

Annual report **2020-21**

A year like no other

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“ This year has been a year of adaption and change for Healthwatch Lancashire (HWL) as we adjusted our approach to continue engaging and serving the people of our region during a time of unique challenges. We have successfully worked collaboratively throughout Lancashire with community groups and service providers through the adoption of technology and virtual engagement techniques. The team have maintained a strong presence in the local community through social media, allowing us to maintain our engagement during a crucial time.

Our role as a conduit for the voices of the people of Lancashire - empowering people to have their say - has never before been so profoundly important.

Over the year we have seen many successes. Our Covid-19 survey, developed and delivered as part of Healthwatch Together, our working partnership with three local Healthwatch, proved a popular vehicle for over a thousand people to have their say. This information helped us to support health and care providers to understand the views of the public, tailor their communications and influence service development.

Powerful pieces of work including focused engagement with members of Lancashire's local 'Windrush Group', and a project of discussion aimed at hearing the experiences of Care Home managers, have proven the adaptability of our team and the strength of our role as a local Healthwatch.

I would like to take the opportunity to thank our team for their hard work and commitment to empowering the voices of the people of Lancashire during a challenging time locally and internationally. Through rapid adaptation and adopting of varied and innovative digital engagement, we were able to continue listening to people with minimal disruption to our services. The team has worked together to gather stories and provide key stakeholders with tangible information about the experiences of people who access local services.

It has been inspirational to see the Healthwatch team play their part in providing help and advice to the community of Lancashire during this time. On behalf of the public, I would like to thank the team most sincerely for their efforts.

As we begin to see the path out of the Covid-19 pandemic, we will seek to learn and adapt the most successful and flexible ways of working we have created during this time to return safely to in-person public engagement. I am confident that in 2021-2022 we will continue to work within the new and changed environment we find ourselves in to deliver an excellent service for the people of our region.

Learn & adapt

Steve Rigby, Interim Chair of Healthwatch Lancashire



Our vision

Our vision is simple

We want services that help us, the people of Lancashire, to stay well and we want to get the best out of services to manage any conditions we face.

Our purpose

To find out what matters to the people of Lancashire and to help make sure their views shape the support they need.

Our approach

People's views come first – especially those who find it hardest to be heard.

Our independence:

We are proud to be independent and committed to making the biggest difference to you.

Our focus:

You are at the very heart of everything we do. Our team of staff and volunteers work to identify what matters most to people across Lancashire.





David Blacklock
Chief Executive



Sue Stevenson
Chief Operating Officer



Kerry Prescott
Healthwatch
Lancashire Manager



Lynsey Beniston
Interim Healthwatch
Lancashire Manager



Amanda Higgins
Senior Engagement Officer



Georgia Hackett
Engagement Officer



Michele Chapman
Engagement Officer



Nick Colledge
Engagement Officer

Our team is made up of hardworking individuals who are proud to ensure that the people of Lancashire are given the opportunity to be heard and to share their experiences.



Dawn Allen
Engagement Officer



Lesley Miller
Administrator



Adam Hughes
Communications and
Marketing Manager

Meet the team



Review of top priorities from 20-21

1

Grow, sustain and further develop a full range of strategic & operational relationships.

Healthwatch Lancashire has continued to raise its profile across Lancashire through co-production and collaborative pieces of work. We have forged some fantastic relationships with key stakeholders working within the developing Integrated Care Sector ensuring that what matters to the people of Lancashire really is being heard within new plans for the area.

2

We will continue to expand our digital engagement techniques and develop more virtual groups and networks.

Working throughout the Covid pandemic has allowed us the opportunity to increase our engagement capacity and has challenged us to create new ways of reaching out.

We have connected digitally with thousands of people from across Lancashire, from rural to urban areas and from diverse backgrounds. We have used digital technology to target our engagements to specific demographics and encourage greater involvement with the general public.

3

We will explore how some groups of people were worse affected than others by the pandemic as suggested in the HWT Covid survey feedback.

We examined how the health and social care services were able to assist in meeting the needs of people throughout the pandemic, highlighting useful adaptations to services. Our outcomes support or recommend changes in identified areas such as mental health and social care provision in Lancashire.

4

We will investigate the impact and issues relating to people with existing or new conditions who can't or don't wish to access care/treatment during the pandemic

Our Covid survey indicated that most respondents were women. Our new project 'Investigating the impact of Covid-19 on people with new or existing health conditions' places the emphasis on gathering responses from men, particularly those affected by bowel cancer.

5

We will question, is 'Good' enough?

Throughout the pandemic lockdown we have been conducting our survey 'How are you coping with the Coronavirus (Covid-19) pandemic?' This has been refreshed as necessary to reflect the changing lockdown regulations. The continual public feedback has provided timely and meaningful information for NHS, local authority and third sector providers on the quality of their support during the crisis.



Our year in Lancashire

Top three areas people have contacted us about

Dental
lack of NHS appointments

**Access to
health services**

**Covid-19 Vaccine
Programme**

Engagement statistics

Website visits

39,651

of which

18,190

are new visitors

We actively engaged with

202

people from 'seldom heard groups'.



Through

16 reports

we made 83 recommendations for improvements in health and social care.

Covid-19: our response

One of Healthwatch's core functions is to support people in our communities to get the information they need. During the Covid-19 pandemic, this role has never been more important.

Through calls, emails, online messages, social media and, where safe, in person, we have been there for our county, providing reliable information and listening to experiences, by:

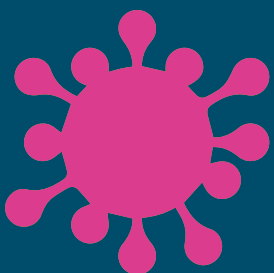
- 6 Amplifying the voices of the public through our series of Covid-19 surveys (1621 respondents)
- 6 Sharing invaluable insight from our engagement work with local services
- 6 Embracing dynamic and new digital communication tools to adapt and continue engagement activities

6 Signposting, through trusted links, to relevant and credible information on social media and via our website

6 Supporting the creation of vital support services for vulnerable groups, including a local service addressing isolation called 'Keeping People Connected'

Through new methods we have adapted our work this year to support our communities whilst engaging with people to hear their experiences of the pandemic. This work has produced intelligence that has been shared with local health and care leaders to inform emergency responses and influence improvements.

This work will continue into next year and will form a core part of our programme.



Highlights & Impact 2020-21



Increasing diversity:

Through our previous work, we identified a need to engage with more diverse communities. As a result, this year, HWL has actively sought to engage with more people from ethnic minorities. This has included establishing a prominent link with a local Windrush Health Group -consisting of Black Caribbean men -, African Caribbean communities and refugees in Lancashire. We're grateful for the information and enthusiasm that has been shared through these connections, which has led to powerful reports and a developing relationship with Lancashire's diverse population.

Our Impact → This work has enabled seldom-heard voices to collaborate and together provide the foundation for a high-profile piece of work.

What Matters to You:

In the face of Covid-19 our team has embraced online methods to connect with local people. From video calls to online focus groups, connecting digitally has come in many forms. One of the most popular has been our 55's online chat group which has continued to recruit across the county and has covered a wide range of health and social care subjects. An increasing number of organisations attend monthly, and WMTY hosts regular guest speakers to connect people with the design and delivery of the services they access.

Our Impact → The group has proved invaluable as a source of public feedback regarding service changes.

Keeping People Connected:

Coming together to support our communities in the face of Covid-19 has been a core aim this year. Among this work, our Engagement Officers have contributed to a local effort to combat isolation in those considered vulnerable. Each Officer has played a part in the programme by sharing a phone call with 5-10 individuals with autism or/and learning disability once or twice a week. This has included signposting, raising safeguarding concerns and providing emotional support.

Our Impact → The pandemic increased the sense of isolation among groups of people who already felt isolated. Our work with the Keeping People Connected project provided an opportunity for conversation, support needs to be identified and a friendly voice at the end of the line.

Developing new connections:

Building on our commitment to hear more voices, we have focused this year on expanding our reach to include more work with people with learning difficulties this has so far included delivering a project with Lancashire County Council surrounding social connectivity and access to technology. We also had continuous engagement with various groups including REACT and Autism Voice for All.

Engaging with Young People:

Connecting with young people and introducing them to what HWL is all about ensures that we hear from an often-unheard part of our local population. With that in mind, we're proud to have developed our connections with Preston College and The University of Central Lancashire to offer placements, training and focus groups to empower young people with an interest in a career in health or social care.

Our Impact → Young people today are the adult population of the future and by harnessing their ideas and energy and enabling this to be part of the health and social care improvement process will help with the future-proofing of provision.

Our experience.

healthwatch
Lancashire

Conversations with the
Windrush Health Group



What
matters
to you?

Our monthly
online chat
group for
over 55s

7 January
2021
11.00am

healthwatch
Cumbria

healthwatch
Lancashire

Highlights & Impact 2020-21



Exploring Digital Technology and Healthcare:

In an ever more digital world, considering how technology can connect people more closely with local health and care is increasingly important topic. This year we have collaborated with Kaleidoscope Healthcare to explore how digital technology could help deliver better care. We engaged with a variety of individuals including those who are seldom heard. We also collaborated with Lancashire and South Cumbria NHS Foundation Trust and engaged with the public to gain experiences of digital solutions to healthcare.

Healthwatch Together:

The relationship between the four Healthwatch within the geography of the Lancashire and South Cumbria ICS (LSC ICS) has been formalised under the brand of 'Healthwatch Together'. As LSC ICS's 'Engagement Partner', HWT drives public engagement and co-production possibilities in collaboration with statutory partners to bring about the transformation of health and care provision in Lancashire and South Cumbria. The Chief Operating Officer of HWC is co-ordinator and main point of contact for HWT for the Lancashire and South Cumbria ICS, and commissions.

Our Impact → In an ICS population of 1.8 million people HWT is there to amplify the voices of individuals and seldom-heard groups and ensure their views are taken into account.

Digital Review:

Healthwatch Together was commissioned by the Associate Director Nursing, Experience and Engagement of the Lancashire and South Cumbria Foundation Trust (LSCFT) to develop a survey to gain understanding of digital consultations from those who have accessed LSCFT services including mental health, learning difficulties, and community services.

Our Impact → Although the pandemic forced change our work with patients found that whilst some practices worked well, other did not. The patient feedback we obtained provided insight into changes that could be made regarding the use of digital methods in the future provision of services

Digital Strategy:

Separate from the Digital Review, HWT was commissioned by LSCFT to develop a survey to understand the experiences service users during the Covid-19 pandemic as many services had to develop a digital format, such as conducting appointments via video rather than face to face.

Local Government Association (LGA) Peer review:

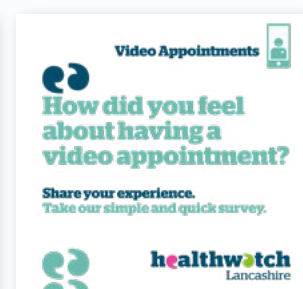
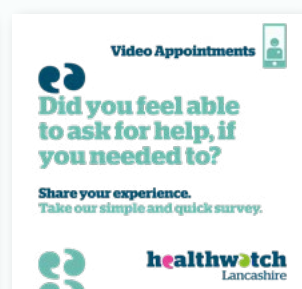
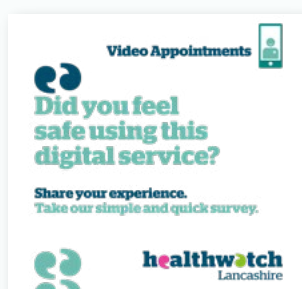
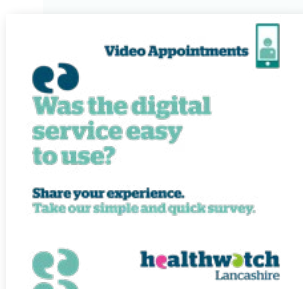
HWT was commissioned by the LGA to gather the experiences of patients discharged from hospital during the pandemic. The findings from the completed interviews were used to provide a list of potential questions the LGA can ask hospital trusts during future peer reviews.

Our Impact → We found that some patients really struggled when they got home and our hope is that through proper planning when the patient is still in hospital their return home and recuperation will be improved

Mood of the Public:

From a mandate agreed with the Lancashire and South Cumbria Elective Care Recovery Group, HWT invited people on the elective care lists across Lancashire and South Cumbria to complete a survey to explore how they felt about going to hospital for scheduled surgery; and undergoing the procedure at an alternative location.

Our Impact → Our survey and patient interviews will provide information to the Hospital Trusts regarding the issues that they consider need consideration when offering an alternative location for surgical treatment in order to reduce the waiting lists which have lengthened due to the impact of the pandemic.



Then and Now.
**How we have made
a difference**



As I See It: Then and Now



Then

Prior to the Covid-19 pandemic, Healthwatch Lancashire (HWL) was well-known for delivering a successful and significantly active programme of Enter and View visits to residential care homes across the county.

Visits were selected due to various criteria including area, type of home, public complaint and request by commissioners. The programme met a key performance indicator of 27 care homes per year and was widely referred to by our partners in the CQC, the local authority, and clinical commissioning groups.

The intention of the Enter and View programme is to inform the public about “what it’s like to live in a particular care home” and this was achieved by gathering the views of those central to those homes, the residents, the staff and the friends and relatives who visited. HWL were successful in producing a reader friendly version of our visits and the format was illustrative and simple yet informative.

Indeed, this led to the Lancashire County Council Care Navigation Team using our reports to inform prospective residents and their families about a care home whilst they were awaiting discharge from hospital and may have been unable to explore in person.



Now

The pandemic made it impossible for our Enter and View Team to continue visiting care homes. Consequently, the team refocused to capitalise on our excellent working relationships with care home managers to record in “real-time” their experiences as care home staff. The resulting project was called As I See It (talking to care home managers).

Managers gave us a contemporaneous “inside story”, and although this made difficult reading we would like to think that it ultimately contributed to a “lessons learnt” situation and a personal catharsis for our respondents. One manager confided “I am glad that you (HWL) are recording the experiences of Care Home managers, we want people to know how difficult it is”.

The report has been written in two parts covering the period of March 2020 to October 2020 the “first lockdown” and a part two covering the period of October 2020 to March 2021 The “second lockdown.”

Part one saw us align with the national report by Amnesty International “As if Expendable” (4/10/20). Disseminating this we were able to compare and contrast social care experiences reported nationally alongside those in the Lancashire area.

HWL hope that the recording of the pandemic from the viewpoint of care home managers gives valuable insight and evidence to any future inquiry. Likewise, we would like to thank the managers who took the time to speak to us at a very difficult time for the sector.



What Matters to You: Then and Now



Then



Prior to the Covid-19 pandemic, Healthwatch Lancashire's (HWL) core work was built on quality and impactful face-to-face engagement, working across the county and collaborating with our NHS and third sector colleagues. Physically present within our communities, attending group meetings: this approach made up a significant part of the team's engagement activities.

As the context of Covid-19 changed much about the way we live our lives, so too did it change the way our team approached connecting with the public. This established a challenge for the HWL engagement team who embraced adaptation to find new and inclusive methods of hearing the views of local people.

Identifying that the role of Healthwatch as a conduit for hearing and championing health and care experiences, adapting our methods of engagement to foster quality conversations was a core challenge that led to the use of innovative methods within the HWL team.

To enable the public to influence and input into NHS services in Lancashire and South Cumbria, we embraced online tools to provide opportunities and digital platforms through which local people could continue to have their say safely whilst fostering social connection.

Now



To enable the public to influence and input into NHS services in Lancashire and South Cumbria, we adapted our engagement to using digital platforms for patients to meet in an open forum.

In November 2021 we teamed up with Healthwatch Cumbria and launched the 'What Matters To You?' group focused on establishing and maintaining a connection with local people aged 55 and over. Older members of the public, who use NHS services, join monthly meetings of the online group to share their views and experiences among their peers.

Since the pandemic, HWL has been able to remotely engage with the public in different parts of Lancashire. This includes the opportunity to share personal experiences, views and opinions of current health services. We have been successful with connecting through networking and publishing via our social media channels, including the use of a dedicated hashtag - #whatmatterstoyou2021.

Further to monthly meetings, the group have been engaged by local services as a focus group to explore reactions to specific research points. In these instances guests from local services have attended to discuss and explore important topics.

It was in this mode that What Matters To You contributed to the 'Get Set For Surgery' initiative in February 2021. NHS colleagues joined a session to hear views on how hospitals can better prepare people for planned surgery.

By adapting to the online space, creating feedback group such as this, we have continued to pursue our annual priorities, reaching groups of people who are at times unheard and creating an environment where quality engagement work can still thrive, and local people can be heard.

Engagement Showcase: Sharing experiences from the Windrush Health group

Between March and November 2020, Healthwatch Lancashire (HWL) conducted 10 interviews with members of the Windrush Health group in Preston to capture their feedback around accessing health and care services and to explore how their life experiences had impacted on their health and wellbeing.

All but one of those involved in these discussions were second or third generation British born Afro-Caribbean men aged 29-66 years who had grown up or now live in Preston.

Initially the plan had been to arrange a focus group, but this wasn't possible in light of Covid-19 lockdown arrangements. Despite these challenges the group were keen to continue with the engagements and a series of video calls were arranged and co-ordinated by one of the group members, Ahmed James.

Key concerns identified through these discussions highlighted the impact of racism and how it had continued to evolve and shape their experiences and the experiences of the community, and how in turn, this influenced their health and wellbeing outcomes. Despite these challenges, the group highlighted a number of recommendations that they felt would make a difference for themselves and the wider community.

Ahmed James, who led the interviews with the group, said "We were really grateful to have this opportunity to have our voices heard after so many years - in particular, to have the opportunity to express ourselves around the impact of racism in our lives and how this has shaped our experiences. As a group this has been a difficult time carrying this emotional baggage and not having an outlet to share our concerns. We hope that by sharing our experiences now that this might lead to improvements not only in the provision of health and wellbeing services for this community, but also in changes in wider society. Credit for creating this movement for change, must be shared with Adrian Murrell, who established this Windrush Health Group, and for initiating this approach to Healthwatch."

One of HWL's key functions is to seek feedback from sections within the community whose voice is seldom heard, and to identify where there may be gaps or unmet needs in the provision of health and care services, as well as other circumstances that may impact on health and wellbeing outcomes of people within such groups. The publication of 'Conversations with the Windrush Health Group' highlights the challenges and concerns of Preston's Black Caribbean community. Healthwatch Lancashire hope to build on the findings with NHS partners and to facilitate further engagement to support the needs of this seldom heard community.

In terms of next steps, Ahmed added "I am really encouraged that the NHS is listening and is interested to hear about our experiences and what needs to change. In particular, I am encouraged that Lancashire and South Cumbria Foundation Trust, are keen to learn more and to consider how services that support mental health and wellbeing can be improved to meet the needs of this community. I hope this report leads to further engagement with the Windrush group and other grassroot groups within the Black Caribbean community and provides a foundation for improvements in health and wellbeing for future generations."

“

I am really encouraged that the NHS is listening and is interested to hear about our experiences and what needs to change."

Ahmed James, Windrush Health Group

[Read the report](#)

Keeping People Connected: Supporting our Community During Covid-19

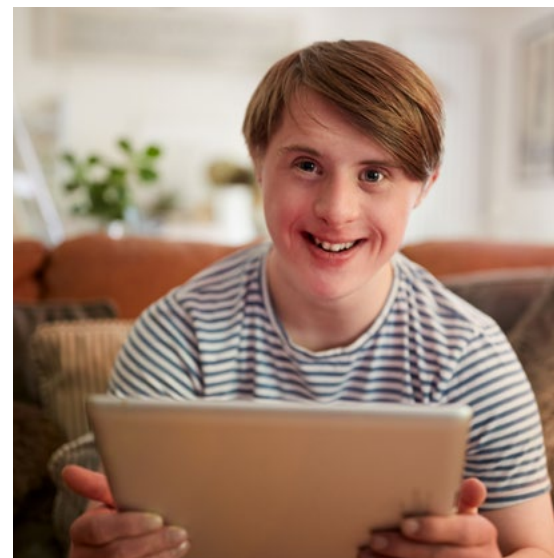
With the rapid changes that took place in March 2020, our normal programme of face-to-face engagement and visits were suspended. Alongside adapting to the changing world of online engagement, the team balanced their work to also provide support with the creation and rollout of an important service within the community.

Between April and July 2020, the Healthwatch Lancashire (HWL) team played our part in supporting the setup of a local service supporting people with autism and learning disabilities to overcome isolation; the project was called Keeping People Connected.

Alongside staff from People First, the charity that deliver Healthwatch Lancashire, each member of the team contacted up to ten individuals with autism, and/or a learning disability, at least once or twice a week. This provided the opportunity for those contacted to have someone to talk to and to share any concerns they might have had around staying safe during the early stages of the pandemic.

This support provided a beneficial service at a crucial time whilst uncovering vital intelligence that informed the HWL team's ongoing work. Key concerns raised included understanding the guidelines around Covid, making sure people could get food and supplies as well as getting access to other vital services.

As the project continued, the HWL team developed engagement work to further explore these topics, whilst colleagues from People First continued to deliver this service.



Informing our wider work programme

Informed by our work supporting this project, HWL set up two new monthly Zoom meetings for people with learning disabilities and/or autism. These group sessions were delivered in partnership with Caritas Care and Brothers of Charity.

The online groups were aimed at getting feedback from attendees about any continuing concerns that they had around accessing health and care services, as well as sharing recent experiences of using services too. The meetings also provided an important opportunity for people to come together and stay connected. Between November 2020 and March 2021, Healthwatch ran ten Zoom meetings. Feedback from these engagements included:

- Helping to get an understanding of how people were managing to stay in touch online and what challenges people were experiencing
- People's worries about getting Covid
- People's experiences of having Covid, including hospital visits
- Concerns around not being able to see friends and family, or to return to work
- Concerns around having the vaccine

Alongside, the challenges and concerns raised, each session also provided an opportunity for attendees to focus on positive actions that people were doing to keep and stay well.

Healthwatch Together

Healthwatch Together, is a formal collaboration between four Healthwatch: Blackpool, Blackburn with Darwen, Lancashire, and Cumbria, with a designated lead.

The big benefit of Healthwatch Together (HWT) is that our boundary is aligned with that of the Integrated Care System CS, and that is reflected in the nature of the commissioned projects.

Throughout 2020, our expertise was sought to support focus groups, create and distribute surveys, and gather case studies. We are well known and trusted and, as a strong and effective example of collaboration, we deliver on our promises and offer great value for money.

Our year-long 'How are you coping with the Coronavirus (Covid-19) pandemic?' series of four surveys provided both the ICS in Lancashire and South Cumbria, and North Cumbria with timely and meaningful information to health and social care system partners.

In the past year, work has included co-producing a patient's charter with Morecambe Bay CCG's perioperative group; created surveys with Lancashire and South Cumbria Foundation Trust (LSCFT) to understand patients' use of digital consultations during the Covid-19 pandemic; commissioned by the local government authority to gather the experiences of patients discharged from hospital during the pandemic; worked with Lancashire and South Cumbria Elective Care Recovery Group to explore how patients felt about going to hospital for scheduled surgery.

HWT continues to jointly run the What Matters To You over 55s monthly meet up, where a wide range of health and social care subjects are discussed. We have also led ICS engagement-shaping sessions with lay members of our CCGs and a wide range of third sector partners. Our independence and recognised experience put us in a unique position to challenge, but also shape effective solutions.

Background

HWT was created following the introduction of Sustainability and Transformation Partnerships, and later the Integrated Care Systems (ICS). Having already worked together on projects, this gave the four Healthwatch areas of Blackpool, Blackburn with Darwen, Lancashire, and Cumbria the opportunity to collaborate and work together closer than ever before.

Although a formal arrangement, each Healthwatch agreed to maintain the integrity of our contractual relationships with our own local authorities but come together to strengthen our collective influence on the full range of partners across Lancashire and South Cumbria's health and care system, which has delivery boundaries that criss-cross each local authority.

After more than a year of co-operation and co-production, HWT has combined the strengths of all four Healthwatch and simplified communication with leaders in the health and care system as they negotiate with us as a single entity. This simplified the relationship for our partners and demonstrated the integrity of the four Healthwatch.



Healthwatch Together

Blackburn with Darwen, Blackpool, Cumbria and Lancashire working in partnership

Continuing objectives

- To enable health and social care professionals to come together with local people, to facilitate those conversations and to bring about co-produced solutions.
- To work together to engage and empower our communities to drive forward meaningful change in health and social care provision.
- To be widely recognised as a statutory, professional partnership working effectively with our partners to facilitate change, to speak with one voice and to provide real solutions to the challenges we face together.
- To be renowned for excellence and have an unrivalled reputation for delivering high quality pieces of work across Lancashire and South Cumbria.

“

We have an experienced joint team of 24 paid staff (as well as volunteers all over the HWT area) who have proven ability in community engagement activities



Healthwatch Together

Blackburn with Darwen, Blackpool, Cumbria and Lancashire working in partnership

Our impact so far

Building this strong inter-Healthwatch relationship has had multiple benefits. We have:

- A Service Level Agreement in place which sets out that the Chief Operating Officer for HW Cumbria and HW Lancashire acts as our single point of contact between us and the Lancashire and South Cumbria ICS.
- An experienced joint team of 24 paid staff (as well as volunteers all over the HWT area) who have proven ability in community engagement activities, as well as working successfully with our health and social care partners.
- Together we have increased resources and infrastructure to respond quickly to new demands for work and ensure quality provision. We have increased and excellent knowledge and understanding of our local communities.
- As a collaborative Healthwatch we have driven forward both the principle and the practice of co-production. Together we bring an even wider range of partnerships with public, private and third sector. Our ability to mobilise their support and participation with our work is an undoubted asset.
- All our work is costed based on a full recovery approach. We strive to be cost effective and efficient in all that we do, but quality work requires appropriate resources, and we will price our work fairly and competitively.
- We are learning together and sharing skills through joint training and development. We have excellent report writing skills combined with data analysis to make sense of our findings for a wider audience.
- We boast a significant number of brilliant volunteers, experts by experience of their local communities and the health and social care sector. Our volunteers are trained and developed to a high level.
- We have invested in developing our online capability and have in place website and social media platforms with consistently high levels of engagement. Together we have amassed a huge database of members/contacts.
- Project leadership supports joint operational project meetings. We also hold strategic meetings when we consider what has worked well and less well and used this to plan our future approach.
- Our partnership is based on a sound ethical approach. In delivering our work we do not compromise on our deeply held values.

Our Impact 2020-21→

Our **Coronavirus survey** conducted throughout the pandemic provided meaningful and timely information to Commissioners and providers at both local levels and ICS wide about the changing needs of members of the public living in different localities.

Our **Mood of the Public project** asking patients whose operations have been delayed whether they would consider an alternative treatments centre and what arrangements would need to be put in place. This information will provide the 5 Hospital Trusts within the ICS to consider this as a way of reducing the length of time the patient will need to wait for treatment.

Volunteers

Students on Placement

During this last year, Healthwatch Lancashire has been supported by 14 UCLan medical students in their third year of training. They have given us 760 hours of their time to help find out what people think is working, and what improvements people would like to make to services.

This year our UCLan students:

- Helped people have their say from home, carrying out surveys and case studies over the telephone and online.
- Attended online focus groups and forums with seldom heard groups, including visual impaired, learning disabilities and older people's forums
- Translated communications and interview transcripts into easy read and different languages
- Attended online events about the effects of Covid-19 and the pandemic on different communities

“

Overall, I found more about health care inequalities and its outcomes on the community and this helped me widen my perspective.”

Placement student



Our student volunteers have this year included:



Deman Mamoun Kasouha

“As a part of my medical training, I spent some time at Healthwatch Lancashire. This included on working at several different projects relating to public health and social care. I learnt the meaning of independent organisations, such as Healthwatch, and could value the importance of having such institutions in terms of ensuring adequate quality of care and giving people means to voice concerns and expectations. Overall, I found more about health care inequalities and its outcomes on the community and this helped me widen my perspective.”



Angad Singh

“I was based at Healthwatch for my health and society placement as part of my medical training this year. I was always interested in how those who are disadvantaged get help after they leave the doctor’s office and had many unanswered questions before this placement. My time at Healthwatch helped me gather a wide and varied experience into the care and advocacy for the less privileged people. I was very lucky to have this insight and I hope to be able to work with Third Sector Organisations as part of my future practice.”



Junnosuke Shimada

“During my placement with Healthwatch, I took part in several different group discussions about the NHS, people’s healthcare experiences, and their suggestions for improvements. As a medical student, it was interesting for me to see how an organisation like Healthwatch plays a key role in improving the NHS by connecting patients with healthcare professionals. Linking people during the dark times of COVID was also an experience I am glad to have had at Healthwatch.”



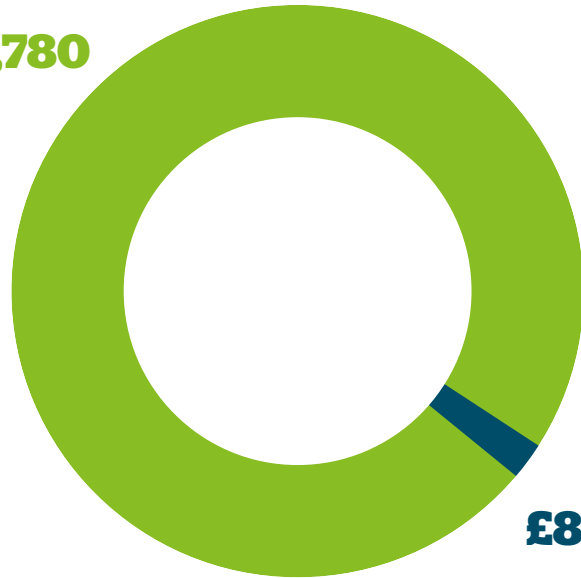
Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income

- Funding received from local authority
- Additional funding

£326,780



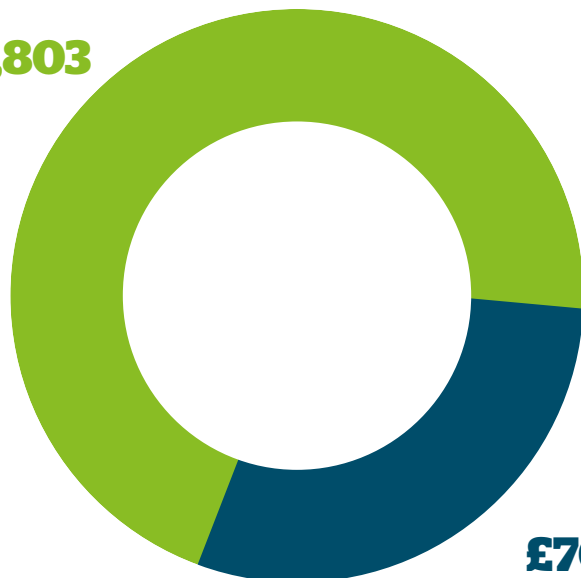
£8,477

Total £335,257

Expenditure

- Staff costs
- Operational costs

£239,803



£70,987

Total £310,790

Top 3 plans for 2021-22

1

We will investigate the impact of the shortage of dental provision in Lancashire and work with partners to secure improvements.

In doing so, we will continue the work we have started this year, building on the awareness we have raised through engagement with local press, and develop our network of public contacts to build intelligence, further understand the issues specific to our locality and work with partners to shape new outcomes.

3

We will raise the profile of Healthwatch Lancashire among NHS partners, the third sector, and members of the public.

Through new projects, virtual and face-to-face engagement opportunities, a refreshed website, info-hub and social media we will spread the word about what we do, the support we provide and the benefit of providing feedback for those who use the NHS and social care.

2

We will develop appropriate engagement plans and projects to reflect the impact of pandemic restrictions on face-to-face activities.

Over the past 12 months, our team have embraced digital engagement methods to continue reaching people across this large, rural county, in doing so we have established online networks and skills that we will continue to develop in the year to come. We will apply both digital and in-person methods appropriate to the geography of Lancashire to make the most out of our reach and remove barriers for local people.



Statutory statements

About us

Healthwatch Lancashire, People First Conference Centre, Milbourne Street, Carlisle, CA2 5XB (Healthwatch Lancashire is delivered by People First Independent Advocacy, Registered Charity and Company Limited by Guarantee (Registered Charity No. 1184112 Company No. 5438407))

Healthwatch Lancashire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 5 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 3 times and made decisions on matters such as the survey 'How are you coping with the Coronavirus (Covid-19) pandemic', reviewed HW Together activity, focusing specifically on the new "Mood of the Public" project being developed through the Elective Care Recovery Group in Lancashire and South Cumbria, received a progress update of the 'As I See it' Work stream - this is proxy work for the more regular face to face enter and view programme and the Proposal for a Lancashire Community Forum for Equity in Health and Care.

We ensure wider public involvement in deciding our work priorities. The Coronavirus survey provided real-time meaningful insight into people's needs which helped inform not only our priorities but those of the partner organisations that we shared the information with. As the restrictions and impact on the public changed we adapted our survey to reflect this ensuring that the information gathered was contemporaneous and could be targeted at those with greatest need. A Report was written for each iteration of the survey and circulated widely.

Methods and systems used across the year's work to obtain people's views and experience

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, meeting with young people using our 'Chatty Heads' Facebook Group and virtually by Zoom, meeting with older people using our 'What Matters to You' Facebook Group and virtually by Zoom and linking with on-line support forums and meetings held by partner organisations.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website and distribute copies to Commissioners and partner organisations.



2020-21 priorities

Throughout the pandemic lockdown we have been conducting our survey 'How are you coping with the Coronavirus (Covid-19) pandemic?'. The primary purpose of this project was to gather views from the public regarding how they are coping with the pandemic and identifying support needs. As the pandemic developed and restrictions changed we modified the survey to ensure that it remained contemporary. Findings from the work and subsequent Reports were given to stakeholders county-wide and commissioners of services to assist with planning and support their decision-making processes.

This was welcomed by organisations of all types, all of who responded positively to requests for information and our recommendations, possibly best summed up by the comments:

“This is really interesting stuff. Thank you to you and all your staff for setting the survey up and regularly feeding back with such good local information.”

‘If you read only one thing from this Bulletin, make sure it’s the most up to date report from Healthwatch’s How are you coping with the Coronavirus (COVID-19) pandemic? survey. As always, the report is well worth a read...’.

Clare Edwards, Health Partnerships Manager, Cumbria CVS

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Lancashire is represented on the Lancashire Health and Wellbeing Board by David Blacklock CEO. During 2020/21 our representative has effectively carried out this role by:

the presentation of the Healthwatch Coronavirus survey Report to the Board, approving the Terms of Reference for the Lancashire Outbreak Engagement Board, considering the draft Accelerated Progress Plan to address issues raised by the Ofsted inspection of the Lancashire Special Educational Needs and Disability (SEND) Improvement Programme and noting the emerging evidence of impact of the pandemic on children and young people’s emotional wellbeing and mental health.



Adapting for communities

Message from David Blacklock, CEO of Healthwatch Lancashire

“Over the past 12 months, Healthwatch Lancashire has built on the successes of last year and adapted to grow, develop and deliver an impactful service for the people of Lancashire through remote engagement.

We have been working across the system strengthening our relationships with key stakeholders whilst reaching out into communities, including those that are often overlooked, to empower and amplify their voice and experience of Health and Social Care. Our approach has shifted to foreground

social media and virtual focus groups and events to ensure we can continue to engage with members of the public throughout the restrictions made necessary by Covid-19.

This year we entered the third year of our 'Healthwatch Together' collaboration which brings together four local North-West based Healthwatch. Working regionally to support locally, we have highlighted the challenges and successes shared with us regarding people's experiences of services and how the pandemic has impacted on people's lives.

I am lucky to work with an extremely hard working and dedicated team. Through varied means including virtual focus groups, social media and surveys, our team have been a listening ear and a supportive presence for thousands of people. They have worked with varied groups from across our region. I am proud of the work we have completed this year to provide vital support and the role our team have played in making it possible.

Recent successes include our work engaging with members of the Windrush Generation, gathering their views and experiences on accessing Health and Social care. Their insights and time have been highly appreciated and we look forward to producing the report on this work in the coming year. During the pandemic we also ran our Covid-19 survey providing an important line of communication for the public to express the challenges and experiences they have faced due to Covid-19.

Looking forward we remain committed to adopting the best practices we have developed in response to the pandemic and returning to face-to-face engagement, when safe, to strengthen our work for the people of Lancashire. We will continue to form new partnerships and to listen to those who receive health and social care services. Empowering the public to have their say and supporting local services, we will make use of digital technology to continue to provide an integral amplifier for the people of Lancashire during the coming year.

It is clear that this year has brought challenges to both our health and social care services and to our communities. The spread of Covid-19 has required adjustments to routines, services and daily life. In the face of these challenges, we have and will continue to be the champion of health and social care experiences. We will continue to be there to hear and to amplify the views of our communities.



Thank you

We are proud of the role that we play in our county. Listening, sharing and amplifying: we are here to work with the public, to put experience at the heart of health and social care. We are grateful to the individuals, groups and organisations that help us achieve this aim, this includes:

- Thousands of members of the public who share with us their views, experiences and ideas
- Our team of hardworking and highly skilled staff and volunteers
- Many voluntary organisations and community groups
- Collaborative colleagues from across the health and social care system

Thank you to those above, and so many others, whose energy and efforts help us to be a visible and vocal part of our county and communities.



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