

Chief Officer's report part 1
5th March 2024

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1. Team Update

ALI

S.A.M

The final draft of the report is being completed and sent to commissioners for a response. Pre-election period is imminent, and we are aiming to publish before we enter that period.

Sexual/women's health

Continuing to build connections with groups working in these areas to increase feedback. This will also aid preparation for the next HW in GM project on Menopause.

LARA

Ethnographic research

Work recommenced in January on conducting ethnographic research.

Completed so far:

7x Living Well

4 x CMHT'S (3 staff and one service user)

GMMH awareness

Visited Woodlands in January as the start of our project to raise awareness of Healthwatch Salford across GMMH Salford. Working with the service manager at Woodlands to progress this, with a view to picking up other GMMH Salford sites in time.

Also included with the board is the updated summary of our focus on mental health as part of continuous board scrutiny.

MARK

Salford Men's Mental Health Commission

The Commission are engaging in person and remotely on working through the qualitative analysis of findings with a view to finalising a report with recommendations.

Frontline Staff Wellbeing Project

Meeting arranged with stakeholders in early February. Looking to running the project in quarter 1, although the report may not be detailed until April 2024.

Silent Voices

Meeting on 29th February for a celebration meal, as the volunteers couldn't attend the December meal. We have agreed with NHS Salford to support with facilitating these meetings for another 12 months, during that time we will work on taking a step back from the group.

Dentistry

Enclosed is a paper from Mark.

ELYSE

Wellbeing

Organising monthly wellbeing huddles. Working with Sam on the wellbeing section of the staff survey.

Elyse has come up with the idea of a 'Wellbeing Debrief' – supporting individual team members at the end of a project particularly if it involved dealing with complex and sensitive information.

Elyse is signing us up for the 'Bee Seen, Get Screened' campaign – paper included.

Marketing/Comms

Enclosed with papers is a comms report.

AMY

See volunteering update for detail

Other relevant information

A staff survey has been completed which everyone has completed – findings to be shared in part 2 papers.

We had another away day in December – attending wreath making at Ordsall Hall followed by a team lunch. The format of future away days will be reviewed taking into consideration feedback from the staff survey.

Annual appraisals have been completed for the team - Amy and Lara are still in their induction period so not relevant yet. Objectives are being drafted and agreed inline with our strategy, plan and revised contract.

A Business Planning Day took place in February where lots of discussions took place about future priorities – draft plans included in part 2 papers. After this, the team got together and had a spring clean of the office!

We have successfully achieved 'Mindful Employer' accreditation again. Elyse and I will be reviewing the resources available to us via this with a view to incorporating them into our Wellbeing approach.

Companies House have stipulated that with effect from April, every company must have a registered address, this can't be a PO box.

2. Volunteering update

Data Area	Period from 1 st January – 31 st March
Volunteering activities in the period	Virtual volunteer drop-in (no attendance) In-person volunteer drop-in Reward & Recognition Candle Making. Ali's C&YP Project. Intelligence Subgroup Men's Mental Health Commission
Volunteer hours provided in the period	91 hours
Number of volunteers on record	3 Not currently active (Health reasons) 15 Volunteers
Levels of volunteer retention	11 leavers (Archived due to inactivity) 0 new starters (Recruitment paused as streamlining onboarding)
Changes to Volunteering on-boarding	<p>As Amy started the position during this period, recruitment and activities have been slow while she finds her feet in the company.</p> <p>Throughout February Amy has worked on planning two in-person events for Volunteers. One is an open drop-in to chat about anything and meet staff and other volunteers. March is a reward and recognition social with a local artisan learning how to make candles and bath crafts.</p> <p>The following items have been drafted since the last board meeting.</p> <ul style="list-style-type: none"> • Volunteering onboarding paperwork – awaiting sign-off by GDPR Officer. • Re-drafted volunteer roles and duties – open discussion at the last team meeting to have team input. • Drafted volunteer induction training. • Drafted ED&EI basics training.

- Drafted Volunteer handbook.
- Drafted 2024-2026 strategy.

3.Strategic Update

Salford Locality Board

As mentioned in my December report, members of the Locality Board and other Salford Boards have been working together to create joined up priorities for Salford. This is still a work in progress; however, I have included with my papers the latest draft version of a diagram covering the 'Salford system' – I would add this isn't the final version, but I have received permission to share this.

Also included is the briefing note for December's Locality Board meeting. This is the most recent briefing note I have received.

SSAB

I recently completed a mini audit for the SSAB Business Manager on accessibility of complaints processes across ASC; NCA; GMMH and a selection of GP practices.

Salford Standard

It's been agreed that in the next Salford Standard for 24/25, there will be an expectation for GP practices to promote Healthwatch Salford. The wording I have submitted:

'Practices will be expected to:

Each Practice to evidence the promotion of Healthwatch Salford as an independent champion for health and social care, enabling patients to share their experiences.

KPI:

Practices to have visible Healthwatch Salford promotional material such as posters, leaflets and feedback cards in waiting areas and patient areas, actively promoting Healthwatch Salford as an independent champion for health and social care.'

FYI – the Salford Standard is a set of metrics (standards) used in primary care to ensure consistency and improve patient outcomes. All GP practices are measured against the 'standards'.

4. HW in GM Network update

The network (Chairs and Lead Officers) continues to meet on a monthly basis.

The first HW in GM project has been launched and is live - [Healthwatch in Greater Manchester Pathway to CAMHS survey | Healthwatch Salford](#)

Ali is leading on this for us with Elyse supporting with marketing and social media. They've done a fantastic job so far, which is evident from the Salford response rates to all surveys. Next stage is Ali running a focus group with interested parents/carers. Then it's to submit a case study – we are looking into whether we can use work already completed as part of the S.A.M project.

5. CQC update

The quarterly meetings I had with Hannah Swadkins are paused due to internal staff changes at the CQC. I've yet to receive a named point of contact taking over our area. In the meantime, I have been advised we can feed anything in via their generic inbox.

Ali and I continue to have quarterly meetings with the CQC team overseeing adult social care in Salford.

6.HWE (Healthwatch England)

Healthwatch England continue the work to review what they do and how they do it, including a focus on establishing values. I attended a meeting in Liverpool on this with other local Healthwatch lead officers.

As part of our governance and monitoring, I will review the Quality Framework submitted as part of our contract bid.

7. Engagement

Our health fair is on 25th June. Further details including venue yet to be agreed. A working group has been set up to start planning and preparing and to ensure quarter 1 engagement focuses on this.

Enclosed with papers is an updated list of regular meetings attended by a HWS representative.

We have an ongoing relationship with Dancing with Dementia, and they submit feedback to us regularly. This is an approach we will continue to work on with other organisations.

We attended Irlam Fun day, GM Community Listening Hub and PHSO (Parliamentary & Health Service Ombudsman) meeting with local Healthwatch.

Salford Poverty Truth Commission - I have been invited to be a commissioner on the latest Poverty Truth Commission in Salford. Working alongside other commissioners - both grass roots and public - to focus on poverty in Salford. The commissioners are currently working on priorities.

It feels a privilege to be a part of this work, ensuring the voices of Salford people are heard.

Involve, Influence, Aspire



Until
December
2024



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