

Together

healthwatch
Salford

**we're making health
and social care better**

Annual Report 2022–23



Contents

Message from our Chair	3
Message from our Chief Officer	4
About us	5
Year in review	6
How we've made a difference	7
Advice and information	17
Volunteers	19
Finances and future priorities	21
Statutory statements	22



"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

I'm pleased to report that Healthwatch Salford has had another successful year, with some notable activity within Salford itself and more coverage of issues involving Salford residents within cross-boundary health and care organisations. Locally we have seen some great reports during the year covering the return of Enter and View visits of Salford Care Homes, Access to Mental Health Services, Access to GPs and Home Care.

We've continued to press on previous reports such as access to dentistry, which remain important to local residents. As well as preparing well-evidenced and well-received reports, we also work with providers of services to ensure they understand where we have advocated change and monitor this to ensure that change has taken place.



Phil Morgan
Healthwatch Salford
Chair

We have also seen a great deal of change across Greater Manchester with the creation of the new Greater Manchester Integrated Care Partnership. This plays an important role in providing services across Greater Manchester, including Salford. We have worked closely with our Healthwatch colleagues within Greater Manchester to ensure our role and the importance given to patient and public voice remains high on the agenda. I'm pleased to report that to support our collective role the Healthwatch in Greater Manchester have been awarded £297,000 over the next three years to provide a dedicated resource.

Related to these changes has been the creation of a new Locality Board within Salford. This deals with local issues and works alongside other bodies such as the Health and Wellbeing Board. We have remained involved in the consultation about the formation of new structures and contribute at the Board meetings.

Our staff provide a wealth of experience and commitment. I'm proud of the work they do, and it's always telling to read in reports such as this some of the valuable contributions they make. Supporting them are our valued volunteers, contributing to our work and extending our reach and understanding. Finally, I also want to thank our Board members for their contribution to our good governance and strategic overview of our Healthwatch.

Message from our Chief Officer

I can't believe it's been a year since I started as Chief Officer! It's been a busy year with the projects that we've worked on whilst navigating our way around the changing landscape for health and social care in Salford and the wider Greater Manchester network.

I consider it a privilege to represent Healthwatch Salford at strategic-level meetings and the Greater Manchester Healthwatch Network.

I reiterate Phil's comments about the quality of the work the team has produced – which we couldn't have done without the amazing support of our volunteers and members of our Board.

Most of all we couldn't do any of it without the people and communities of Salford. We are your health and social care champion – your experience matters.



Sam Cook
Healthwatch Salford
Chief Officer



About us

Healthwatch Salford is your local health and social care champion.

We make sure NHS leaders and 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.

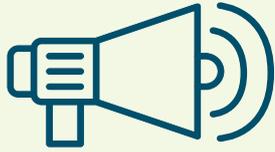


Our values are:

- 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 our decisions.
- Making a difference - We work to a high standard, provide a quality service, keeping it simple.

Year in review

Reaching out



1923 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care. This is a **66% increase** from the previous year.

3183 people

came to us for clear advice and information about topics such as mental health and the cost of living crisis, via our information and signposting service and our website. This is a **95% increase** from the previous year.

Making a difference to care

We heard **53 stories** from people who had used the **Living Well service for mental health**. We also heard 14 stories from those receiving support from Community Mental Health services and 4 stories from those who have used the Listening Lounge service.

We published

10 reports

about the improvements, people would like to see to health and social care services. Our most popular report was our **How was your appointment? GP Report**.



Health and care that works for you



We're lucky to have

28

outstanding volunteers who gave up **240 hours** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£156,620

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

We currently employ

6 staff

who help us carry out our work.

How we've made a difference this year

Spring



As face-to-face **community events** began again, we started to attend more engagement events to hear about the public's experience.



We launched our How was your appointment? **GP survey**, to understand more about patients' experiences of GP services in Salford

Summer



We launched our **Mind over Matter survey**, to help us to understand some of the barriers preventing people from seeking initial help and support when they experience mental health difficulties.



We published case studies that shone a light on the struggles surrounding social care. We also published our **Home Care report**, which shared the experience of people who receive care in their own homes.

Autumn



We held an event, planned and led by d/Deaf champions from our **Silent Voices** group, who are advocating for the experiences of d/Deaf residents in the city, in partnership with the NHS in Salford.



After being paused for a few years because of the Covid-19 pandemic, we restarted our **Enter and View project**, visiting 7 Care Homes in Salford.

Winter



We ran a **Cost of Living survey**, to hear from the people of Salford, on how the cost of living crisis may have affected them.



We published the **Mind over Matter report**, which had 272 responses and was shared with commissioners and service providers of mental health services in Salford. We also published 7 **Enter and View Reports** from our visits a few months earlier.

10 years of improving care

This year marks a special milestone for Healthwatch nationally. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. The feedback that you share with us here at Healthwatch Salford is also shared with Healthwatch England to make them aware of what is happening in Salford, making your voice heard nationally. Here are a few of the highlights:

How have we made care better, together?

Vaccine confidence

Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns.



NHS admin

We highlighted the negative impact poor NHS admin can have and recommended five principles for services to improve people's experiences.

Patient transport

NHS England announced improvements to non-emergency patient transport services thanks to public feedback.



Waiting list support

After we and other organisations called for an urgent response to hospital waiting lists, and better interim communication and support, the NHS set out a recovery plan to address the backlog.

NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.





How was your appointment? GP Project

Looking at patients' and staff's experiences – both positive and negative – of GP services for the past two years, and the improvements they would like to see.

We heard from a staggering 954 respondents to this project, who gave us feedback on 3 questions: What were the good things about their GP practice; what things did people feel needed to be improved, and what ideas they had to improve these. In addition to the patient element, we also formatted questions for staff to find out how their experience of operating GP practice's during the pandemic had been.

These results were analysed by the working group and resulted in 5 recommendations being made to providers and commissioners around the themes of: communication; patient and staff ideas and patient information.

We gained a good response to this report and have planned to follow up on these recommendations in the form of an Enter and View project later in 2023.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Mind over Matter Report

Through focus groups and surveys, we heard from 272 people from different backgrounds who gave us insight into some of the barriers that they felt prevented them from seeking help for mental ill health in the first instance.

As well as presenting our findings overall, we were able to give specific detail to people: who identified from ethnic minority backgrounds; who identified as Lesbian, Gay, Bisexual, Transgender, Queer, Intersex plus others; people aged over 65 years; people who were pregnant or had recently given birth; people from different religious or belief backgrounds; people who identified as men and people who identified as women.

Our findings provided a foundation for commissioners and providers to better understand some of the barriers that people were facing as well as asking for community groups to develop more learning and understanding within their communities of ways to self-help and reduce the stigma of the term 'mental ill health'.



- In addition to these, one of our recommendations was for commissioners and community groups to come together to look at ways in which they tackle the issue of loneliness together.
- From this we continue to work with providers, commissioners and community leaders by facilitating discussions with the overall aim of making mental health support more accessible.





Silent Voices

Our Silent Voices group, which is made up of d/Deaf residents from Salford, has continued to flourish and during the last report year we have worked on 2 main projects; one creating a way for d/Deaf people to send us their feedback about health and care services in BSL, and the other working alongside the Northern Care Alliance to improve the patient experience around interpretation and the communication of appointments.

Libraries Listening Tour

We ran a 12-month engagement project within Salford's main 5 libraries (Eccles, Swinton, Walkden, Broughton and Pendleton), making ourselves accessible for face-to-face interactions with members of the public. Each month staff would frequent these venues, providing information and guidance as well as listening to people's experiences about health and social care – all accompanied by a welcomed warm beverage!

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard. We also provide opportunities for our volunteers to grow and develop their skills. All of which create a positive impact on our community.



Over the last year, we have delivered on a couple of major city-wide projects, one looking into Salfordian's experiences with GP surgeries (How was your appointment?) and the other looking into the reasons why some people from different backgrounds find it difficult to access mental health support (Mind over Matter).

A common success for both of these projects was that they were each **steered by working groups comprising of staff and volunteers from diverse backgrounds**, ensuring that the project had focus and checkpoints along the way.



We have **offered students real-world applications of their studies by volunteering at Healthwatch Salford**, as one of our volunteers explains below:

'Having done the projects with Healthwatch [Salford], I was confident enough to create a project and create my own investigation, confident I could write something that was decent as I think everyone doubts themselves. [It] all can be quite daunting so being able to do it as part of a voluntary role really helps when coming to do it for an assignment'.



This year we published our report on Home care services, talking to 180 people about their experiences.

We made 7 recommendations for improvements to the Salford Care Organisation, including analysing the efficacy of 15-minute visits, and improving feedback mechanisms, and all the recommendations were accepted. This work is currently being followed up to ensure that plans have been acted upon to improve the service.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Working alongside local community groups, to encourage their members to share their experience of health and social care with us.
- Continuing to collect equality and diversity data when carrying out our surveys so that we can continually review how we are doing.
- Always reflecting on how effectively we engage with the public, whether that's in person, online, or via print materials, to ensure that they are accessible to everyone.

Ali Macleod, Engagement Officer

“This year I’ve really enjoyed attending more events and getting out and about in the community more – whether that be a library drop-in, having a stand at a local health fair or taking part in an Enter and View at a local Care Home, there’s nothing that beats meeting people and gathering their experiences.”



Holly Mansoor, Engagement Officer

“I think we have made a difference when doing Elfwatch Salford over the month of December which helped raise awareness of Healthwatch Salford but also gave people a chance to win a £50 highstreet voucher during a difficult period. Whilst the costs of things were rising and during a difficult month for many, we were able to give back to some people in Salford and have fun whilst doing it!”

“I have really enjoyed conducting ethnographic research in the Community Mental Health teams (Ramsgate House, Prescott House, Cromwell House). It has allowed for people to share experiences of the services in an in-depth way and given patients a space to speak openly about their experiences. Doing this work has brought themes to light which will help to improve mental health services for the future.”



Scarlett Ash, Volunteer & Involvement Officer



"I have really enjoyed developing training sessions this year at Healthwatch Salford. Our volunteers attended Enter and View training to prepare them for their Authorised Representative roles, where we explored how they would approach visiting the care homes, communicating with residents and capturing accurate information for our reports. Healthwatch England invited us to deliver a volunteering masterclass on managing difficult situations for the second year in a row – I really enjoyed making this online session as interactive as possible for Healthwatch colleagues across the country."



Mark Lupton, Engagement Officer

"Throughout the various projects that I have led and been involved in, I am really pleased that as an organisation, Healthwatch Salford has been able to echo the voices of people from marginalised backgrounds, further empowering those communities to influence change."



Elyse Peacock-Fowell, Knowledge & Support Officer

"Upon returning from Maternity Leave in January I enjoyed sourcing new fun promotional items to give to members of the public who share their experience of health and social care with us at engagement events across Salford. From trolley coins to thermometer cards, they're all helping spread the word about Healthwatch Salford and the important work that we do."





Advice and information

Healthwatch Salford can provide confidential support and information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, understanding the steps in making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost of living crisis
- Increasing our social media presence, so that more people can get the advice and information that they need.

Help to find dental care in Salford

Healthwatch Salford had 104 people contact them for advice and information on dental services. The public reported to them that most practices were not taking on new patients, and that some had waiting lists of up to five years.

The impact of delayed treatment has resulted in people living with considerable pain, developing medical resistance and dental conditions worsening.

“I’m so embarrassed about my teeth. I can’t leave the house. I’m so depressed about this.”

Anonymous, Salford resident

Healthwatch Salford’s advice and information has meant people who need urgent treatment know their options and have clear information.

“Thank you for all the information you shared with me, I managed to get an NHS appointment for a few week’s time”.

Lynn, Salford resident

Healthwatch Salford have continued to share local intelligence around dentistry with colleagues in Greater Manchester, as well as Healthwatch England.

Helping Salford residents understand the complaints process

Here at Healthwatch Salford we often receive calls from members of the public, who are unsure how to make a complaint about a health or social care service and the first steps to take.

On our website, we have a useful information and advice page which explains the complaints process for all of the various health and care services and how to begin putting together your complaint. But sometimes members of the public need further advice or support, and some may require advocacy support with their complaint, in which case we would make a referral on their behalf to Mind in Salford, who provide advocacy support in Salford.

“Thank you for making a referral for advocacy support on my behalf, I am severely dyslexic and find writing letters incredibly challenging.”

James, Salford resident



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

Our volunteers supported us across many areas of work this year, most notably: Enter and View visits; the GP Project Working Group ('How was your appointment?'); and the Adult Mental Health Working Group ('Mind over Matter'). We also wanted to highlight our volunteers' efforts in the Age UK Salford Dementia Action Week Boat Race, where volunteers and staff together secured first place over other VCSE organisations in Salford!



Volunteers appreciated being involved from the very beginning of our GP and adult mental health projects, deciding how the surveys would look and the phrasing of questions.

One volunteer on the GP project working group remarked that 'working with the raw data is as primary as you can get, not just reading an already published study. I was closer to the source and it was a nice experience'. As we received such a high volume of qualitative data from our 'How was your appointment?' survey, the analysis would not have been possible without the tireless work of Healthwatch Salford's volunteers who took part in the working group for this project.



2022 saw the return of Healthwatch Salford's statutory function, Enter and View. We are hugely grateful to the volunteers who stepped up to become Authorised Representatives for the care homes project.

One volunteer told us the informal interview process was 'good practice' for other scenarios outside of volunteering. They spoke of the 'safe space' created during the training programme and how they enjoyed 'time together as volunteers before the visits' in what was one of our first face-to-face projects for volunteers since the pandemic. Regarding the visits themselves, a volunteer told us they 'enjoyed the visits, they felt organised and supportive'. We are looking forward to organising future Enter and View activities involving even more of our volunteers in the process.



Do you feel inspired?

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

 www.healthwatchsalford.co.uk

 **0161 960 0316**

 volunteer@healthwatchsalford.co.uk

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.

Our income and expenditure

Income		Expenditure	
Annual grant from local authority	£166,520	Staff Costs	£157,853
Additional income	£31,606	Operational	£50,380
Total income	£198,126	Total expenditure	£208,233

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless of whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. A focused engagement project with stakeholders and the public across Salford. This will involve going to local community events, attending groups, and inviting people to Healthwatch Salford events.
2. Establish an Intelligence Group with members of our board, team and volunteers. The Intelligence Group will meet every 3 months to review the feedback that has been shared with us by the people of Salford. The group will analyse and make recommendations to our board on what our next work priority will be.
3. Ongoing priorities include revisiting projects, volunteer opportunities, Board Governance and Living Well/Mental Health engagement.



Statutory statements

Healthwatch Salford, Eccles Town Hall, Irwell Place, M30 0FN.

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

Healthwatch representatives

Healthwatch Salford is represented on the Salford Health and Wellbeing Board by Chief Officer, Sam Cook. During 2022/23 our representative has effectively carried out this role by sharing our latest reports and ensuring they contribute and advocate on behalf of Salford citizens as appropriate.

Healthwatch Salford is represented on Greater Manchester Integrated Care Partnerships by the Greater Manchester Healthwatch network and also by the Greater Manchester Integrated Care Boards.

Chief Officer, Sam Cook is also on the Salford Locality Board and the Salford Safeguarding Adults Board

The way we work

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

Our Healthwatch Board consists of five 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. Throughout 2022/23 the Board met six times and made decisions on matters such as governance and agreed on a different approach to our business planning for the year ahead.

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 have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending 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 and printed copies will be available to read at your local Salford library.

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 Healthwatch England Committee, so 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 insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health and Wellbeing Board, Salford Safeguarding Adult Board, the Health and Social Care Scrutiny Panel, Health Protection Board, the Locality Board, Primary Care Commissioning Committee, All Age Mental Health Strategy, Salford Locality Quality Group as well as being a member of the GM Healthwatch Network feeding into the GM ICB.

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



healthwatch

Salford

Healthwatch Salford

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