

## Lancashire's Voice Newsletter Spring 2016

### Healthwatch Lancashire findings contribute to changes in East Lancashire hospitals

East Lancashire Hospitals NHS Trust have published a report which demonstrates that Healthwatch Lancashire's Patient Engagement Day intelligence has contributed to development plans at Burnley General Hospital.

East Lancashire Hospitals NHS Trust published details of Healthwatch Lancashire's contribution in their Phase Eight Outline Business Case which was included in their board minutes for the meeting on 24th February.

The document includes intelligence from our Patient Engagement Day report for Burnley General Hospital and the comments we received from people who use the hospital.

Kevin McGee, Chief Executive of East Lancashire Hospitals NHS Trust, commented in his blog: "Our Board approved the Outline Business Case for the next phase of development (Phase 8) on our Burnley General Hospital site. This really is a fantastic development for Burnley and represents a capital investment of £18m, bringing the total recent investment in that site to over £80m. The Full Business Case will be considered in July and work is expected to start in October for two years."

Read more about our Patient Engagement Day Reports on page 2 of this newsletter

### I've had my say!

More people in Lancashire are taking the opportunity to have their say on health and social care by sharing their views with Healthwatch Lancashire.

More than 6,000 people have shared their views with Healthwatch Lancashire by taking part in surveys since April 2015 and now more people are being given the opportunity to have their say through our 'Care Circle' group activities.

Since November, Healthwatch Lancashire has listened to views from more than 350 people from 26 community groups and organisations, many of which are pictured below.

You can read what groups are telling us on our website at [www.healthwatchlancashire.co.uk/mysay](http://www.healthwatchlancashire.co.uk/mysay)



## Reports highlight experiences in Lancashire's hospitals (from page 1)

**Healthwatch Lancashire has been delivering a programme of Patient Engagement Day events in hospitals across Lancashire to listen to people's experiences and influence service improvement.**

21 of these events have taken place across Lancashire since September 2015 with more than 1,000 people sharing their experiences of the care they received on that day.

East Lancashire Hospitals NHS Trust, Blackpool Teaching Hospitals NHS Foundation Trust, Lancashire Teaching Hospitals NHS Trust and University Hospitals of Morecambe

Bay NHS Foundation Trust have provided responses to the Patient Engagement Day Reports along with actions of how their patients' experience is being improved.

East Lancashire Hospitals NHS Trust responded to the report for Clitheroe Community Hospital to state that there are plans in place to increase the number of car parking spaces in the near future which will ease this problem.

**Read our Patient Engagement Day Reports on our website**



## Positive response to 'Enter and View' visits

**Since August, Healthwatch Lancashire have undertaken a total of 29 Enter and View visits in health and social care premises across Lancashire.**

The 'Enter and View' visits, which have mainly been undertaken in care homes, along with four visits taking place in hospitals, encourage, support and influence service improvement by listening to the experiences of people using the services.

'Enter and View' is the opportunity for our Healthwatch Lancashire authorised representatives to go into health and social care premises to collect the views of residents, relatives

and staff at the point of service delivery and observe the nature and quality of services.

Enter and View reports are shared with those who manage, commission and regulate services including Lancashire County Council and the Care Quality Commission.

There has been a positive response to the visits from providers.

**You can read our Enter and View reports on our website**

**Here is some of the feedback we have received from our Enter and View visits:**

**"The representatives were very nice and relaxed and I feel that the report given was a very good and honest review of the home."** - Gaynor Lund, Registered Manager at Highfield Hall Care Home.

**"I would like to thank the Healthwatch Lancashire team for their honest and constructive feedback to the home here at Stocks Hall Ormskirk."** - Nicola Ikin, Registered Manager at Stocks Hall Residential Care Home.

## Almost 1 in 5 people are not registered with a dentist

**Healthwatch Lancashire has published a report which is being used by NHS England to understand the demand for dental care in Lancashire.**

A "Your Dentist, Your Say" report has been published by Healthwatch Lancashire based on the findings from a research study with more than 1,000 residents of Lancashire to identify issues relating to access to NHS dental services.

NHS England have provided a response to the findings which is included in the report which show that although many people are happy with

receiving private dental care there are those who would like NHS dental treatment but have been unsuccessful in accessing services.

The report shows that across Lancashire 63% of people said that they are registered with a NHS dentist, 19% said that they are registered with a private dentist whilst 18% of people said that they were not registered with a dentist.

**You can read what groups are telling us on our website**

**Your Dentist,  
Your Say!**

## Volunteers ready to support hospital assessments

**Healthwatch Lancashire volunteers and staff are ready and raring to go when it comes to supporting the annual environmental assessments in Lancashire's hospitals.**

"Good environments matter and every NHS patient should be cared for with compassion and dignity in a clean, safe environment" - that is according to the Health and Social Care Information Centre (HSCIC) who oversee the Patient-led Assessments of the Care Environment (PLACE) which are undertaken by hospitals annually.

PLACE assessments look at the environment from the perspective of patients - which is where Healthwatch

Lancashire volunteers come in, taking part to represent the people of Lancashire.

Healthwatch Lancashire volunteers and staff will be taking part in PLACE assessments across the county over the coming weeks as part of teams to assess how the environment supports patient's privacy, dignity, wellbeing, dementia and disability. The assessments also look at the building condition and maintenance and food. It does not cover clinical care provision or how well staff are doing their job.

Sheralee Turner-Birchall, Senior Manager at Healthwatch Lancashire, said "Healthwatch Lancashire's

dedicated volunteers make a valuable contribution to supporting people in Lancashire when it comes to health and social care and PLACE assessments are an excellent example of that."

**In 2015, Healthwatch Lancashire volunteers made a significant contribution across Lancashire by supporting ten trusts and independent organisations in their annual PLACE assessments. Healthwatch Lancashire representatives took part in a total of 38 days of Patient-led Assessments of the Care Environment.**

## Reports published on daytime support centres

**Healthwatch Lancashire has published four reports which capture the experiences of service users and their relatives at Walton Lane Community Centre, Ormskirk Health & Wellbeing Centre, Knight Hill House and Tarleton Sheltered Housing Scheme.**

Age UK Lancashire has a number of daytime support centres at locations across Lancashire and requested an independent assessment of four of their daytime support centre services by Healthwatch Lancashire. The aim was to gather views of service users

and their next of kin to inform their quality improvement programme.

Healthwatch Lancashire volunteers, supported by staff, took part in the four events in Lancashire with service users and their relatives taking the opportunity to share their views. The reports each include a response from Age UK Lancashire, who provide these services.

**Read the reports on Age UK Lancashire daytime support centres on our website**



## Issues raised on transport to primary healthcare services

**Healthwatch Lancashire has published a report summarising responses to a survey from people in Lancashire about transport to primary healthcare services.**

A "Your Care and Getting There" report has been published by Healthwatch Lancashire based on the findings from a survey undertaken by 742 residents of Lancashire to identify issues relating to how they get to appointments at GPs, dentists, health centres and pharmacies.

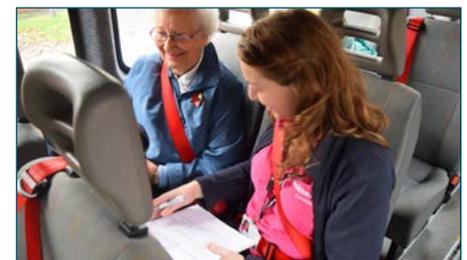
The report shows that across Lancashire 88% of people said that they find getting to their appointment

convenient whilst 15.6% of people said that they have had to cancel appointments due to transport issues.

24.9% of people who do not travel to their appointments by car said that they were concerned for the cost of transport.

The survey aimed to find out how people travel to appointments and gather details on convenience, cost and how this affects their experience.

**Read the Your Care & Getting There report on our website**



## Young people do not feel listened to by health professionals

Healthwatch Lancashire has published a report highlighting views from a group of young people following an event at Preston College in collaboration with Macmillan Cancer Support.

One of the main findings from the event was that 48% of the group, which included students at Preston College and representatives of Healthwatch Lancashire's PULSE young people's group, said that they did not feel listened to by health professions with 27% stating that they only feel listened to sometimes.

Macmillan Cancer Support and local Healthwatch in Lancashire have

teamed up to deliver a series of events with community groups in Lancashire to understand how people are affected by cancer and to gather their views on cancer services.

Two more Healthwatch Lancashire events will take place with Fylde Community LGBT Friends Group and Seniors Together in Rossendale.

Events will also be organised by Healthwatch Blackburn with Darwen and Healthwatch Blackpool.

You can read or download this report on our website



## Health & wellbeing issues faced by people in BME communities highlighted in report

People have told Healthwatch Lancashire that there is a lack of awareness for mental health and more research is needed in genetics and reproduction within black, minority and ethnic communities in Lancashire.

Healthwatch Lancashire has published a report summarising views gathered from members of the public at a 'Lifting the Lid' event for people in black, minority and ethnic communities.

The event was organised by

Lancashire BME Network, East Lancashire Clinical Commissioning Group and Healthwatch Lancashire.

47 people attended the event which discussed topics including mental health, culture and diversity, genetics and reproductive health within BME communities in Lancashire and lifted the lid for further discussions.

Read the Lifting the Lid report on our website



## We're looking for community engagement volunteers

Healthwatch Lancashire is looking for volunteers to represent local people when it comes to health and social care.

Healthwatch Lancashire volunteers are the eyes and ears of local communities and more are needed to listen to people's views about health and social care in Lancashire in locations such as hospitals, GP practices and community venues.

Healthwatch Lancashire undertakes a range of activities to find out what matters to local people and gather their experiences to influence service improvement.



To apply to volunteer call Natalie Cotterell on 01524 230662 or email [natalie.cotterell@healthwatchlancashire.co.uk](mailto:natalie.cotterell@healthwatchlancashire.co.uk)

## The Big Transformation - statement from our Chair, Mike Wedgeworth

Following what's happening to the National Health Service is like riding a bucking bronco: up in the air one minute and on the ground the next.

Junior doctors dismay one day; the next, good news about more investment in mental health. Hospitals facing huge deficits, missing targets, social care slashed on one side; government providing extra cash for new models of care, and promising more doctors and nurses on the other.

Is it crisis or cheer? Catastrophe or challenge?

And what on earth are those who use health and care services to make of it? One of the tasks of Healthwatch Lancashire is to keep abreast of it all, and to communicate with the public in plain English what's going on. More than that, we must feed back your views to those making the vital decisions.

The biggest is the Big Transformation Plan, which all branches of the health service are working feverishly on right now to be sent by June this year for approval by the Government. If Whitehall says "yes", extra money for better health and care will come Lancashire's way. It doesn't bear thinking about if the Plan doesn't come up to scratch and the answer is "no".

The Plan must cover an area which is big enough to have impact, yet small enough to be recognisable by local people.

Thankfully, an umbrella body known as Healthier Lancashire, which brings all the key players together, has been beavering away to get ready for The Big Transformation Plan, both to agree what it should contain and how it can best be delivered. The area covered is to be Lancashire and South Cumbria, and within it there will be five divisions, covering Pennine, West, Central,

Morecambe Bay and the Fylde Coast.

No pressure, but Healthier Lancashire, and everyone in it, simply must make it all work."

**Mike Wedgeworth,**  
Chair of Healthwatch Lancashire.

Read more statements from our Chair on our website



## Following up on the barriers that lesbian, gay, bisexual and trans people experience accessing routine healthcare

**In April 2015, Healthwatch Lancashire and Lancashire LGBT published a report about the barriers lesbian, gay, bisexual & trans people face when accessing routine healthcare.**

Nearly one year later, Lancashire LGBT have confirmed that the findings of the report have been used to influence a number of projects which aim to improve people's experiences of using health and social care services.

One of the projects Lancashire LGBT are delivering is hard-to-reach engagement on behalf of NHS Fylde and Wyre Clinical Commissioning Group. The project aims to gather further experiences of people accessing routine healthcare with an aim to develop a 'Lesbian Gay Bisexual and Trans people Charter of Values' for GP practices.

Lancashire LGBT are working with University Hospitals of Morecambe Bay NHS Foundation Trust on a project focusing on understanding the needs

of lesbian, gay, bisexual and trans people, their families and their carers when accessing hospital services.

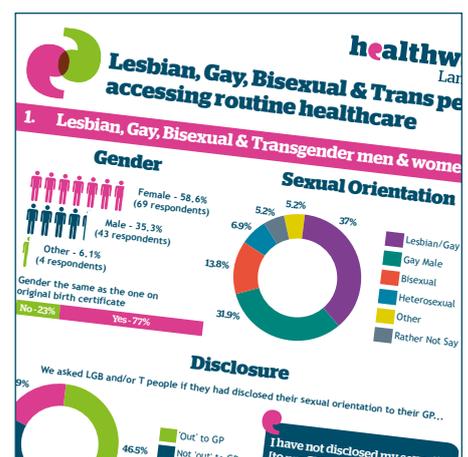
Lancashire LGBT provide support for the consideration of lesbian, gay, bisexual and trans people in equality impact assessments and service redesign for NHS Fylde and Wyre Clinical Commissioning Group, NHS West Lancashire Clinical Commissioning Group and Blackpool Teaching Hospitals NHS Foundation Trust.

Healthwatch Lancashire is also working to ensure that views of the lesbian, gay, bisexual and trans people community are listened to by those who manage and run health and social care services.

In March 2016, Healthwatch Lancashire delivered a workshop activity for members of the Fylde Community LGBT Friends Group in Lytham St Annes in collaboration with Macmillan Cancer Support.

The workshop was part of a series of Macmillan and Healthwatch On Tour events to understand people's views on cancer services. A report will be published showing the findings from the workshop.

Our report on lesbian, gay, bisexual and trans people accessing routine healthcare can be read and downloaded from our website



## Your GP Your Say response

**Healthwatch Lancashire would like to thank all those who took part our recent Your GP Your Say survey which has now closed following an excellent response.**

The survey has allowed us to gather views from residents across Lancashire about the convenience of getting to GP appointments and learn how people would like GP services to be delivered.

The initial findings of the report have now been shared with NHS England and a full report will be published with the findings.

Healthwatch Lancashire would particularly like to thank our dedicated volunteers who helped us to reach into communities and gather responses to the survey and for their continued commitment to supporting Healthwatch Lancashire.

Find out more about our volunteers and the significant contribution they make by visiting [www.healthwatchlancashire.co.uk/volunteers](http://www.healthwatchlancashire.co.uk/volunteers)



## New board members and board meetings

**Healthwatch Lancashire has recruited four new non-executive directors.**

Adrian Leather, Davina Hanlon, Naz Zaman and John Fell have been appointed to use their expertise to ensure that Healthwatch Lancashire is fulfilling its legal and statutory obligations.

Board meetings of Healthwatch Lancashire are held in public every

three months at the Healthwatch Lancashire offices.

### Upcoming meetings:

- 2nd June 2016
- 1st September 2016

To read more about our Board and the non-executive directors visit [About Us on our website](#)

## Our phone number has changed

We've listened to concerns that were raised about people being unsure of the costs to call our 0300 phone number and we have now changed our main phone number to 01524 239100.

For other ways to contact the team use the contact details below.

## Contact the team

**Helpline:** 01524 239100  
[info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)

### By Post:

Healthwatch Lancashire  
Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY

### For communications contact:

01524 239107  
[neil.greaves@healthwatchlancashire.co.uk](mailto:neil.greaves@healthwatchlancashire.co.uk)

### For volunteering contact:

01524 230662  
[natalie.cotterell@healthwatchlancashire.co.uk](mailto:natalie.cotterell@healthwatchlancashire.co.uk)

### Community Groups

Healthwatch Lancashire is looking for those who manage community groups to express an interest in the 'Care Circle' events so that members of the group are able to share their views and experiences.

Community group organisers can request a visit from the Healthwatch Lancashire team by calling 01524 239100 or by emailing [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk).

### Share your experiences

Healthwatch Lancashire encourages you to share your comments, compliments and concerns about health and social care services in Lancashire.

You can share your experiences by visiting the Healthwatch Lancashire website and searching for the service you have used. Here you will be able to share your views anonymously.

Alternatively, you can speak to our team by calling 01524 239100.

To receive this newsletter by email please email your request to [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)