**UPDATE REPORT – JULY 2016**

**Patient Engagement Day Events in Hospital and GP settings**
From September 2015 to May 2016, Patient Engagement events were undertaken in hospital settings and revealed the value of speaking with the public within the health setting being discussed. The intelligence from our second phase of Patient Engagement Day events in hospitals has been collated and presented to the hospital trusts in Lancashire with a deadline for providing a response by the end of August. Following this the report will be published on our website.

A new phase of Patient Engagement Days began in May 2016, focusing on patients’ experiences of GP surgeries. The focus of this phase of Patient Engagement Days is to gather patients’ views on the accessibility of their GP surgery, the quality of care provided and the awareness of patient involvement via Patient Participation Groups. The team of project officers and volunteers interview patients in the waiting room and record their feedback. The team also collates observations of what is seen on the visits. The reports will be published after the practices have been given the opportunity to respond to the reports.

In July, the following activities were carried out:

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<th>LOCALITY</th>
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| Central  | Chorley and South Ribble Hospital – Urgent Care Centre – 1st July  
Park Gate Surgery in Ormskirk – 12th & 14th July |
| East     | Pendle Valley in Nelson – 13th & 20th July |
| North    | Westgate Medical Practice – 14th & 26th July |

**Enter and View visits**
Our programme of Enter and View visits to care homes continues to gather resident, relative and staff views. In July, the following visits were made:

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| Central  | Swilbrook House Residential Home – 14th July  
Alsley Lodge Care Home – 28th June |

**Surveys and Campaigns**
In June, we launched a survey to gather people’s experiences of sharing positive feedback with health and social care services and raising complaints.

This campaign comes after we revealed that more than 90% of people, who shared their experiences with us, said that they did not share their feedback with anyone else and now want to find out what the barriers are to sharing their feedback. According to our system for analysing intelligence, two thirds of the feedback Healthwatch Lancashire receives has a positive or neutral sentiment, which shows that people have positive feedback to share on the services they use.

It is also important that people are given the opportunity to raise their concerns and complaints so services can use this information to improve.

This survey will aim to influence service improvement for patients in relation to listening to positive and negative patient feedback by sharing the findings with providers, commissioners and regulators of services.

The survey will close at the end of August and a report will be published in September 2016.
Community Engagement Activities
Healthwatch Lancashire delivers community engagement activities each month in the form of Care Circle group activities and Pop up engagement activities.

Seven groups have been visited during July. The highlights of which were a drug and alcohol support group in Leyland, a mother and toddler group in Lancaster, a cancer support group in Morecambe Bay and an Age UK group in Ormskirk.

4 Pop up engagement activities have taken place during July, which included speaking to residents in Chorley town centre, Chorley Health Centre, Chorley Library and Lancaster Library.

We are developing our Community Engagement Activities to focus on specific themes. We will be focusing our projects on the following:
Homeless and Deprivation - August to October
Mental Health - September to November
Physical Inactivity and Healthy Lifestyle - October to December
Self Harm - January to March

Healthwatch Champions
Healthwatch Champions is our young people initiative working with The Children’s Society. Nine young people have been recruited to undertake projects that provide a young people’s perspective. During July the group delivered a Care Circle activity with young people in Year 10 at Rhyddings Business and Enterprise School in Oswaldtwistle. The group have also gathered two patient stories in July.

Reports published
In July, Healthwatch Lancashire published 5 reports:
• The Harbour Conversation Project – a report summarising service user experiences at the Harbour in collaboration with Healthwatch Blackpool and Healthwatch Blackburn with Darwen.
• Your GP Your Say – report summarising people in Lancashire’s access to GP services
• Enter and View report for Church View is Oswaldtwistle
• Enter and View report for the Lancaster Suite at Royal Lancaster Infirmary
• Enter and View report for Melrose Residential Home in Leyland

Our Vision, Values and Mission
We have been working on Healthwatch Lancashire’s vision for the next five years, highlighting the important role the public has to play in shaping health and social care services. A new document is also being created showing our priority activities for this year.

Healthwatch Lancashire will be publishing a Vision and Values document, a Strategic Plan for 2016/17 and a Priorities document in the next few weeks.
Special Care Dentistry Project
Healthwatch Lancashire is working with NHS England to gather feedback from patients about the accessibility of special care dentistry services.

As part of this project, Healthwatch Lancashire has produced a report which is set to be published in early August from a visit to Morecambe Dental Access Centre.

Dental Access for people in care homes
Healthwatch Lancashire has been planning a project to capture views of care home leaders and managers about residents’ access to dental services. The project will target 30 care homes which have been visited in the past year by our Enter and View team along with a sample of care homes from across Lancashire.

Annual Report Launch 2015/16
Between 4th and 8th July, Healthwatch Lancashire celebrated the launch of the annual report (published on 30th June) with communities across Lancashire by presenting their achievements to the public with groups such as Age UK Lancashire and members of the public at community venues such as Lancaster Library.

These events gave an opportunity for groups to share their feedback about the work of Healthwatch Lancashire over the past year, and influence new projects and any areas of health and social care they would like the organisation to focus on.

A highlight of the week was a workshop, with Healthwatch Lancashire volunteers and representatives from health and social care services, looking at how we can continue to develop our programmes of work. We received some excellent suggestions and feedback which we will use to improve our activities going forward, many of which have already been put into action.

Lancashire Safeguarding Adults Board Update
Sheralee Turner-Birchall, Chief Officer, represents Healthwatch Lancashire on the Lancashire Safeguarding Adults Board and attended on 1st July. A number of relevant findings were shared and disseminated to the Healthwatch Lancashire team including guidance on female genital mutilation, improving the outcomes for residents in care homes and information on preventing future deaths in relation to smoking in care homes.

An action taken from this group is that Neil Greaves, Communications Manager, will now participate in Lancashire’s Digital Health Forum. During this forum he will be able to raise any concerns we receive about digital access to services.

Sheralee also represents Healthwatch Lancashire on the following sub-groups:

- Quality Assurance and Performance
- Safeguarding Adult Leadership
- County Safeguarding Adults Practice with Providers
New members of the team
Healthwatch Lancashire has welcomed a new member of staff to the team. Sam Parker, who comes with experience in magazine publishing, started in his role as Communications Officer on 25th July. Sam replaces Christina Morley who left the team in early July and we all wish her well in her future career.

We are also recruiting for two Project Officer roles for members of staff who will be leaving for new ventures in September. Natalie Cotterell, who progressed from volunteering to become a member of the team in January 2015, will be undertaking her Masters. Becky Willshaw joined the team as our Intelligence Officer in August 2016 and has set her sights on travelling the world with her fiancé. We wish both Natalie and Becky the best of luck for the future.

Listening to young people’s views in hospitals
Healthwatch Lancashire is working with East Lancashire Hospitals NHS Trust to deliver a creative and engaging project on a children’s ward to gather feedback from young people. The project will see Healthwatch Lancashire working with the trust’s play-leaders to deliver workshop activities on the children’s ward.

Health and Social Care Change Programmes in Lancashire
Healthwatch Lancashire has ensured they are involved in the NHS and Council change programmes which plan to improve the way care is delivered over the next five years. These programmes of change are part of NHS England’s Sustainability Transformation Plans or STPs.

Below are our activities or involvement relating to the change programmes:
• Neil Greaves, Communications Manager, and Mike Wedgeworth, Chair, attended a Pennine Lancashire engagement workshop on 13th July to influence the communications and engagement activities by the programme.
• Neil Greaves participated in the Healthier Lancashire and South Cumbria Change Programme Communications and Engagement Steering Group on 19th July.
• Healthwatch Lancashire volunteers reviewed a draft case for change publication from the Pennine Lancashire programme (called Together A Healthier Future www.togetherahealthierfuture.org.uk). A report summarising comments was provided on 21st July.
• Sheralee Turner-Birchall and Mike Wedgeworth attended the Healthier Lancashire and South Cumbria Change Programme Board on 20th July.
• Sheralee Turner-Birchall attended the Lancashire Transforming Care Partnership Steering Group on 22nd July.
• Neil Greaves participated in a conference call with other local Healthwatch and Healthwatch England to share our experience of the Sustainability and Transformation Plan for Lancashire and South Cumbria. The aim of the group is to share intelligence and to receive Healthwatch England guidance. These national findings will be shared with NHS England by Healthwatch England.

Lancashire Care Foundation Trust Engagement Project
We have been planning a range of engagement activities with groups and within local services provided by Lancashire Care NHS Foundation Trust which will be carried out over the next six to nine months. The activities will capture the views of service users and the findings will be presented to the trust to influence service improvement.
Reviewing our care home project
We are working with the Innovation Agency to assess the impact of the care home Enter and View reports we have already produced and published. The project aims to identify how best the reports influenced service change, to further develop the reports and then to assess the impact of these developments and how experiences can be of benefit to providers of care services. The project will commence in August 2016.

Healthwatch England Intelligence Workshop
Healthwatch Lancashire Communications Manager, Neil Greaves, attended a Healthwatch England Intelligence and Informatics Workshop in Manchester along with other local Healthwatch. The purpose of the workshop was to influence the work being undertaken by Healthwatch England to build systems to capture local intelligence and for this to influence on a national and regional level along.

Our upcoming work
- We are working on a project to visit care homes and meet with service users of domiciliary care with East Lancashire Clinical Commissioning Group
- We are working with Macmillan Cancer Support, Healthwatch Blackburn with Darwen and Healthwatch Blackpool to produce a report to present the collaborative engagement activities carried out in early 2016 with seldom heard groups.
- We are planning to undertake Enter and View activities in hospices in Lancashire.
- We are planning to deliver Patient Engagement activities in pharmacies in Lancashire.