

Championing what matters to you

Healthwatch Salford
Annual Report 2021-22



Contents

Message from our Chair	3
About us	5
How we've made a difference	7
Highlights from our year	10
Advice and information	12
Volunteers	14
Finances and future priorities	18
Statutory statements	19



Achieved.
Valid Until
December 2022



Healthwatch Salford is a company limited by guarantee; company.no 9563358. Healthwatch Salford is registered as a charity with the Charities Commission; registered charity no. 1171170

Message from our Chair

Our work here at Healthwatch Salford has continued to be shaped by COVID and its aftermath in three related ways. Firstly, many of our fellow citizens have had their health and wellbeing impacted, at times profoundly, by COVID. Secondly, our health and care services have also been impacted with challenges about the provision of services going forward. Finally, Healthwatch Salford has introduced different approaches at different times to ensure we are able to provide patient and public voice for those health and care services.

This includes a changing situation with the creation of new health and care structures at a Greater Manchester, Salford and neighbourhood level. Healthwatch Salford has engaged with the creation and evolution of those new structures, ensuring that their culture reflects the importance of engagement.

Central to our ability to carry out our role successfully is our excellent staff team, with Holly joining Mark, Elyse, Ali and Scarlett. Our Chief Officer Alex Leach, who had done so much to improve our service, has moved onto a very different role as a Detective in

Greater Manchester Police and we wish him all the best for the future. We look forward to Sam Cook joining us as our new Chief Officer, having been a Board Member for the past 4 years.

Our work also depends on the work of volunteers who support our work in so many ways. I am eternally grateful for all they do. This includes our great Board Members – Jackie, J, Nisa and Rimpay – and warm thanks to Kate and Jacquie for their work as (retiring) Board Members. I'm also grateful to the many supporters within Salford and beyond for their help with our activity.

I hope you enjoy reading our report and for your continued support.

Phil Morgan, Chair of Healthwatch Salford



“The COVID-19 pandemic has thrown long-standing health inequalities into stark relief. With NHS and social care facing even longer backlogs, the unequal outcomes exposed by the pandemic are at risk of becoming worse. Local Healthwatch play an important role in helping to overcome these adversities and are uniquely placed to make a positive difference in their communities.”

Sir Robert Francis QC, Chair of Healthwatch England



Message from our Chief Officer

In June 2022 we welcomed our new Chief Officer Sam Cook into the staff team. Sam has been with Healthwatch Salford as a Trustee since 2018 and has extensive experience in the voluntary sector, community engagement and empowerment.

As Chief Officer, Sam will lead Healthwatch Salford in delivering its mission to ensure the public's voice is heard and acted upon, thus demonstrating patient experience informs the decisions made in the system. Sam's role is to lead Healthwatch Salford strategically and operationally, on behalf of the Healthwatch Salford Board.



"I will be building upon the great work from the previous Chief Officers, with a big focus being on the objectives of the 2022/23 Business Plan, which was built on the views of people in Salford."
Sam Cook, Chief Officer of Healthwatch Salford.

healthwatch
Salford
Libraries Listening Tour

The Libraries Listening Tour is an opportunity for members of the public to come and have a cuppa and chat with us about anything related to health and social care at Libraries across Salford.

Last Monday of every month – Eccles

Last Tuesday of every month – Walkden library

Last Wednesday of every month – Broughton Library

Last Thursday of every month – Swinton library

Last Friday of every month – Pendleton library

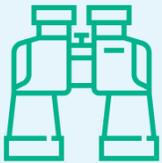
Drop in between 10am – 1pm

The graphic features a stack of colorful books (yellow, purple, orange, red, blue, orange) on the left side. The background is light blue with decorative curved lines in green, orange, and pink.

About us

Your health and social care champion

Healthwatch Salford is your local health and social care champion. From Swinton to Cadishead and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

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



Our mission

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



Our values

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

Our year in review

Find out how we have engaged and supported people.

Reaching out



1152 people

shared their experiences of health and social care services with us via our surveys and projects, helping to raise awareness of issues and improve care.

1627 people

came to us for clear advice and signposting information about topics such as mental health and COVID-19, via our feedback and signposting service and by visiting the advice pages on our website.

Making a difference to care



We published

5 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

The Big Check Up – Dentistry in Salford

which highlighted the struggles people have accessing NHS dentistry.

Health and care that works for you



We're lucky to have

28

outstanding volunteers, who gave up **176 hours** to make care better for our community.

We are funded by our local authority. In 2021-22 we received:

£166,520

Which is **the same as** the previous year.

We also currently employ

6 staff

who help us carry out this work.

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Living Well in Salford



Over the past year our Engagement Officer, Holly has been collecting feedback on the Living Well Service, which provides mental health support to Salford residents.

A positive quote shared from an individual who was supported by Living Well: "I saw one man first he was really nice, I cried for nearly the whole session, and he was really reassuring. I felt like I got a lot off him, like he genuinely wanted to help me. I felt I got more out of that one session with him than I had from any previous support"

Speak Up Salford Fund



The fund closed for applications in March 2022 and we will be publishing the report on Speak Up Salford Fund projects in summer 2022. We want to thank everyone who took the time to complete an application for the Speak Up Salford Fund and want to say a big thank you to SARELI and Europaia for their fantastic work on their projects. We are looking ahead to building even more connections in the future with local groups working with seldom-heard communities, to ensure that everyone in Salford has the opportunity to give their feedback on health and care services in the area.

Virtual Support Toolkit



During 2021 Healthwatch Salford worked together with the Northern Care Alliance to produce a toolkit aimed at helping health and wellbeing support groups in Salford, Bury, Rochdale and Oldham to mobilise their meetings in the virtual world online.

This toolkit allows groups of people to get together, create and support each other in a digital space. You can view the toolkit on our website. Or to order a free hard copy (whilst stocks last) please get in touch and include the following details in your request:

Contact name
Contact address
Contact telephone
info@healthwatchsalford.co.uk
0330 355 0300

Unmet Need Project



Healthwatch Salford undertook a project focussing on the issue of unmet need in social care. The aim of this work was to put a face to unmet need so that people can hear the real stories behind the statistics. To do this, we wanted to collect a set of case studies that would show people who are overlooked or underserved by the current social care system, and the impact this has on their lives. The project was part of a national campaign, and we wanted to make sure that the voice of Salford was included. The published case studies can be viewed on our website.

Equipment Services



A report into the Equipment Service which is used by more than 16,000 Salford residents was published by Healthwatch Salford in June 2021. 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."

Remote Appointments Project



Salford residents shared their experiences of accessing healthcare appointments during the COVID-19 pandemic in this report. The report looked into the ways vulnerable residents have accessed healthcare appointments in the city.

The project 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.

The Big Check Up – Dentistry in Salford Project

The Big Check Up evaluated 447 patients' experiences of Salford's dentistry services. The report found that people in Salford have struggled to find a dentist taking on NHS patients and that, for many, private treatment was too expensive.



Just over 2 thirds (68%) of those identified as not having a dentist, told us that if they were to visit a dentist the following day, they thought they would need treatment. Some were willing to travel up to 20 miles to find a dentist.

Treatment was often reported as too expensive due to practices turning private, and thus pricing patients out of care. Some noted there was a long wait for NHS appointments, but dentists can often fit them in more quickly as a private patient. The findings back recommendations from both Healthwatch Greater Manchester and Healthwatch England for a rapid and radical reform of the way dentistry is commissioned to tackle the current access and affordability crises.

Visit our website to read the full report, or get in touch to request a paper copy which can be posted out to you.

The launch of the Libraries Listening Tour

The Libraries Listening Tour was launched in February 2022 and is an opportunity for members of the public to come and have a cuppa and chat with us about anything related to health and social care at Libraries across Salford.



We may often bring along a guest from a health or care organisation to be on hand to chat with anyone who visits. Come along anytime between 10am and 1pm to have an informal chat with us about your experiences of health and social care in Salford.

Dates:

- Last Monday of every month – Eccles
- Last Tuesday of every month – Walkden library
- Last Wednesday of every month – Broughton Library
- Last Thursday of every month – Swinton library
- Last Friday of every month – Pendleton library

Team highlights from the past year

Mark Lupton – Engagement Officer



2022 brought a ray of sunshine to us engagement officers as we began to venture out into the public for the first time since COVID-19 restrictions began. It was a real boost to be able to chat with people face-to-face and have those essential conversations around health and social care that had been missing for so long. Utilising these opportunities, we were overwhelmed with chatter at engagement events around our dental project and welcomed people at our hybrid community forums whereby people could join us in the room in person, or remotely via Zoom.

Elyse Peacock-Fowell – Knowledge and Support Officer

This year it has been great to see the return of face-to-face engagement and see the team attending various events across Salford, promoting the great work that we do here at Healthwatch Salford.

During the time when there were still some Covid-19 restrictions around meeting indoors we regularly met up as a team for a walk and talk in various locations across Salford. These were a great opportunity for us to meet in a Covid-19 compliant way, whilst getting fresh air, exercise and developing as a team. And I even got to bring along my dog!



Scarlett Ash – Volunteer and Involvement Officer



This year I have really enjoyed playing a part in setting up the Safer Salford Lived Experience Panel with Aqua (Advancing Quality Alliance). The volunteers who came forward to be a part of the panel all have such varied experience from their careers and personal lives – they have so much to offer and it has been fantastic to welcome them to the Healthwatch Salford team.

Volunteers have reported that they feel valued by the clinical staff they have been working with on projects; they feel listened to and feel they can bring a really unique perspective to discussions that these staff members are having. I'm looking forward to seeing how this work develops in the future!

Team highlights from the past year

Holly Mansoor – Engagement Officer (Living Well)



Since joining Healthwatch Salford in June 2021 I have worked on the Living Well pilot for mental health support in Salford. I have gathered 37+ stories doing ethnographic research and worked with the Living Well team to discuss positive feedback, as well as possible changes the service can make for the future. Following this, the service have put a number of things in place to improve the quality of the service.

Additionally, gathering this research has allowed for feedback for other services to come to light and improvements have been made. My favourite part about doing this work is working with the Living Well team and sharing the positive feedback which comes through. Another favourite of mine is knowing it is making a difference and the Living Well team take developmental feedback on board too. In the upcoming year I will continue to be working with Living Well and also gathering ethnographic research on some of the organisations that they work in partnership with.

Ali Macleod – Engagement Officer

I've found it enlightening working on the "Putting a face to unmet need project" for Healthwatch England this year. It was extremely rewarding to have the opportunity to delve a little deeper into what is happening with Social care in Salford, and get people's first hand experiences.



Our 3 case studies highlighted the impact on service users and their families who are struggling to access adequate support. And, working together with other Healthwatch across the country, it was apparent that the picture in Salford is replicated elsewhere, and there is still much to be done nationwide to improve the experience for users and their families."



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.

www.healthwatchsalford.co.uk

0330 355 0300

info@healthwatchsalford.co.uk

Advice and information

If you feel lost and don't know where to turn, Healthwatch Salford is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



Collaborative work to increase vaccination and testing uptake

Salford CCG, Salford City Council and Salford CVS worked together to organise street teams made up of health & care staff including team members from Healthwatch Salford, to provide information about where to get the Covid-19 vaccine and tests. The street engagement took place over two weeks, from 28 June to 11 July 2021.

The street teams were part of a programme of targeted outreach and engagement coordinated by Salford's Health Improvement Service, focusing in areas of Salford experiencing the highest Covid-19 rates and encouraging as many people as possible to get the vaccine and take part of regular testing.

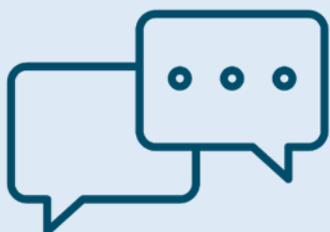


Collecting views of NHS 111

From December 2020, NHS England launched a campaign called NHS 111 First. This campaign encouraged the public to call NHS 111 before attending A&E or seeking urgent medical care, to ensure they are directed to the most appropriate service. For the first time, callers to NHS 111 can now receive a pre-booked timeslot to attend their local A&E, as well as receive a same-day appointment booking at the GP and some other urgent health services.



This aimed to reduce waiting times at emergency departments and limit the number of people in waiting rooms to prevent the spread of COVID-19. The survey aimed to take a closer look at people's experiences and attitudes to NHS 111 generally, as well as the new time-slot booking service being rolled out through NHS 111 First. The survey ran across Greater Manchester Healthwatch in August 2021 and found that not enough people knew about the 111 First A&E booking service as the messaging from the NHS has not been strong enough. The full findings from this survey were shared with service providers. More details on the report can be found [here](#).



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.healthwatchesalford.co.uk

0330 355 0300

info@healthwatchesalford.co.uk

Volunteers

At Healthwatch Salford, we are supported by volunteers who live, work and study in Salford. Their values are Healthwatch Salford's values and they are passionate about championing patient voice in the local area. This year, volunteers collectively gave **176 hours of their time** to the organisation and our team has expanded to include **28 volunteers**.



What our volunteers have worked on this year

From sitting on internal decision-making panels to analysing data from our projects, volunteers have played a vital role in Healthwatch Salford's work over the past year. They were instrumental in the design of surveys for the dental project and the homecare project. Volunteers identified themes and trends from our feedback such as the interview transcripts for the unmet need project, plus they continued to give their own feedback at Community Forums that have been taking place every two months.

Volunteers who take part in our Readers Panel activities continue to respond to calls for feedback on documents produced by external organisations. The Safer Salford Lived Experience Panel, which launched in 2021, has seen volunteers get involved in projects headed up by organisations like the Northern Care Alliance. Volunteers have joined working groups to provide an alternative perspective to clinical staff, ensuring that patient's and relatives' points of view are highlighted when making decisions about processes that will affect them.

We are delighted that community events are taking place in Salford again and look forward to offering our volunteers the chance to engage with the public face-to-face alongside our remote-working opportunities. We want to take this opportunity to thank our volunteers for their incredible work over the last twelve months and for representing Healthwatch Salford so positively.

We are currently **recruiting for new Trustees** to join the organisation. Do you have a strategic background? Care about the future of the NHS? Have a passion for social care support services? If the answer is YES, then you could make a difference at Healthwatch Salford by becoming a Trustee. Visit our website for more details or get in touch info@healthwatchesalford.co.uk or 0330 355 0300.



YOU could make a difference at Healthwatch Salford by becoming a Trustee

healthwatch Salford



Here's what some of our volunteers had to say about the work they've done during the past year:

'I've thoroughly enjoyed volunteering. It gives you good insight into what's going on with various health services and the topics you cover are things that I'm interested in. You get that insider knowledge of exactly what's going on like with the dental project.'



'I've enjoyed the work I've been involved in, I think the activities were good. Doing the mystery shopping was my favourite part of the dental project – I'm amazed at the number of people who can't get an NHS dentist in Salford.'

'The dental project has been so interesting, the meetings that we've had designing the survey questions. It was eye-opening what the team brought, different areas that they are affected by, things that I wouldn't have considered.'



'Thanks to you all for being so supportive. It's a good organisation to volunteer for.'

'I really enjoy volunteering. To experience this kind of work in practice is really good, to get that insight. University is not realistic of real working life, so I like that there's a voluntary role where you can actually use your skills and prepare for employment.'



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchesalford.co.uk/volunteer



0330 355 0300



volunteer@healthwatchesalford.co.uk

Youthwatch Salford

We launched Youthwatch Salford in February 2022 to find out what it's like to access health and care services as a young person in the city. With the launch of Youthwatch, young people are invited to take part in a range of activities to share their views.

We will work with 13–18-year-olds through Youthwatch activities. Young people will have the chance to share their experiences and ideas for how services can cater to this age group, which Healthwatch Salford will pass on to commissioners and providers in Salford.

"It's really exciting that Healthwatch Salford are encouraging young people to speak up about their experiences. Regardless of how much a young person has used services themselves, we want them to share what they and their peers think about health and social care in Salford – how services can work best for them."

— Scarlett Ash, Volunteer and Involvement Officer

What does it involve?

You will be giving Healthwatch Salford your feedback on different aspects of health and social care: how confident do young people feel making an appointment? What would put you at ease in a hospital environment? How easy is it to find support for your mental health online?

We want you to give us your general feedback and we will invite you to take part in activities that focus on specific areas too. You will participate in surveys and workshops on topics like GP services, dentists, children's mental health services and more. Your involvement in these activities will directly contribute to our reports and by sharing what you think, professionals in the health and care system will be better equipped to ensure services are young-person-friendly.

Want to get involved?

Get in touch with Scarlett, 0330 355 0300 volunteer@healthwatchsalford.co.uk



**We want Salford's
young people to
tell us what they
think of the
health and care
services**

Youthwatch
Salford

Finance and future priorities

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	£166,520
Additional funding	£9,000
Total income	£175,520

Income	
Staff costs	£161,618
Operational costs	£45,674
Total expenditure	£207,292

Top four priorities for 2022–23

1. Adult Mental Health services.
2. GP Services.
3. Care Homes, with the reintroduction of our Enter and View programme.
4. Young persons Mental Health services.

Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.

Statutory statements

About us

Healthwatch Salford, Eccles Old Town Hall, Eccles, Salford, M30 0FN

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



The way we work

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

Our Healthwatch Salford board consists of 5 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. Through 2021/22 the board met 6 times and made decisions on matters such as what areas of work to focus on for the year ahead, policies and procedures and the restarting of public face-to-face engagement.

We ensure wider public involvement in deciding our work priorities. In January 2022 we launched our Priorities Survey which aimed to collect Salford residents views on what areas of health and social care they would like us to focus on for the year ahead (2022/23).

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2021/22 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, launching Youthwatch which aims to ensure the views of young people who use health and social care services in Salford are heard.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website and physical copies are available at our engagement events and can be posted out upon request.

The way we work

Business Plan 2022/23

In January 2022 we invited people to share their views on what priorities we should focus on and following this recent review, it has been agreed that the key priorities include mental health services, GP services and care homes.

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

- Returning to face-to-face community engagement where possible
- Healthwatch Salford Libraries Listening Tour and Community Forum
- Youthwatch
- Information, advice, and signposting service

Health and Wellbeing Board

Healthwatch Salford is represented on the Salford Health and Wellbeing Board by our Chair, Phil Morgan. During 2021/22 our representative has effectively carried out this role by attending meetings and participating actively in the work of the Health and Wellbeing Board.

healthwatch
Salford

You can join our public Board Meetings via Zoom or submit your questions in advance for our Board to answer.

Find the dates of our of next meetings and how to submit your questions on our website.

**Healthwatch Salford
Public Board Meetings**



healthwatch
Salford

Healthwatch Salford
Eccles Old Town Hall
Eccles
Salford
M30 0FN

www.healthwatchsalford.co.uk

t: 0300 355 0300

e: info@healthwatchsalford.co.uk

 [@HWSalford](https://twitter.com/HWSalford)

 [Facebook.com/TellHealthwatchSalford](https://www.facebook.com/TellHealthwatchSalford)

 [@hwsalford](https://www.instagram.com/hwsalford)

 [/Healthwatch-salford](https://www.linkedin.com/company/Healthwatch-salford)