



**Annual Report 2024–2025**

# Unlocking the power of people-driven care

Healthwatch Salford

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

**Louise Ansari, Chief Executive, Healthwatch England**

## A message from our Chair

I'm pleased to introduce this year's Annual Report. This highlights the good work carried out by our staff and supported by our volunteers and Board Members.

That good work includes us engaging with patients and the public. It also includes a series of excellent reports, feedback and partnership working to ensure that not only we identify areas of concern, but also areas for improvement through our work. We work closely with stakeholders to ensure those areas for improvement are agreed, and monitored so they, and we, can demonstrate the impact of our work on the services we receive.

Three other areas of attention have remained.

There continues to be an evolution of the structures for health and care provision in Greater Manchester and Salford. Within Greater Manchester, we work closely with our colleague Healthwatch within Healthwatch in Greater Manchester. Within Salford, we work closely with local stakeholders. In all this we will continue to remind all involved of the importance of partnership working and ensuring that patient and public voice remain at the forefront of decision-making.

Secondly, we continue to meet with Greater Manchester Mental Health Foundation Trust on their improvement plan through a quarterly meeting again with colleague Healthwatch. Through these meetings, we are well-sighted on their progress and engage with them on our feedback and ensuring they engage, listen and respond to patient voice.

Thirdly, we remain committed to working with the Northern Care Alliance (NCA) on their journey of improvement. We have good working relations with Salford Royal and look forward to the NCA Partnership Board meeting restarting this year with ourselves and colleague Healthwatch.

Central to our work are three groups. Our staff provide a wealth of experience and commitment. I'm proud of the work they do, and this report highlights only some of their work and achievements during the year. They also work closely with our volunteers who give up their time and energy to support our work in so many different ways. Our Board Members ensure we remain a well governed and well-run Healthwatch.



**"I am standing down as Chair after over nine years, and two years before that as a volunteer. I would like to thank all those – staff, fellow Board Members, volunteers, and stakeholders who have offered so much support on that journey. I wish my successor the same support going forward."**

**Phil Morgan, Chair of Healthwatch Salford**

## A message from our Chief Officer

I would like to welcome you to Healthwatch Salford's Annual Report, which gives you an opportunity to see what we have been up to over the past year.

We continue to work hard trying to get the voice of Salford residents heard when decisions are being made about health and social care services across Salford. As part of our role, we attend many different meetings where we work with system leaders to improve things for the people of our city.

The number of people who engage with us continues to increase year-on-year, which demonstrates the importance of system leaders listening to the people of Salford.

Along with our Chair, I work closely with my colleagues across Greater Manchester as a member of the Healthwatch in Greater Manchester Network, ensuring the voice of Salford residents are heard at a Greater Manchester level.

Finally, I want to take this opportunity to thank the team, our volunteers and Board for their amazing work and continued support.



**"There will be changes in the world we operate in, but one thing you can be sure of is our continued commitment to ensuring the system listens to the voice of the people of Salford."**

**Sam Cook, Chief Officer of Healthwatch Salford**

## About us

# Healthwatch Salford is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you 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 are:

Inclusive – We start with people first. We work for everyone.

Transparent – We are open and honest in everything we do.

Be collaborative – We maintain a positive, forward-looking focus and work with others to get things done.

Accountability – We take responsibility for our actions and stand by decisions.

Making a difference – We work to a high standard, and provide a quality service, keeping it simple.

## Our year in numbers

We've supported more than 5487 people to have their say and get information about their care. We currently employ 5 staff and our work is supported by 29 volunteers.

### Reaching out:



**2198** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**3289** people came to us for clear advice and information on topics such as how to make a complaint and finding an NHS dentist.

### Championing your voice:



We published **5** reports about the improvements people would like to see in areas like **mental health, staff and patient communication** and **homecare**.

Our most popular report was **the Salford Men's Mental Health Commission report**, highlighting men in Salford's views on mental health and the support available.

### Statutory funding:



We're funded by **Salford City Council**. In 2024/25 we received **£166,520**, which is the same as the previous year.



# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Salford. Here are a few highlights:

## Spring

CAMHS have put guidance on thresholds and criteria to the Salford Thrive Directory webpages and linked to the Local Offer following our recommendation to do so.



Our Health Fair in June saw over 200 people attend, connecting them with services across Salford and giving them the opportunity to share their feedback and experiences directly with providers..



## Summer

Thanks to our collaborative work with the d/Deaf group Silent Voices and the Northern Care Alliance, a text service has been set up so that the d/Deaf patient can check to see if an interpreter is booked for their appointment.



We shared with the Northern Care Alliance feedback from a patient's experience of the Audiology service at Pendleton Gateway. This led to the patient being invited in for a meeting to discuss their feedback and to resolve any issues.



## Autumn

The Salford Men's Mental Health Commission report had over 20 recommendations, and the services have made some bold pledges to address these.



The Homecare follow-up report showed that there has been a continued decrease in the number of 15-minute visits, with an increase in 20 and 30-minute visits.



## Winter

We attended the Salford Parent Carer Forum event in March and spoke to over 120 people about their experiences of health and care services in Salford.



Feedback about confusion over how to book a GP appointment online led to the related practice texting all patients a reminder of how to book their appointments online.



# Working together for change

**We've worked with neighbouring Healthwatch to ensure people's experiences of care in Greater Manchester are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Greater Manchester ICS**

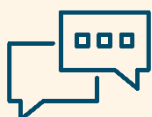
This year, we've worked with 9 Healthwatch across Greater Manchester to achieve the following:

## A collaborative network of local Healthwatch:



We have progressed into the second year of our partnership agreement with the ICS, as part of a network of 10 local Healthwatch to amplify the voices of people across the region. We've contributed to regional strategies, produced GM-wide reporting, and launched shared platforms to strengthen our insight. Our representative ensures that lived experience in Salford is heard and influences decisions across the ICS.

## Voices from our communities:



We listened to thousands of people across Greater Manchester on topics like ADHD, Menopause, Pharmacy, Urgent Care and CAMHS. These insights were shared with the ICS and used to inform strategy, consultations, and influence service design. By working together across the region, we've made sure the experiences of individuals and communities are central to how health and care services are planned and delivered.

## Building strong relationships to achieve more:



In November, Healthwatch in Greater Manchester hosted a conference, bringing together ICS leaders, Healthwatch staff, the VCSE sector and communities. We presented our work across the network, highlighted the importance of Healthwatch work and explored new ways of working, including stronger patient representation and co-production at ICS level.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.



# Making a difference in the community

**We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.**

Here are some examples of our work in Salford this year:

## Creating empathy by bringing experiences to life



**From our Salford Adolescent Mind's Project recommendations, the CAMHS participation group has been relaunched.**

This now gives young people the opportunity to be part of the staff interview process and carry out a review of the CAMHS waiting room so that young people and their families feel more comfortable there. Analysis has taken place of neurodiversity referrals in order to inform improvements on the waiting well offer, and communication and coordination between services and professionals has been improved, following our feedback.

## Getting services to involve the public



**Our annual Health Fair gives Salford residents the opportunity to speak to services in Salford face-to-face about their experience.**

Over 200 people attended our Health Fair in June 2024, with representatives there from Social Care, Northern Care Alliance, Primary Care and North West Ambulance Service. The event not only benefits the public but is a great opportunity for professionals to network and connect with colleagues across Salford.

## Improving care over time



**Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.**

In Autumn 2024 we returned to Barton Brook Care Home for our follow-up Enter and View. Since our last visit, it was noted that there appeared to be a significant positive shift in staff morale compared to our previous visit. We also made four recommendations for service improvement including planning external visits and activities outside of the home and creating a more consistent approach to signage in the home.

# Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback direct to services and help them improve.



# Listening to your experiences

## Salford Men's Mental Health Commission

Salford City Council tasked us with establishing and supporting the Salford Men's Mental Health Commission. The Commission's aim was to advise the Council, NHS, and voluntary sector on how the system as a whole can better support the mental wellbeing of men across the city.

Men from a wide range of backgrounds were invited to take part in the first stage of the Commission and co-designed an engagement project, called Men in Mind Salford.

### What did we do?

The group created and ran a survey asking men in Salford for their views on mental health priorities, local services, and support networks; gathering information to help analyse and create a report with recommendations for NHS, council services, and voluntary groups.

### Key things heard:



**69%**

**of the men identified sleep as a significant factor influencing their stress and low mood.**

**64%**

**stated that the cost of living was impacting their mental health.**

**21%**

**said they wouldn't tell anyone if they felt stress or a low mood.**

The project has provided valuable insights into the stressors affecting men in Salford and their coping mechanisms. It has highlighted the importance of work-life balance, physical activities, and access to information as key factors in managing stress.

### What difference did this make?

Salford City Council said: "This is an excellent and valuable report, not just in terms of the recommendations and outputs but in its design; the co-design has really ensured that the voice of men and their partners is clear and loud. This report provides us with rich information and ideas about how we can all work together to support men to maintain good mental health and to improve how men can get support when they are finding life difficult."

# Listening to your experiences

## Home Care Follow-Up Report

This project looked at the home care service provided in Salford, i.e., the provision of paid care workers who provide care for people who receive support in their own homes. This is a follow-up report which took place in Autumn 2024.

Recommendation	Response in Autumn 2024
Further work needs to be done to analyse the efficacy of 15-minute visits and allocating them correctly, taking into account the service user's needs.	In terms of 15-minute visits, 13% of the total visits commissioned in Salford are fifteen minutes in duration. This is a significant reduction from the 30% recorded October 2022.
It is recommended that further planning work is done around staff rotas and contingencies for staff absences and emergencies occurring at visits.	The implementation of the Overseas Recruitment sponsorship scheme has provided an injection of capacity into the Salford Homecare market. The additional capacity has also ensured the workforce is more resilient which can react to any potential staffing shortages.
Introduce an easier feedback system and analyse for themes.	It is a requirement for providers to include contact details for Healthwatch Salford in their service user guide. A question to monitor this is included in the quality assurance framework, which is used to assess the quality of provider. Healthwatch Salford are now included on the Adult Social Care Complaints and Compliments website.
Introduce new induction processes and training so that all staff are trained in person-centred care.	A co-designed induction process has been developed between providers and Salford Adult Social Care for Social Workers.
Feedback from people receiving support is used as an integral part of the commissioning process, and individual care providers should share good practice.	The quality assurance framework includes engagement questions asked directly to those individuals that receive homecare services. The information helps Adult Social Care understand the quality of services delivered by Homecare Providers. This part of the quality assessment is currently undertaken by a trained officer to ensure the engagement is done in the most effective way possible.
Identify unpaid carers and offer direct support to them.	There is no further update from the P&MM Team from the actions already delivered.
People are involved in the planning of their care and support as per the Health and Social Care Act 2012.	Since the last update we have made some changes to our direct payments process to streamline it and make direct payments more accessible. We have developed a new vision for Adult Social Care which commits us to developing these and other initiatives, to create a city where every person is able to lead a life that is as fulfilling, healthy, and independent as possible.



# Listening to your experiences

## Salford Silent Voices

**Silent Voices is a long-standing engagement initiative that has been hosted by Healthwatch Salford since 2019.**

The project brings together d/Deaf British Sign Language (BSL) users on a bi-monthly basis to identify and address key issues affecting their experiences with health and care services.

### What do we do?

Initially commissioned by the Salford Clinical Commissioning Group and now supported by NHS Greater Manchester, the project aims to empower the d/Deaf community and influence meaningful improvements in service accessibility and quality.

### Key achievements include:



- **Awareness Raising:** Developed a series of 'Top Tips' videos to educate health and care professionals on d/Deaf awareness and communication best practices.
- **Improved Access to Services:** Played a pivotal role in the commissioning of a BSL relay service, enabling better access to GP practices, pharmacies, and opticians in Salford.
- **Inclusive Feedback Mechanisms:** Supported the creation of a BSL video portal where individuals can share their experiences or submit complaints in their preferred language.
- **Community Engagement:** Organised a d/Deaf drop-in event, providing a platform for community members to voice their views directly to health and care providers.

### What difference does it make?

In partnership with the Northern Care Alliance, the group contributed to several access improvements within the hospital setting, including:

- Improved processes for booking interpreters.
- A text messaging service for d/Deaf patients to confirm interpreter bookings.
- Distribution of business cards and installation of pop-up banners to promote the service.
- Advising the Equalities Team on the development of staff training materials to enhance awareness of d/Deaf patient needs.
- A direct email for appointment queries: [dDeaf.Appointments@nca.nhs.uk](mailto:dDeaf.Appointments@nca.nhs.uk).

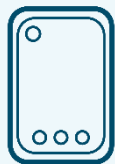
# Listening to experiences

## Frontline Voices Project

**This project originates from recommendations made by our Intelligence Subgroup to explore the area of patient and staff interactions, due to an increase in feedback being shared with us with this theme.**

The Frontline Voices project explored how staff perceive changes in public attitudes toward them and the level of support they receive from their organisations.

### Key things we heard:



**42%**

**of staff told us that patient's attitudes towards staff had deteriorated.**

**27%**

**of staff encountered a challenging interaction with a patient on a weekly basis.**



*"The practice has a high proportion of patients who do not fully understand what 'Primary Care' is and can therefore have unrealistic expectations."* **Practice Manager in Primary Care**

Respondents felt there is a need for better communication and clearer information to prevent misunderstandings. While many patients are appreciative and understanding, negative interactions can significantly impact staff wellbeing.

### What difference did this make?

We have put together four recommendations based around training, positive changes, staff wellbeing and raising awareness amongst patients. We will be following these recommendations up later in the year and will report on what changes have been made in our 2025-2026 Annual Report.



# Hearing from all communities

**We're here for all residents of Salford. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

**This year, we have reached different communities by:**

- Visiting local LGBTQ+ Youth Groups and the Salford Pink Picnic event, to hear from LGBTQ+ communities.
- Our staff team had Neurodiversity Training, to ensure that we effectively engage with all members of the community in a way that is appropriate and comfortable for them.
- We attended Salford Parent Carer Forum's SEND event in early 2025, to hear from parents of SEND children on their experiences of health and care.



# Hearing from all communities

## LGBTQ+ Community

**We attended four Salford LGBTQ+ youth groups in autumn 2024 and listened to people's experiences and feedback of Salford services.**

They told us about a range of different experiences and issues, such as barriers around accessing gender services, a lack of understanding and compassion among service providers, and waiting times for support and appointments.

### What difference did this make?

It gave us a vast amount of feedback and experiences of gender services in Salford and the support available. We heard from members of the community who we often don't hear from, and from gathering their experiences we could make sure the right people in Salford heard about what they had to say.

## Parent carers and SEND children

**In early 2025 we attended the Salford Parent Carer Forum's SEND event. This was an event that supports children and young people with SEND in Salford, and their parent carers**

### What difference did this make?

At the event we had the chance to speak to parents and children who are not in mainstream education and listen to their feedback and experiences. They shared with us valuable feedback that we passed onto the relevant services and they also completed our Vaping project survey, the report of which was published in early June 2025.

*"The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide. Local people's experiences help us understand where we – and decision makers – must focus, and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation."* **Louise Ansari, Chief Executive, Healthwatch England**



# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 3289 people have reached out to us for advice, support or help finding services, via our website, phone, email or in person at engagement events.

**This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



## Waiting time for dermatology results

**A member of the public called us as they were told to expect their dermatology biopsy results within six weeks and to contact them if they hadn't received them by eight weeks.**

At eight weeks they began calling the hospital and never heard back from them. At the time of contacting Healthwatch Salford it was 10 weeks, and they still hadn't heard anything, and they were becoming very distressed. We took their details and contacted the PALS at the Northern Care Alliance, who quickly followed this up and got in contact with the patient. Shortly afterwards the patient received their results.



*"Thank you for your help in chasing up my results. I can finally relax and stop worrying."*

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## GP appointments for mental health

**A member of the public called us to say that their GP practice denied them a same day appointment for their mental health and that it would be in a few weeks' time.**

The patient then called the GMMH crisis team who told them to get a GP appointment, and they didn't know what to do and disclosed potential suicidal thoughts to us. We took time to listen to this person's needs and experience and told them of the appropriate services to contact should they feel suicidal at any point. With the patient's consent we then contacted the GP Practice, and they immediately contacted the patient to arrange an appointment.



*"Thank you for simply listening to me, so many people just rush conversations and don't have time to truly listen to what you have to say."*



# Showcasing volunteer impact

Our fantastic volunteers have given 203 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## This year, our volunteers:

- Reviewed reports and documents shared with Healthwatch Salford.
- Collected experiences and supported their communities to share their views.
- Carried out PLACE (Patient Led Assessment of the Care Environment) assessments with us at Salford Royal Hospital.
- Reviewed and analysed the feedback we received to look for themes and trends.
- As part of our Communication Project, volunteers carried out 'mystery shop' and wayfinding exercises at Salford Royal Hospital and of services website's, to see how easy they are for the public to navigate.



# Showcasing volunteer impact

## At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"Volunteering with Healthwatch makes me feel empowered and connected to our community, and it's been a transformative journey in learning more about effective healthcare engagement. I've also been involved in initiatives, such as the Salford Royal Hospital PLACE visit and supporting young people with our vaping project activities, which have broadened my understanding of local health challenges."

**Ben**



"Volunteering with Healthwatch Salford makes me feel proud and fulfilled, knowing that I'm making a difference in the community by helping contribute to the improvement of health and social care services."

Being part of the Healthwatch Salford team feels incredibly rewarding, knowing that we help ensure the community's voices are heard."

**Rachel**



### Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchsalfordco.uk](http://www.healthwatchsalfordco.uk)



0161 960 0316



[volunteer@healthwatchsalford.co.uk](mailto:volunteer@healthwatchsalford.co.uk)



# Finance and future priorities

We receive funding from Salford City Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Salford City Council	£156,620	Staff costs	£156,749
Additional income (inc ICS funding)	£8,766	Operational costs	£43,253
<b>Total income</b>	<b>£165,386</b>	<b>Total Expenditure</b>	<b>£200,002</b>

## Additional income is broken down into:

- £3000 from NHS GM to host and coordinate the Silent Voices group.
- £2881 – bank interest.

## Integrated Care System (ICS) funding:

Healthwatch across Greater Manchester also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Contribution to the Healthwatch in Greater Manchester network	£2000
For work involved in the Healthwatch in Greater Manchester Pathway to CAMHS project.	£885

# Finance and future priorities

## Next steps:

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with all system partners within our local Integrated Care System to help develop a culture where, at every level, staff strive to listen and learn from patients to make care better.

## **We commit to the following priorities over the next two years:**

1. We will complete 4 projects/reports.
2. We commit to following up and reviewing previous projects.
3. We will continue to be a proactive member of the Healthwatch in Greater Manchester Network.
4. Volunteer involvement will continue to be a priority for us.

# Statutory statements

**Healthwatch Salford – Postal address (care of) Salford CVS, Eccles Town Hall, Irwell Place, Eccles, 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 Board consists of six members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community via feedback on themes and trends from our Intelligence Subgroup, also made up of volunteers.

Throughout 2024/25, the Board met six times and made decisions on matters such as approving policies and changes within the organisation.

Governance is always a key priority for us which is why we work with Healthwatch England and their Quality Framework.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this Annual Report is made available to as many members of the public and partner organisations as possible. We will publish it on our website [www.healthwatchsalford.co.uk](http://www.healthwatchsalford.co.uk) and share via social media and in person events.

# Statutory statements

## Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

Healthwatch Salford is represented on the Salford Integrated Care Partnership Committee, in a non-voting capacity, by our Chief Officer, Sam Cook. Sam ensures our work is regularly featured on the agenda and the voice of Salford people is included.

Healthwatch Salford is also represented by Sam Cook on the Salford Safeguarding Adult Board. Sam ensures we are a proactive member of the Board, ensuring the voice of Salford people is heard, contributing to discussions and disseminating key messages back to the staff team. Also ensuring that safeguarding is an area the organisation supports and has knowledge of.

Sam also attends strategic meetings covering mental health and primary care on behalf of Healthwatch Salford and the people of Salford.

We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Salford is represented on the Salford Health and Adults Scrutiny panel by our Chair, Phil Morgan and our Vice Chair, J Ahmed.

Healthwatch Salford is represented on the Salford Health and Wellbeing Board by Sam Cook.

During 2024/25, Sam has effectively carried out this role by attending meetings in person, sharing our reports and work; contributing to discussions and providing challenge where appropriate, feeding into development sessions and contributing and attending Health and Wellbeing subgroups.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Barton Brook	Follow Up Visit	Wrote a report with recommendations – the service followed up on these, and patient care and staff morale had improved.

## 2024 – 2025 Outcomes

Project/activity	Outcomes achieved
<b>Salford Men's Mental Health Commission</b>	<ul style="list-style-type: none"> <li>Recommendations from the report are currently being followed up for their progress.</li> </ul>
<b>Salford Adolescent Mind's Project</b>	<ul style="list-style-type: none"> <li>Recommendations from the report are currently being followed up for their progress.</li> </ul>
<b>Silent Voices Project</b>	<ul style="list-style-type: none"> <li>A BSL text reply service within interpretation and translation, allowing patients to check interpreter bookings independently.</li> <li>A BSL text reply service for PALS.</li> <li>A direct email for appointment queries.</li> <li>Guides for staff on how to best support d/Deaf patients.</li> <li>New training packages in development and promoted where possible, though not yet mandatory.</li> <li>A 20 BSL healthcare signs video, introduced as part of the training alongside a member from Silent Voices and the executive team.</li> </ul>
<b>Home Care Follow-Up Report</b>	<ul style="list-style-type: none"> <li>Number of 15-minute visits reduced to 13%</li> <li>All 13 healthcare providers mandated to provide monthly returns on KPI's such as punctuality to monitor any issues.</li> <li>Healthcare Provider Forum and Quality Improvement Network both established to ensure that service user feedback is part of the quality assurance process.</li> </ul>
<b>Health Fair 2024</b>	<ul style="list-style-type: none"> <li>It gave Salford residents an opportunity to speak to health and care services in Salford, face-to-face about their experience.</li> <li>It created a networking event for service representatives in Salford.</li> <li>It helped raise the profile of Healthwatch Salford, making more members of the public aware of the important work that we do.</li> </ul>

**Healthwatch Salford**  
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