

# Healthwatch Lancashire

Annual Report 2015/16



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# Message from our Chair

**In the ever-changing world of health and social care, we said “au revoir” to Gill Brown, our Chief Executive, at the end of March and welcomed Sheralee Turner-Birchall as our new Chief Officer.**

Sheralee has been with the organisation since its inception, and has established a great track record of working with the team and especially volunteers in representing the interests of patients and service users at all levels in the NHS and local government.

I am delighted that she agreed to take on the leadership role: her strong commitment to our principles and her dedication to the cause will see us go from strength to strength.

I am pleased to say also that Gill Brown will continue to advise us from time to time on specific projects.

Another sign of the times is that we are exploring with our counterparts in Blackburn, Blackpool and Cumbria how we might best represent the interests of patients as the new NHS ‘Sustainability and Transformation Plan’ for Lancashire and South Cumbria gathers steam.

Neil Greaves, our gifted Communications Manager, is spending some of his time working with Lancashire and South Cumbria Change Programme, whose main task is to give a Lancashire (and now also South Cumbria) twist to the NHS Five Year Forward View. This is really vital work as health and care begin to move in wholly new directions.

I wish to express my thanks to all the members of our team, for their commitment to patients and families, and for their skills in recording what they



say, presenting their stories in an arresting way, so that we can let providers know just what is the impact of their services.

Our volunteers also do a magnificent job in supporting all we do. Their commitment and dedication is crucial to the work of Healthwatch Lancashire.

I must also express my appreciation to our Board members for their guidance of our work, and for the skills and experience they bring. Three of our original stalwarts stepped down recently: their contribution from the earliest days of Healthwatch Lancashire have made us who we are. New faces will shortly appear; please keep an eye of our web-site to see more.



As the Chinese proverb has it ‘we live in interesting times’.

**Mike Wedgeworth**  
**Chair of Healthwatch**  
**Lancashire**

# Message from our Chief Officer

**As the newly appointed Chief Officer, I am delighted to be offering you an overview of the work of Healthwatch Lancashire.**

As we are all aware, there are significant challenges faced in health and social care and it is vital that as your local healthwatch we enable you, the people of Lancashire, to have your say about the care you receive and ensure that your feedback influences the future of health and social care across Lancashire.

Over the past 12 months we have developed a varied programme of work to create as many opportunities to gather the opinions of the people in Lancashire.

We have shaped our community engagement strategy to reach those people who rarely have their voices heard. This has involved the team speaking to people in locations such as bus stations, street markets, community fayres and through speaking to community groups to find out what really matters to them. This information is not only shared with providers and commissioners of services but also informed our programme of work in 2016/17.

We have conducted a programme of Patient Engagement Days in all the hospitals across Lancashire. The feedback we have received has been shared with each of the trusts who have responded with actions to the points we have raised.

Our Enter and View programme of work in care homes has provided the local authority, the NHS and the Care Quality Commission with valuable insight from the service user and relative perspective into what it feels like to receive care in a residential or nursing home. We have published 20 reports and have used this information to create a best practice publication, which will be published in 2016/17.

Our Mystery Shopping activity in Pharmacies has influenced a report which has opened discussions with the Local Pharmacy Network about raising awareness and consistency of pharmacy services in Lancashire.

Our work does not stop there, we also have been involved directly in scrutinising health settings through our involvement in the annual PLACE



inspections, mock Care Quality Commission inspections, patient walk-throughs.

To ensure your experiences are heard, myself and the team attend and participate in meetings, events and conferences across the county.

Healthwatch Lancashire would not be able to undertake our work without our dedicated team of volunteers, who are truly amazing and have participated in a wide range of activities from gathering experiences in health settings and conducting Enter and View and PLACE visits to co-facilitating our Care Circles – a big heart felt thank you to you all!

A particular highlight for me has been the recognition of our work as a finalist at the North West Coast Research and Innovation Awards for our programme of work on Patient Journeys on Ward 39 at Royal Lancaster Infirmary.

In conclusion, I am so proud to be part of the Healthwatch Lancashire team and would like to thank the staff, our volunteers and Board for their dedication, hard work and commitment.

Most importantly, I would like to thank the people of Lancashire for their time in sharing with us their experiences and look forward to another year of engaging with you.

**Sheralee Turner-Birchall**  
**Healthwatch Lancashire Chief Officer**

# Healthwatch Lancashire's year at a glance

This year there were more than 26,700 visits to our website.



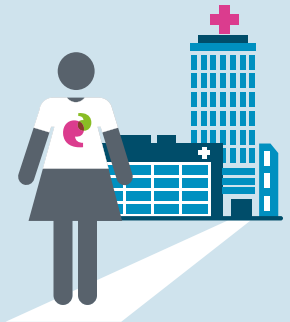
Our volunteers contributed more 1,772 hours to supporting Healthwatch Lancashire projects and activities.



We listened to more than 6,000 people about their views and opinions on health and social care.



We've made more than 471 visits to local health and social care services



We published 50 reports tackling issues from accessing services to gathering experiences.



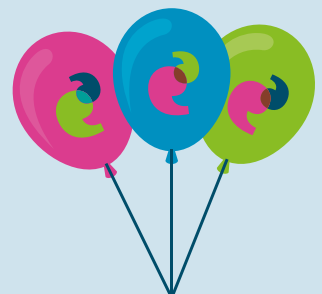
The average number of people who we reached on Twitter each month is more than 30,000.



90% of people said that they had not shared their experience with any other organisation or service.



Between September 2015 and March 2016, Healthwatch Lancashire carried out a total of 29 Enter and View visits.



# About Healthwatch Lancashire

**Healthwatch Lancashire is the public voice for health and social care in Lancashire and exists to make services work for the people who use them. 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. Our focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.

Patients and relatives input into designing services can be invaluable as seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

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

## Our vision

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate 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.

Healthwatch Lancashire is an independent not-for-profit company, limited by guarantee, commissioned by Lancashire County Council 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.





## Our statutory responsibilities

Healthwatch Lancashire's statutory responsibilities are:

1. To promote and support local people to be able to get involved in deciding what services should be paid for, where and when. We have to help local people examine the services for themselves.
2. To help local people check the standard of care on offer and whether the services can and should be improved.
3. To meet with local people and groups to gather information on your experiences of local care services and make your information known to the people who run, pay for and check these services.
4. To produce reports about how local care services can and should be improved.
5. To provide advice and information about how to access local care services so people in Lancashire can make your own choices.
6. To express people in Lancashire's views to Healthwatch England.

7. To make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews and investigations when there may be concerns about a service. We also request that Healthwatch England publish reports about particular issues, to raise awareness nationally.

8. To provide Healthwatch England with the information and understanding it needs to perform effectively.

Pictured below: Healthwatch Team members (from left to right): Ilyas Patel, Natalie Cotterell; Amanda Higgins, Aysha Desai, Becky Willshaw, Sheralee Turner-Birchall, Neil Greaves, Liz Thatcher, Michele Chapman and Linda Brown..







Pictured top left: Healthwatch Team members from left to right: Aysha Desai; Ilyas Patel and Amanda Higgins.



Pictured bottom left: Neil Greaves speaks to residents in Rossendale during a collaborative event with Macmillan Cancer Support.

## Our staff

The operational team is driven and dedicated to ensuring that all people in Lancashire are given the opportunity to have their say and voice their views. As of 31 March 2016, the team comprises 12 members who plan and undertake high quality engagement projects, Enter and View activities, creative communications and marketing, administrative and clerical support for board members and volunteers amongst many other disciplines.

## Our operational team members are:

- Sheralee Turner-Birchall (Chief Officer)
- Neil Greaves (Communications Manager)
- Liz Thatcher (Executive Assistant)
- Linda Brown (Senior Project Officer)
- Ilyas Patel (Project Officer)
- Amanda Higgins (Project Officer)
- Aysha Desai (Project Officer)
- Christina Morley (Communications Officer)
- Becky Willshaw (Intelligence Officer)
- Natalie Cotterell (Project Officer)
- Lesley Miller (Administrator)

## Our volunteers

Healthwatch Lancashire recognises 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 2016 Healthwatch Lancashire supported a cohort of 32 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.

As of 31st March 2016, the volunteer cohort included 28 white British, 1 Scottish, 1 Irish, 1 Chinese and 1 Eastern European.

## Our authorised Enter and View representatives

Below is a list of authorised members of staff and volunteers who are permitted to undertake Enter and View assessments for Healthwatch Lancashire.

- Michele Chapman
- Linda Brown
- Sheralee Turner-Birchall
- Neil Greaves
- Becky Willshaw
- Ilyas Patel
- Amanda Higgins
- Aysha Desai
- Natalie Cotterell
- Deborah Mckno
- Doreen Lee
- Carolyn Stuart
- Neil Greenwood
- Tim Snashall
- Selina Coppin
- Ann Clarke
- Keith Middleton
- Peter Osborne
- Liz Butterworth
- Alison Balkas
- Peter Dargue
- Gill Green

## Volunteer locations

Map shows the location of Healthwatch Lancashire volunteers within the 14 districts of Lancashire as of 31 March 2016



# Listening to people who use health and care services





## Listening to people in Lancashire

In 2015/16, Healthwatch Lancashire listened to more than 6,000 people about their views and opinions on health and social care.

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 have used to improve local health and social care provision.

We have developed a number of programmes which have been focused on listening to people in Lancashire about their experiences in hospitals, GP practices, dentists, care homes, pharmacies and other health and social care services.

Since July 2015, we asked 1,007 people who else they had shared their feedback with and more than 90% said that the information they shared with Healthwatch Lancashire had not been shared with any other organisation or service, demonstrating the value we add to the system.

## Patient Engagement Day Events

The Patient Engagement Days project was established in May 2015 by Healthwatch Lancashire and takes a team approach to gathering feedback from local people about hospital services.

One of the key reasons for undertaking the approach was to tackle the geographical challenge Healthwatch Lancashire faces and to provide high quality intelligence by collecting larger samples of data within each of the hospital sites in Lancashire. This approach aimed to ensure that Healthwatch Lancashire is providing valuable input to the six main hospital trusts in Lancashire and to enhance the organisation's reputation and brand awareness.

In 2015/16 Healthwatch Lancashire delivered 28 hospital Patient Engagement Day events where in total 2,024 patients, relatives, carers and staff were listened to by teams of Healthwatch Lancashire staff and volunteers.

The Patient Engagement Day approach was adapted for use at both Calderstones and The Harbour where specific sets of questions were asked relevant to each of the services.

## "I've Had My Say"



Healthwatch Lancashire has undertaken a number of creative projects and campaigns to demonstrate that the organisation is giving people in Lancashire the opportunity to say "I've had my say".

In May 2015, we launched a 'Real People of Lancashire' social media campaign to help us to understand what matters to people when it comes to health and social care. The findings from more than 80 people who shared their photos and what matters to them were published in a report. The findings have been used to inform Healthwatch Lancashire's projects and activities throughout the year. For example, one of the main themes from the report was access to services and as a result this has been a key aspect of engagement activities, particularly in relation to dental, GP and hospital services.

In November 2015, we launched the “I’ve Had My Say” campaign which included a programme of Care Circle events taking place with community groups across Lancashire. These Care Circle activities allowed the Healthwatch Lancashire team to listen to views from more than 30 seldom-heard groups, including older people, carers, those with learning disabilities, those with visual or hearing impairments and young parents. Reports from our community engagement activities are now published each month and shared with health and social care providers and commissioners. The groups we visit are shared on the Healthwatch Lancashire website.



### Listening to residents online

The Healthwatch Lancashire website has seen considerable developments throughout the year since its relaunch in February 2015. This has resulted in 1,156 people sharing their feedback by contributing to surveys or reviewing health and social care services through the Healthwatch Lancashire website.

### Healthwatch and Macmillan On Tour

Healthwatch Lancashire teamed up with Macmillan Cancer Support, Healthwatch Blackburn with Darwen and Healthwatch Blackpool to deliver a series of interactive events, which gave seldom-heard groups the opportunity to discuss their views on cancer services.

Healthwatch Lancashire delivered three events with students at Preston College, a Seniors Together In Rossendale group and a Fylde Community Lesbian, Gay, Bisexual and Trans Friends group in Lytham St Annes.

The events were delivered with the support of drama-based training company, AFTA Thought, who encouraged the group to share their views using scenarios and real life case studies provided by Macmillan Cancer Support.

### Enter and View Programme

In July 2015, Healthwatch Lancashire recruited an experienced team of Project Officers to focus on a programme of Enter and View visits in residential care homes across Lancashire. The project was undertaken as a result of funding challenges facing adult social care in Lancashire and the vast number of care homes providing care in Lancashire.

Between September 2015 and March 2016, Healthwatch Lancashire carried out a total of 29 Enter and View visits, which have supported service improvement, the sharing of intelligence and has developed a strong relationship with local CQC Inspection Managers.

We developed a clear key message which supported the innovative programme of Enter and View visits which was that they are a ‘mum’s test’ and that we gather views of residents, relatives and staff to provide an answer to the question: ‘Would you want your loved ones to be cared for in this home?’ Local Care Quality Inspection Managers commended this approach and the benefits Enter and View visits could have to their local inspections.

In 2016/17, Healthwatch Lancashire will utilise the findings of the project by producing a ‘Best Practice Guide for Care Homes’ which will highlight areas of best practice that have been observed by the Enter and View visits to care homes in 2015/16. The guide will include a useful

checklist for members of the public to use when deciding upon which care home provider to use for a relative or friend.

### Lifting the Lid

On 26th November 2015, we supported Lancashire BME Network and East Lancashire Clinical Commissioning Group to deliver “Lifting the Lid”, a public event which focused on the health and wellbeing issues faced by Black, Asian and Minority Ethnic communities in Lancashire.

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

Healthwatch Lancashire published a report summarising the opinions from the attendees about where they feel more research is needed and what they think are the key issues affecting BME communities in Lancashire. The report was shared with East Lancashire Clinical Commissioning Group.



### PULSE: our young peoples' group

From 1st April 2015, the Lancashire Children and Young People's Health and Wellbeing Participation Group, PULSE, became a part of Healthwatch Lancashire to ensure that young people from Lancashire are given the opportunity to have their say on health and social care services in the county.

PULSE was set up in 2012 supported by Lancashire County Council. Healthwatch Lancashire commissioned The Children's Society to engage, listen and learn from the experiences of young people in Lancashire by continuing the positive work of the PULSE group.

The young people from PULSE have been given the opportunity to develop their own ideas and projects along with being able to participate in the activities and campaigns of Healthwatch Lancashire.

Key contributions from the PULSE group are the creation of a poster to encourage young people to speak to Healthwatch Lancashire and providing valuable feedback that was used to improve our communications materials.

According to the Lancashire Children and Young People's Trust, more than 274,000 of the 1,180 million people in Lancashire are children and young people and the group will develop in 2016/17 to support Healthwatch Lancashire to listen to their voices.

### Your Dentist, Your Say

In July and August 2015 Healthwatch Lancashire undertook a research study with 1,059 residents of Lancashire participating to identify issues relating to access to NHS dental services.

The remit of the research was to engage with local residents across Lancashire with a short survey to find out whether or not people are registered with a NHS dentist and to identify how people would like to be able to access dental services in the future.



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

NHS England confirmed in January that the findings from our report had already been used to change the opening times of a new practice being procured in Lancaster.

NHS England also stated that new funding is being invested in the county on dental access meaning that existing practices can open earlier, for longer hours or at the weekend.

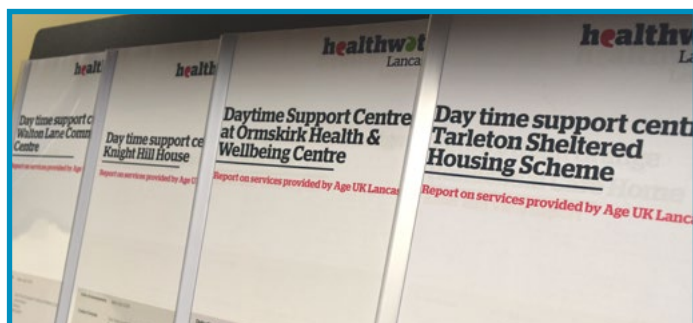
In 2015/16 Healthwatch Lancashire will continue to deliver engagement activities with those who are using or are not currently accessing special care dentistry services and will feed this information into NHS England Lancashire Area Team.

### Views on daytime support centres

Between May and July 2015, Healthwatch Lancashire captured the experiences of service users and their relatives in a number of daytime support centres at locations across Lancashire including Walton Lane Community Centre, Ormskirk Health & Wellbeing Centre, Knight Hill House and Tarleton Sheltered Housing Scheme.

Age UK Lancashire requested an independent assessment of four of their daytime support centre services by Healthwatch Lancashire to gather views of service users and their next of kin to inform their quality improvement programme.

Healthwatch Lancashire volunteers, supported by staff, took part in the four events.



“Age UK Lancashire is committed to a culture of continuous improvement. We took the unusual step of requesting a visit from Healthwatch Lancashire because we believed this would provide the most independent and objective view of our service to inform our quality improvement plans. I was delighted to see our managers, staff and volunteers embrace the report, leading to some quick and effective improvement straight away.”

**Stephanie Tufft, CEO at Age UK Lancashire**

### Access to GP services

In January and February 2016, Healthwatch Lancashire engaged with residents in Lancashire to gather their views and experiences about access to GP services.

The remit of the survey was to engage with local residents across Lancashire with a short survey to find out whether people feel that their GP practice is convenient and to understand how people would like to access their GP appointments.

1,044 people took part in the survey and a report will be published in early 2016/17 with the findings.

### Understanding the views from the lesbian, gay, bisexual and trans community

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

Lancashire LGBT have confirmed that the report, which highlighted that one in four lesbian, gay, bisexual and trans men and women in Lancashire think that their sexual orientation affects the way

they are treated by healthcare professionals, has been used to influence a number of projects which aim to improve people's experiences of using health and social care services.

Healthwatch Lancashire presented the report to lead clinicians within the clinical commissioning groups in Lancashire and will continue to share the results of the study with health and social care professionals.

Healthwatch Lancashire has continued to engage with members of the lesbian, gay, bisexual and trans community through Healthwatch and Macmillan on Tour events and care circle community engagement activities.

## NHS Patient Centred Care programme

In February 2016, we produced a number of "Real People" videos, which bring to life what matters in relation to health and social care to people living in Lancashire.

The videos were produced as part of an NHS England Person-centred Outcomes project, which aims to influence the way health and social care services are provided.

Healthwatch Lancashire's Real People videos gave four people the opportunity to have their voice heard and share what it is like for them to live with conditions or to use services. The videos enabled the individuals to influence service planning and development without having to sit on a committee or make a complaint.

Healthwatch Lancashire heard from Len, Elaine, Pam and Debs, who each shared their stories of living with health conditions, living without hearing or experiencing end of life hospice care. The videos are available to watch on the Healthwatch Lancashire website and more of these videos are planned for 2016/17.





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# Your voice counts!

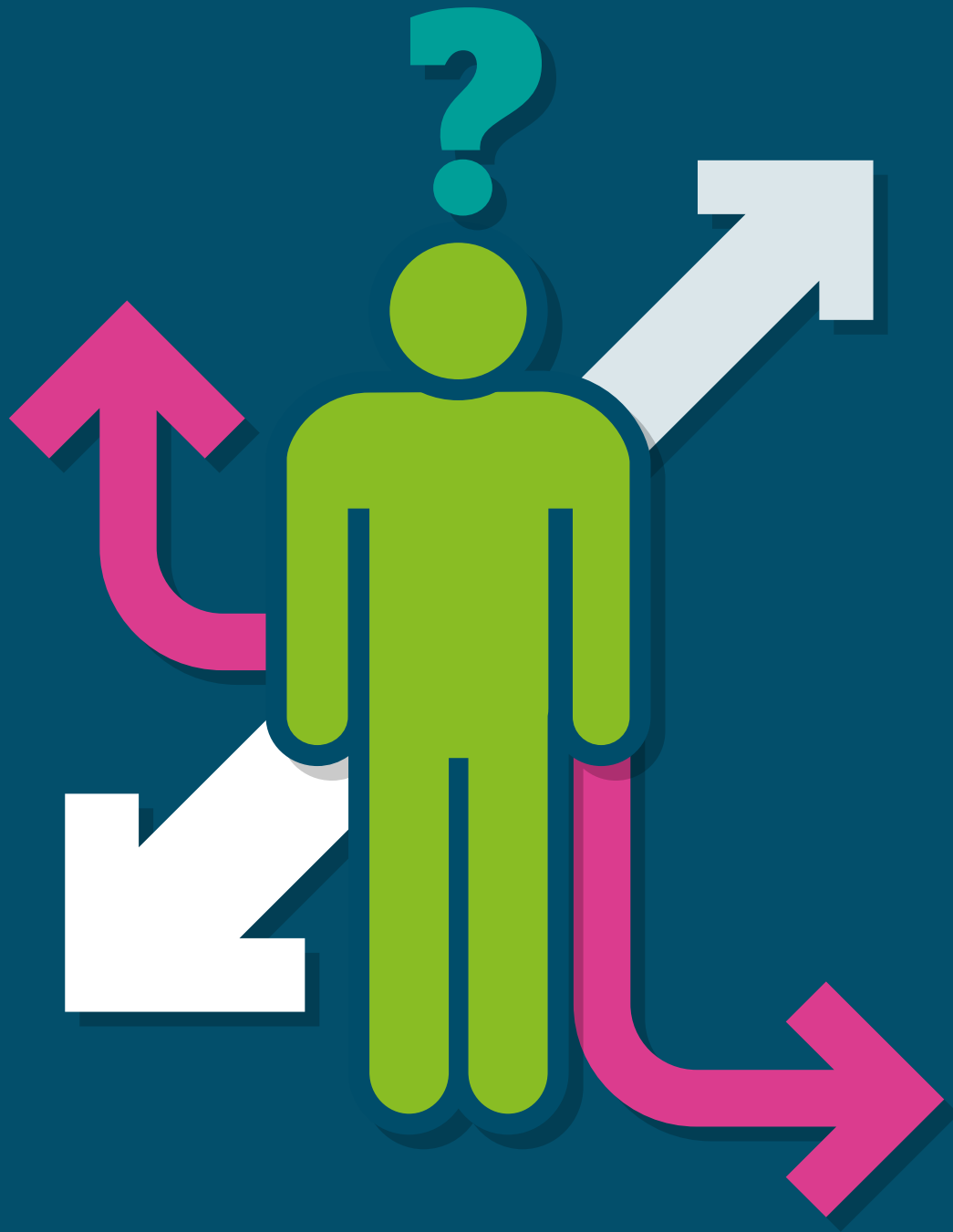
Have your say on health and social care in Lancashire



Healthwatch Lancashire's 'Real People of Lancashire' poster - February 2016



# Sharing information and informing people in Lancashire of our work



## Delivering a clear message

Healthwatch Lancashire developed a strong communication strategy and plan to raising brand awareness. Considerable success was achieved through developing engaging website content, establishing a strong social media presence and by developing good relationships with local media and communication teams within the NHS and local government.

In May 2015, Healthwatch Lancashire launched a series of Tweet Chats on Twitter using the hashtag #ShareAboutCare to encourage members of the public to share their views and to develop brand awareness. The average number of people who were reached on Twitter each month between May and July, when the campaign ran, was more than 54,000.

Healthwatch Lancashire produced issues of the Lancashire's Voice newsletter for Spring 2015, Autumn/Winter 2015 and Spring 2016. More than 8,000 newsletters were distributed by post to our public contacts database and in a variety of formats for those who requested. These include large print and text only versions in addition to Issues being distributed by email.

By developing strong relationships with local media and press, Healthwatch Lancashire was featured in 192 stories with an equivalent advertising value of £102,355.

In July, we launched a Healthwatch Lancashire video which gave an overview of how we work and in August, we published an infographic (see page 19) to help people to understand how their views are used to make a difference.

## Providing helpful information

We created a Help Centre on the Healthwatch Lancashire website which gives people in Lancashire the opportunity to find services and information about health and social care in the county. An example of this is our 'How to complain' page which gives easy to understand guidance of who people should speak to if they are concerned about the care they have received.

In early 2016/17, we will be undertaking a project to improve our signposting to services in Lancashire supported by a mystery shopping project to ensure people are directed to the correct services..

We used a strong digital presence to share information from clinical commissioning groups, hospital trusts, charity organisations and the Care Quality Commission. This includes the sharing of Care Quality Commission reports published in Lancashire and news stories from health and social care services on our website.

Healthwatch Lancashire has supported the Care Quality Commission in encouraging members of

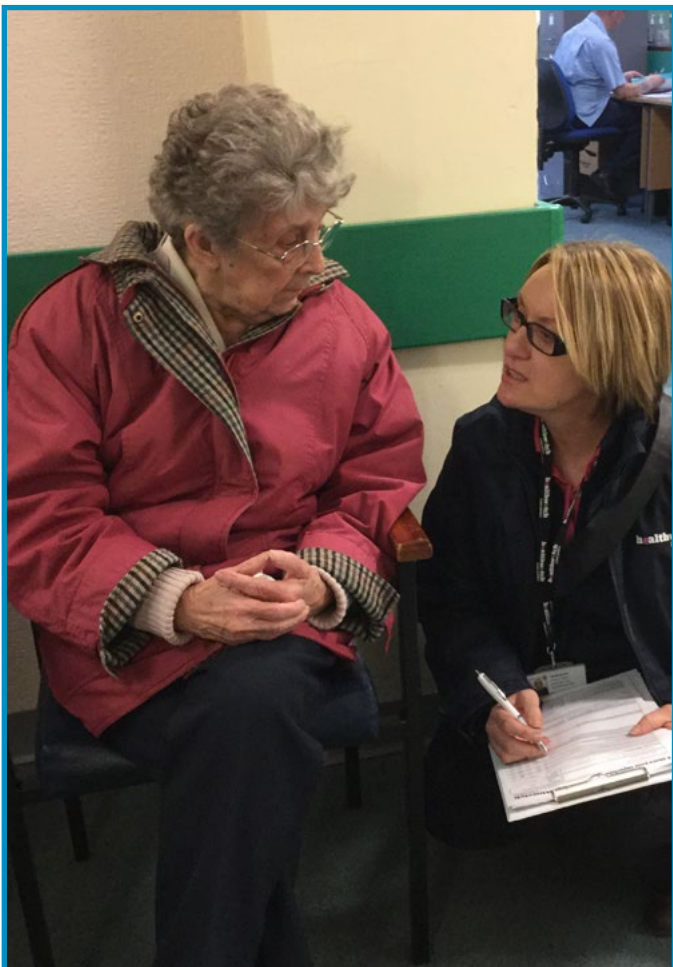


the public to contribute to inspections across all our communication channels.

Healthwatch Lancashire volunteers and staff have engaged with members of the public by delivering more than 220 stands in hospitals, GP practices and community services across Lancashire. During these activities Healthwatch Lancashire representatives listened to people's views and signposted to support services such as Patient Liaison Services, advocacy services and complaints information.

We developed a procedure to signpost and track members of the public who we have signposted to advocacy services which including sharing intelligence.

We have utilised system which allows our team to analyse intelligence received from engagement activities and understand trends, themes and sentiment in health and social care services. This



system allows for members of the public who are sharing reviews of services to state if they would like information for how to complain. These people were contacted and signposted to support, advocacy and complaints services.

### Our contacts database

We continued to develop our public contacts database that went live at the end of 2014 where a campaign was undertaken to engage with a representative sample of approximately 4,800 members of the public in Lancashire to provide their details for future engagement purposes.

In 2015/16, 624 new members of the public were added to the contacts database and as of 31st March 2016, there were 5,759 subscribed members of the public on the database.

We currently engage with approximately 202 people aged 16-19 years and 1,326 aged 65 and over who are on our database.

We have shared more than 17 email newsletters with those registered to the Healthwatch Lancashire public contacts database in addition to 1,513 people from health and social care organisations.

### Improving our phone systems

We improved our telephone system to help people contacting Healthwatch Lancashire to get to the department they needed quicker using a recorded voice message with options which people said they liked.

We've listened to concerns that were raised about people being unsure of the costs to call our 0300 phone number and in February 2016 changed our main phone number to 01524 239100.



**Your voice can make  
a difference...**

**healthwatch**  
Lancashire

**Healthwatch Lancashire works with health and social care services  
in Lancashire to make sure that your views and experiences  
make a difference to the services we all use.**



# How we have made a difference



## Influencing service improvement

We have been focused on influencing improvements in the experiences people in Lancashire have when they are using health and social care services.

In 2015/16 Healthwatch Lancashire published a total of 50 reports presenting the experiences and views of people in Lancashire when it comes to hospitals, care homes, community services, GPs, dentists, hospices and more.

All our reports have been shared with Lancashire County Council, clinical commissioning groups, NHS England, Care Quality Commission, Healthwatch England along with other relevant stakeholders.

We have submitted reports to contribute to Care Quality Commission inspections and has shared intelligence at inspection summits.

## Making a difference through Patient Engagement Day events

Healthwatch Lancashire has published 13 Patient Engagement Day reports as of 31st March 2016 with responses and actions being undertaken shared as a result by East Lancashire Hospitals NHS Trust, Lancashire Teaching Hospitals NHS Foundation Trust, University Hospitals of Morecambe Bay NHS Foundation Trust, Southport and Ormskirk Hospital NHS Trust, Blackpool Teaching Hospitals NHS Foundation Trust, Spiral Health CIC and Ramsay Health Care UK.

As a result of the pilot Patient Engagement Day at Royal Lancaster Infirmary in May 2015, Sue Smith, Executive Chief Nurse for University Hospitals of Morecambe Bay NHS Foundation Trust, provided a list of actions, which were as a direct result of the report. These included the reviews of clinics

by teams, which include managers, doctors, nurses and patients, to understand both good practice and issues. She stated that the work provided an opportunity to identify, make and evaluate improvements.

One of the most significant pieces of evidence to support our influencing of service change is that East Lancashire Hospitals NHS Trust have published a report which demonstrates that Healthwatch Lancashire's Patient Engagement Day intelligence has contributed to their site development plans at Burnley General Hospital.

East Lancashire Hospitals NHS Trust provided responses to five Patient Engagement Day reports and acknowledged in their response that our reports highlighted areas where the trust can improve. A representative provided the following response: "We take all feedback very seriously and constantly strive to ensure all our patients and relatives have a good experience when using the Trust's services. We will be taking on board all the comments received and ensuring any issues raised are looked at in further detail and any changes or improvements communicated to the public in due course."





Lancashire Teaching Hospitals NHS Foundation Trust's, Associate Director of Quality, Steve O'Brien, said in response to a Patient Engagement Day report of Royal Preston Hospital, "We welcome Healthwatch Lancashire's report and thank the team for not only undertaking this work but also for the support they provide to us as we continually strive to improve the experiences of our patients and their families."

"As stated in the report, we have already started work to make a number of improvements, including installing extra seating on the corridors to make it easier for patients with mobility problems to get around, increasing the availability of wheelchairs for patients who may need one when they arrive, and ensuring water is available for patients attending fracture clinic."

### Improvements in care homes

Between September 2015 and March 2016, Healthwatch Lancashire carried out a total of 29 Enter and View visits and published 20 reports with the remaining being published after 1st April 2016. These reports have supported service improvement, the sharing of intelligence and the

development of strong relationship with local Care Quality Commission inspection managers.

Following an Enter and View visit, Christina Durnan, Registered Manager at Fleetwood Hall Care Home, commented: "The visit itself was very helpful to us as it has provided us with additional insight into what our residents like and don't like about the service that we provide, and more importantly, gives them a voice. It was great that the residents were the main focus of the visit, which I felt empowered them, both during and after the visit, knowing that their voices had been heard and that their opinions matter."

Shehmaz Saiyed from Abiden Care said in response to a report: "It is pleasing to note that this is different aspect of seeing the daily life of the residents in a care setting instead of ticking boxes. This can only be a positive way forward and more beneficial to the welfare of the care sector."

In addition, Healthwatch Lancashire has been invited to be involved in East Lancashire Clinical Commissioning Group's Quality Improvement Plan Multi-agency Working Group to help service providers understand the importance of quality services and engaging their service users.



We distributed news releases highlighting where services have made a significant number of changes as a result of Enter and View visits. The press coverage that these achieved during February 2016 totalled £2,733.84 in equivalent advertising cost.

## Contributing to protecting adults

Sheralee Turner-Birchall, represented Healthwatch Lancashire at the Lancashire Adult Safeguarding Board and sub-groups across the county.

Healthwatch Lancashire is able to contribute by presenting information which has been shared with us to prevent Safeguarding incidents occurring.

In addition, Healthwatch Lancashire has:

- Contributed to Lancashire County Council's quality improvement plan programme with care homes
- Contributed to the implementation of quality improvement plans by Lancashire County Council and clinical commissioning groups
- Shared intelligence and reports with RADAR multi agency safeguarding working group which includes representation from Care Quality Commission and Lancashire County Council.

## Reporting on projects and campaigns

14 reports were published that were a result of Healthwatch Lancashire campaigns and projects such as a 'Real People of Lancashire', "Your Care and Getting There", "Your Dentist, Your Say", "Lifting the Lid" and reports from a collaboration with Macmillan Cancer Support and local Healthwatch.

Our "Your Dentist, Your Say" report aimed to help understand how people in Lancashire would like to register for NHS dental treatment and when and where they would like this to take place. NHS England confirmed in December 2015 that the findings had already been used to change the opening times of a new practice being procured in Lancaster.

NHS England have also stated that new funding is being invested in the county on dental access meaning that existing practices can open earlier, for longer hours or at the weekend.

## Innovation award finalist

Healthwatch Lancashire received a finalist award for the Research Innovation category of the North West Coast Research and Innovation Awards.

The award was in recognition of the project 'Patient Journeys at Royal Lancaster Infirmary', from February 2015, which resulted in a significant number of changes being made throughout the hospital after Healthwatch Lancashire were invited, by University Hospitals of Morecambe Bay NHS Foundation Trust, to follow a group of patients and listen to their experiences during a full week on Ward 39.



Pictured above (left to right): Neil Greaves, Sheralee Turner-Birchall, Dorothy Jopson (Clinical Leader, from University Hospitals of Morecambe Bay NHS Foundation Trust) and Gill Brown.

## Supporting innovation in the approach to friends and family tests at Calderstones

In January 2016, Calderstones Partnership NHS Foundation Trust undertook a project to restyle their “Friends and Family” test, with help from service users and Healthwatch Lancashire.

A working group looked at the way the current Friends and Family test questions are written, and how they could be changed and improved for service users at Calderstones. Service users were encouraged to develop their own questions to be used as part of the Friends and Family Test for Calderstones.

Funded by NHS England, service users revised all the questions and added video to ensure the questions were appropriate to people who are detained, and to make it feel less like a test.

Amanda Higgins, Project Officer, supported the project by listening to service users at Calderstones. This valuable input from service users has been used to develop the questionnaire to best suit service users.

Service users were also given the opportunity to ask Calderstones Partnership NHS Foundation Trust staff why it is important to listen to service users, what happens to the feedback, and what difference does it make.

This new Friends and Family Test Questionnaire was held up as an innovative project at the “NHS England Improving Patients Experience of Care” event in March 2016.

## Supporting PLACE assessments in hospitals

Healthwatch Lancashire volunteers made significant contributions to providing a patient voice during Patient-led Assessments of the Care Environment (PLACE) in hospitals across Lancashire in both 2015 and early 2016.

In 2015, volunteers undertook 38 days of PLACE assessments with ten hospital trusts and a similar contribution is expected in 2016/17 with 4 assessments already being undertaken prior to 31st March 2016.



# Our work in focus



# Intelligence supports hospital developments



**East Lancashire Hospitals NHS Trust published details of Healthwatch Lancashire's contribution to their Phase Eight Outline Business Case which was included in their board minutes for the meeting on 24th February 2016.**

The document includes findings from intelligence published in Healthwatch Lancashire's Patient Engagement Day Report for Burnley General Hospital in their business case for developments to the hospital site.

Kevin McGee, Chief Executive of East Lancashire Hospitals NHS Trust, commented in his blog: "Our Board approved the Outline Business Case for the next phase of development (Phase 8) on our Burnley General Hospital site."

"This really is a fantastic development for Burnley and represents a capital investment of £18m, bringing the total recent investment in that site to over £80m. The Full Business Case will be considered in July and work is expected to start in October for two years."

Healthwatch Lancashire has delivered a programme of Patient Engagement Day events in

hospitals across Lancashire to listen to people's experiences and influence service improvement.

28 Patient Engagement Day events have taken place since in 2015/16 with more than 2,000 people sharing their experiences of the care they received on that day.

East Lancashire Hospitals NHS Trust, Blackpool Teaching Hospitals NHS Foundation Trust, Lancashire Teaching Hospitals NHS Trust and University Hospitals of Morecambe Bay NHS Foundation Trust have all provided responses to the Patient Engagement Day reports along with actions of how their patients' experience is being improved.

In addition, East Lancashire Hospitals NHS Trust responded to the Patient Engagement Day report for Clitheroe Community Hospital to state that there are plans in place to increase the number of car parking spaces in the near future, which will ease the concerns raised in the report about parking on the Clitheroe hospital site.

Sheralee Turner-Birchall, Chief Officer said at the time: "It is very pleasing to see that what people are saying to Healthwatch Lancashire is having such a significant impact and is informing developments at both Burnley General Hospital and Clitheroe Community Hospital."





# We listened to issues with transportation



**Healthwatch Lancashire published a report in March 2016 summarising responses to a survey from people in Lancashire about transport to primary healthcare service.**

A “Your Care and Getting There” report has been published by Healthwatch Lancashire based on the findings from a survey undertaken by 742 residents of Lancashire to identify issues relating to how they get to appointments in primary care services which include GPs, dentists, health centres and pharmacies.

The report shows that across Lancashire 88% of people said that they find getting to their appointment convenient whilst 15.6% of people said that they have had to cancel appointments due to transport issues.

24.9% of people who do not travel to their appointments by car said that they were concerned for the cost of transport with Chorley (32.4%), Burnley (28.6%) and Lancaster (28.2%) receiving the highest percentages of people who are concerned about the cost of getting to appointments.

Members of the public using community transport services were also given the opportunity to have their say when members of the Healthwatch Lancashire team listened to their views whilst joining them on the journey to their appointments. The report shows that 56% of people who used community transport said that they had an issue with timing and 37% of people did not describe their experience as positive.

57% of people who were given lifts to their appointment by friends or family said that they are concerned about inconveniencing those who gave them a lift.

We heard from Ron in West Lancashire who shared his experience of getting to an appointment at the eye clinic for an operation. Ron said, “A taxi would have cost too much to the hospital and home again. I tried to arrange community transport but I found it extremely difficult. Services need to be more joined up and communicate with each other to improve a patient’s journey.”

We spoke to David from Helmshore in Rossendale. David said: “The troubles we face here in Haslingden are mainly due to the infrastructure of the roads. It makes it very difficult to get anywhere as there are always congested roads and queues of traffic at peak times. Local journeys in-and-out of Rossendale Valley have excessive journey times compared to the actual distance travelled.”



# Almost one in five not registered with a dentist



**Healthwatch Lancashire spoke to the public and published a report in December 2015 which is being used by NHS England to understand the demand for dental care in Lancashire.**

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

NHS England have provided a response to the findings which is included in the report which show that although many people are happy with receiving private dental care there are those who would like NHS dental treatment but have been unsuccessful in accessing services.

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

The survey, which was developed by a group of NHS dentists, aimed to help understand how

people in Lancashire would like to register for NHS dental treatment and when and where they would like this to take place. NHS England confirmed that the findings have already been used to change the opening times of a new practice being procured in Lancaster.

NHS England have also stated that new funding is being invested in the county on dental access meaning that existing practices can open earlier, for longer hours or at the weekend.

Healthwatch Lancashire heard from Joanne in Morecambe who said, “I am currently suffering from severe wisdom tooth pain after it was not removed completely by an emergency dentist. I have so far had to wait 14 weeks for oral surgery which is affecting my work and also my well-being.”

We heard from Carol in Chorley who commented, “I think the NHS dental service is far from what it used to be. Dentists do not offer the same standard and consistency of treatment from area to area and I have therefore lost confidence in the standard of care. It is appalling that dentists recommend you see the practice’s hygienist at extra cost and that this has been made into a separate treatment.”

We heard from Nicola in Lancaster who said, “I’ve kept my dentist in Morecambe because there are so few NHS dentists. My children go there, she knows my fear of needles and I’m really happy with the service.”





## We listened to community groups

**Between November 2015 and March 2016, Healthwatch Lancashire gave community groups the opportunity to have their say about the health and social care services they use such as hospitals, GP services, dentists, care homes, pharmacies and adult social care.**

The Healthwatch Lancashire team reached into communities to find out what really matters to people through a range of community engagement activities including delivering 25 'Care Circle' group activities, which were particularly successful.

Activities were carried out with a wide range of groups in Lancashire such as cancer support groups, parent carer forums, learning disability groups, residents' associations and mother and baby groups.

The reports were shared with those who manage and commission health and social care services in Lancashire to give people in Lancashire a voice and to influence service improvement.

Reports from Healthwatch Lancashire's engagement activities will continue to be published on a monthly basis in 2016/17.





# Our plans for 2016/17



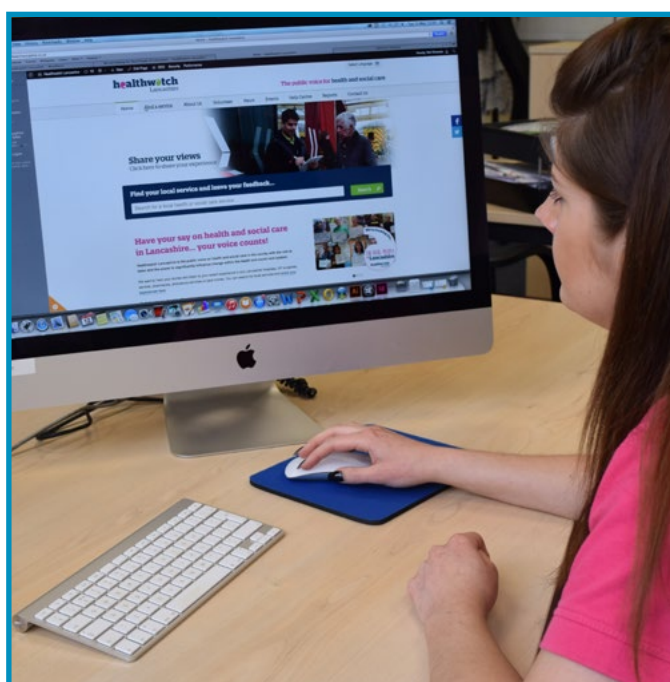
Health and social care provision constantly faces significant challenge. We are living longer therefore we are seeing a rising elderly population with increasingly complex health issues. The NHS remains fragmented following radical reorganisation and is confronting a major resource challenge and social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

Early in 2016/17 we will publish a new strategy and business plan, focusing on our statutory responsibilities, but giving particular emphasis to the following projects:

- Focus on community engagement
- Supporting Lancashire's Sustainability Transformational plan
- Continue to develop our volunteer cohort
- Continue to develop our Enter and View programme
- Continue to develop our Patient Engagement Day programme in GP practices
- Raise brand awareness for Healthwatch Lancashire demonstrating that we listen to patients using creative and innovative communications
- Improving our signposting service to health and social care services, particularly in relation to complaints and providing feedback to local services



# Our people





## Real People of Lancashire

In October 2015, we published a 'Real People of Lancashire' report following a creative campaign designed to help us to understand what matters to people in Lancashire when it comes to health and social care.

The report, which summarises responses to Healthwatch Lancashire's Real People of Lancashire campaign, shows that access to services, communication, technology, public health and how we staff our services are important to people in Lancashire.

The report shows that people are appreciative when efficient health and social services are delivered by friendly caring staff who show compassion. One of the main areas of concern is access to services with people wanting to see improvements in waiting times and adequately staffed services.

## A significant contribution from our volunteers

Our volunteers continue to make a significant contribution to Healthwatch Lancashire this year by supporting our projects and activities. In total volunteers contributed more than 1,772 hours to Healthwatch Lancashire's activities which often made projects and activities possible.

Volunteers undertook 38 days of Patient Led Assessments of the Care Environment (PLACE) at the beginning of 2015/16 with ten hospital trusts. Four mini Patient Led Assessments of the Care Environment were also carried out by volunteers

Volunteers supported seven mock Care Quality Commission inspections with University Hospitals of Morecambe Bay NHS Foundation Trust, East Lancashire Hospitals NHS Trust and Lancashire Teaching Hospitals NHS Foundation Trust.

Four patient walk-through activities were carried with Lancashire Teaching Hospitals NHS Foundation Trust. These are an opportunity to visit services and see them from the perspective of patients, understanding the journey they take during a visit.

Supported by our volunteers we ran 25 'Care Circle' activities with community groups across Lancashire between November 2015 and March 2016.

Healthwatch Lancashire volunteers participated in a project to gather the experiences of service users and relatives at four daytime support centre sites in Lancashire provided by Age UK Lancashire.



In December 2015 and January 2016, volunteers participated in a mystery shopping exercise in pharmacies to assess the availability of flu vaccinations. More than 200 pharmacies were visited across Lancashire as part of the project.

## Our Board

The Board of Healthwatch Lancashire comprises a Chair and lay non-executive directors who are responsible for ensuring effective governance of the organisation.

In September 2015, Mike Wedgeworth MBE, a Canon at Blackburn Cathedral and former Chief Executive of Hyndburn Borough Council, was appointed as the Chair to the Board of Directors of Healthwatch Lancashire.

Mike Wedgeworth was awarded the MBE in 2010 for services to Further Education and the Community of Lancashire and brings a wealth of third sector experience to the role as the former Independent Chair of Third Sector Lancashire.

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

Board members attend local Health and Wellbeing Board meetings and act as ambassadors for Healthwatch Lancashire.

This year has seen changes to the Healthwatch Lancashire Board of Directors.

## Members of the board:

As of the 31st March 2016, the non-executive directors on our board are:

- Mike Wedgeworth (Chair)
- Alex Rocke
- Adrian Leather
- Davina Hanlon
- Naz Zaman
- John Fell

## Contributing to the Lancashire Health and Wellbeing Board:

The Chair of Healthwatch Lancashire has succeeded the previous Chair on the Lancashire Health and Wellbeing Board. The purpose of this board is to lead on the strategic coordination 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 Officer and the Operational Team for effective input into the meetings.

# What people have said about Healthwatch Lancashire

**“I passionately believe that everyone should have access to high quality healthcare and Healthwatch Lancashire gives me the opportunity to contribute to making this ideal into reality. I particularly like that Healthwatch Lancashire focus on the voices not usually heard.” - Jan Banker, Healthwatch Lancashire volunteer**

**“The authorised representatives were very professional, polite and unobtrusive during their visit. It is pleasing to note that this is different aspect of seeing the daily life of the residents in a care setting instead of ticking boxes. This can only be a positive way forward and more beneficial to the welfare of the care sector.” - Shehmaz Saiyed from Abiden Care, following an Enter and View visit.**

**“You have a fabulous team of volunteers you should be very proud off yourselves at Health watch, the knowledge and skills they have brought to the table this year is excellent.” - Lisa Grendall, from East Lancashire Hospitals NHS Trust, in relation to PLACE assessments in 2016.**

**“I would like to thank the team at Healthwatch Lancashire for the continuous support you give to patients and service users of the Trust.” - Sue Smith, Executive Chief Nurse for University Hospitals of Morecambe Bay NHS Foundation Trust.**

**“Healthwatch Lancashire volunteers and staff are thanked for the work undertaken to support the Trust in highlighting findings from patients and their families.” - Chris Pearson, Director of Nursing for East Lancashire Hospitals NHS Trust.**

**I enjoy being a Healthwatch Lancashire volunteer because I feel I am contributing to the ‘bigger picture’ and helping make improvements to services. I am supported throughout by Healthwatch Lancashire and my opinions are valued.” - Liz Butterworth, Healthwatch Lancashire volunteer.**



# Our finances



TURNOVER		£
Public Sector Income Contribution		595,358
Other income		1,722
<b>Total income</b>		<b>597,080</b>

ADMINISTRATIVE EXPENSES		
Wages and Salaries		275,071
Directors' remuneration		6,519
Employer's National Insurance contributions		23,246
Staff pension costs		4,964
Staff expenses		29,255
Premises costs		49,521
Printing, postage and stationery		24,415
Publicity & Communication		13,764
IT & Telephony		39,955
Research		11,292
Legal and professional fees		39,166
Consultancy fees		48,429
Audit fees		6,000
Other non-audit fees		2,856
Volunteers expenses		2,408
Staff welfare		25
Sundry expenses		1,111
Community Engagement		12,000
Subscriptions		6,719
Depreciation		1,119
<b>Total Administrative expenses</b>		<b>597,835</b>

<b>Operating (loss)/profit</b>	<b>(755)</b>
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OTHER INTEREST RECEIVABLE AND SIMILAR INCOME		
Bank interest received		755
<b>(Loss)/Profit before taxation</b>	<b>0</b>	<b>4.10%</b>

# Contact us



## Get in touch

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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, Care Quality Commission, 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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