



**A health and social care system**

**that is accessible and equitable for everyone**

**Our Strategy 2021/2024**

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# An introduction

## About us

Healthwatch Salford is an established, effective, independent consumer champion for health and social care.

Healthwatch Salford was established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

## Our statutory functions

The main statutory functions of Healthwatch Salford are to:

- Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.
- Make reports and make recommendations about how those services could or should be improved.
- Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Provide information and advice to the public about accessing health and social care services and the options available to them.
- Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.
- Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.

# Our Strategy 2021–2024

## 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 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, provide a quality service, keeping it simple.

## **Our strategic objectives**

### **Objective 1**

Seeking the views of people on their experience of needing or using health, public health and social care services.

### **Objective 2**

Seeking the views of people whose voice and views are seldom heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.

### **Objective 3**

Acting on what we hear to bring about improvements in the health and care policy and practice.

### **Objective 4**

Healthwatch Salford is a strong and well governed organisation that uses its resources for greatest impact.

## Our steps along the way

Objective 1: Seeking the views of people on their experience of needing or using health, public health and social care services.

Deeper understanding of our communities and track changing behaviour over time.

Building on effective public engagement methods.

Raising our profile as engagement experts.

Objective 2: Seeking the views of people whose voice and views are seldom heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.

Using equality and diversity to frame our work.

Addressing the barriers to participation in health and care.

Sharing our evidence to bring about improvements.

Objective 3: Acting on what we hear to bring about improvements in the health and care policy and practice.

Better digital access to our insight and data.

Being a critical friend to health and care service.

Ensuring the system puts people at the heart of NHS social care.

Objective 4: Healthwatch Salford is a strong and well governed organisation that uses its resources for greatest impact.

Attracting and retaining the right talent.

Building a culture focused on learning and impact.

Being inclusive accountable and transparent, emphasising our commitment to equality and diversity.



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