



Annual Report

2014/15



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Welcome from the Chair

I am delighted to provide an overview for this, the second year of Healthwatch Lancashire, which has seen significant developments both within the organisation and to our role as the public voice on health and social care in Lancashire.

This report provides an overview of the projects, activities and work Healthwatch Lancashire has conducted to improve health and social care services for people in Lancashire over the past twelve months.

For over two years I and the Board have been concerned with building the foundations of our present success. As Chairman my role has been one of overseeing, with the Board, the appointment of new directors and a new Chief Executive, of approving the strategy and business plan, of overseeing the development of the organisation from a financial and human resource perspective, of working with a range of stakeholders within Lancashire and representing the organisation at a number of meetings and events.

In November 2014 Gill Brown was appointed as Chief Executive. The organisation is going from strength to strength and the foundations have been put in place for some exciting developments. This report covers how these foundations have already started to make an impact and how these will benefit our work in the coming year.

Gail Stanley MBE JP DL, Chair Healthwatch Lancashire





Foreword from the Chief Executive

Since commencing as Chief Executive at the beginning of November 2014 I have travelled the length and breadth of the county of Lancashire, meeting and talking with key stakeholders in the local health and social care economy in order to find out how best to align the work of Healthwatch Lancashire's Operational Team to our strategic responsibilities and therefore best serve the people of Lancashire.



November 2014: Healthwatch Lancashire CEO Gill Brown takes part in a workshop at the Healthier Lancashire Summit

I have concentrated on developing and building robust and respectful relationships with other local stakeholders in order to build our legitimacy, influence and create impact. Our overall aim is to work collaboratively, but we challenge when necessary, in order to improve health and social care services for the people of Lancashire.

In December 2014, as a result of my discussions and research, I revised and gained the Board's approval for a new organisational strategy and business plan which would focus on five key projects aligned to our statutory responsibilities.

Since January 2015 our new strategy and business plan has provided the focus for the work of the Operational Team. We have exciting and ambitious plans for the year ahead and our

five key projects are now underway and are detailed later in this report.

Our role in the health and social care system is a demanding one. We have the potential for improving how responsive and inclusive the health and social care system is of local people's concerns and priorities, but we need to balance being an independent voice with also being part of decision-making processes as one of the local system leaders.

I am grateful to the Board for their approval of a revised strategy and business plan devised to focus the organisation on its statutory responsibilities, improve its profile and increase its productivity. I would like to personally acknowledge the hard work and enthusiasm of the Operational Team, in particular their support for me in my inaugural CEO role and I would also like to extend my thanks to our committed team of volunteers who give us their valuable time in order to help improve health and social care services in Lancashire.

I hope you enjoy reading this report and find it honest and informative. It will be made available on our website www.healthwatchlancashire.co.uk and printed copies can be obtained on request from our office.

Gill Brown, Chief Executive Healthwatch Lancashire



About Healthwatch Lancashire

We are here to make health and social care better for ordinary people.

We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

Healthwatch Lancashire was established following the introduction of the Health and Social Care Act in 2012.

Our role is to be an independent consumer champion for health and social care in Lancashire; providing the people of Lancashire with a powerful voice; making sure residents views and experiences are heard by those who run, plan and regulate local health and social care services and enable the people of Lancashire to influence, change and improve the quality of local health and social care services.

Healthwatch Lancashire also has a seat on Lancashire's Health and Wellbeing Board and we are the only statutory body in Lancashire looking solely at people's experiences across health and social care.



Spring 2015: Ilyas Patel, Neil Greaves, Board Member Ishwer Tailor and Christina Morley at Preston Health Mela



Healthwatch Lancashire is an independent not-for-profit company, limited by guarantee, commissioned by Lancashire County Council (LCC) and is a member of a network of more than 150 independent local Healthwatch organisations in England, with a local Healthwatch in every local authority.

Healthwatch Lancashire's statutory responsibilities are:

- promoting and supporting the involvement of the people of Lancashire in the commissioning, provision and scrutiny of local care services
- enabling the people of Lancashire to monitor the standard of provision of local care services and whether, and how, local care services could and ought to be improved
- obtaining the views of the people of Lancashire regarding their needs for, and experiences of, local care services and importantly to make these views known
- compiling reports and recommendations about how local care services could or ought to be improved. Such reports are directed to commissioners and providers of care services, the people responsible for managing or scrutinising local care services and shared with Healthwatch England
- providing the public advice and information about access to local care services
- formulating views on the standard of care provision and whether local care services could and ought to be improved, and sharing these views with Healthwatch England
- making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC), and to make recommendations to Healthwatch England to publish reports about particular issues
- providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively



February 2015: Amanda Higgins engages with the public at Clitheroe Community Hospital



The Healthwatch Lancashire Team - March 2015

In addition to the Chief Executive, the Operational Team consists nine employees.



(from left to right):

- **Ilyas Patel** (Project Officer)
- **Neil Greaves** (Communications Manager)
- **Aysha Desai** (Project Officer)
- **Liz Thatcher** (Executive Assistant)
- **Lesley Miller** (Administrator)
- **Sheralee Turner-Birchall** (Volunteer and Project Officer Manager)
- **Natalie Cotterell** (Volunteer Administrator)
- **Amanda Higgins** (Project Officer)
- **Christina Morley** (Communications Officer)



Volunteers

Healthwatch Lancashire has recognised the benefit from engaging a cohort of local volunteers with appropriate skills and expertise.

Volunteers not only enrich the organisation by sharing their extensive local knowledge and intelligence but also support the Operational

Team with our work by planning and carrying out our statutory responsibilities.

As of 31 March 2015 Healthwatch Lancashire had a cohort of 29 local volunteers who all reside in Lancashire.

All Healthwatch Lancashire volunteers are subject to an enhanced Disclosure and Barring Service check and undergo induction and other relevant training.

GRAPH: Map shows the location of Healthwatch Lancashire volunteers within the 14 districts of Lancashire as of 31 March 2015





Our Strategic Priorities:

Healthwatch Lancashire's Strategy and Business Plan

The key priorities for Healthwatch Lancashire are:

- Engaging with people in Lancashire who use health and social care services
- Understanding people's experiences, and providing information and signposting for people who use health and social care services
- Helping people get what they need from local health and social care services
- Influencing decision makers with evidence from local people
- Producing reports and recommendations to effect change
- putting local people at the heart of improving services
- working with others to improve local services

We have focused our work on the acquisition, collation, analysis and communication of good quality data and soft intelligence from the people of Lancashire which we use to improve local health and social care provision.

To achieve this we developed an innovative strategy and business plan concentrated on the delivery of 5 key projects:

Project 1: Communication and Online Activity

Project 2: Developing an Engagement Database

Project 3: Healthwatch Lancashire Roadshows

Project 4: Scrutiny of Residential Care in Lancashire

Project 5: Recruit and Train a cohort of Volunteers

Our 5 key projects are detailed, together with an account of the progress we have made in achieving Healthwatch Lancashire's strategic objectives.



February 2015: Natalie Cotterell at Edge Hill University's Volunteer Recruitment Fayre



January 2015: Ilyas Patel conducts an NHS 111 survey at Blackpool Victoria Hospital



Project 1: Communication and Online Activity

Healthwatch Lancashire's Strategy and Business Plan said...

'...We have commenced the commissioning and development of a more interactive website and have also recruited specialist staff to further develop and maintain this facility. The website will be central to our profile awareness, brand identity, information gathering & giving and will link to our social media content to offer news updates on local and national health and social care issues. The people of Lancashire will be able to use the website to share their experience as local health and social care service users and there will be opinion polls on issues of immediate local concern, learning opportunities for volunteers, links to other sites and consultations and campaigns will be run from the site. Our online work will also be the core of our signposting activity and we will also maximise all opportunities to increase awareness of the Healthwatch Lancashire brand.'

Healthwatch Lancashire has ...

...invested in technology and recruited specialist staff in order to obtain local people's views on their health and social care needs and experiences. In November 2014 Neil Greaves joined Healthwatch Lancashire's Operational Team as Communications Manager and in January 2015 Christina Morley also joined the organisation as Communications Officer. These two members of staff have been pivotal in raising the profile of Healthwatch Lancashire and progressing the organisation's communications strategy.

In December 2014 we launched a new website which has been further developed and significantly improved during the early part of 2015. The website is user friendly and has added speech, reading and translational support. It also has a new fresh and contemporary designed home page and a 'Feedback Centre' facility which provides a mechanism for local people to feed back their needs and experiences of health and social care services. The website also has a dynamic system to feed through latest news and events more effectively and a secure area to support the work of our volunteers and non-executives. Our volunteers and board played an active role in the development of our website and have provided us with useful constructive critical feedback which we have used to improve this new facility.



February 2015: Christina Morley updates the Healthwatch Lancashire website



Healthwatch Lancashire is also currently undertaking a pilot scheme to support greater participation of children and young people in the activities of the organisation. This group, known as PULSE, is an established health and wellbeing participation group.

The group has been meeting since July 2012 and includes children and young people from numerous participation groups throughout Lancashire, such as the Youth Council, Young Carers, Children in Care Council, Special Educational Needs and Disabilities (SEND) Council, Young People from Respite Centres, Tier 4 CAMHS (Child and Adolescent Mental Health Services) and Health Action Groups. The group has been very proactive and their work has been recognised through a number of national awards.

Healthwatch Lancashire has recognised this as an excellent opportunity to begin to build greater engagement and participation with children and young people.

In addition, the Healthwatch Lancashire Operational Team also attend events such as the NHS Retirement Fellowship (pictured below) in order to gain the views of local people aged over 65, and are hopeful of developing a pilot scheme to build on this relationship.

In respect of seldom heard groups Healthwatch Lancashire has focused on a research project to enquire about the barriers that Lesbian, Gay, Bisexual and Transgender (LGB&T) communities experience when accessing routine healthcare. This was undertaken using a quantitative online survey across Lancashire with option of postal questionnaire/telephone interview for participants who do not have internet access. There were 116 respondents to the survey.



March 2015: Delivery of a presentation to the NHS Retirement Fellowship by Healthwatch Lancashire's CEO Gill Brown



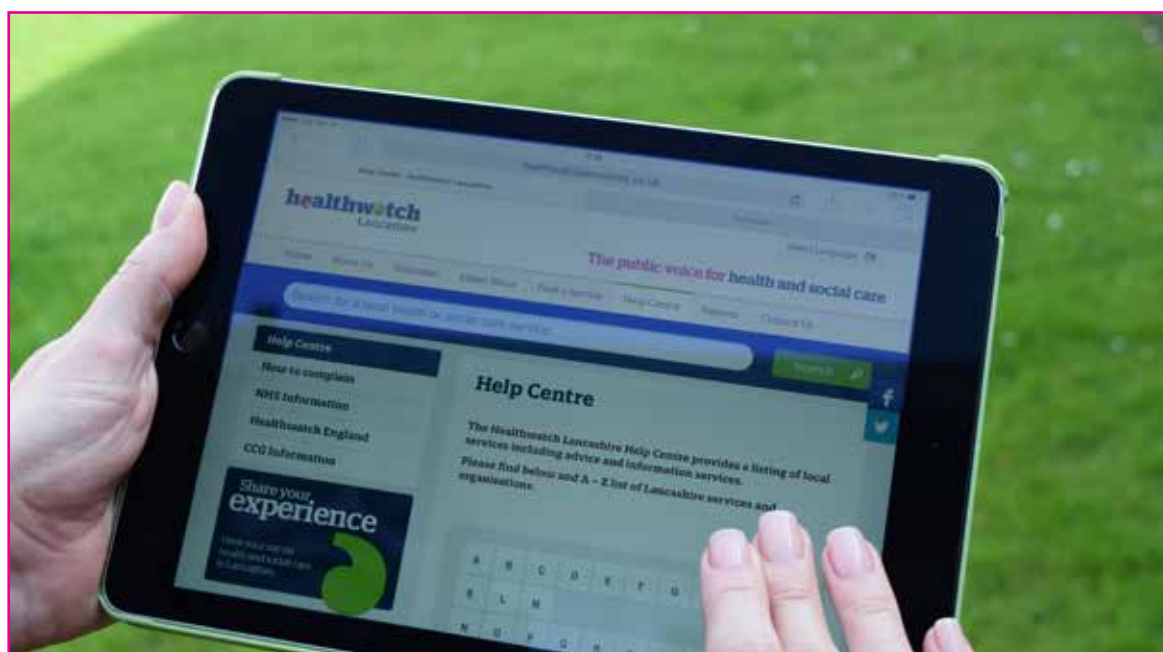
Healthwatch Lancashire’s website contains signposting information to help people get what they need from local health and social care services. It provides information about local services and helps with navigation of the health and social care system.

Members of the public can also telephone Healthwatch Lancashire and speak to one of our staff who can advise and signpost to help them to get what they need from local health and social care services. Our project officers also hold engagement events in local hospitals, clinics and other community facilities such as libraries and also engage with local community groups.

Healthwatch Lancashire has been undertaking campaigns, surveys and research to suggest how local health and social care services could be improved. Reports have been produced and shared with those who commission, provide and regulate local health and social care services.



Results: A study with Lesbian, Gay, Bisexual and Transgender (LGB&T) communities commenced in Spring 2015.



Accessible information: In January 2015 a new Healthwatch Lancashire website was launched with a wealth of information about Lancashire health and social care services



Project 2: Developing an Engagement Database

Healthwatch Lancashire's Strategy and Business Plan said...

...The organisation has commenced the commissioning and development of a project to facilitate proactively engaging the population of Lancashire. A database, initially populated with the details of approx. 5,000 Lancashire residents, who express an interest in health and social care, is currently being constructed. This database will help support the development of the work and role of the organisation's project officers'.

Healthwatch Lancashire has...

...introduced a 'Customer Relationship Management' (CRM) database system that has become the primary communication tool and resource for Healthwatch Lancashire. The system, MES Connect, replaces an obsolete database and will significantly improve communications with all stakeholders and members of the public and will also facilitate Healthwatch Lancashire to conduct research, surveys and campaigns.

The system went live at the end of 2014 and a campaign was undertaken to engage with a representative sample of approximately 5,000 members of the public in Lancashire to add their details to this new facility for future engagement purposes. We currently engage with approximately 200 people aged 18 years and younger and approximately 1,300 aged 65 and over.

In addition to the CRM database Healthwatch Lancashire has a team of three Project Officers - Aysha Desai, Ilyas Patel and Amanda Higgins who, supported by our Communications Team and volunteers, are responsible for engaging the public of Lancashire in surveys and campaigns regarding health and social care.



Spring 2015: Amanda Higgins speaks to patients in Ribble Valley, East Lancashire



March 2015: Healthwatch Lancashire's Communications Team produced and circulated the inaugural edition of the 'Lancashire Voice' newsletter.



March 2015: Ilyas Patel wears the new Healthwatch Lancashire uniform as he speaks to residents at Fleetwood Library

To maximise all opportunities to increase awareness of the Healthwatch Lancashire brand we have participated in numerous interviews with local media and Healthwatch Lancashire's Communications Team has overseen and delivered numerous media releases, volunteer recruitment campaigns and a media awareness training session to members of the Board and Operational Team to provide us with interview skills for print, TV and radio.

A professional branded uniform has been adopted by staff and volunteers to improve brand awareness and help with our engagement with the public. Feedback from the public and local health and social care providers has been extremely positive and our profile has markedly improved in the Lancashire area. In particular, investing in branded merchandise and uniform has helped to emphasise our independence from NHS and social care providers.

On a national level our Chief Executive Gill Brown has raised the profile of Healthwatch Lancashire by delivering a presentation to at a national NHS Providers conference and participating in a stakeholder group for the General Optical Council.



Project 3: Healthwatch Lancashire Roadshows - reaching into our local communities

Healthwatch Lancashire’s Strategy and Business Plan said...

‘...Lancashire has a diverse population of approx. 1.2 million and covers a large geographic area. To maximise our potential to engage with individuals and groups we will take our organisation ‘out of the office’ and into the communities of Lancashire. This will necessitate the purchase of a vehicle which we will use to deliver Healthwatch Lancashire Roadshows. We will hold ‘Listening Event’ roadshows to encourage the people of Lancashire to share their experiences of health and social care. We will also hold ‘Information Event’ roadshows in conjunction with partner organisations’.

Healthwatch Lancashire is..

...currently undertaking a feasibility project aimed at providing a bespoke, purpose built vehicle to take Healthwatch Lancashire into the heart of communities we serve in Lancashire. In addition, Healthwatch Lancashire is collaborating with Macmillan Cancer Support to deliver ‘Listening Events’ to improve access to hard to reach groups and obtain their views and experiences of health and social care provision in Lancashire.



Design Proposals March 2015: Initial design proposals for Healthwatch Lancashire exhibition vehicle



Project 4: Scrutiny of Residential Care in Lancashire

Healthwatch Lancashire's Strategy and Business Plan said...

'...Using staff, directors and volunteers and our 'enter and view' powers, we will visit a substantial number of registered care providers and report on the state of care provision. A successful outcome will require Healthwatch Lancashire to work actively in partnership with service commissioners, community organisations and service providers. These services support some of the most vulnerable people in Lancashire and the purpose of this work is to look at care provision in the round - service quality, resources, regulation, views of residents, families, service providers and service commissioners.'

Healthwatch Lancashire has...

...recruited a small 'Enter & View' team, led by a Senior Project Officer. This team will lead our volunteers, staff and non-executive directors as they undertake 'Enter and View' assessments. These assessments will examine all aspects of services provided and will involve observing, and accurately recording, the views and comments of service users, staff, relatives and carers. This team will also collate suggestions for service improvements, based on best practice, and undertake follow-up visits.

The 'Enter & View' team is expected to be fully operational by summer 2015.



Merchandise: In December 2014 a range of Healthwatch Lancashire merchandise was produced for patients participating in 'Enter & View' and patient journey activities.



Project 5: Recruit and Train a Cohort of Volunteers

Healthwatch Lancashire's Strategy and Business Plan said...

'...We have commenced a project to recruit and train a cohort of volunteers. We will involve our volunteers in a range of activities such as participation in mock CQC assessments or Patient Led Assessments of the Care Environment (PLACE) to participating in 'Listening Events' - collecting patient and service user stories or documenting patient and service users journeys'.

Healthwatch Lancashire has...

...recruited a team of 29 dedicated volunteers who live in Lancashire and have undertaken a range of activities on behalf of Healthwatch Lancashire. Sheralee Turner-Birchall (Volunteer and Project Officer Manager) and Natalie Cotterell (Volunteer Administrator) support Healthwatch Lancashire volunteers to undertake their role by ensuring they are provided with relevant training, advice and guidance.



February 2015: Natalie Cotterell, Volunteer Administrator

Following Natalie Cotterell's first experience of PLACE in February 2015, Andrea Brown from Lancashire Care NHS Foundation Trust said:

"We definitely enjoyed working with Natalie. I was very impressed with how she interacted with another patient assessor, who visibly gained confidence, and became more vocal in her presence."



December 2014: A group of volunteers complete Safeguarding Training with Board Member David Ashley and Volunteer and Project Officer Manager Sheralee Turner-Birchall



Volunteer Activities

Detailed below are activities that Healthwatch Lancashire's volunteers have participated in during the period 1 April 2014 - 31 March 2015.

Date	Activity	Location	Number of volunteers participating	Description of Activity
26/03/15	PLACE Assessment	Calderstones Partnership NHS Foundation Trust- Lancaster site	1	PLACE Assessment
18/03/15	PLACE Assessment	East Lancashire Hospitals NHS Trust - Clitheroe Community Hospital	2	PLACE Assessment
13/03/15	PLACE Assessment	Calderstones Partnership NHS Foundation Trust - Whalley site	1	PLACE assessment
13/03/15	PLACE Assessment	Blackpool Teaching Hospitals NHS Foundation Trust - Blackpool Victoria Hospital	3	PLACE assessment
12/03/15	PLACE Assessment	Blackpool Teaching Hospitals NHS Foundation Trust - Blackpool Victoria Hospital	3	PLACE assessment
11/03/15	PLACE assessment	Airedale NHS Foundation Trust	1	PLACE assessment
11/03/15	PLACE assessment	Calderstones Partnership NHS Foundation Trust - Whalley site	2	PLACE assessment
10/03/15	PLACE Assessment	Ramsey Healthcare - Fulwood Hall Preston	1	PLACE assessment
09/03/15	PLACE Assessment	East Lancashire Hospitals NHS Trust - Pendle Community Hospital	1	PLACE assessment
26/02/15	PLACE Assessment	Lancashire Care NHS Foundation Trust - Pendleview	1	PLACE assessment
17/02/15	PLACE Assessment	Lancashire Care NHS Foundation Trust - The Platform, Avondale Unit	1	PLACE assessment
13/02/15-16/02/15	ELHT Complaint Questionnaire Feedback	East Lancashire Hospitals NHS Trust- Online Questionnaire Feedback	14	Volunteers asked to provide online feedback regarding complaint questionnaire
12/02/15	Data Inputting	Healthwatch Lancashire offices	1	Data inputting
02/02/15-28/02/15	'Love to Give Blood' Campaign	Online/postal surveys	4	Volunteers conducted surveys
12/02/15	PLACE training	Leyland	8	Volunteers took part in PLACE training
02/02/15	Calderstones Volunteer Involvement Group	Calderstones Partnership NHS Foundation Trust	1	Monthly meeting for service users to help improve the health services



Date	Activity	Location	Number of volunteers participating	Description of Activity
30/01/15	Food and Hydration Assessment	East Lancashire Hospitals NHS Trust - Clitheroe Community Hospital	1	Assessed food and drinks Including: <ul style="list-style-type: none"> • speed of service • number of people serving • whether patient dietary requirements were clearly recorded.
17/01/15-31/01/15	'NHS 111' Campaign	Online/postal surveys	5	Volunteers conducted surveys for Healthwatch Lancashire's NHS 111 campaign
17/01/15	Volunteer Breakfast Meeting	Leyland	8	A social event for all volunteers giving them a chance to meet others and to receive updates and share their ideas.
15/12/14 - 19/12/14	Mystery shopping / Complaints Project	Various hospitals including: <ul style="list-style-type: none"> • Royal Blackburn Hospital • Burnley General Hospital • Pendle Community Hospital • Accrington Victoria Hospital • Clitheroe Community Hospital • Chorley & South Ribble Hospital • Royal Preston Hospital • Ormskirk District General Hospital • Southport & Formby District Hospital • Blackpool Victoria Hospital • Clifton Hospital • Fleetwood Hospital • Rossall Hospital • Furness General Hospital • Royal Lancaster Infirmary • Queen Victoria Hospital (Morecambe) • Calderstones 	8	Volunteers 'mystery shopping' activity where volunteers were given a script to enquire either by phone or in person about how to make a complaint to the hospital.
04/12/14	Mystery Shopping Training	Healthwatch Lancashire offices	8	Training
04/12/14	Mini CQC Inspection	Royal Blackburn Hospital	1	Mini CQC Inspection
01/12/14	Calderstones Volunteer Involvement Group	Calderstones Partnership NHS Foundation Trust	3	Monthly meeting for service users at Calderstones to help improve the health services
28/11/14	Induction training	Healthwatch Lancashire offices	4	Training



Date	Activity	Location	Number of volunteers participating	Description of Activity
21/11/14	Lancashire Teaching Hospitals Internal PLACE assessment	Chorley & South Ribble Hospital	2	Internal PLACE Audit
20/11/14	Mini PLACE	Royal Preston Hospital	1	Mini PLACE
15/11/14	Safeguarding Training	Healthwatch Lancashire offices	9	Training
05/11/14	Lancashire Teaching Hospitals Internal PLACE assessment	Royal Preston Hospital	1	Internal PLACE Audit
03/11/14	Mini PLACE	Lancashire Care NHS Foundation Trust - Ormskirk Hospital	1	Mini PLACE
01/11/14	Equality and Diversity Training	Healthwatch Lancashire offices	10	Training
23/10/14	Elder Friendly assessment	Royal Blackburn Hospital - Ward C5	2	Assessment of Elderly Care
21/10/14	LGBT Awareness Training	Healthwatch Lancashire offices	6	Training
09/10/14	Mini PLACE	Lancashire Care NHS Foundation Trust - Ribblesdale Hospital	2	Mini PLACE
03/10/14	Mini PLACE	Lancashire Care NHS Foundation Trust - Longridge Community Hospital	1	Mini PLACE assessment
01/10/14	Mini PLACE	Lancashire Care NHS Foundation Trust - Chorley & South Ribble Hospital	1	Mini PLACE assessment
25/09/14	Induction training	Healthwatch Lancashire offices	7	Training
02/09/14	Lancashire Teaching Hospitals Catering and Hotel Forum	Chorley & South Ribble Hospital	3	Topic covered included: <ul style="list-style-type: none"> • Dementia Awareness • The Dementia Blanket, • Visit to a Dementia Friendly Ward
01/09/14	Poster Distribution	Various locations across Lancashire	3	Volunteers asked to distribute Healthwatch Lancashire posters/leaflets in their local area



Equality & Diversity Training: A group of volunteers, staff and board members take part in an Equality and Diversity training session in Spring 2015.



March 2015: Volunteers take part in a PLACE assessment at Blackpool Victoria Hospital with Neil Greaves, Communications Manager (right)



Date	Activity	Location	Number of volunteers participating	Description of Activity
12/08/14	Mental Health Services Meeting	Healthwatch Lancashire offices	2	Meeting
09/07/14	University Hospitals Morecambe Bay Patient Forum	University Hospitals Morecambe Bay NHS Foundation Trust	1	Patient Involvement Forum
08/07/14	Enter and View Training	Healthwatch Lancashire offices	9	Training
26/06/14	Poster distribution	North Lancashire	4	Distribute Healthwatch Lancashire posters/leaflets in their local area
21/06/14	"Better Care Together " Conference	Kendal	1	Workshop organised by University Hospitals of Morecambe Bay NHS Foundation Trust and NHS Lancashire North Clinical Commissioning Group and NHS South Cumbria Clinical Commissioning Group. Aimed to explore the possible scenarios for future healthcare in and out of hospitals.
30/05/14	Food Focus Group	Guild Park	1	Focus Group aiming to improve food served in health services
28/05/14	PLACE assessment	Longridge Community Hospital	1	PLACE assessment
22/05/14	PLACE assessment	Chorley & South Ribble Hospital	1	PLACE assessment
20/05/14	PLACE assessment	Chorley & South Ribble Hospital	1	PLACE assessment
16/05/14	PLACE assessment	Euxton Hall Hospital	1	PLACE assessment
15/05/14	PLACE assessment	Bispham Hospital	1	PLACE assessment
15/05/14	PLACE assessment	Lancashire Care NHS Foundation Trust - The Junction, Lancaster	1	PLACE assessment
15/05/14	PLACE assessment	Burnley General Hospital	1	PLACE assessment



<i>Date</i>	<i>Activity</i>	<i>Location</i>	<i>Number of volunteers participatin</i>	<i>Description of Activity</i>
14/05/14	PLACE assessment	Burnley General Hospital	1	PLACE assessment
06/05/14	PLACE assessment	Ramsay Healthcare - Renacres Hall Hospital	1	PLACE assessment
06/05/14	PLACE assessment	Ramsay Healthcare - Fulwood Hall Hospital	1	PLACE assessment
01/05/14	PLACE assessment	Royal Preston Hospital	2	PLACE assessment
16/04/14	PLACE assessment	Royal Lancaster Infirmary	4	PLACE assessment
15/04/14	PLACE assessment	Royal Lancaster Infirmary	4	PLACE assessment
15/04/14	PLACE training	University Hospitals of Morecambe Bay NHS Foundation Trust	3	PLACE training
02/04/14	PLACE assessment	Blackpool Victoria Hospital	3	PLACE assessment
01/04/14	PLACE assessment	Blackpool Victoria Hospital	3	PLACE assessment
01/04/14	PLACE training	Royal Preston Hospital	3	PLACE Training



December 2014: A volunteer engages with a Lancashire resident



NHS 111 Campaign

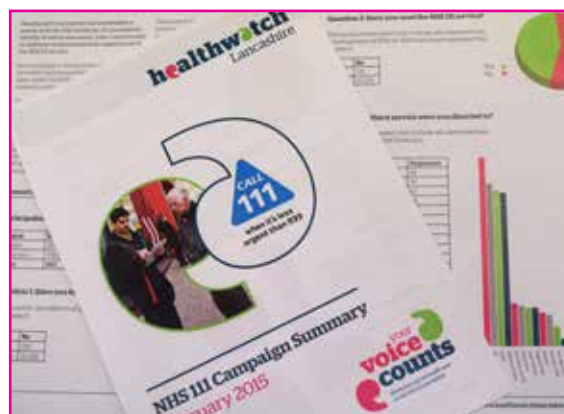
In January 2015 Healthwatch Lancashire undertook a research study with residents of Lancashire to identify levels of awareness, raise concerns and to celebrate achievement from experiences of the NHS 111 service delivered by North West Ambulance Service (NWAS) NHS Trust and Fylde Coast Medical Services (FCMS).

Issues relating to 'Winter Pressures' for healthcare providers had been a high-profile discussion topic within the NHS both prior to and during the research campaign period. The remit of this research was to engage with local residents across Lancashire using a survey to determine their awareness and use of the NHS 111 service and how helpful they perceived their most recent experience to be. The aim of the campaign was to share the findings with those who manage, run and commission the service and highlight opportunities for improvements.

This study was carried out by Healthwatch Lancashire Project Officers and volunteers

in a variety of locations in Lancashire which included hospitals, GP surgeries, pharmacies, community groups, schools and colleges. The survey was made available to complete on the Healthwatch Lancashire website and was supported by a marketing campaign which received coverage in regional newspapers, radio and social media.

The results of this survey was shared with NHS Blackpool, North West Ambulance Service (NWAS), Healthwatch England and the Care Quality Commission. Healthwatch Lancashire plan to repeat the survey later in 2015 to inform how the service may be further improved.



January 2015: Aysha Desai gathers responses to the NHS 111 Campaign at Chorley & South Ribble General Hospital (left).

Report: The NHS 111 campaign report (above) was published in February 2015.



Patient Journeys: Ward 39, Royal Lancaster Infirmary

During 2013 and 2014 the Royal Lancaster Infirmary was subject to a series of Care Quality Commission (CQC) inspections. Following the CQC's inspection report in February 2014 University Hospitals Morecambe Bay NHS Foundation Trust (UHMB) made a number of improvements to the care of patients on ward 39 at Royal Lancaster Infirmary.

In November 2014 Healthwatch Lancashire recommended to UHMB and NHS Lancashire North Clinical Commissioning Group (CCG) that recording patient journeys may provide useful independent information to help ascertain whether these improvements were reflected in patients' experiences. This recommendation was accepted, and in February 2015 Healthwatch Lancashire undertook a number of patient journey assessments at the Royal Lancaster Infirmary.

Sheralee Turner-Birchall, Healthwatch Lancashire's Volunteer & Project Officer Manager, recorded patient journeys of varying lengths. This work was highly commended by the Executive Chief Nurse at UHMB and as a result of the findings UHMB has made a number of additional improvements on ward 39 including:

- **Introduction of name boards which now include patient name, name of consultant, name of nurse and any individual needs including diet, falls risk etc.**
- **A new poster been designed and developed in association with Healthwatch Lancashire to inform how patients / carers / relatives can raise concerns / make complaints.**
- **The Healthwatch Lancashire report was shared with all medical staff with agreed actions to be implemented.**
- **A 'Sleep Well' campaign was launched on Ward 39.**
- **A review of staffing over seven days was undertaken to ensure staffing is sufficient over the full week.**
- **Reiteration of the professional responsibilities of all staff when caring for patients.**



Pictured above: Royal Lancaster Infirmary



Healthwatch Lancashire have also been requested to repeat the project in July 2015.

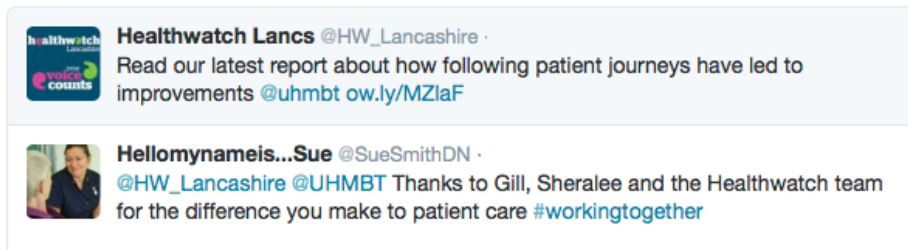
In addition, Healthwatch Lancashire staff have undertaken ten mock CQC assessments at UHMB and are planning to undertake patient journeys / patient experience projects with:

- Lancashire Care NHS Foundation Trust
- Preston Community Transport
- Lancashire Age UK.

Similar projects are also being discussed with North West Ambulance Service, Southport and Ormskirk NHS Trust and Calderstones Partnership NHS Foundation Trust.



Report: The Patient Journeys report for Royal Lancaster Infirmary was produced in February 2015 and resulted in a number of improvements



Tweet: Sue Smith, Executive Chief Nurse, University Hospitals of Morecambe Bay NHS Foundation Trust, took to Twitter to commend the work of the patient journeys on Ward 39.



Working with others to improve local services

Healthwatch Lancashire meets regularly with officers from the Care Quality Commission (CQC) to share intelligence and in early 2015 has referred one whistle-blowing allegation which was investigated as part of an on-going investigation.

All providers, commissioners and regulators have responded to our information requests. Members of Healthwatch Lancashire's Board and Operational Team work collaboratively with local NHS providers and commissioners, constructively challenging them when necessary, to improve health services for the people of Lancashire.

An example of our work with others to improve local services was highlighted by Healthwatch England in their Network News (25 February 2015):

'Healthwatch Lancashire have been working in partnership with University Hospitals of Morecambe Bay NHS Foundation Trust by participating in mock CQC inspections. This is to ensure that improvements following the publication of a CQC inspection report in the summer have shown results.'

'The first mock inspection took place at Royal Lancaster Infirmary, along with governors, non-executive directors, senior managers and directors, to ensure the patient voice is being heard and acted upon by those who manage, run and regulate services in Lancashire.'

'The group of mock inspectors were briefed to ensure they knew what CQC inspectors were looking for to make sure that the highest quality of care was being given to patients across all areas inspected.'



February 2015: Healthwatch Lancashire was featured as the 'Local Healthwatch story of the week' in the Healthwatch England Network News



Our plans for 2015/16

Opportunities and challenges for the future

Health and social care provision constantly faces significant challenge. We are living longer therefore we are seeing a rising elderly population with increasingly complex health issues. The NHS remains fragmented following radical reorganisation and is confronting a major resource challenge and social care provision also continues to be under significant pressure.

The current situation facing health and social care provision provides an opportunity for Healthwatch Lancashire - local health and social care providers in Lancashire are responding to the Francis, Keogh, Kirkup and Clwyd reports by acknowledging that the scale of change facing health and social care can only be delivered with public consent and are therefore seeking a more meaningful and productive dialogue with the public about future service provision. Healthwatch Lancashire can act as the channel for such conversations with the people of Lancashire.

However our key challenges are that we need to continue to deliver our statutory obligations and also improve and increase the profile of Healthwatch Lancashire, therefore our plans for the year ahead have been developed to reflect this. Next year we will continue with our strategy and business plan, focusing on our five key projects, but giving particular emphasis to the following projects:

- **Project 3:** Healthwatch Lancashire Roadshows
- **Project 4:** Scrutiny of Residential Care in Lancashire
- **Project 5:** Recruit and Train a cohort of Volunteers



Our governance and decision-making

Our board

The Board of Healthwatch Lancashire comprises a Chair and 10 lay non-executive directors who are responsible for ensuring effective governance of the organisation. To assist the Board's decision making processes the organisation has three sub committees:

- Audit & Finance Committee
- Nominations Committee
- Human Resources Committee

Healthwatch Lancashire has established effective relationships with both NHS commissioners and providers. Healthwatch Lancashire board members sit as non voting members on the governing bodies of six clinical commissioning groups (CCGs) in the catchment area of Lancashire County Council.

Board members also participate in NHS PLACE (Patient Led Assessments of the Care Environment) assessments and one member sits on the Lancashire Adult Safeguarding Board. Board members attend local Health and Wellbeing Board meetings and act as ambassadors for Healthwatch Lancashire.

Board and Audit & Finance Committee meetings are held bimonthly and Human Resource meetings are held as and when required.

This year the Board has appointed four new non-executive directors - Carol Gradwell, Bernadette Hartley, Barry McEwan, and Alex Rocke. Each new director has a wealth of relevant experience and have been appointed to complement the skills of the Board's existing non-executives.



January 2015: new board members Alex Rocke, Carol Gradwell, Barry McEwan and Bernadette Hartley.



March 2015: Healthwatch Lancashire board members take part in board development training

Current members of the board are:

- Gail Stanley (Chair)
- David Ashley (Deputy Chair)
- Stephen Dean (Deputy Chair)
- Carol Gradwell
- Bernadette Hartley
- Barry McEwan
- Alex Rocke
- Ishwer Tailor
- Dr. Kadaba Srinath Vasudev
- There are currently two vacancies

The Chair, Board and committees are supported by a Company Secretary, Stephen Fell and an Executive Assistant, Liz Thatcher. Administrative support to the organisation is provided by Lesley Miller.

The Chair of Healthwatch Lancashire has been a member of the Lancashire Health and Wellbeing Board since April 2013. The purpose of this board is to lead on the strategic co-ordination of commissioning of health, social care and health related services across the NHS, social care and public health within the county.

Healthwatch Lancashire's position on the Board is to ensure that the public voice is heard and that this voice can influence decision making in health and social care issues. As decisions are increasingly being reached on more detailed health and social care issues, the Chair will become more dependant than in the past on advice from the Chief Executive and Operational Team managers for effective input into the meetings.



Financial information

Our annual report is required to be completed by July 2015.

Our audited accounts for 2014/2015 will be available by November 2015. The company's auditors are Grant Thornton UK LLP.

Our draft accounts for 2014/15 show income of £501k and expenditure of £480k.

Healthwatch Lancashire is in a good financial position with advance income in place to cover planned projects in the coming year.



Contact us

Get in touch

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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees, and Lancashire County Council. We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement. If you require this report in an alternative format please contact us at the address above.

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