

## **Healthwatch Salford Trustees Report**

Firstly a big thank you to my fellow Directors. Both current and past they give a tremendous service to Healthwatch Salford, ensuring it is well governed, well run and supporting our role to promote patient and public voice. So thanks to Nisa, Rimpy, J and Yen for their contributions during the year.

This year I'd particularly like to give thanks to Jackie Leigh, who had been on the Board for over 4 years and Vice Chair for the past 3 years. Jackie, who had been Professor of Nurse Education Practice at Salford University, gained a new role as Director of Nursing & Midwifery Education at Edge Hill University. As is often the case with new roles they can be demanding and Jackie felt it right to stand down. Jackie made a great contribution as a Board Member, and as a Vice Chair I found her support invaluable.

I'd also like to thank Sam for her time on the Board until her appointment as Chief Officer.

I'm pleased that the Board have agreed to appoint Rimpy Batta as her replacement as Vice Chair.

I'd also like to extend a warm welcome to Yen Siang Tan, who has recently joined the Board. I've known Yen obliquely for about 15 years and have watched her progress with roles in housing and as Chief Executive of the Way Yin Society before starting her current role as Operations Manager for Voluntary Sector North West.

### Chief Officer recruitment

I'd also like to pay tribute to Alex Leach who left in March to take up a new role with Greater Manchester Police, we also wished him all the best.

We went through a recruitment process and were very pleased to announce Sam Cook as our new Chief Officer. As there was internal interest as well as inviting our Commission, Lauren Fairey, we also invited Andrew Latham, the Chief Officer of Healthwatch Trafford to be part of the Interview Panel. Many thanks to them and J, our Board Member for being part of the Panel.



Achieved.  
Valid Until  
December 2022



I'd also like to thank our staff for their tolerance and forbearance during the time between Alex's leaving and Sam's arrival.

I'd really pleased that we've recruited Sam to the role of Chief Officer and equally pleased to see her active in the role.

### Good governance

We continue to act in accordance with Healthwatch England's Quality Assurance Framework, in place to ensure that all Healthwatches abide by core governance standards. We will go through a reappraisal of this during the next year and will report on this at the next AGM.

As part of this approach all Board Members and myself as Chair undergo an annual appraisal. This includes self and peer appraisal. This is a positive process and also allows us the opportunity to reflect on issues for the Board going forward.

In addition I have been commissioned by Healthwatch England to provide training and support on the roles of Chairs, Board Members and appraisals for all Healthwatches.

### Greater Manchester

With the creation of the new Greater Manchester Integrated Care Partnership we have seen changes to the structures for delivery of health and social care at both a Greater Manchester and Salford level. Negotiations continue with the Partnership about the appropriate level of funding, support and recognition given to the 10 Healthwatches in Greater Manchester to ensure that patient and public voice are heard at a Greater Manchester level within the new structures. I'm particularly grateful to my colleague for Healthwatch Tameside, Tracey McErlain Burns, for leading the 10 Healthwatches through these negotiations. I'll feel happier when we are able to play a full role with these structures.

### Salford

Likewise we now have an emerging Locality Board, which picks up the delegated role for Salford within the Partnership. We were closely involved in planning the new structures within Salford and currently attend the Locality Board as a non-voting participant (which allows us to challenge without being compromised by being part of the decision-making process).



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This is alongside our existing roles including the Health and Wellbeing Board, and the Health and Social Care Scrutiny Panel.

### Northern Care Alliance

In principle there is a Partnership Board for the four Healthwatches covering the Northern Care Alliance. The Alliance consists of most of the previous Pennine Care and Salford Royal covering Salford, Bury, Oldham and Rochdale. There have been cancellations of recent Board meetings and I'm currently pressing for these to be reinstated given the imminent CQC inspection report and recent comments by the Chief Executive of the Alliance about spinal surgery, IT, governance structures, leadership and stillbirths.

### Staffing

I am very proud of the work our staff carry out and we will be hearing more from them shortly about what they do. We continue to ensure our staff are appropriately paid and supported in their work.

Congratulations are due to Elyse on the birth of her daughter Etta Mae earlier this year and we look forward to seeing her back in the New Year!

### Reserves

We continue to have a healthy level of reserves, which we will continue to carefully reduce to sustain our staffing levels for the next 2 years at which point a review into the provision of the Healthwatch service will be complete, and a tender process is planned to take place for services from 2025/26 onwards

### The future

As we have seen from recent events predicting the future can be challenging. But values are constant – the need for patient and public voice to be heard, to seek improvements in services and to for Healthwatch Salford to be an agent for change – and will continue to drive our work and approach.



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