



## We're using your feedback to make a difference in Lancashire

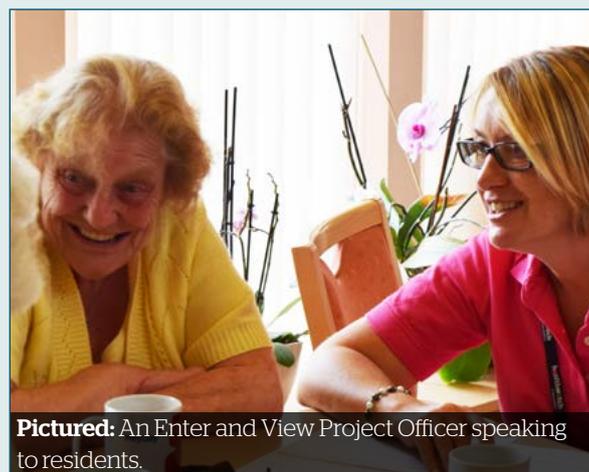
Healthwatch Lancashire thanks the people of Lancashire for sharing their experiences of health and social care services. We have been able to use this information to share reports with hospitals, GPs, dentists and social care services.

This information has been analysed, shared and has resulted in improvements within health and social care services in Lancashire.

In total more than 5,000 individual pieces of feedback or responses to research campaigns have been received in 2015.



## We're listening to views in care homes



**Pictured:** An Enter and View Project Officer speaking to residents.

**We are undertaking a programme of 'Enter and View' visits across Lancashire to encourage and support service improvement.**

'Enter and View' is the opportunity for authorised Healthwatch Lancashire representatives to go into health and social care facilities to collect the views of patients, residents, relatives and staff and observe the nature and quality of services.

To read the latest Enter and View reports please visit the Healthwatch Lancashire website.



**Pictured above:** The Enter and View team listening to residents during a visit.

## Appointment of Mike Wedgeworth MBE as Interim Chairman of Healthwatch Lancashire



**Pictured above:** Interim Chairman of Healthwatch Lancashire, Mike Wedgeworth MBE, with Chief Executive Gill Brown (left) and Senior Project Officer Michele Chapman.

**Mike Wedgeworth MBE, a Canon at Blackburn Cathedral and former Chief Executive of Hyndburn Borough Council, has been appointed to provide leadership to the Board of Directors of Healthwatch Lancashire.**

Mike, who brings a wealth of third sector experience to the role, said: "There are huge changes going on in the National Health Service and in social care, and Healthwatch is a vital route to influencing those changes for the good of the people and communities of Lancashire."

## Listening to your views in our Lancashire hospitals

**A program of 'Patient Engagement Days' is underway with Healthwatch Lancashire volunteers and staff gathering views in hospitals across Lancashire.**

Feedback from patient engagement days is being shared with those who manage and run hospitals with the aim of highlighting where the services are doing well and also where they can be improved.



**Pictured:** Healthwatch Lancashire volunteers and staff at Royal Lancaster Infirmary patient engagement day.

The report for Royal Lancaster Infirmary has been published and a number of improvements have been made as a result of this project.

We would like to thank our volunteers for giving their time to support our programme of patient engagement days across Lancashire.

Reports will be published on the Healthwatch Lancashire website for these events.



**Pictured:** Healthwatch Lancashire team at Ormskirk Hospital on another patient engagement day.

## Mock Care Quality Commission inspections

**Healthwatch Lancashire volunteers, supported by staff, recently took part in hospital inspections at East Lancashire Hospitals NHS Trust to help prepare for future Care Quality Commission inspections.**

A combination of representatives from East Lancashire Hospitals NHS Trust, clinical commissioning groups and trust governors also took part in the day.

## Research and innovation honour

**Healthwatch Lancashire has been shortlisted in the Research Innovation category at the 2015 North West Coast Research and Innovation Awards.**

The shortlisted project, 'Patient Journeys at Royal Lancaster Infirmary', resulted in a significant number of changes being made throughout the hospital following a group of patients and listen to their experiences during a full week on Ward 39.

Healthwatch Lancashire was invited to undertake the project by University Hospitals of Morecambe Bay NHS Foundation Trust and NHS Lancashire North Clinical Commissioning Group.

The North West Coast Research and Innovation Awards is a collaborative celebration event between the North West Coast Academic Health Science Network, Clinical Research Network: North West Coast and NIHR Collaboration for Leadership in Applied Health Research and Care North West Coast.



## Focus on food at Calderstones

**Healthwatch Lancashire has recently undertaken a project concentrating on the food at the Herbstones restaurant at Calderstones.**

Following a request from service-users at the trust, Healthwatch Lancashire undertook a visit with Calderstones catering staff. All aspects of service delivery from food production to meals being served to patients was observed and our feedback has been provided to the trust.



**Pictured above:** Amanda Higgins, Project Officer, outside Herbstones Restaurant at Calderstones.

## Volunteers support hospital assessments

Volunteers have supported ten trusts and independent healthcare organisations by taking part in 38 days of Patient-led Assessments of the Care Environment (PLACE) this year.

Results of these assessments have now been published by Health and Social Care Information Centre (HSCIC), the organisation responsible for ensuring all health providers conduct the assessments.



**Pictured:** Healthwatch Lancashire volunteers take part in PLACE at Blackpool Victoria Hospital.

## Contributing to protecting adults

Sheralee Turner-Birchall, Volunteers and Project Officer Manager, is representing Healthwatch Lancashire at the Lancashire Adult Safeguarding Board and committees across the county.



**Pictured above:** Volunteers and Project Officer Manager, Sheralee Turner-Birchall.

"Safeguarding" means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. Healthwatch Lancashire is able to contribute by presenting information which has been shared with us to prevent Safeguarding incidents occurring.

## Welcome to the team

Healthwatch Lancashire would like to welcome a group of new volunteers who have committed their time to help improve health and social care services by listening to your views.

Becky Willshaw, our new Intelligence Officer, also joined the team in September.

## Your views shared with the Care Quality Commission

Reports have been shared with CQC inspectors assessing Blackpool Teaching Hospitals NHS Foundation Trust, Calderstones Partnership NHS Foundation Trust and East Lancashire Hospitals NHS Trust.

The report presented the views from patients, service-users and relatives which have been shared with Healthwatch Lancashire.

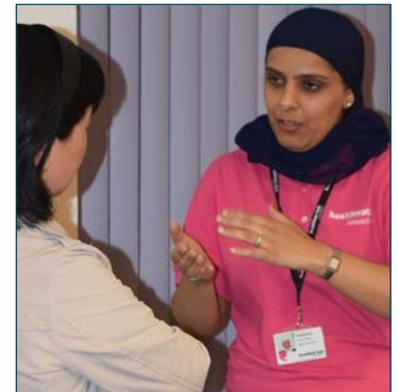
We would like to thank all those who took their time to share their views with us.



## Qualification achieved by staff

Three of Healthwatch Lancashire's Project Officers have recently received a qualification in "Understanding Health Improvement" awarded by the Royal Society for Public Health.

Project Officers, Aysha Desai (pictured right), Ilyas Patel and Amanda Higgins achieved the qualifications in Understanding Health Improvement.



## Board meetings

Board meetings of Healthwatch Lancashire are held in public every three months at various venues across Lancashire.

### Upcoming meetings:

- 3rd December 2015
- 3rd March 2016
- 2nd June 2016
- 1st September 2016

For more information visit the events section of our website or call 03003038811.

## Contact the team

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To find out more about how we use your views to make a difference visit [healthwatchlancashire.co.uk](http://healthwatchlancashire.co.uk)

Have your say!

Read our latest reports on our website.

Follow us on social media: @HW\_Lancashire

We've listened to more than 4,500 of your comments in 2015 so far... thank you to all those who shared their experiences with us!

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