

Healthwatch Salford Strategy 2024-2029*

A health and social care system that is accessible and equitable for everyone.

An introduction

About us

Healthwatch Salford is an effective, well-led, 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.

This is our high-level strategy which will feed into a lower-level plan for the year which we revise and publish annually.

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.
- Produce 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 local people known to Healthwatch England, helping them to carry out their role as national champion.
- Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.

Strategy

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

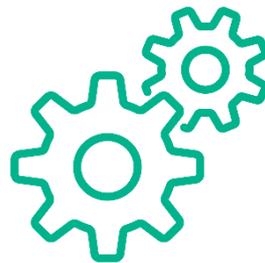
Inclusivity - We start with people first. We work for everyone.

Transparency - We are open and honest in everything we do.

Collaboration - 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 our decisions.

Making a difference - We work to a high standard, and provide a quality service, keeping it simple.

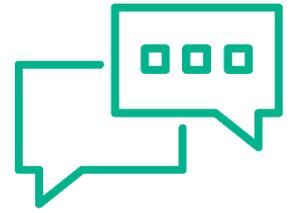


Our Strategic Objectives

1. Seeking the views of people on their experience of needing or using health, public health and social care services.
2. Seeking the views of people whose voice and views are seldom heard and reducing the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.
3. Acting on what we hear to bring about improvements in health and social care policy and practice.
4. Healthwatch Salford is a strong and well-governed organisation that uses its resources for the greatest impact.



How will we achieve this?



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

Continuing to build relationships and learn more about Salford and its evolving communities.

Utilising effective public engagement methods whilst fostering a culture of creativity.

Continuing to raise our profile as engagement experts for more meaningful impact.

How will we achieve this?



Seeking the views of people whose voices and views are **seldom heard and reducing the multiple barriers** that some people face in being heard. We will then use their views to bring about improvements.

Ensuring Equality, Diversity, Equity and Inclusion runs through everything we do.

Highlighting and addressing the barriers to participation in health and social care.

Sharing our evidence to bring about improvements.

Using a variety of different methods to demonstrate the impact of our work.

How will we achieve this?



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

Ensuring people can access our service and our output in different ways.

Being a critical friend to health and social care services.

Ensuring the system puts people at the heart of all health and social care services.

How will we achieve this?



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

Attracting and retaining the right talent.

Approaching every task with the 'work smart' mentality.

Continuing to build an organisational culture that prioritises learning and development.

Continuing our journey emphasising our commitment to equality, diversity, equity and inclusion.

Ensuring staff well-being remains a key priority and embedding the principles of being trauma-informed to create a culture where staff feel fully supported.

Ensuring ongoing compliance with Healthwatch England, Companies House and Charity Commission requirements.

How will we achieve this?

Remaining a strong and well-governed organisation



Seeking the views of the people of Salford



Acting on what we hear to bring about change



Continue to listen to and engage with seldom-heard communities and reduce barriers they face in having their voices heard





For more information

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