

# The value of listening

Healthwatch Salford  
Annual Report 2023–2024



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**"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."**

Louise Ansari, Chief Executive at Healthwatch England



# Message from our Chair and Chief Officer

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.

We continue to identify areas of concern and for improvement through our reports. This requires us to engage with patients and the public and continue to highlight issues of importance. We will ensure patient and public voice is heard by health and social care stakeholders. Finally we will capture where we have made a difference and share this with all our stakeholders.



Three other areas of attention have remained. Firstly, we continue to note the evolution of the Greater Manchester Integrated Care Partnership including its approach within Salford. We work closely with our colleague Healthwatch to ensure that patient and public voice remains at the top of the agenda within Greater Manchester. Secondly, we continue to meet with Greater Manchester Mental Health Foundation Trust regularly, again with colleague Healthwatch, and discuss issues including strengthening service user voice. We will continue to engage with the Trust going forward. Thirdly we remain committed to working with The Northern Care Alliance on their journey of improvement and look forward to resuming the joint Partnership Board with the Alliance and colleague Healthwatch.

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 too ensure we remain a well-governed and well-run Healthwatch.

I'm also appreciative of the continued support of Salford City Council, not least by their recent award of our contract for a further five years as Healthwatch Salford.

Phil Morgan, Chair at Healthwatch Salford



Welcome to our Annual Report for 2023/2024. As you can see, it's been another busy year for Healthwatch Salford. I never cease to be amazed by the volume and quality of work my team produces.

Continuing to ensure the voice of Salford people is heard will always remain our priority – something we can't do without the amazing support of our Board and team of volunteers.

I won't go on too much as I think the report speaks for itself.

Thank you to my team, our Board, our volunteers and the people of Salford for sharing their experiences with us.

Sam Cook, Chief Officer at Healthwatch Salford



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# About us

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## 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, honest and honest in everything we do.
- Be collaborative - We maintain a positive, forward-looking focus and work with other 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.



# Year in review

## Reaching out:

**2113 people**

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

**3062 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



## Making a difference to care:

We published

**4 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was our

**Updated Home Care Report**

which looked at the home care service provided in Salford, i.e. the provision of care workers providing care for people who receive support in their own home.



## Health and social care that works for you:

We're lucky to have

**16**

outstanding volunteers who gave up **225 hours** to make care better for our community.

We're funded by our local authority. In 2023 - 24 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



We drew attention to how the cost of living may have affected the health and wellbeing of people living in Salford.



We launched the Men's Mental Health Commission in Salford. It is a group of male volunteers, who aim to explore what support is available for men and what could be improved.

Summer



We held our Health Fair at Eccles Town Hall, a drop-in event which gave members of the public the opportunity to speak to health and care services in Salford about their experience, and had over 200 attendees.



We published our Living Well Salford report, which led to six key improvements being made by the service.

Autumn



The National Centre for Diversity listed us as Number 38 in the Top 100 Most Inclusive Workplaces Index 2023.



We launched our Salford Adolescent Mind's project, which gave 9 recommendations to commissioners for improvements on the services in Salford.

Winter



At the start of 2024, Healthwatch in Greater Manchester ran a collaborative project to explore the pathway to Child and Adolescent Mental Health Services (CAMHS).



At Christmas we decided that instead of sending Christmas cards, we would donate gifts to a Salford-based organisation, Dancing with Dementia.

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# Your voice heard at a wider level

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## We collaborate with other Healthwatch to ensure the experiences of people in Greater Manchester influence decisions made about services at Greater Manchester Integrated Care System (ICS) level.

This year we've worked with Healthwatch in Greater Manchester to achieve:



Gathered opinions from across our local communities and used our knowledge to contribute towards the development of the Greater Manchester Dementia United Quality Standards, the Greater Manchester ICS People and Communities Engagement Strategy and the Shanley Report.

Undertook a Greater Manchester Children and Young Peoples (CYP) Mental Health Project, with a focus on pathways to mental health support. This project gathered people's lived experiences of existing service provision across Greater Manchester. Recommendations and findings will be fed back to GM and local commissioners and providers to help shape future service delivery.



The appointment of 3 key roles to the Healthwatch in Greater Manchester partnership. These include an Independent Chair of the Network, Chief Coordinating Officer and Administration and Data Officer. These roles will drive forward the leadership, coordination and delivery of the All Age Strategy 2022-2025 alongside partnership working across the Greater Manchester Healthwatch Network.

Worked in collaboration with Greater Manchester Patient Services to co-produce ongoing reports throughout the year which identify challenges and share the lived experiences of the people of Greater Manchester. We have and will continue to ensure their voices are heard throughout the Greater Manchester ICS through their Quality and Performance Committee.



Available numbers for a

screening followed by panel discussion focused on sustainable living and the interconnection and climate



# 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 to improve.



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## Quarter One Engagement Project (April – June).

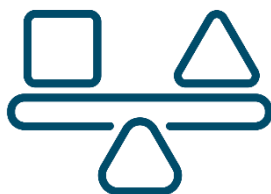
The first project of the year for Healthwatch Salford was centered around general engagement and raising awareness of our organisation and the work that we do. The project was divided into two phases, with the initial phase focused on establishing new connections with community groups and leaders.

During this phase, we successfully made 45 new contacts. Among these, 19 were community groups that were established to support individuals from marginalised backgrounds. These included groups that cater to people who identify as asylum seekers and refugees, those who identify as LGBTQI+, individuals from different religious backgrounds, people of all ages, those who are disabled, and people from various ethnic backgrounds.

### What difference did this make?

By focusing our efforts on building these connections, we were able to provide support to some of the underserved communities. These communities now regularly share feedback with us, which helps us to help elevate their voices, thereby influencing the broader picture of health and care.

For the second phase, we attended 16 public events across the city. This allowed us to engage with over 350 people, during which we gathered detailed feedback about their experiences with health and care services. This feedback is invaluable as it provides us with a deeper understanding of the needs and experiences of the communities we serve.



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## Salford Men's Mental Health Commission

**In June 2023 we were commissioned by Salford City Council to set up the Salford Men's Mental Health Commission, with the aim of asking men across the city for their views on their state of mind, the support available, and how matters could be improved.**

Men from a wide range of backgrounds were invited to take part in the Commission, which designed and ran a survey asking men in Salford for their views on mental health priorities, local services, and support networks.

The report of these findings will be published in the coming months.

# 'Have Your Say' Health Fair

**Our first "Have Your Say" Health Fair was held in July 2023 at Eccles Town Hall Ballroom. The event was designed as a drop-in for the public to interact with representatives of health and care services, and to raise awareness of organisations working in Salford.**

Over 200 people attended the event, including VCSE stallholders and service representatives. Members of the public had the opportunity to share their experience of services in Salford directly with those services face-to-face, with a lot of valuable feedback being received and suggestions for areas of improvement.

The event worked well as a drop-in, giving people the freedom to come and go. Some local community groups utilised our travel grant, enabling people who might not have attended due to financial or logistical reasons to come along to the event, helping ensure that as many areas of the community as possible were able to visit and 'have their say'.

Due to the success of the event, we planned for the Health Fair to return in June 2024, at Eccles Town Hall Ballroom. We hope to build upon the success of the previous event and to grow and expand the event each year.

## What difference did this make?

- It gave Salford residents an opportunity to speak to health and care services in Salford, face-to-face about their experience.
- It created a networking event for service representatives in Salford.
- It was an opportunity for our volunteers to work together on a new exciting event, giving them experience and confidence in working community events.
- It helped raise the profile of Healthwatch Salford, making more members of the public aware of the important work that we do.



# Salford Adolescent Mind's Project

**The Healthwatch Salford priorities survey from January 2022 yielded a significant amount of feedback about Salford CAMHS and Salford's neurodevelopment pathway (12 mentions from 81 completed surveys). It was therefore decided that this would be developed into a future project.**

A scoping exercise took place over February – June 2023 to gather up-to-date research on the current situation. We met with commissioners of young people's mental health services, the neurodevelopment pathway lead and two carers groups (Salford Parent Carer Forum and Carers Together Salford) so we could understand changes that were occurring within the service and gather up-to-date experiences.

Since the service is still undergoing many changes, the decision was made to focus on capturing a snapshot of families' experiences at this point in time. We decided to talk to young people, their parent carers and also the staff working within young people's mental health services.

## Key Recommendations:

- Ensure clear communication on the criteria to access the various young people's mental health services.
- Improve signposting both before and immediately after a referral.
- Increase promotion of existing peer support groups/buddy systems and explore the need for further groups.
- Increase training for staff in hospital wards to support CYP who are/might be neurodivergent.
- Implement immediate support and counselling provisions for any parent whose CYP has attempted suicide.
- Conduct further analysis on neurodivergence amongst girls in school.
- Implement some kind of traffic light system for referrals into CAMHS (if it isn't used already).
- Consider the development of four key projects when the CAMHS participation group is relaunched.
- Conduct further analysis of the cases where families were signposted from CAMHS to other support and ended up back at CAMHS.

## What happens next?

The report will be revisited in a year's time to follow up on our recommendations and evaluate the impact.



# Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## A 50% reduction in the the number of 15-minute home care visits in Salford.

Our Home Care report looked at the home care service provided in Salford, i.e the provision of care workers providing care for people who receive support in their own homes.

The visits have been replaced over the period through an increase in 20 and 30-minute visits.



## Giving the public an opportunity to speak to services face to face.

Our Health Fair gave the people of Salford a chance to speak to health and care organisations in Salford and share their experiences directly with them. Some members of the public may not want or be able to share their feedback with services online or via email, so the event gave those people an easier way to have their voice heard.

With over 200 attendees, the Health Fair was such a success that it was organised again for June 2024, with plans to make it a repeat annual event.



## We built connections with marginalised groups in Salford, to hear their voices.

We successfully made 45 new contacts in the first quarter of the year. Among these, 19 were community groups that were established to support individuals from marginalised backgrounds. These included groups that cater to people who identify as asylum seekers and refugees, those who identify as LGBTQI+, individuals from different religious backgrounds, people of all ages, those who are disabled, and people from various ethnic backgrounds. These new connections enable us to hear their experiences about health and social care in Salford.







# Hearing from all communities

**Over the past year, we have worked hard to make sure we hear from everyone within Salford. 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:**

- Connecting with community groups in Salford whom we hadn't been in touch with before (such as Wai Yin and Dancing with Dementia), establishing relationships that promote easier ways for their members to share feedback with us.
- Creating social media campaigns that engage with new audiences who haven't heard of Healthwatch Salford before, such as our festive Elfwatch campaign.
- Having a travel grant available for our Health Fair, enabling those community groups with members who may struggle with travel costs to still be able to attend.
- Youthwatch engagement – We engaged with approximately 30 young people across five different LGBTQ+ youth groups ran by Salford Youth Service.

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## Silent Voices

The Silent Voices group was set up in 2019, with members of Salford's Deaf community meeting on a monthly basis to coproduce information in BSL and discuss their experiences of health and social care in Salford. Members are also supported to develop digital skills, write scripts and produce video content about health and care services that are a priority to them.

The Silent Voices project has thrived over the past year, focusing on appointments and interpretation services at Salford Royal Hospital, which is managed by the Northern Care Alliance (NCA). The group met six times during this period to express their concerns to the NCA, resulting in actionable steps and solutions.

### As a result of what Silent Voices members have shared:

- There is now a text/WhatsApp service for British Sign Language (BSL) enquiries related to interpreters and appointments.
- An increased number of BSL interpreters in the NCA contact list.
- The use of posters and pop-up banners across the hospital site to guide d/Deaf individuals on how to contact the Patient Advice and Liaison Service (PALS).
- NCA staff training now includes information about d/Deaf patients.



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## Living Well in Salford Report

The Living Well Salford service is a community mental health service, delivered in partnership between Greater Manchester Mental Health (GMMH), Mind in Salford, Six Degrees, Wellbeing Matters and START.

Over 100 people who had been supported by the Living Well Salford network, shared their stories with Healthwatch Salford. The process of this involved gathering the stories from individuals who have used the service, breaking the feedback down into trends and themes and sharing with the service.

### The data gathering led to the following changes being made:

- Personal details being updated more regularly across Community teams and administrative staff having a key role in updating information to improve appointment letter receipt rates.
- More ways of notifying people of appointments, introducing text messages, confirming email addresses, and letters being sent in the post.
- Additional staff training implemented to support goal setting for service users and signposting to services that best suit their needs.
- Improved communication around referrals.
- Onward journey tool developed to support people when they leave the Living Well service.
- Improvements made within other mental health services in Salford.





## Advice and information

If you feel lost and don't know where to turn, Healthwatch Salford is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. 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 we've helped people by:**

- Providing up-to-date information and advice on areas such as how to access your GP records.
- Helping people understand the NHS complaints process.
- Helping people access NHS dentistry information.
- Supporting people to look after their health during the cost-of-living crisis with local advice and information.



# Updated Home Care Report

This project looked at the home care service provided in Salford, ie the provision of care workers providing care for people who receive support in their own home. There are a number of home care agencies commissioned to deliver this service across Salford.

1260 people were using the service in October 2021, and the survey was sent to all people who received support with 180 completing feedback. The feedback has shown that people who receive support were generally happy with their experience of the home care service. This is a credit to the service, particularly taking into account the impact of the Coronavirus pandemic, and the subsequent constraints within which the service was operating.

**In June 2023 we revisited the initial report which took place in 2021/2022, to explore which recommendations had been followed up and what progress had been made.**

The updated report found that:

- There has been nearly a 50 percent reduction in the percentage proportion of the number of 15 minutes commissioned since Oct 2021. The visits have been replaced over the period through an increase in 20 and 30 minute visits.
- There continues to be challenges around recruitment and retention which is a national issue for adult social care.
- There continues to be a need for individuals supported by the service to feel comfortable raising concerns, and there have been positive discussions on how Healthwatch Salford, is an independent body for individuals supported to raise concerns and how the service should promote this more regularly.
- Reviewing the induction program and training undertaken by staff, are included in the quality assessments are now undertaken on Homecare Providers, so Adult Social Care has visibility of these areas. Where deficiencies have been identified, action plans are implemented to ensure improvements are made.
- Work has developed in relation to the views of key stakeholders, service users and families being built into the quality assurance assessments.
- A Homecare Provider Forum is now meeting every other month. This is used as an opportunity for ASC to share information but also for Providers to raise questions. This is helping to develop improvements to processes and working practices, but it is also highlighting areas of good practice that are being shared between Providers.

**“The work Healthwatch Salford did on the Homecare survey gave us an invaluable insight into how homecare is delivered and has helped shape our quality improvement work with Providers at the same time as informing our commissioning plans for homecare going forward.”**

**Adult Social Care Commissioner**







# 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.**

## **This year our volunteers:**

- Visited communities to promote Healthwatch Salford and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Supported us at our Health Fair event in July at Eccles Town Hall.
- Our Intelligence Subgroup volunteers reviewed our feedback bi-monthly to look for any trends or themes coming from the experiences that are being shared with us.

# Hear from our Volunteers

*"Healthwatch Salford has helped me keep up to date on the world of health and social care since completing my University course – this is what keeps me going and passionate about this sector."*

*"I like having a chance to volunteer on different projects to use a variety of my skills and knowledge. Listening to the public's experiences is incredibly important and I am honoured to be a part of the process ."*

*"I enjoyed having a chance to meet and connect with other volunteers through engaging workshops. Learning about various topics and subjects that's on Healthwatch Salford's radar is really interesting."*



## Do you feel inspired?

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



 [www.healthwatchsalford.co.uk/volunteer](http://www.healthwatchsalford.co.uk/volunteer)  
 0161 960 0316  
 [volunteer@healthwatchsalford.co.uk](mailto:volunteer@healthwatchsalford.co.uk)



## **A tribute to Sue Fisher, Volunteer at Healthwatch Salford and Disability Campaigner**

Everyone at Healthwatch Salford wishes to pay tribute to our Volunteer, Sue Fisher, who died on the 23rd of February 2024.

Sue had been a volunteer at Healthwatch Salford for many years, providing great support to the team on projects such as Enter and Views and also at public events, including our Health Fair in 2023.

Sue was passionate about making positive change within health and social care, and even in recent months, was still providing us with valuable feedback about services she was receiving support from. We feel that this shows the type of person Sue was, how even during her own difficult times, she wanted to see improvements for others in the future.

Sue had a fantastic sense of humour, was Incredibly thoughtful, and always spared time for you, despite being such a busy woman. She will be sorely missed.



Sue Fisher,  
Volunteer at  
Healthwatch Salford





# 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	
Contract fee from Local Authority	£166,520	Staff costs	£166,193
Additional income	£48,345	Operational costs	£52,252
<b>Total income</b>	<b>£214,865</b>	<b>Total expenditure</b>	<b>£218,445</b>



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### Additional income is broken down by:

- £25,000 received to fund the Living Well Engagement work.
- £20,000 received for Salford Men’s Mental Health Commission.
- £2,000 received from Salford CVS for contribution into a disability project

## 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
Healthwatch in Greater Manchester (payment received via host organisation)	£1345

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## Next steps

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

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

### Our plan for the year ahead is:

1. In quarter one we will continue to undertake focused engagement with Salford residents. This will involve going to local community events, attending groups and our annual Health Fair on 25th June.
2. In quarter two we will build on the engagement focus from Quarter 1, We will use this quarter to reach out into the communities and groups we hear from less, to build ongoing relationships and create mechanisms for listening to their experiences of health and social care.
3. In quarter three we will focus on communication, which is a common theme that occurs throughout the feedback we receive.
4. In quarter four we are planning on relaunching our Youthwatch programme, coinciding with a focused project exploring vaping and young people.



# Statutory statements

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

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

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# The way we work

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

Our Healthwatch Board consists of 6 members who work on a voluntary basis 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.

Throughout 2023/24, the Board met 6 times and made decisions on matters such as areas of feedback to explore further in projects or surveys, and what our focus will be for the year ahead.

We ensure wider public involvement in deciding our work priorities.

## 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 2023/24, we have been available by phone, and email, provided a web form 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 in each of the Gateways in Salford.

## 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 insights and experiences that have been shared with us.

In our local authority area, for example, we take information to the Salford Health and Wellbeing board, where we share local intelligence and our reports on specific areas within health and social care, ensuring the voice of the people of Salford is heard.

Every month we share the intelligence and feedback we have received from the public with service providers, commissioners and decision makers within Salford. This helps to ensure that every experience we hear about is shared with the right people and that local issues can be heard.

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

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## Enter and view – Updated reports

We made 7 of Enter and View visits at the end of 2022 and did follow-up reports on these visits in September 2023. We made **26 recommendations** as a result of this activity. All 7 Care Homes were contacted to follow up on the recommendations.

Good progress has been made by 6 of the Care Homes, and many of the recommendations have been implemented, or are in their business plan for the coming year.

### Examples of improvements which have already taken place include:

- A garden area which has been weeded and restored so that residents have a more pleasant outlook from their bedrooms, and so that residents and family/friends have somewhere nice to sit.
- Activities Coordinators have been recruited and a varied programme of activities had been introduced for the residents to enjoy.
- New feedback and evaluation processes have been implemented in order to allow residents, friends and family and staff to have their voice heard.
- At Barton Brook Care Home, there had been further recent changes in management, we therefore carried out a return Enter and View visit in April 2024.

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## Healthwatch representatives

Healthwatch Salford is represented on the Salford Health and Wellbeing Board by Sam Cook, Chief Officer of Healthwatch Salford. During 2023/24 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.

Healthwatch Salford is represented on the Salford Integrated Care Partnerships 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 meetings. 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.

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## 2023 – 2024 Outcomes

Project/activity	Examples of outcomes achieved
Updated Home Care Report	50% reduction in the number of 15-minute visits, with more 20-30 minute visits instead.
Updated Enter and View Reports	A garden area that has been weeded and restored so that residents have a more pleasant outlook from their bedrooms, and so that residents and family/friends have somewhere nice to sit.
Have Your Say Health Fair	Over 200 attendees at the event, giving the people of Salford an opportunity to speak with service providers about their experience.
Silent Voices	There is now a text/WhatsApp service for British Sign Language (BSL) enquiries related to interpreters and appointments.




Healthwatch Salford

Eccles Town Hall, Irwell Place

Eccles, M30 0FN

 [www.healthwatchsalford.co.uk](http://www.healthwatchsalford.co.uk)

 0161 960 0316

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

 [Facebook.com/TellHealthwatchSalford](https://www.facebook.com/TellHealthwatchSalford)

 @HWSalford

 @HWSalford

 [Healthwatch-Salford](https://www.linkedin.com/company/Healthwatch-Salford)