

Healthwatch Lancashire


Annual Report
2017/18





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Message from our Chair



**“We are delighted to be a part
of the People First Family.”**

It has been another year filled with exciting projects that have had a great impact on the people and places of Lancashire. This coming year will see more change as the Healthwatch Lancashire contact is delivered by a new provider.

From 1st May 2018, the Healthwatch Lancashire contract has been delivered by People First Independent Advocacy, an organisation that provides help and support to some of our communities’ most vulnerable citizens, helping people to stay in control of their own lives.

With major changes taking place, our Chief Executive of the past two years, Sheralee Turner-Birchall, decided to pursue new opportunities. I would like to express my sincere appreciation to Sheralee for her hard work and dedication in leading and developing Healthwatch Lancashire to such a robust and impactful position.

Joining our organisation is new Chief Executive, David Blacklock. The Healthwatch Lancashire Board and I are looking forward to working closely with David and his team in this exciting new chapter. On behalf of all board members, staff and volunteers, we are delighted to now be a part of the People First Family.

This year has seen successful collaborative working with our fellow Healthwatch colleagues in Blackburn with Darwen, Blackpool and Cumbria, on a number of projects. We have been able to use the voice of the people of Lancashire to influence the NHS ‘Sustainability and Transformation Partnership’ for Lancashire and South Cumbria. This is really vital work as our NHS faces major challenges and redevelopment in the health and social care landscape.

I would like to record my gratitude to all the members of our team, for their commitment to championing the voices of the people of Lancashire. By employing skilful engagement techniques we are able to use people’s stories in influencing key stakeholders who are responsible for developing services that meet local needs.

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

Finally, I would also like to express my appreciation to our Board members for their skills, experience and dedication.

Message from our Chief Executive David Blacklock



We are delighted to announce that People First Independent Advocacy will be delivering the contract for Healthwatch Lancashire.

Since 1 May 2018, I have been working alongside the Healthwatch Lancashire Board to ensure there is a smooth transition for the Healthwatch Lancashire contract, staff team and volunteers.

Healthwatch Lancashire has been extremely successful in recent years and we will be working hard to maintain these high standards. In addition to this, we will be looking to further develop existing services within our remit of work and aim to introduce innovative ways of working.

I hope to bring all of my skills and knowledge to the role, having worked in a variety of roles at People First Independent Advocacy since 2000, taking on the role of Chief Executive in 2008. My background is in advocacy and supporting those who are seldom or never heard to have a voice. I have a passion for ensuring that all members of the community have an equal voice.

“Ensuring that the people of Lancashire have their say on Health and Social Care is my top priority.”

We all deserve the very best care for our loved ones and for ourselves and our team will be key to ensuring that the voices of Lancashire’s residents are heard by the right people, in the right organisations.

In 2018/19 we will be working with colleagues in partner organisations to ensure that the thoughts and experiences of local people are heard loud and clear and that these voices can influence how health and social care services are reshaped across the county.

We will be specifically aiming to develop our relationships with key stakeholders even further to get the very best outcomes for the people of Lancashire.

I am really looking forward to an exciting first year with Healthwatch Lancashire.

Highlights from our year

377,000

This year we've reached 377,000 people on social media



Our **48** volunteers took part in **239** activities and contributed over **1285** hours of support.



We undertook more than

200

engagement activities in local services.



Our reports have tackled issues ranging from

Mental Health

to **Learning Disabilities**



Hello

Hi

We've spoken to over **12,000** people



We've reached

157 seldom or never-heard community groups



Who we are

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 providing the people of Lancashire with opportunities to share their views and experiences. You need services that work for you, your friends and family.

Our Vision: Healthwatch Lancashire will be the 'go-to' organisation for all members of the public in the county to talk about their experiences of health and social care.

That's why we want you to share your experiences of using health and social care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

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.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.



Meet the team



David Blacklock

Chief Executive



Sue Stevenson

Chief Operating Officer



Kerry Prescott

Projects Manager



Amanda Higgins

Senior Project Officer (Health)



Linda Brown

Senior Project Officer (Social Care)



Sam Parker

Communications and Engagement Officer

Meet the team



Jess Wood
Project Officer (Volunteers)



Beth Tildesley
Project Officer



Michele Chapman
Project Officer



Lawrence Houston
Project Officer



Jeanette Newman
Project Officer



Alexis Leeks
Executive Assistant



Lesley Miller
Administrator



Charlotte Birkett
Communications Assistant

Your views on health and care



A look at our major projects in 17/18

So What?

So why have we done this impact report?

We spent April 2017 to June 2017 reflecting on work undertaken in the previous year. This involved working with service providers, regulators and commissioners to determine what difference Healthwatch has made within the health and social care sector.

This report explores and summarises our impact and how we empower the public voice to influence the design of, and improve upon, health and social care services in Lancashire.

What did we learn?

When we engage with members of the public we are often asked what will happen with the information they provide and what difference it will make. We used this as an opportunity to demonstrate to the public how their voice is heard and raise awareness of the benefits of sharing their experiences with their local Healthwatch.

When we feed our reports to decision makers we often wonder how the public voice has been used and how this has impacted on changes to services. We were able to find out what impact our reports from April 2015 to March 2017 have had and how the public voice has been used to influence changes.

We sometimes learn of ways in which our information has been used but we believe it has been used to influence in many other ways. We

learned that by working in collaboration with other organisations and developing more robust communication systems we can track the impact of our findings better.

The report can be found here:

https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_2018_SoWhat-1.pdf



This report explores and summarises our impact and how we empower the public voice to influence the design of, and improve upon, health and social care services in Lancashire.

Learning Disability and/or Autism Project

Healthwatch Lancashire (HWL) is constantly identifying trends from feedback received, and responding to any particular concerns raised. In preparation for this project, we reviewed all the feedback we had received from people with Learning Disabilities (LD). This included feedback about a range of services in both health and social care.

Following this we undertook three exploratory consultation activities during Learning Disability Awareness Week 2017, to find out what people with LD, their carers and support workers and family members felt about their experience of health and social care services.

Communication in hospitals - and in particular the use of Hospital Passports - was identified as a key area of concern and something that warranted further investigation.

“We undertook three exploratory consultation activities during Learning Disability Awareness Week 2017, to find out what people with LD, felt about their experience of health and social care services.”

What did we learn?

In total, we spoke to **330 people** over **21 Care Circles** and Learning Disability events, **12 Pop Ups** and online engagement.

When we engage with members of the public we are often asked what will happen with the information they provide and what difference it will make. We used this as an opportunity to demonstrate to the public how their voice is heard and raise



awareness of the benefits of sharing their experiences with their local Healthwatch.

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Children and Young People



Healthwatch Lancashire and Healthwatch Blackpool worked together on a project looking at what matters most to children and young people about the health and social care services they receive.

From October to December 2017, an extensive programme of public engagement took place. Some of the key themes we found were mental health, body image and drug and alcohol abuse.

We spoke to **3,614 children and young people** across more than **100 different activities**.

The feedback received will be used to compile a report that will be shared with those who plan, run and regulate health and social care services to highlight how these services can be improved for children and young people.

A full report will be published in the 2018/19 working year.

Am I Bothered?

Healthwatch Lancashire worked in collaboration with Healthwatch Blackpool on a project to explore the public's appetite to share feedback and engage with health and social care services.

The aim of the 'Am I Bothered?' project was to understand why members of the public do not provide feedback to health and social care services such as GPs, hospitals and care homes, and identify what would encourage people to provide feedback.

Healthwatch Lancashire and Healthwatch Blackpool staff and volunteers undertook an extensive programme of public engagement across the county throughout February 2018 where we spoke to **569 people**.

A full report will be published in the 2018/19 working year.



Access to Mental Health Services

In December 2016 we published a report called 'Listening to those who are homeless and living in deprivation in Lancashire'. One of the findings from this project was that 31% of the 99 people who took part said their mental health was poor.

Therefore, we identified a need to explore this further. In this piece of work we engaged with **219 people** across Lancashire and found:

“Over half of people said they had been affected by self-harm, did not find information on mental health accessible or helpful.”

- + Most people said they had a good understanding of what mental health means, that they had been affected by mental ill health and they would turn to their GP for support.
- + Over half of people said they had been affected by self-harm, did not find information on mental health accessible or helpful and that it is easier for some groups or communities of people to get support with mental ill health than others.
- + The majority of people said it would be helpful to have more online or app support with mental health.

The objective of this project is that the intelligence gathered will feed into and inform the Healthier Lancashire and South Cumbria mental health work stream over the next five years, as well as other mental health services and wider services.

'Your Voice' series of patient engagement programmes

Throughout 2017/2018 Healthwatch Lancashire staff and volunteers undertook a series of 'Your Voice' patient engagement projects across GP surgeries, A&E departments and pharmacies in Lancashire where we spoke to more than **1,300 people**.

These were undertaken in collaboration with Healthwatch Blackpool and Healthwatch Blackburn with Darwen and each of three service areas formed their own report.

A full breakdown of each of these projects can be found on the next page.



The Healthwatch Chatty Van; one of our many engagement tools.

Your Voice: Pharmacies in Lancashire

We were approached to help Community Pharmacy Lancashire gain feedback on their pharmacy services to the public across Lancashire.

Over the past four years, we discovered that we had received little independent feedback regarding public perceptions of pharmacy services.

However, understand that the public are increasingly encouraged to use pharmacy services for minor illnesses or ailments, partly to reduce pressures on primary or secondary care services including A&E.

As such, the aim of our pharmacy programme was to gather views and experiences from the public about pharmacy services across Lancashire.

326 people shared their views and experiences across **24 pharmacies**.

"We are very grateful for the clear and informed picture Healthwatch have given us from the people who access our services, and we will be using the findings to identify what we can do differently to better meet their needs."

Irfan Tariq Chair, Community Pharmacy Lancashire

The report can be found here:

https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_2017_YourVoicePharmacies-1.pdf

Your Voice: A&E Departments in Lancashire

A report was published in April 2017 on winter pressures on NHS acute hospitals trusts in England in 2016/17. Some of the findings indicated extreme pressures within A&E across the country which may impact on patient experience. This project therefore was aimed at exploring what impact these 'winter pressures' have on the experience of the public who are using the service.

153 people shared their experiences with us across **six A&E departments** in Lancashire.

"Blackpool Teaching Hospitals would like to thank Healthwatch Lancashire for visiting our Emergency Department in January 2017. We are very pleased to receive the encouraging comments we have been given, and value the constructive feedback that has been raised. The report has been shared with the respective teams at The Blackpool Teaching Hospital and the actions taken."

The report can be found here:

https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_YourVoice_AEsInLancashire-1.pdf



Your Voice: GP Surgeries in Lancashire

Through our engagement with existing community groups, we were aware of some of the challenges patients have faced when attempting to access health care within their GP surgeries.

We also found that issues with primary care were frequently raised within engagement activities which is why we set out to explore these issues in more detail.

Our main aim was to ensure that local communities have had the opportunity to have their say and to gain a better understanding of the main barriers to accessing quality health care and what matters most to patients.

- + **851 patients** shared their experiences
- + **25 different GP surgeries** were visited across Lancashire

"It is noteworthy that this report highlights the fact that deprivation is associated with greater demand on services and with reduced satisfaction in those services with greater demand."

"We aim to work across the region to reduce the stark differences between people's health dependent on where they live."

(Dr Malcolm Ridgway, Senior Responsible Officer for Primary Care for the Sustainability and Transformation Partnership in Lancashire and South Cumbria)

The report can be found here:

https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_2017_YourVoice_GPsInLancashire-2.pdf



Enter and View

Between April 2016 and March 2017, Healthwatch Lancashire carried out a total of **26 Enter and View visits** to care homes.

These reports have supported service improvement, the sharing of intelligence and the development of strong relationship with local Care Quality Commission inspection managers.

Have Your Say

Throughout 2017/2018, Healthwatch Lancashire undertook a public engagement project called 'Voice Box on Tour' which enabled people to have their say on local issues across Lancashire.

As part of this project, we spoke to more than **400 people** undertaking **132 pop up engagements** and **69 care circle activities** and via our website.

It also enabled us to reach **157 seldom or never heard communities**.

Here's some of our other smaller projects we have completed this year:

+ A Week in the Surgery

A GP practice was chosen at random and agreed for a Healthwatch Lancashire representative to spend one week in the surgery, to observe the working environment and collate the experiences and perspectives of staff working at the GP practice.

https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/20170104_GPweek_v5.1-1.pdf

+ 'Listen to Me' Health and Social Care through the eyes of young people https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_YP_ListenToME-1.pdf

A report summarising the views of young people across Lancashire about what matters most to them when it comes to their health and social care.

+ John's Campaign - investigating people's views and experiences of new visiting arrangements

Aligned to the recommendations of John's Campaign launched and piloted at Blackpool Victoria Hospital and Clifton Hospital (Lytham St Annes). https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_2017_JohnsCampaign.pdf

+ ME (Myalgic Encephalomyelitis) and CFS (Chronic Fatigue Syndrome)

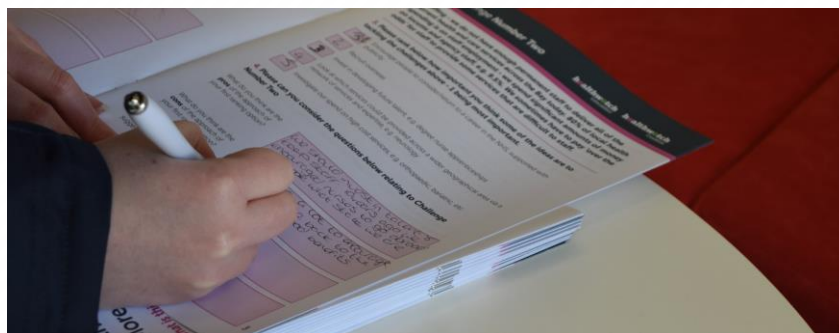
In March 2017, Healthwatch Trafford contacted Healthwatch Lancashire with the results of a national survey they had completed with patients living with Myalgic Encephalomyelitis (ME) or Chronic Fatigue Syndrome (CFS). Our report summarises Healthwatch Lancashire's findings to contribute to a national picture of ME/ CFS patient experience, as well as highlighting local issues for residents of Lancashire. https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_ME-CFS_June2017.pdf

+ Accessing hospitals for those with a visual impairment

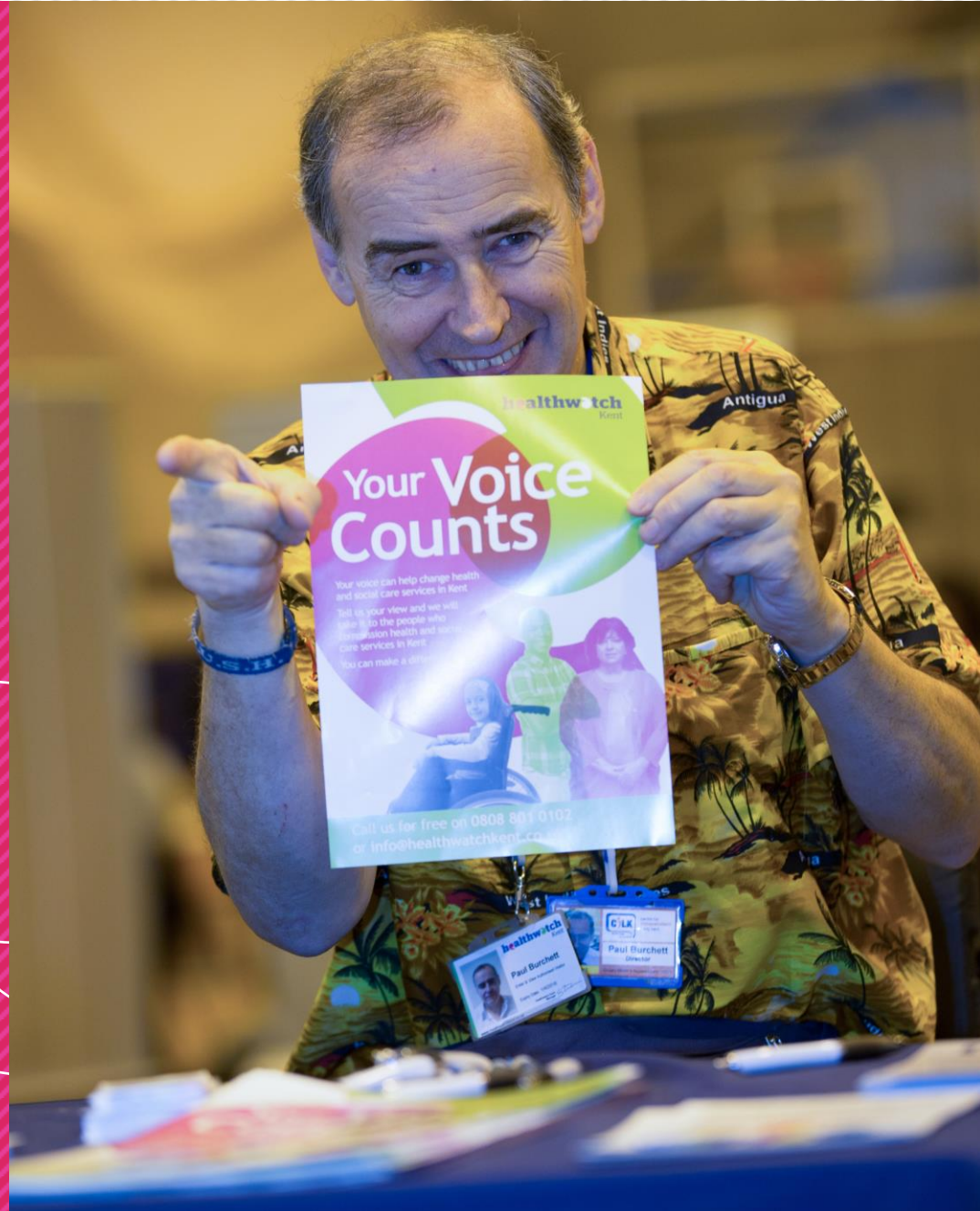
A Healthwatch Lancashire and Blackpool mystery shopping report focusing on how accessible hospitals across Lancashire are for the visually impaired community. This report describes the experiences of a Healthwatch Lancashire volunteer with a visual impairment navigating their way to the eye clinics of the hospitals.

"Lancashire teaching Hospitals NHS Foundation Trust would like to thank Healthwatch for their feedback regarding the mystery shopping activity to test the accessibility of our hospitals at Preston and Chorley. The Trust would also like to ensure that Healthwatch and service users with sensory impairments are involved in our future plans and help us to develop our services further. We have just launched a STAR (Safety Triangulation Accreditation Review) Accreditation system within the organisation, which is our new quality assurance framework to enable us to monitor, review and improve quality standards throughout our clinical areas. As part of STAR we will be carrying out weekly visits to our clinical areas and we would be grateful for involvement from Healthwatch and our service users with sensory impairments."

Since the publication of our report we are pleased to say that we have been supporting the hospitals with their STAR visits and continue to work closely with them to monitor the impact of our report. https://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/REPORT_Mystery-Shopping_VisualImpairment-3.pdf



Making a difference together



Our success working with seldom heard Groups

Screening and immunisation programmes have an important role to play in improving public health outcomes, reducing health inequalities, and contributing to a more sustainable public health, health and care system.

“During this project Healthwatch Lancashire received feedback from 245 women.”

NHS England North (Lancashire and South Cumbria) asked Healthwatch Lancashire to carry out some engagement work with seldom heard communities on their behalf to develop a better understanding of the barriers to people taking up screening and immunisation. The report will be used to learn lessons and improve the delivery of screening and immunisation services for residents of Lancashire and South Cumbria.

During this project Healthwatch received feedback from **245 women** through engagement activities in the community and an online survey. In addition we engaged with **60 offenders** across **4 local prisons** and 14 men and women from travelling communities.

The three reports ‘Cervical Screening in Lancashire’, ‘Screening and Immunisation in the Traveller Community’ and ‘Screening and Immunisation in Lancashire Prisons’ can be read and downloaded online at www.healthwatchlancashire.co.uk/reports

In total we engaged with **157 seldom or never heard groups** across Lancashire in 2017/18.

The young patient's voice

Healthwatch Lancashire and Healthwatch Blackburn with Darwen were invited to help East Lancashire Hospitals Trust to gather feedback from children and young people being treated on the children's ward at Royal Blackburn Hospital; as often parents or carers complete the Friends and Family Test questionnaire from their own perspective as parents, or on behalf of their children.

Working with Young People in Pennine Lancashire

Healthwatch Lancashire and Healthwatch Blackburn with Darwen were commissioned by East Lancashire Clinical Commissioning Group to engage with children and young people across Pennine Lancashire to gather their views and experiences on the issues that affect their health and wellbeing.

This is part of the Local Delivery Partnership consultation.

Using community engagement and questionnaires designed by Amplify Champions, **837 children and young people** aged 8 to 25 years engaged in the project.

“837 children and young people aged 8 to 25 years engaged in the project.”

Helping the public to understand changes in the NHS and social care

Healthwatch Lancashire and Healthwatch Blackpool, in collaboration with Healthwatch Blackburn with Darwen and Healthwatch Cumbria, planned a series of public events.

These events aimed to bring the leaders of the Lancashire and South Cumbria Sustainability and Transformation Partnership into our communities to inform users of services, patients and members of the public about the change programme, and to listen to their comments, concerns and feedback.

“This series of events helped inform members of the public about the Healthier Lancashire and South Cumbria Change Programme.”

Improving the service user voice

Healthwatch Lancashire won a Clinical Commissioning Group (CCG) Excellence Award for our programme of work with the East Lancashire CCG Safeguarding team.

The programme of work ensured the voices of care home residents and their families were heard and also provided East Lancashire CCG access to independent and impartial feedback of care homes that they commission.

The purpose of this programme of work was to provide the CCG with a true understanding of how its patients view and experience



the care they receive and how as commissioners this can influence how we provide services.

Where service users had indicated improvements could be made, Healthwatch, in partnership with the CCG, supported the care homes in achieving these improvements.

This programme saw significant improvement of patient experience being implemented, often at minimal cost, by providers listening to the voice of the people they support.

“Healthwatch Lancashire won a Clinical Commissioning Group (CCG) Excellence Award.”

Our communications activity

Communication is key for Healthwatch Lancashire. Over the past year, the communications department has achieved:



- + £125,946.54 worth of media coverage
- + Over 17,000 new visitors to the Healthwatch Lancashire website, with a total of over 49,000
- + Over 100 new Facebook page likes
- + 450 new Twitter followers

With the introduction of new GDPR guidelines in May, we have undertaken extensive work with our contacts database, running an 'Opt In' campaign. We are now working to incorporate these contacts in to a new database and develop and expand our mailing list offer. The communications team is working to establish a comprehensive strategy for the year ahead, with some exciting campaigns planned, including the national Healthwatch England 'It Starts With You' campaign and NHS 70.

We will also continue to deliver our core communications activities including:

- + Regular quarterly newsletters
- + Comprehensive websites
- + Social media channels such as Facebook and Twitter
- + E Bulletins
- + Online campaigns and surveys
- + Links with the local media
- + Through our large contacts database
- + Signposting members of the public who call or email us to other organisations

Our volunteer activity

We are currently working with 48 volunteers in Lancashire, which enables us to increase our capacity for engagement activities.

Furthermore, we will be looking to employ a bank of sessional workers to support us with core engagement and commissioned work.

Some of the key achievements of our volunteers in 2017/18 include:

- + 39 activities completed
- + 1285.5 Hours of volunteering
- + 32 PLACE assessments completed
- + 327.5 Hours on PLACE assessments

Future Volunteer Strategy

We have completed a volunteer strategy to help ensure we are maintaining and making the most of our volunteer's time and support. We will be:

Recruiting volunteer drivers to allow HWL to use the Chatty Van for engagements.

General volunteer recruitment across the Lancashire area with a focus on North & West Lancashire. We will also be focusing on refreshing adverts to find volunteers who can provide us with some consistent working hours as apposed to ad hoc.

it starts with
YOU



Natalie's Story: Natalie told Healthwatch about her experience of visiting Royal Lancaster Infirmary



#ItStartsWithYou

"This was a planned appointment. The hospital sent me a letter asking me to come in for a check-up. The letter was quite clear as there were not too many words, but I also had a support worker who helped me to read it. When I got to the hospital, I was sent straight to the x-ray department. I was waiting for about 30 minutes to be seen, the waiting wasn't too bad but the x-ray itself was a little bit uncomfortable.

The staff were absolutely brilliant, they were helping me into the right positions for the x-ray, so I was more comfortable. They weren't patronising, and they were very helpful. I thanked the staff for helping me and I went back to the Orthopaedics department where I handed in my x-ray card.

I saw a consultant, who knew about my learning disability. He spoke to me and not my support worker, and he wasn't distracted by his phone or his computer (as some consultants can be), so I felt that he was really listening to me. He was very polite too. Natalie told Healthwatch about her experience of visiting Royal Lancaster Infirmary Hospital.

I was given my diagnosis and some advice on things I could do to help myself, like exercises. The consultant took the time to go through different exercise sheets with me and my support worker, so I would remember when I got home.

The consultant said if I was experiencing any pain I could go back to my GP and get another referral to the hospital.

I couldn't fault the receptionists, there were no negative or detrimental attitudes. The nurses and assistant nurses were amazing. Overall, I would say it was a very positive visit and a positive experience.

I wouldn't say any improvements could be made to my experience, but I would say for the hospitals to make sure to keep this standard of care up for everyone with a disability and also for elderly people too because of a lot of elderly people visit this hospital." Natalie also told Healthwatch she had recently attended a University of Morecambe Bay Hospital Trust event called 'Improving Care in Hospitals Day' (12th October 2017).

Natalie said; "I was given a copy of a hospital passport to fill in, I think it's absolutely brilliant. I will try filling it out as much as possible on my own and then ask my support worker to help me out with the rest. We also got some information about flagging systems in the hospitals and annual health checks at GPs. I think the 'reasonable adjustments' section is great. It was a very good event and very informative."

Impact: Natalie's story was part of our Learning Disability and Autism project which looked at access to hospitals. Thanks to Natalie and the voice of over 300 other members of the learning disability community, their voice helped hospitals in Lancashire to make positive changes.

- West Lancashire CCG will create quiet areas in A&E for people with learning disabilities and/or autism to wait.
- East Lancashire Hospital Trust will focus on promoting hospital passports as part of Learning Disability Awareness Week in June 2018.

Our plans for next year



What next?

The team at Healthwatch Lancashire are looking forward to working alongside David and the refreshed Healthwatch Lancashire board to produce a comprehensive business plan for the coming year. This will involve working closely with the public and key stakeholders to introduce the new leadership structure. We are really keen to use the learning from last years Impact Report and therefore, will be reviewing our relationships with other organisations and trusts to ensure we are highly effective in showcasing the impact of the voice of the public.

“We will be reviewing our relationships with other organisations and trusts to ensure we are highly effective in showcasing the impact of the voice of the public.”

Key programmes of work for 2018/19

Having your say though our ‘Temperature Test’ project

This project aims to analyse all of the generic feedback Healthwatch Lancashire has gathered during the past 12 months. This feedback can be from phone calls, emails and website or gathered through our general ‘pop up’ activities. In addition to this, we have been planning a number of new engagement sessions throughout the whole of Lancashire.

The aim of this project is to take a ‘Temperature Test’ on the various communities to find out what the most important issues are to people regarding their health and social care. We will be looking at what’s hot and what’s not. We will be using this intelligence to help inform our new workstream and to assist further targeted and specific work in each locality.



The findings from the temperature check will be shared with key stakeholders such as Lancashire County Council to either confirm what they know or identify new priorities for service improvement.

This offers us an opportunity to demonstrate that we put the voice of local people in the centre of what we do and ensure what matters most to people is discussed at the level to influence decision making and effect change.

Working with the Integrated Care System: Digital Project

The local Healthwatch collaborative (Lancashire, Cumbria, Blackpool and Blackburn) is working together through a steering group to deliver a project that investigates people’s appetite for engaging with technology to support their health and wellbeing. The project will be delivered in two phases.

The aim of phase one is to complete a series of community engagement activities at various locations throughout Lancashire. We will be aiming to target the general public as well as those from seldom heard groups.

The phase two will be to review the main themes from phase one, and then investigate these areas further using focus groups. This will involve visiting local groups and collecting peoples stories.

Working with the NHS: Screening for women with disabilities

The local Healthwatch collaborative were pleased to have won a bid to help provide NHS England with valuable independent intelligence from women with a learning disability, as well as their parents and carers. This is regarding community access to cervical and breast cancer screening programmes.

Considering coverage uptake rates, this project will aim to provide rich information from each local Clinical Commissioning Group area across the patch with a particular focus in low uptake areas.

This is a two year long project and the findings will inform the development of a localised toolkit to support appropriate communication messages for breast and cervical cancer screening programmes that can be shared with women with learning disabilities and their carers resident in Lancashire.

Enter & View visits

We have been internally reviewing our programme of Enter and View visits and because of the success of the programme we are keen to develop it further.

Healthwatch Lancashire has great ideas of how we can widen the remit of our programme to include other services, such as hospitals. In addition, following the success of our dentistry in care home report, we are keen to look at whether we can investigate any specific topics.

We will begin this process by reviewing the care homes we have visited over the past few years and identify common themes we can then explore further.

Becoming more influential

We are experts in engaging with local people in their communities and it's vital that the information we gather reaches the right places in order to influence service improvement.

Our new CEO has commenced a series of meetings with the most senior system leaders in order to ensure they are clear about our role and understand how we can help them improve. We need to make sure they are ready to hear the lived experience of the people of Lancashire.

These meetings will ensure that Healthwatch Lancashire can influence at the highest levels of organisations.

Our top priorities for next year

1. Board development and business planning
2. Continue to develop our programme of work based on the needs of the community
3. Maintain relationships and strengthen links with key stakeholders to improve impact
4. Further develop our programme and remit of Enter & Views
5. Work on being more responsive to local issues and needs and improving our ability to influence change



Our people



Our Board

The Board of Healthwatch Lancashire comprises Non-Executive Directors who are responsible for ensuring effective governance of the organisation and strategic direction.

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.

In addition, our Non-Executive Directors represent Healthwatch Lancashire at a variety of meetings and forums.

As of the 31st March 2018, the Non-Executive Directors on our board are:

- + Paul Howes (Acting Chair)
- + Alex Roche
- + Helen Fairweather
- + Adrian Leather
- + Davina Hanlon
- + Naz Zaman
- + John Fell
- + Gail Godson

Our Volunteers

Healthwatch Lancashire recognises the benefit from engaging a cohort of local volunteers who are skilled and experienced in engaging with members of the public. Volunteers not only enrich the organisation by sharing their extensive local knowledge and intelligence but also support the operational team with our work by helping us to carry out our statutory responsibilities .

As of 31 March 2018 Healthwatch Lancashire has been supported by cohort of 48 local volunteers who all reside in Lancashire.

All Healthwatch Lancashire volunteers are subject to an enhanced Disclosure and Barring Service Clearance, reference checks and undergo induction and other relevant training.



Our finances





Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£438,000
Additional income	£16,438
Total income	£454,438
Expenditure	£
Operational costs	£62,189
Staffing costs	£319,872
Office costs	£41,960
Total expenditure	£424,021
Balance brought forward	£30,417

“I feel I am contributing to the ‘larger picture’ and helping make improvements to services. I am supported throughout by Healthwatch Lancashire and my opinions are valued.”

Roy Banks
Healthwatch Lancashire Volunteer





Contact us

Address: Heathwatch Lancashire, Leyland House, Lancashire Business Park, Centurion Way, Leyland, PR26 6TY.

Phone number: 01524 239100

Email: info@healthwatchlancashire.co.uk

Website: www.healthwatchlancashire.co.uk

Twitter: @HW_Lancashire

Facebook: facebook.com/healthwatchlancashire

Address of contractors

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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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