Salford Health and Wellbeing Board

Title of report | Healthwatch Salford
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1. Executive Summary

Why is this report being brought to the Board? – relevance of this report to the priorities of the Joint Health and Wellbeing Strategy, the Joint Strategic Needs Assessment or integrated working

This is an update for the Board about the work of Healthwatch Salford (HWS) and to remind partners of the statutory responsibilities of HWS whilst contributing to the review of the effectiveness of the HWBB.

Health and Wellbeing Board’s duties or responsibilities in this area

According to the current MOU:

The Health and Wellbeing Board are responsible for:

- leading and coordinating the JSNA
- Writing the Joint Health and Wellbeing Strategy/ Locality Plan
- Working with Healthwatch Salford and the Scrutiny Panel for their views on draft documents and planning how to involve local people in jointly developing work
- Providing a seat for Healthwatch Salford on the Health and Wellbeing Board (based on the legal requirement in the Health and Social Care Act 2012)

Healthwatch Salford is responsible for:

- Sharing its projects and work plans with the Health and Wellbeing Board and Scrutiny panels
- Using evidence and information from the Health and Wellbeing Board to plan its work.
- Sharing the views and experiences of local people to be included in the work of the Joint Strategic Needs Assessment (JSNA)
- Informing Scrutiny Panels if there are any concerns about services and asking them to investigate issues in more detail if needed.
- Sharing information to inform and enhance debate on the Health and Wellbeing Board, using the views of local people.
- Working together with Scrutiny to share information and comments from the local
### Legislation covering Local Healthwatch duties.

**Principles of Cooperation MOU 2016**
- The need to make collaborative decisions which promote the health and well-being of the Salford population
- Respect for each organisation’s independence
- Openness and transparency
- The need to use resources efficiently and effectively
- Working together to resolve issues and challenges as soon as possible in a supportive way

Local Healthwatch are corporate bodies and within the contractual arrangements made with their local authority must carry out activities:
- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services.
- Obtaining the views of local people regarding their needs for, and experiences of, local care services and make these views known.
- Making reports and recommendations about how local care services could or ought to be improved directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services.
- Making recommendations to Healthwatch England and the Care Quality Commission.

| Key questions for the Health and Wellbeing Board to address – What action is needed from the Board and its members? | To accept and note the engagement reports provided to the Board. To consider how HWS can add value to the Health and Well-being Board. |
| What requirement is there for internal or external communication around this issue? | Healthwatch Salford is seeking increased awareness and responsiveness from all partners building on existing good practice. |

### 2. Introduction
Healthwatch Salford (HWS) is the independent consumer champion for children, young people and adults who use health and social care services in the borough of Salford.

HWS:

- provides people with information and support about local health and social care services
- listens to the views and experiences of local people about the way health and social care services are commissioned and delivered
- uses views and experiences to improve the way services are designed and delivered
- influences how services are set up and commissioned by having a seat on the local Health and Wellbeing Board
- passes information and recommendations to Healthwatch England and the Care Quality Commission

During the last 2 years HWS had undergone significant organisational change enabling it to effectively deliver on statutory obligations. HWS is now independent after being incubated within Unlimited Potential during its establishment. The organisation is now a registered charity and can give full assurance on governance and financial management.

Review of last year’s achievements and challenges
What Matters to you Surveys 2017 & 2018 – During 2017 we went out to communities with a survey focused on people’s individual experiences of health and social care in Salford. With the help of volunteers, we visited community centres, supermarkets, voluntary and community groups. We had 491 individual respondents to the survey. This excludes comments from focused engagement conducted with specific groups and topic. It also excludes signposting cases. Where we were given very specific details about a provider comments were forwarded to them. In total we sent these comments to 48 different providers and received very few replies.

In terms of location of care delivery responses – Hospitals rated highly, as did GPs and community services. These were the three highest. In terms of reason for care - there was more of a spread. A&E, Mobility, cardiology, dementia, dermatology, diabetes, Childcare, mental health, cancer, oral, podiatry pulmonary/respiratory, sensory and social care all figuring highly. In terms of issue groups, the following rated highest – appointments, assessments, waiting times, delays and registration, Information, communication, test results and medical records, service design, integration, access, catchment areas and commissioning, Staff attitudes, standards of clinical care, staff training, pay and conditions.

Survey results for 2018 from 671 respondents are currently being reviewed and will be disseminated accordingly. Early analysis indicates that the top issues for local people we spoke to are Primary Care, Secondary Care, Community Care, Public Health and Mental Health. People again told us that their top issues are access to appointments, waiting times, communication, consultation times (How long people get to see a clinical professional) and finally Staff attitudes and training.
Enter & View – We undertook 16 Enter and Views of residential care homes and 1 for a private hospital in receipt of public funds and whilst we did discover many challenges related to resources we also found many staff working hard against the odds to provide safe, secure and caring treatment/homes for patients and residents. We are pleased to be working with Salford Together to ensure that our findings are used to improve residential care homes in Salford.

Website – To make it easier for people to tell us what they think of local services we completely revamped our website turning it into a feedback centre. We have also established better links with the communications departments for both Salford Clinical Commissioning Group and Salford City Council so that recipients can easily go to our website to give views.

Healthwatch in Greater Manchester – This year we contributed to the consolidation of Greater Manchester Healthwatch, feeding into the development of new structures for engagement with the GM Health and Social Care structures. A transparent process has been developed for decision making about our priorities and representation within these new structures.

Volunteering and membership – We are grateful for the active and committed involvement of volunteers and members. We have a consistent number of active volunteers who have worked with us on designing surveys, marketing and administration, engaging communities in various locations, mystery shopping and Enter and Views. We intend to see their number grow during this period.

Engagement – We worked on a range of engagement projects involving volunteers and service users. These included a Mystery Shop of community mental health services led by volunteers, and with vulnerable groups regarding priorities for the Safeguarding Adults Board.

Web Links to reports:
- Community Mental Health Services Mystery Shop: [https://healthwatchsalford.co.uk/wp-content/uploads/2017/05/Mental-healthwatch-mystery-shop-report.pdf](https://healthwatchsalford.co.uk/wp-content/uploads/2017/05/Mental-healthwatch-mystery-shop-report.pdf)

The Future
- HWS will continue to develop and implement good governance systems in how the Board operates.
- Healthwatch Salford will increase the numbers and diversity of volunteers and volunteering roles.
- Healthwatch Salford will increase its profile through marketing and making better use of social media.
• Healthwatch Salford will measure and increase the social value of the organisation assessing the wider contribution we make to the City of Salford in the context of the 10% Better Campaign.

• Healthwatch Salford will conduct its annual survey of local opinions on health and social care services and publish findings and service responses locally. Some responses were very good but sadly we heard nothing back from the bulk of providers.

• Healthwatch Salford will work with strategic partners in Salford to refresh and re-establish principles, standards and protocols with partners around engagement.

• Healthwatch Salford will seek more effective strategic engagement in the new emerging health and social care structures at Salford and Greater Manchester levels.

• We will support Salford people to be involved in service redesign and review at a Greater Manchester level. This includes Northwest Sector developments and Greater Manchester Health and Social care partnership structures.

3. Key issues for the Board to consider

• HWS engagement reports
• Increasing complexity of the health and care system
• Organisational Profile and understanding the role of Healthwatch
• JSNA deep dive ‘what is the experience?’
• Responsiveness

4. Recommendations for action

1. The Health and Well Being Board partners commit to reviewing the engagement system and principles guidance paper developed and agreed by partners in 2016.

2. Consider how Healthwatch Salford can contribute to the Joint Strategic Needs Assessment on an ongoing basis.

3. Each partner organisation to consider the most effective way that Healthwatch Salford can disseminate views and experiences collected from the general public in a way most likely to yield timely responses.