



On equal terms

Healthwatch Salford Annual Report 2020-21

Contents

Message from our Chair	3
About us	5
Highlights from our year	6
Our response to COVID-19	7
Men's Health in Salford Repot	9
Healthwatch Salford Community Forum	11
Volunteers	13
Finances	16
Our Business Plan 2021/2022	18



Achieved.
Valid Until
December 2022



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Message from our Chair

This was a year when everything changed. COVID has changed all our lives, fundamentally. As well as the impact on health, work, communities and families it also impacted on Healthwatch Salford. We changed the way in which we worked and carried out our role. In particular we moved to working virtually, and engaging with new structures set up to respond to COVID.

During this time we saw our previous Chief Officer, Delana Lawson, depart. We wish her all the best in her new role within the Healthwatch family at Healthwatch England. We're pleased to welcome Alex Leach as our new Chief Officer, as well as Ali and Scarlett as new members of staff, alongside our existing staff Mark and Elyse.

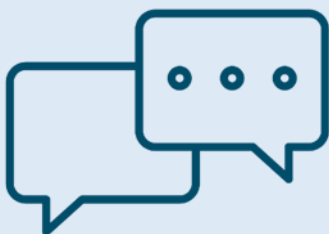
COVID continues to shape the health and social care world and we'll continue to respond to its various challenges. We will also respond to changes in the way in which health and social care are delivered at a Greater



Manchester, Salford and neighbourhood level. We will continue to press for public and patient voice to be placed at the heart of decision-making, and to support that voice being heard.

Finally I would like to pay tribute to David Backhouse who passed away in August last year. David had been a Healthwatch Salford volunteer and Board Member for many years, amongst his many contributions. Our love goes to his family.

Phil Morgan
Chair



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

 www.healthwatchsalford.co.uk

 0330 355 0300

 info@healthwatchsalford.co.uk

Message from our Chief Officer

Welcome to our annual report informing the vital work that our collective team have accomplished over the past year.

In light of COVID-19 I want to put on record my thanks to the tireless efforts of our team members and volunteers despite the lockdown, adjusting to working from home and experiencing changes in leadership, the team has continued to support each other and the wider community.

The organisations core principle have remained the same, to engage with users of health and social care services across Salford. But we have had to pivot our plans to effectively support the local system and work collaboratively with our partners, community and public to deliver projects and support local services in new and innovative ways.

We have produced seven excellent investigative research reports which have resulted in 10 recommendations that I believe will improve various health and social care services, ranging from adult care services to accessing primary care services.

This year we have launched our #SpeakUpSalford Fund which is a initiative to increase the range of residents who have a say on health and social care in Salford. The fund will also offer organisation funds to allow them to start these conversations about people's experiences of health and social care, resulting in the improved wellbeing of members of the community.



We have continued to progress our governance and operational arrangements including implementing the Healthwatch England Quality Assurance Framework, progressing our Equality, Inclusion and Diversity agenda, achieving recognition from the Nation Centre of Diversity and our continued commitment of being a Living Wage Employer.

We have and will continue to play an important strategic influencing role across a number of health and social care boards and will be ensure this is ever present in the developments of the Integrated Care System.

We hope you enjoy reading about our work and we thank you for your continued support.

Alex Leach
Chief Officer

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in Salford. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

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



2 Providing a high quality service

We want everyone who shares their experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



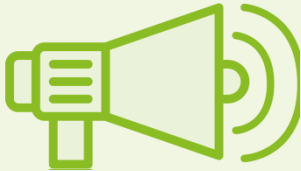
“Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone’s views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people’s lives.”

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

Reaching out



We heard from

1525 people

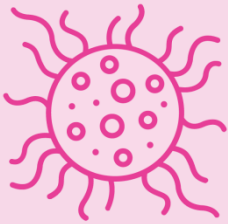
this year about their experiences of health and social care in Salford via our surveys and our feedback service.

We provided advice and information to

1820 people

this year via our feedback signposting service and our website's Advice and Information pages.

Responding to the pandemic



We engaged with and supported

162

people during the COVID-19 pandemic this year with issues such as accessing the COVID-19 vaccine or for advice on where to receive support whilst shielding.

Making a difference to care



We published

7 reports

about the improvements people would like to see to health and social care services. All of our reports are available for you to view on our website.

15 support articles

have been uploaded onto our website providing information and advice about health and social care in Salford.

Health and care that works for you



21 volunteers

helped us to carry out our work. In total, they contributed 140 hours of their time to support our work.

We employ 5 staff

80% of whom are full-time equivalent

We received

£166,520 in funding

from our local authority in 2020-21

Our response to COVID-19

Healthwatch Salford began working to capture patient's experiences of health and care to aid the management of the response to the coronavirus pandemic locally in the city of Salford. Healthwatch Salford also worked with stakeholders to ensure people have the best possible information about the effect of COVID-19 on changes to health and care services.

The work plan was developed to run from October 2020 - March 2021 and included the following priorities:

- Care in the Community and COVID-19 - Prior to the COVID-19 pandemic our board identified Care in the Community as a key priority area for our work programme.
- Doing Things Differently - Due to COVID-19, Healthwatch Salford have had to change their normal ways of working. Moving forward over the next 6 months they will continue to build on their partnership working.
- Speak Up Salford Fund - Healthwatch Salford will provide a small grants scheme that enables groups to apply for two pots of funds. This will include Healthwatch Salford Network fund or the Opportunities Fund which will be used to deliver digital projects that enhance and promote health and wellbeing within local communities.
- Patient feedback - Triangulation of data - COVID-19 has highlighted the need to listen to the patient's lived experience and use their feedback to help shape services across the Salford City.

Trusted Voices

In collaboration with Salford CVS and Salford CCG, the Trusted Voices champion volunteer roles were set up to assist in sharing official information, key messages and current public health advice and guidance through the volunteers' networks of work colleagues, friends and family to help stop the spread of coronavirus within Salford. Trusted Voices volunteers are emailed once a week with the latest COVID-19 messages and information to share with their networks, with over 100 volunteers signed up to the role.



COVID-19 How is it for you?

Since the outbreak of COVID-19 there have been many changes to our lives. To help us understand the impact of this, we launched an anonymous survey gathering information about your experiences.

The survey ran throughout October, November and December 2020 and we shared the anonymised findings each month with Salford City Council, Salford Clinical Commissioning Group, and any other relevant providers of services. The information was used, alongside other feedback, to plan health and care services for our local population. Reports have been published each month and are available from our website or you can request hard copies by contacting us.

Across the three months the survey found that 66 people felt that the pandemic had effected their mental health and that 55 people believed that the pandemic had also impacted their physical health. The survey also found that 57 people felt that the messages from the Government regarding restrictions were confusing and difficult to understand.

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25

people felt the pandemic had affected their **mental health**



20

people felt the pandemic had affected their **physical health**



10

people could not access a service that they required such as a **GP, dental or outpatient service**

COVID-19: How is it for you?

(In a report of 40 people)

Men's Health in Salford Report

To celebrate International Men's day in November 2019, Healthwatch Salford wanted to run a project that allowed men from across Salford to share their experiences of health and care.

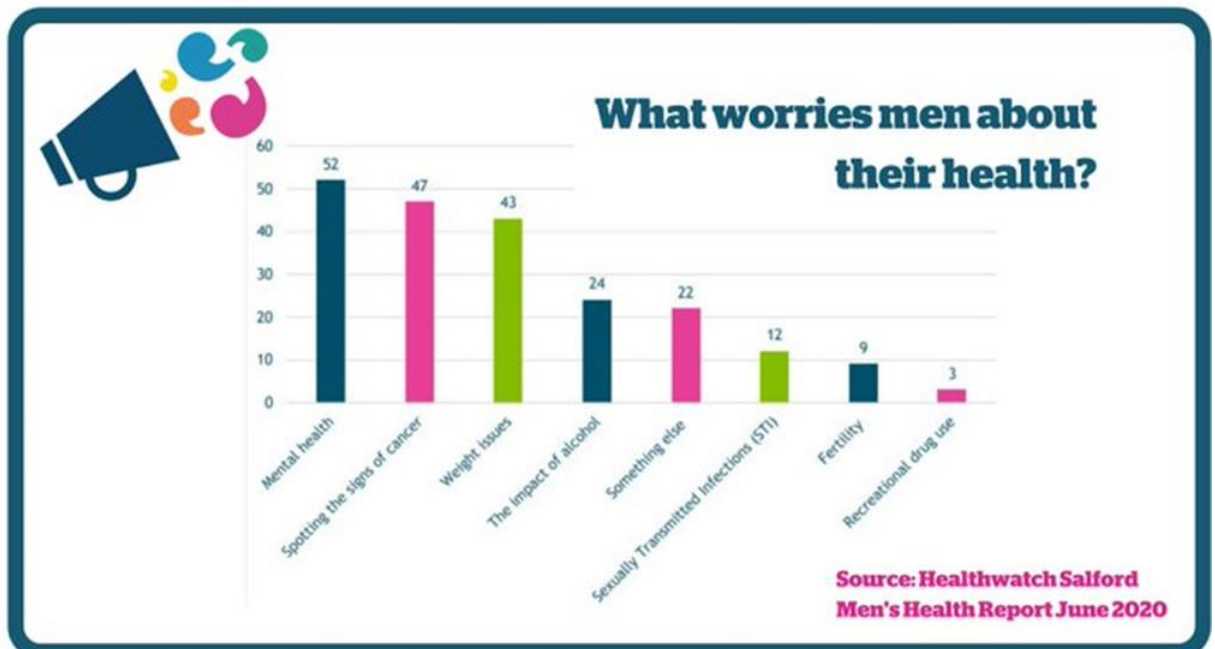
This report, published in August 2020, captured what men have told us about their experiences, with the aim being to help inform commissioners and providers of services to understand the barriers that some men are facing when trying to keep themselves healthy.

From the focus groups, men told us that:

1. Men are reluctant to talk about their health with each other, with their families or to healthcare professionals. Societal attitudes exacerbate this with men expected to be stoic.
2. Men said that they would prefer to not know if they have a health issue, even though they know early detection relates to better health outcomes.
3. Previous experience of difficulties in accessing services or being treated poorly by services (mainly not listened to or having to say more than they want to receptionists), prevented the men from seeking access to services.

Key findings include:

- Some men do not feel their health is seen as a priority.
- Men need to feel able to speak up and voice their concerns as men.
- Men need better access to advice, support and treatment.
- Recommendations on what would help to improve men's health.



Women's Health in Salford

Salford women had their views heard in a new health report to make improvements to services.

The report, published in December 2020 includes the views and experiences of 135 women across a range of topics, including key health worries, access to services, and what barriers prevent women from keeping healthy.

The report found that although 90% of women surveyed who had used a health or care service in the city in the last year had rated the experience as 'good' or 'very good', 19% felt that services did not understand, or were not sure if they understood, the needs of women.

The respondents suggested several ways services could be improved and barriers could be reduced to help them to live healthy lives, including more access to female healthcare professionals, affordable female-only leisure and exercise sessions, and inexpensive classes on healthy cooking, English language, and money and budgeting.

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Response from Salford CCG:

"Findings from this report will be shared with the CCG Governing Body and Quality Assurance Team to ensure that women's views are being taken into account at the highest level."

**Women's Health in
Salford Report 2020**



Healthwatch Salford Community Forum

Since October 2020 Healthwatch Salford has hosted the monthly online Community Forum to provide a space for residents to share their own experiences, which also hosts guest speakers from leading health and social care organisations, who share their insights on delivering services in the city. Previous guest speakers have been from Salford Clinical Commissioning Group, Gaddum and the North West Ambulance Service.

Alex Leach, Chief Officer at Healthwatch Salford said, “It is more important than ever that people of all ages get a say when it comes to the health and social care services they access - be it a visit to their GP, receiving care in a residential home, and everything in between. The pandemic has changed the way we access these services - and as the city’s champions of patient experience, we want to make sure people’s voices get heard by joining our Community Forums”.

During the Forums, participants are able to ask questions of guest speakers and other professionals, with their comments and responses noted and published in a summary document. For those questions unanswered, we are able to task participants with ‘actions’ to take away and return to a later meeting with answers/feedback. Over the course of the 6 forums, 27 actions were raised with 24 of them being completed within their timeframes.

Remote Appointments during COVID-19

Our report, “Insight Into Remote Healthcare appointments during the COVID-19 pandemic”, interviewed people aged over 65, people with disabilities and people whose first language is not English to understand their experiences of accessing GP appointments digitally.

The report found that although there were positive experiences, some people struggled to understand the telephone and video calls with healthcare professionals - particularly if they were hard of hearing or if their first language was not English.

In response, Salford Clinical Commissioning Group (CCG) is in the process of developing an interpretation and translation training programme, including non-verbal communication and British Sign Language, as well as working directly with GP practices where concerns are raised.

The report also found that the shift to remote health consultation appointments has had a negative impact on some autistic people in Salford, by reducing people’s perceived ease of accessing the service resulting in their unwillingness to engage with GP services. In some cases, this has led to reduced attendance at routine check-ups.

Salford CCG has committed to raising public awareness about the different ways people can engage with their GP practice.





Equipment Services Report

Healthwatch Salford have published a report into the Equipment Service which is used by more than 16,000 Salford residents.

Produced in partnership with Salford City Council and Salford Clinical Commissioning Group (CCG), the report explores how the service - which provides a range of assistive equipment for people to use at home, including bed rails, hoists, bath seats and telecare - is viewed by its users. A total of 335 people - a mix of users of the service and their families and carers - responded to the postal survey.

It found the majority of respondents (92.2%) felt the equipment met their needs, with one respondent saying: “The stair handrail and grip bars fitted at front door and shower, have made a big difference to my husband’s mobility and confidence especially going up and down stairs. He has a great fear of falling.” The findings did highlight areas where the service could be improved.

For example, data showed a need for family members to be involved in the initial equipment assessment and in the arrangement of equipment deliveries. The Equipment Service has committed to remind those who make assessments to include information on family members and carers.

Top four areas that people have contacted us about:



17% on GP services



42% on Dentistry



8% on Hospital Care



33% on Vaccines



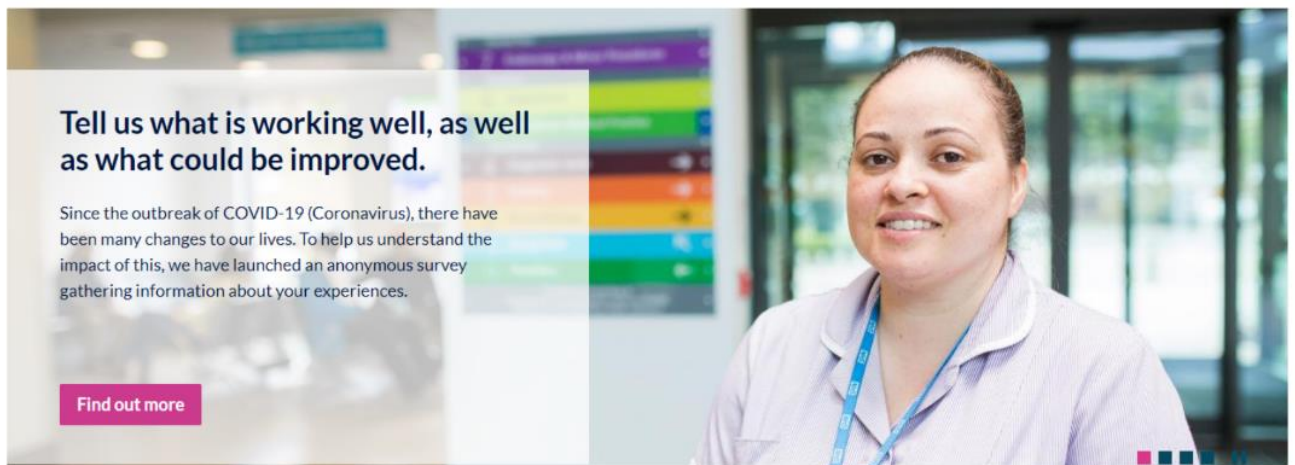
Our new website

In October we launched our new website. The new Healthwatch Salford website shares many resources to help people find the information they need along with helpful tips and advice to get the best from their appointments. The website has a sleek new look that makes for better viewing and exploring. We've kept all of our features, but made the website more accessible to ensure a smoother experience for all.

Our new website is easy to use and we encourage you to use it and we welcome your feedback. You can also view past and upcoming events happening locally, learn more about Healthwatch Salford, find out about opportunities to volunteer or read our latest advice and information articles.

Have your say ▾ News & reports Get involved ▾ What we do ▾ Advice & information ▾

🔍 Search



The Speak Up Salford Fund

In March 2021 we launched the Speak Up Salford Fund. The Speak Up Salford Fund is a small grants fund intended for local organisations and community groups in Salford who can assist Healthwatch Salford with collecting feedback from members of the community who use health and social care services.

Through the Speak Up Salford Fund, Healthwatch Salford are looking to increase the range of residents who have a say on health and social care in Salford and offer organisation funds to allow them to start these conversations about people's experiences of health and social care, resulting in the improved wellbeing of members of the community.

At the end of the programme, once feedback from organisations has been submitted, Healthwatch Salford will present the report and findings to relevant commissioners and providers such as Salford CCG, so feedback from the community can be taken on board by professionals and decision makers in Salford's health system.





Volunteers

At Healthwatch Salford we are supported by 21 volunteers to help us find out what people think is working, and what improvements people would like to make to services.

This past year, volunteers have adapted to the challenges of working entirely from home. Prior to the coronavirus pandemic, volunteers would provide office support to ensure the smooth running of the organisation. They have shown real dedication in taking on administrative tasks from their own homes, joining in the huge team effort of inputting over 300 surveys onto our system.

Volunteers have attended our online Community Forums where we consult with the public, as well as our fortnightly team catch ups, which have helped us to stay connected throughout this time.

Our volunteers are often called upon to provide feedback on documents intended for service users and the wider public, such as surveys and annual reports. Through our researcher role, volunteers have contributed to the work of Salford Clinical Commissioning Group and the Northern Care Alliance to mention just a few organisations we've worked with where volunteers have had an impact.

We're looking forward to working with volunteers on future projects, including an opportunity for young volunteers to shape a brand new Youthwatch group later in the year.



Priorities Report 2021/22

Each year we consult with the public and use our intelligence shared with us over the previous twelve months to help develop the business plan for the year ahead.

In January 2021, we invited local people to share their views on what priorities the organisation should focus on and following this recent review, it has been agreed that Healthwatch Salford's key priorities will be Primary Care, Adult Mental Health and Adult Social Care.

Alongside these priority areas we will also continue to develop key service areas which include:

- Speak Up Salford Fund
- Healthwatch Salford Community Forum
- Youthwatch
- Information, advice, and signposting service



Our Business Plan 2021/22

The business plan for the year ahead outlines our proactive approach to understanding patients' experience and championing these views within the health and care system.

The priorities within the plan have been developed using insight from the public, our stakeholders, and Healthwatch Salford's team to ensure our direction over the next 12 months brings about impact, whilst continuing to understand the challenges of the COVID-19 pandemic.

The Business Plan informs how the workstreams will cover multiple special delivery functions (SDF) to offer a more holistic approach, from patient engagement, service redesign, service inspections and signposting to how reporting and best practice will be shared locally, regionally and nationally. As an independent organisation, we feel this approach is important, to ensure an informed decision has been reached and is reflective of the views that have been shared with us. Our mission statement is clear: a health and care system that is accessible and equitable for everyone. As an inclusive organisation, we would value ongoing collaboration with our partners, to help take what we know and translate this into action to improve patient experience in our local area.



You can read our Priorities Report and Business Plan for 2021/22 by visiting our website;

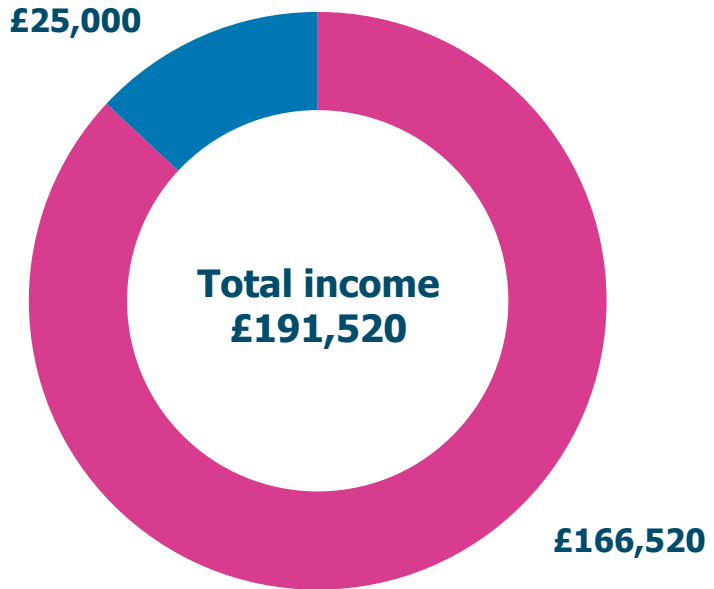
www.healthwatchsalford.co.uk

Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

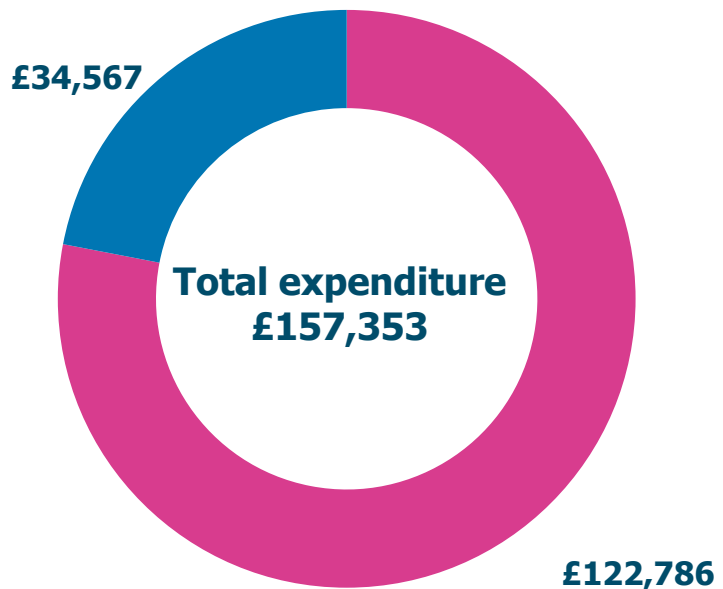
Income

- Funding received from local authority
- Additional funding



Expenditure

- Staff costs
- Operational costs





Statutory statements

About us

Healthwatch Salford uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Health and Wellbeing Board

Healthwatch Salford is represented on the Salford Health and Wellbeing Board by Alex Leach, Chief Officer at Healthwatch Salford.

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.



Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Eccles
Salford
M30 0FN

www.healthwatchsalford.co.uk

t: 0300 355 0300

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