**Chief Officer report part 1 - 11th April board meeting**

**HWS Team Update**

**Mark**

Silent Voices

Currently doing some work around interpretation at secondary care and working alongside NCA in improving the experience for d/Deaf patients at Salford Royal (as well as other hospitals on the NCA footprint).

Mind Over Matter

Report has been published and just trying to broker a meeting between commissioners and providers alongside those marginalised groups who took part in the project.

Feedback on the report has been overwhelmingly positive including feedback from Healthwatch England.

Dentistry report

Follow up report to last year’s dentistry project is currently being authored, with an anticipated publication date of w/c 17th April (subject to responses from commissioners etc.).

Libraries Listening Tour

Listening tour has now concluded.  Just getting quotes for 5 static Healthwatch stands to have in the main Gateways and Broughton Hub.  Library folders containing paper copies of our reports for the last year ready to be distributed to all 16 Salford libraries (awaiting PR from Eccles library manager).

Q1 Engagement Project - lead

Quarter 1 project all set up and staff briefed as to their roles and responsibilities.  Target of 40 new organisational contacts by the end of June 2023.  Project will culminate in a public drop in event, a scaled-up version of the Silent Voices one that we ran last year.  Marketing and engagement resources being created.

**Ali**

Enter and View

Summary report completed, published and shared with commissioners and Healthwatch England.

Adult social care HWE funding bid

Completed writing up the transcript, and submitted to HWE ahead of deadline. Attending a group HWE meeting to discuss next month.

Homecare report revisit

An action log based on recommendations made has been produced and sent to commissioners for an update – this has been acknowledged and an update to be provided.

Ali is undertaking stakeholder engagement as part of our Q1 engagement project.

Ali is also co-leading on our Young People’s Mental Health project with Scarlett – see below.

**Scarlett**

Young People’s Mental Health project – Ali and Scarlett

This was on our original work plan for 2022/2023 based on feedback from our 2022 annual survey. The project has been rescoped with a view to starting it in July 2023.

Met with Emily Edwards who is a commissioning manager for children’s mental health services in Salford.

Attended two meetings with Salford Parent Carer Forum and Carers Together, conducting a scoping exercise to ensure we have up-to-date information on the key issues for families in touch with CAMHS and mental health/neurodiversity services in general.

Also attended an event at Salford Uni during Neurodiversity Celebration Week and the SEND Information Day in March and spoke to over 40 members of the public.

Q1 Engagement Project

Working with Mark on planning for an engagement drop-in event in July with service representatives and members of the public, in particular developing a travel grant for community groups to bring their group members to the event.

Stakeholder engagement - linking in with Gypsy, Roma and Traveller community and Arabic-speaking women who attended the women’s empowerment event in January.



Volunteering

Delivered the Managing Difficult Situations Volunteering Masterclass to volunteer officers in the Healthwatch network.

Met with Chris Rice from Salford Youth Service who runs LGBTQ youth groups in Salford. Our Young volunteer has helped us to map out an activity to run with these groups for April/May sessions.

Developing a workshop around becoming a Community Champion with Holly to prepare our volunteers who want to support with our engagement project from April onwards.

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| --- | --- |
| Data Area | Period from 1st February – 31st March |
| Volunteering activities in the period | 4 volunteer supervisionsChild and Adolescent Mental Health project working group meeting – 3 volunteersPutting a face to unmet need project – 1 volunteerSilent Voices meeting – 9 d/Deaf champions2 Youthwatch meetings – 1 volunteer |
| Volunteer hours provided in the period | 40 hours |
| Number of volunteers on record | 28 volunteers |
| Levels of volunteer retention | 0 leavers0 new starters |
| Evaluation or feedback from volunteers regarding their volunteering activity (if applicable) | Volunteer 1‘I appreciate always being kept in the loop, little messages to explain why projects are taking time/the status of projects – for me it makes me feel like I’m still involved and still part of it, and getting to see the results e.g. GP report… knowing you’re putting things out there [on social media] is good, when you post about GP project and dental project, it feels good that it’s reaching people and I’ve played a part’.‘When I did my dissertation, that was a big research project, all my own, the writing for it; so having done the projects with Healthwatch 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 and writing this way; having volunteered with Healthwatch I knew how to write to a medical standard; data analysis has been useful, a lot of what I do is gathering data, analysis, all can be quite daunting so being able to do it as part of a voluntary really helps when coming to do it for an assignment.Volunteer 2‘You’re all amazing, it was a pleasure doing the Enter and View training and meeting you all… you make everything so relaxed’Volunteer 3‘I’m so happy we’ll be doing more engagement to spread the word about us. Being in the library, I feel it’s a lovely way of getting in the community.’[when talking about the team lunch in January] ‘What I loved about that was the different age groups, different histories, different experiences, learning together. There’s always different views to bring to the table’. |



**Holly**

Living Well ethnographic research

Continuing gathering Living Well stories, totalling 83 Living Well. Currently working on a report showcasing the work achieved to date.

Community Mental Health teams ethnographic research

14 stories completed so far. Meeting planned to share themes and story with the team to work on improvements.

5 Listening Lounge stories completed.

Meeting with Older Adults Community Mental Health teams to present ethnographic research and introducing myself to team. Next steps will be to get a list of people to contact and begin gathering stories.

Supporting with engagement project, 2 meetings planned.

Supporting Scarlett with Community Champion Training/Workshop

**Elyse**

Civi CRM

We’ve now come to an end with Healthwatch England’s Civi CRM and in the process of moving all of our feedback across onto our new Excel spreadsheet and setting up our new mailing list on Mailchimp.

Marketing

Working with the team on producing new marketing materials for our current engagement project, plus our community event that is being held in July. Along with that I’ve been coordinating the design of new merchandise and promotional materials that can be used at the many local events and meetings that we’re attending over the next few months.

Marketing literature will start to have an 0161 number on rather than an 0330 number. This gives reassurance that we are a local organisation.



Website

We are in the process of upgrading our website, so towards the end of the month/early May the website will start to look a little different and hopefully you will see some nice improvements to the layout and design. We will also use this as an opportunity to review and refresh content.

Intelligence Subgroup

Thank you to everyone who has shown interest in joining the Intelligence subgroup. a draft Terms of Reference is being worked on ready to discuss at the first meeting at the end of April.

**Healthwatch in Greater Manchester Network**

The network continues to meet on a monthly basis. The aim is to meet in person as much as is possible. Meetings have been hosted by us to begin with.

Next steps for The Big Conversation stage 3 have yet to be agreed.

Nothing further to add to Phil’s update following the last meeting.

**Salford Women and Girls Commission**

Last year, Salford set up a Women and Girls’ Commission - [Salford Women and Girls' Commission | Partners in Salford](https://www.partnersinsalford.org/womengirlscommission)

They’ve just published the findings from the commission – Scarlett and I attended the launch of this.

As a member of the health and wellbeing board we’ve also been asked to commit to at least 3 recommendations.

<https://www.partnersinsalford.org/media/ijajwse2/swag-report.pdf>

Recommendations to be incorporated into the updated EDI action plan.

**Young Trustee Recruitment**

Our board advert is live on the website.

**Bank holiday**

Monday 8th July is an additional bank holiday due to the coronation of the King at the weekend prior. Messages will we shared on social media about us closing and a message on the phone line.

Meetings I’ve attended since the last board meeting (14th February):

Investors in Diversity review meeting

Clare Mayo

Salford CVS re disability project

Salford Commissioning performance catch up

Locality Plan Group (LPG)/Joint Strategic Strengths Needs Assessment (JSSNA)meeting

GM Healthwatch Network meeting

Place-Based Primary Care Commissioning Committee (PCCC)

(meetings continued):

Salford Safeguarding Adults Board (SSAB) meeting

Finance meetings with Salford CVS re budget

Healthwatch and Greater Manchester Mental Health (GMMH) quarterly meeting

Salford Women and Girls Commission report launch

Carers Strategy Steering Group

Emma Smith from AgeUK

Health and Wellbeing Board

Living Hours introduction

Emma Reid from GM NHS

Salford Time To Act (STAT) meeting

Citizen Panel Event

Salford Locality Board

All Age Mental Health meeting

#StartWithPeople NHS online conference

Andy Latham from Healthwatch Trafford

We continue to have monthly in person team meetings and monthly one to ones (preferably in person). The team agreed that they no longer felt the need for weekly virtual huddles – these were more beneficial during lockdown. However, we have a ‘Wellbeing Huddle’ in person once a month. The next one is at Start in Salford and will involve creativity.

Appraisals have all been conducted and each team member has an action plan in line with the SMART principles.

**AOB**

At the last board meeting, a member of the public commented on all the different meetings/boards there are across Salford. Enclosed with the board papers is a diagram showing this and how they link in together.

Once our new website is in place, Elyse and I have agreed it’s a good idea to have a page containing useful information about the health and social care system in Salford including how the public can interact with them.

