' on their I.T. system. Thus in the future we will have access to the feedback that they have gathered, and S.C.C.G. will be able to access the feedback that we gather.

"Healthwatch has a really good partnership approach not just with citizens but also with health and social care agencies. They also help bridge the gap between citizens



and the CCG. One of the ways we are achieving this is by working in partnership with Healthwatch to developing the Datix system to harness the voice of Salford's citizens and use this intelligence to drive forward real improvements in health and social care.”

Amada Rafferty - Engagement Manager,
NHS Salford Clinical Commissioning
Group.

Once we're well established sharing the system of S.C.C.G., we aim to move on to the next partner and share their I.T. As it proves its effectiveness and gathers momentum, we hope partners will gravitate to the network. When this happens we'll be well on our way to realizing our dream - one network (if not a single I.T. system) where all opinions, experiences, suggestions and ideas of Salford people can be accessed by all health and social care service designers and providers, scrutineers, inspectors and charities etc.

In short, if anyone is looking at how to design or improve a care service, they will want to look at what has gone well or wrong in the past. The network we have started building with our partners will be the one-stop-shop for all the health and social care experiences of the people of Salford.

(It is important to note that we at Healthwatch Salford and all the partners that we work with, adhere to the Data Protection Act. We always fully anonymize all feedback stored so that the person who submitted the feedback

can never be identified. Of course, we never pass on a contributors details unless it is for safeguarding reasons).

Healthwatch Salford would like to say thanks to everyone who contributed to this work but especially to extend thanks to Amanda Rafferty and her staff at the CCG for their commitment to this joint-working project.

Our work in focus: Children & Young People's Emotional Wellbeing & Mental Health: the value we bring to health & social care service improvement

In 2015, many young people from across Salford answered our Healthwatch priorities survey and highlighted that emotional wellbeing and mental health was a priority for them. We wanted to follow this up because the numbers had been high plus it had been raised as a priority by young people involved with the Youth Council and Young Carers Centre.

The project aimed to:

- understand more about the types of engagement methods effective with young people
- gather the views and experiences of young people around emotional wellbeing and mental health
- focus on those seldom heard (including people with ADHD / Autism / Disabilities / sensory impairments / Primary school age / transition ages between schools- all identified as gaps for views)
- get a range of ages involved in sharing their views and experiences

We wanted to make sure that young people were involved in designing this project so that they would relate to children and young people across Salford. We asked young people ages 14 - 18 from across Salford to get involved with the project and developed a small group of young people made up of Young Carers, people accessing CAMHS, Youth Council Members and hard to reach groups. We formed a partnership with Salford Young Carers Service and Board who have a long history of trying to improve mental health for young carers (which featured as a strong theme in their Salford Young Carers Survey 2014).

We worked with the young people to develop the areas they thought we should ask people about, questions we could ask and engagement tools. We supported the production of a survey for young people and activity sheets with lesson plans for children at nursery and primary school ages.

They worked very hard to make sure the questions and activities we were doing would get the right information. They

demonstrated a fantastic knowledge of issues that can impact on the emotional wellbeing and mental health of their peers in a way that was sensitive and productive to the project. They really thought about their peers when deciding what language to use.

They recognised the need for younger children and people with special educational needs to be heard in a different way. Activities were designed that could be done in focus groups and also scaled down into activity sheets with an accompanying lesson plan to be completed in schools.

We worked with the young people to promote the survey through schools, organisations and groups. The young people championed the project within their peer groups, schools and communities. They took an active role in getting other young people to respond so that they didn't miss the chance to have their say. They have also independently targeted adults in leadership roles within education and children's services to ask them to get behind the project and promote it.

They met on a regular basis to guide the project and solve problems that needed to be addressed. This meant that they were actively working throughout the project to help remove barriers that children and young people in Salford may have faced and ultimately led to us finding a way to make them heard.

We visited schools and mental health services to hold focus groups and 1:1 interviews. We made sure we focussed on

groups of children and young people that are seldom or never heard so that they could have a say; and supported people to fill in the surveys face to face. We had a dedicated website page and links were sent out to all the schools and organisations that work with children and young people. We promoted it across social media on Twitter and Facebook.

We engaged 411 children and young people between the ages 4 - 25 about their emotional wellbeing and mental health. All had identified that they had had encountered issues around emotional wellbeing and 16% of responses had experience of mental health services.

There was a breadth of diversity within the people who responded; including young carers, looked after children, people from BME communities, people from traveller communities, people from migrant communities, children who were or had been homeless and a veteran.

The young people used this information to help them make recommendations that would help support children and young people in Salford have good emotional wellbeing and mental health. These recommendations fell into the following areas: resilience, prevention and early intervention, improving access to effective support, care for the most vulnerable; workforce development, and accountability and transparency.

Since publishing their report the young people have been invited to present their recommendations at a Health and Wellbeing Board level at the Children and Young People's Trust Board.

“A young person attended from the Young Carers Board to present the findings of an Emotional Health and Wellbeing and Mental Health Project supported by Healthwatch. A survey was developed and over 400 young people responded to share their feelings and experiences. We agreed to support the recommendations and will work together to link the findings with the 0-25 work, CAMHS review and the ongoing piece of work around emotionally friendly schools.”

(Extract from Salford Children and Young People’s Trust Board - April 2016)

Following this they have put forward recommendations which have been considered for adoption into the development of citywide work streams including:

- Locality Plan area of Start Well which will shape the health and social care services for children and young people in Salford over the next 5 years
- Service Review around the development and improvement of 0 - 25 Services
- Children and Adolescent Mental Health Service Transformation Plan
- Emotionally Friendly Schools.

“This was an interesting area of work which exemplifies the active engagement approach we are taking in the development and commissioning of services in Salford. We were impressed by the scale of this engagement project and the challenges the report raised in terms of adequately ensuring that children and young people in Salford are having the best start we can give them. We look forward to working with Children and young people, HWS and other partners in trying to link recommendations in with specific pieces of work going forward.”

Debbie Blackburn, Deputy Director Public Health nursing, Salford City Council



Last year the young people involved were nominated as a result of their efforts for a Heart of Salford Award in the category of Best Volunteering Team in recognition of the value that they had added to the improvement of children and young people's mental health in Salford.

A wider impact has been that there is now more focus on involving and co-producing strategies and services with children and young people to ensure that they have a say in the commissioning and delivery of their health and social care. Health and social care services have committed to working with children and young people so the services are responsive to their needs.

[Read the full report on our website under publications.](#)

Special thanks to our partner Salford Carer's Centre and the young people who contributed so much of their time to help with this project.

Giving Healthwatch NICE Teeth: *The value we bring through collaboration with each other*

Along with the other 23 local Healthwatch in the North West we contributed to the production of a best practice tool kit for Local Health Watch activities created by National Institute of Clinical Excellence (NICE). The toolkit is another example of the benefits of joint working and sharing good practice as a network. Local Healthwatch hope that the benefits of the guide will strengthen our positive impact on local provision with hard field based evidence.

The key functions the toolkit support are:

- Enter and View Visits
- Obtaining the views and experiences of the public
- Providing information to the public
- Promoting and supporting the involvement of the public in commissioning, provisions, and scrutiny of services
- Healthwatch role on the Health and Wellbeing Board
- Recommending investigations or special reviews

[Read the full guide on our website under publications](#)

Improving Pathways through our Intermediate Care Review

This year, one of the priorities you said was important was working with older people. We have been working with older people using the Intermediate Care service.

Intermediate care services are provided by Salford Royal in partnership with Salford Council and other private healthcare providers. The intermediate care service is short term, intensive support to help people to get back to their daily lives following a stay at hospital. You can find out more about what these services do on Salford City Council's website.

Most people using the intermediate care services have recently been in hospital for treatment or operations. Intermediate care services are there to give lots of support, very quickly to help people get back on their feet and back to their usual daily routine.

Following a period of intensive support, usually lasting for no longer than six weeks, most people will then go back to where they live, with support in the community.

Our Project looked at small scale, in depth patient feedback. Seven people across the range of services were interviewed about their experience of using the intermediate care services. Additional comments were sourced through online and social media requests for experiences through the Healthwatch Salford membership.

The information was gathered during a number of visits to the services, usually within the breakfast club sessions. Themes were gathered from the information and used to develop recommendations for improvements as well as highlighting things that people felt worked well.

Our work highlighted good practice around goal setting and joint working. We raised areas for improvement around information giving and expectations, mental health support, communication and referral pathways.

The stories and experiences we collected were used to inform the intermediate care service review. We also used this piece of work to feed into Healthwatch England's [‘Safely Home’](#) project which looked at what happens nationally when people leave hospitals and care settings and shared this information with the Department of Health.

NICE have used this information as part of their development of the Quality Standards looking at transition between inpatient hospital settings and community or care home settings for adults with social care needs.

[Read the full report on our website under ‘publications’.](#)

"As part of the strategic commissioning review of Intermediate Care, Salford Council and CCG asked Healthwatch to carry out some targeted engagement and exploration work with

service users who had received support in the Intermediate Care bedded units. This work provided the review with a detailed insight into the experiences of people who received care from their perspective. The knowledge and learning gained through this work was included in the final review report and is being applied to the current service redesign that is being delivered by SRFT.

Healthwatch delivered this engagement work to the specification required and met the stated timescales. Commissioners found this a very positive and productive exercise."

Paul Walsh, Commissioning Manager, Salford City Council

Influencing the Locality Plan at the Health and Wellbeing Board

One of the big things that the Health and Wellbeing Board has been working on this year is the Locality Plan for Salford. Most people will have heard of Devolution. Every local authority area in Greater Manchester needs to have a plan to describe how services will run and how money will be spent. To support this plan, Healthwatch Salford has worked with engagement leads from the big organisations in Salford. Using the information that local people told us, we wrote a paper to describe how engagement needs to change in Salford over the next 5 years.

This paper was agreed by the Health and Wellbeing Board as the policy underpinning the Locality Plan. A sub group of the Health and Wellbeing Board called the Engagement and Communication Group has been set up.

This group's job is to plan engagement around the Locality Plan. Through this

work, Healthwatch Salford has made a big difference to how local people are involved in developing solutions to health and social care problems.

[Read the Engagement Paper and Communication Strategy on our website.](#)

"Salford's Locality Plan has been recognised as being particularly strong because it is grounded in the needs, strengths and views of local people. From the very beginning of the development of the Locality Plan, Health Watch Salford took a major role in ensuring that the voices of local people were heard; holding focus groups, surveying local people and being a key part of Salford's Integrated Engagement Board. This role has developed to allow a conversation with the people of Salford which will help ensure that they can continue to influence the delivery of our Plan. We look forward to continuing to work

closely with them and the added value this brings.”

Counsellors Lisa Stone (outgoing lead) and Counsellor Tracy Kelly (incoming lead), Lead members for Health, Wellbeing and Adult Services, Salford City Council

Orthopaedics Project

The purpose of the report was to gather views from people using the elective orthopaedic surgery service at Trafford General. Salford Royal Foundation Trust had previously delivered this service on their Salford Royal site. The service has been moved to Trafford General as part of the Manchester Elective Orthopaedics Centre (MEOC).

The information for the report was gathered by Healthwatch Salford staff and volunteers from 15 day patients and in patients having elective orthopaedic surgery at Trafford General Hospital. Additional comments were gathered through online and social media requests for experiences through the Healthwatch Salford membership.

The patients we spoke to who were visiting Salford Royal Hospital before having surgery at the MEOC told us it was very good, with 12 comments being overall positive and 5 of them specifically relating to the excellent support of the staff teams. 13 of the 15 participants were happy they had received clear, understandable information about the treatment they were having and 11 of those taking part said they had received

clear information of how to access their treatment at the MEOC.

It was raised that taxi costs were a struggle for people who did not have family support. The overall experience of participants during their time as day patients and inpatients at the MEOC was positive, with 5 of the participants saying no improvements are required.

We said that patients should be supported to consider the best options and routes for travelling to their appointments. This would be most useful at the pre-op stage so that anxieties relating to travel are reduced before the time of the appointment. Discussions regarding visitor travelling time might also be useful at this point to ensure that people are able to plan effectively.

It was presented to two senior meetings at the CCG and Healthwatch were told that the report was very useful in helping them to decide if this service was being delivered in the best place and to check that it is running in the best way for patients.

Healthwatch Salford are revisiting the service in the 2016 to check that it is running in the best possible way.

[Read the full report on our website.](#)

“The Healthwatch Salford team have played a pivotal role in Salford CCG’s review of Orthopaedic services provided by SRFT following their transfer to the Manchester Orthopaedic Centre at Trafford. A team of volunteers visited the Trafford site initially in May 2015 to undertake structured interviews of patients; these interviews were really valuable in providing a patient view of the service and their experiences. The Healthwatch report with recommendations of areas for improvement for the provider was part of the evaluation that went to Salford

CCG's Programme Management Group in August 2016.

These recommendations were agreed and a follow-up review was scheduled for when service had been on the Trafford site for 12 months+ to assess progress made; Healthwatch again have supported this review by repeating structured interviews to gain a patient view of the service.”

Neil Cudby, Senior Service Improvement Manager, NHS Salford Clinical Commissioning Group.

Our plans for next year



Future priorities

From the priorities survey key emerging themes not only focus on access and quality of services but also people have told us that they prioritise the wider health determinants in Salford impacting on their health and also want additional support to keep well. We will work with a range of partners to ensure that this agenda is reflected in developments this year and particularly within the locality implementation plan.

For the future development and sustainability of Healthwatch Salford, it is our intention to develop and market our services and expertise in order that organisations increasingly consider commissioning services from us. We intend to focus on working collaboratively with other organisations. These additional commissioned services could include:

- Community engagement and events
- Research and intelligence gathering services
- Selling research and data analysis of health and social care trends
- Information and signposting
- Active citizenship, increased voice and patient representative training
- Independent complaints monitoring and analysis

Volunteers are an essential part of who we are and how we will achieve our mission. A good quality and diverse volunteer group gives legitimacy to our work and utilises the best resource we have in Salford - our local people. Through upscaling our volunteer

recruitment and support we will ensure that we have a diverse volunteer base. Training and development opportunities ensure we have strong and secure contributors able to collaborate and help redefine how engagement and involvement take place.

As well as different types of volunteer roles, communities can also engage with our work through membership. Members are subscribers to our Memorandum who live in Salford and/or use health and social care services in Salford, or do paid or unpaid work in Salford. We intend to increase this to widen as much as possible different levels of ownership and involvement in what we do.

The aim of Healthwatch Salford is to be a fully independent organisation. We will work towards independent delivery of the service throughout this period with Unlimited Potential and commissioners.

Involving People in Decision Making

We are continuously working to bring together local people and health and social care organisations so we can work together to ensure people in Salford are involved and influencing decisions about their health and wellbeing.

During our priority setting exercise equality and diversity was monitored around the protected characteristics in the Equality Act 2010. Doing this allowed us to look at how different people were supporting themselves or what barriers they needed help to overcome in relation to managing their own health and wellbeing.

Many people told us that they would welcome more support with maintaining control of their own wellbeing and that there are many things which are outside the traditional jurisdiction of health and social care services which are influential to well-being. As a result of this and the current strategic climate we will focus on the areas below whilst at the same time feeding this information into other strategic bodies for example, transport and the environment

Mental health, access to GP services and intermediate care continue to be priorities for Salford residents which is echoed by the national priority setting research for Healthwatch England. We will continue to strive for tangible results arising out of some of our more recent relevant projects as well as seek out new opportunities for perusing community agendas related to these topics.

1. Locality plan implementation
2. Access to Mental Health services
3. Access to GP services
4. Intermediate care
5. Good quality information/advice and signposting.

Our people



Our Board

Phil Morgan - Chair



My work and my passion is empowering people. I am a leading specialist working with a range of social landlords and tenants on regulatory compliance, good governance, tenant scrutiny, and involvement. I am also a speaker and commentator. I was formerly Chief Executive of TPAS (Tenants' Participation Advisory Service) for 10 years and a senior housing regulator. Currently I am Chair of Wulvern Housing and was previously a Board Member of New Prospect Housing in Salford.

I have been a Salford Healthwatch volunteer for 18 months, leading on the Healthier Together consultation. I am looking forward to chairing Salford Healthwatch over the coming year and ensuring it speaks for Salford residents.

Jackie Tait - Vice Chair



I am really excited about some of the projects we have planned and look forward to being part of the further development of Healthwatch Salford.

I have a particular passion to find ways of ensuring that the health and social care agencies work together to make sure that those services are joined up and look at the whole person.

On a personal level I support my mum, who has dementia. I manage her direct payment and co-ordinate her care. This has certainly given me a good

understanding of community based support services.

Tracey Williamson - Board Member



My area of work at the University of Salford is 'public involvement' which means that I am keen that people living in Salford are listened to, and more importantly, that what they say is heard. I believe very strongly that people should be involved in things that affect them and that they are the best judges about what they need to help them to be as healthy as possible.

I think the Salford approach to Healthwatch is a great one and I want to be part of something exciting like this and help make it a success.

J Ahmed - Board Member



With the changing landscape in Greater Manchester's health and social care, I am keen to ensure that Salford maintains and develops a constantly improving health and social care system that fits the needs of the Salford communities and provides greater equality in access and outcomes. This, I feel, is best achieved by finding creative ways to listen to people and refine services based on their collective experiences.



Michell Duncalf - Board Member

Working in the finance sector I wasn't sure my skills would be relevant but it's important that

everyone has a say and my skills have complemented those of the other board members.

One of the greatest things about living in Salford is the people and the diversity we have. I think local people should have a say in the Health & Social Care services that we use and Healthwatch is a great way to do this.



Bernice Seworde - Board Member

I have often come across Black and Minority Ethnic groups (BME's) who complain that the system does not work

for them and I've recognised the need to lend my input in shaping it. I am keen to ensure that health and social care services are truly representative of the diverse nature of the city.

The ethos of Healthwatch I believe is a great one and the organisation is currently at a very interesting point in its development. I am a firm believer of "brightening the corner where you are". I hope that HWS will truly represent the voices of the people of Salford. I hope that the approaches we use will become a national benchmark and our vision to aspire to be the best we can will be achieved.



Antoinette Doyle - Board Member

I have lived in Salford since I was 2 years old. I trained to be a Registered General Nurse at "Hope Hospital" and have

worked for the NHS in various roles for the last 40 years.

I have a particular passion for "Good Quality Health and Social Care" which enables people to achieve their optimum quality of life. This means engaging people (or their carers) in every aspect of their care and not making decisions without acknowledging their views.

I am really excited about the future of Healthwatch Salford and feel privileged to be part of the planned projects to enable Salford people's voices to be heard.

Our Staff



Delana Lawson - Chief Officer

As Chief Officer it's my role to provide a steer at a strategic level. I have worked for years

across the public health domain within different settings; from working with people with drugs and alcohol problems, running groups for people with mental health problems, community development work, advice and information drop in sessions.

I've challenged the inadequacy of health care provision throughout my career and look forward, over the coming year, to being involved in setting up new initiatives in collaboration with different communities in Salford.



Kathryn Cheetham - Engagement Officer

It's my job to make sure that local people are listened to about their views, experiences and need of health and social

care in Salford, and make sure that local people are involved in the way our services are designed and run.

In a typical week you might see me out and about in your community: listening to local people and groups about their experiences or working on a project to look at how we improve health and social care.



John Geoghegan - Signposting & Information Officer

I'm here to give support and provide

information to all involved in Healthwatch Salford activities.

I'm also here to help members of the public who contact Healthwatch Salford needing information on organisations in Salford providing health or social care services. In this latter role I'm referred to as the Signposting Officer.

Occasionally, you will see me meeting with our Volunteers as well as colleagues in other organizations that we work alongside, but I'm usually found in the office at my computer and right by the phone ready to help.

This year we said goodbye to Clare Mayo, our outgoing Chief Officer and Sarah Whitehead, Engagement Officer - we would like to say thanks to Clare and Sarah and wish them all the best in all their future endeavours.

Our volunteers

We would like to say thank you to all our volunteers at Healthwatch Salford!

During 2015/16, our 29 volunteers did over 1,000 hours of volunteering in Salford to help local people to have their say about health and social care.

Listening to You in the Community

We have volunteers who have been trained in listening and engagement techniques. This means that they are able to gather the views of local people. They help us to conduct interviews during projects and gather comments from local people about their experiences of health and social care.

Your Voice at Strategic Meetings

Our volunteers regularly meet with lots of agencies and partners to talk about how we can work together to improve health and social care for people in Salford. They attend these meetings to ensure that they are listening to local people's experiences and views. Here are the ones that they have been attending:

Children and Young People's Trust Board
Voice of the Child Advisory Group
Health and Adult Services Scrutiny Panel
Devolution Meetings and Events

Integrated Engagement Board

Integrated Care Programme - Citizen's Reference Group

Patient Transport Service

Getting Involved

There are lots of roles for people at Healthwatch Salford from helping out in the office, running a stall at events, or helping us with our projects. We are planning to recruit and train Enter and View Authorised Representative during 2016.

Supporting Volunteers

We pride ourselves on supporting a diverse range of volunteers from different back grounds and also with different conditions and experiences. We support our volunteers through providing training, tailored support and outcome stars.

Recently we reviewed our number of volunteers active within the Volunteer Bank for Healthwatch Salford. Since April 2013 we have had 44 people volunteer with Healthwatch Salford.

So far our volunteers have completed 33 external training courses around Safeguarding and Health and Social Care, attended internal training sessions to help support them in their roles, and 12 have been signposted to services to help with wellbeing.

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		166,520
Additional income		0
Total income		166,520
EXPENDITURE		
Operational costs		2,852
Staffing costs		88,418
Office costs		3,084
Healthwatch Steward		34,000
Premises		10,579
Total expenditure		138,933
Balance brought forward		27,587

Contact us



Get in touch

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We will be making this annual report publicly available by 4th July 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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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