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Message from our Chair

Should Healthwatch have anything to say about acts of terrorism or appalling tragedies such as that which has befallen the residents of Grenfell Tower which seem to be unfolding almost weekly in our communities.



After all, it is people in hospital or receiving care for whom we exist and there are too many of them suffering grievously right now. How do we independently champion their cause?

The first thing to say is that Healthwatch in Kensington and Chelsea, in Southwark and Westminster, in Haringey (Finsbury Park) and in Manchester (yes, there is a Healthwatch in all of these places, and throughout the country) are very well aware, from their own routine work, of the enormous skill, dedication and courage of those who work in the emergency services and in community groups. Even though some of our findings may be necessarily critical of some organisations, it is rare indeed to find anyone who does not express grateful support for the doctors and nurses and carers who look after them.

The second thing to say is that not everything is perfect.

We all know that there can be errors in hospital treatment, that it can take forever to see a GP, and that social care in a home or at home can be of an unacceptable standard.

So Healthwatch has a difficult balancing act to perform. Even as we report on great examples of care, we need to be courageous in drawing inadequate services to the attention of those

who are in a position to put matters right and we have a right to expect a response.

Even more difficult for us is when we realise that it is not the fault of the organisation but that the root cause lies with local and national government in providing insufficient resources for proper care.

There seems to be universal agreement by the political parties and the professionals that the NHS Five Year Forward View sets out the changes that must happen if the provision of health and social care is to be as it should.

That is why Healthwatch staff and Board members locally are engaged in the discussions about how it should be done here, under the umbrella of the Sustainability and Transformation Partnership for Lancashire and South Cumbria.

Our task, without fear or favour, is to offer unbiased information, evidence and case studies about care, and to help ensure that the voice of the public is clearly heard and taken into account as the plans unfold.

Immense thanks to our great staff team, volunteers and Board members whose commitment to this cause makes it possible to play our part in improving the health and well-being of our communities.



Message from our Chief Executive

Welcome to our annual report.



“We, as your local Healthwatch, firmly believe that there should be no decisions being made without patient or service user’s needs being put first.”

During 2016/17 Healthwatch Lancashire has observed and experienced the significant changes, challenges and developments of our county’s health and social care services. Considering the health and social care needs for our future, the NHS Five Year Forward View sets out a clear direction for the NHS and outlines why change is needed and what the service will look like in the future. For Lancashire and South Cumbria this has meant the coming together of many different organisations who are working together to create solutions to ensure we have a care system that meets the health and social care needs for Lancashire today and for the future. There will be significant decisions that need to be made and we, as your local Healthwatch, firmly believe that there should be no decisions made without patient or service users’ needs being put first - meaning that local people are involved in deciding how, what and where services should and ought to be delivered.

As a local Healthwatch it can be very difficult for us to maintain an unbiased course between service providers, commissioners, the regulator and politicians, however during this year we have worked hard to ensure we have developed conducive relationships with these organisations, without compromising our independence.

Healthwatch Lancashire’s team of staff and volunteers have worked hard in reaching the residents of Lancashire to gain people’s views and opinions in relation to what is working well and what needs to be improved. You will read within our report how we meet people face to face through our Care Circles, Pop Up events, Patient Engagement Days and through our Enter and View visits. We continue to use IT and social media to reach people who prefer to connect with us online. We aim to keep you informed of our work through our regular newsletters, e-bulletins and press releases. Where we hear of serious concerns, these are passed on to the Care Quality Commission, NHS Improvement and other appropriate organisations.

All our conversations with the residents of Lancashire are presented in our reports, 80 of which we have produced this year and are available on our website. But so what? How do these reports translate into action?

Healthwatch Lancashire actively presents the feedback we obtain through our attendance



and participation in a wide variety of meetings and forums across the County, these include Patient Engagement Forums, Quality Groups, Board and Governing Body meetings with NHS England, local Commissioners and Hospital Trusts. We also attend the Lancashire Safeguarding Adults Board and its sub groups, the Lancashire Health Scrutiny Committee and our Chair has a seat on both the Lancashire Health and Wellbeing Board and Healthier Lancashire & South Cumbria Sustainability and Transformation Partnership Programme Board.

A significant challenge for Healthwatch Lancashire has been in demonstrating the impact of our work. In March 2017, we commenced an important piece of work to gather and analyse the outcomes from our activities, projects and programmes of work over the past two years.

“Healthwatch Lancashire’s team of staff and volunteers have worked hard in reaching the residents of Lancashire to gain people’s views.”

This involved working with service providers, regulators, and commissioners to determine what difference Healthwatch has made within the health and social care sector over this period. The report will explore and summarise various aspects of Healthwatch Lancashire’s impact and how we empower the public voice to influence the design of, and improve upon, health and social care services in Lancashire.

The findings from our Impact Report will be published and made available publicly through our website, shared at meetings and forums and will be presented at an event we are to hold in late summer.



Over the coming year, we will continue to strive hard to ensure we obtain the views and gather experiences from the people of Lancashire with our vision of being the ‘go-to’ organisation for all members of the public in the county to talk about their experiences. We want to ensure that what we hear and see for ourselves is received, understood and acted on by those who commission, run, regulate and support our local health and social care services.

In concluding my message, I would like to say a huge thank you to all the members of the public who shared their stories with us, my dedicated and committed staff team, our board of directors and our ‘awesome’ volunteers, all of whom ensure that Healthwatch Lancashire continues to deliver on its statutory responsibilities in ensuring that the people and communities of Lancashire have a stronger voice to influence and challenge how health and social care services are provided.

Kindest Regards,

healthwatch
Lancashire

Your voice counts!

Have your say on health and social care in Lancashire





Highlights from the year

This year we reached **253,800** people on social media.



Our volunteers took part in **233** activities totalling **1,276** hours.



We visited **127** local health and social care services.



We published **82 reports** tackling issues ranging from homelessness to care home dentistry.



We spoke to **3,600** people during engagement activities in 2016/17.



We met hundreds of local people across **121** community engagement activities.





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.

Our focus is on understanding the needs, experiences and concerns of people of all backgrounds 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.

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, originally commissioned by Lancashire



County Council, though in 2017 we moved to becoming independent of the local authority. Healthwatch Lancashire 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 their 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.

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.





Your views on health and care

Listening to local people's views

Healthwatch Lancashire listened to more than 3,600 people throughout 2016/17 about their views and opinions on health and social care.

We have focused our work on collecting, analysing and communicating feedback and information from the people of Lancashire which we have shared with providers, commissioners and regulators of health and social care services.

We have developed a number of programmes and projects 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.

"Healthwatch Lancashire listened to more than 3,600 people throughout 2016/17."

Listening through Patient Engagement Days

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

In 2016/17 Healthwatch Lancashire delivered 89 Patient Engagement Day events in hospitals, GPs and pharmacies where patients, relatives, carers and staff were listened to by teams of Healthwatch Lancashire staff and volunteers.

We spoke to a total of 851 GP patients, 1596 hospital patients and 326 pharmacy users.

From December 2016 to February 2017, representatives from Healthwatch Lancashire,



working with Healthwatch Blackpool, gathered survey responses from patients at A&E departments across Lancashire and Blackpool, to obtain the views of people using the services and to observe first hand the environments.

Through our observations and gaining feedback from 153 patients across all six A&E departments at:

- Blackpool Victoria Hospital
- Chorley and South Ribble District General Hospital
- Ormskirk and District General Hospital
- Royal Blackburn Teaching Hospital
- Royal Lancaster Infirmary
- Royal Preston Hospital

We were able to provide each service with a list of summary points from the public's feedback which highlighted areas of best practice, as well as areas where improvements or changes were required.

In 2016/17 Healthwatch Lancashire delivered 89 Patient Engagement Day events where patients, relatives, carers and staff were listened to.

Listening through Enter & Views in care homes and GPs

Between April 2016 and March 2017, Healthwatch Lancashire carried out a total of 35 Enter and View visits in care homes and GP settings, which have supported service improvement. The sharing of intelligence has enabled Healthwatch Lancashire to develop a strong relationship with local CQC Inspection Managers and the local authority care home contracts team.



Enter and Views in Care Homes

We utilised the findings from our Enter and View visits in care homes to produce two best practice guidance documents: **Choosing a Care Home: The 'Mum's Test' Checklist**, which assists those undertaking their own 'Mum's Test' when seeking a suitable nursing or residential care home for themselves or a loved- one, and; **The Mum's Test: Good Practice Observations from Lancashire's Residential Care & Nursing Home Sector**, which aids providers, managers or owners of residential care or nursing homes in comparing best practice if they desire to make changes.

Enter and Views in GPs

In 2016/17, Healthwatch Lancashire expanded its Enter & View programme in to GP surgeries in order for better access in to local services.

As of March 2017, we had completed 12 of these visits with visits to be continued to be implemented throughout 2017/18.

Listening to the public online

The Healthwatch Lancashire website has seen considerable developments throughout the year in terms of accessibility and the way members of the public can leave their feedback which has seen more than 21,000 new visitors to the site.

We've also worked on developing our social media strategy, resulting in us gaining 100 new likes of our Facebook page and 300 new Twitter followers taking us to over 2,500 in total.

Listening to those who are homeless or living in deprivation

Healthwatch Lancashire published a community engagement report which summarised the views of 99 people who are homeless or living in deprivation . Our findings showed that most people turn to local voluntary organisations and groups as they say they do not receive support from council and NHS organisations.

We undertook this study to listen to the experiences of people across Lancashire who are homeless or living in poverty working with 18 organisations which support people in our communities such as the Salvation Army, Millbank Court in Preston, The Olive Branch in Lancaster and a number of local foodbanks.

Nearly a quarter of people we spoke with said that their health is not important to them because they are too worried about their personal circumstances and where they will access food and accommodation.

Between April 2016 and March 2017, Healthwatch Lancashire carried out a total of 35 Enter and View visits.

Listening to care homes' experience of accessing dentists

Healthwatch Lancashire published a dental care report which revealed that more than half of 62 Lancashire care homes it spoke with said that they have had difficulties gaining access to dental services for their residents and that those with poor mobility or dementia are most at risk.

During our Enter and View visits to care homes, access to dental services was a recurrent theme of concern for care home staff.

The report showed that 54% of care home representatives said that they had experienced difficulties gaining access to dental services for their residents in the past.

The report highlighted particular concerns that those who have poor mobility or suffer with dementia are most likely to experience difficulties with accessing dental services with 31% of care homes stating that they find it difficult to get dentists to visit care homes.

Listening to views on accessing screening and immunisation

Healthwatch Lancashire published three reports which captured views from the public and seldom heard groups about access to, and experiences of, cervical screening, flu jabs and other immunisation programmes.

During this project, Healthwatch Lancashire, working with Healthwatch Blackpool and Healthwatch Blackburn with Darwen received feedback from 245 women through engagement activities in the community and an online survey, as well as a further 60 from offenders across four prisons and 14 men and women from travelling communities.

Key findings from the three reports show that:

- 50% of women reported that the main barriers to attending a cervical screening were fear and embarrassment.
- 30% of the Traveller women who shared their views on barriers to accessing screening services mentioned fear.
- 54% of prisoners reported that they had not received any screening or immunisations inside prison.

Listening to views on mental health

Healthwatch Lancashire undertook a project to capture views from the public about access to mental health services and the issues they face.

The launch of the project was a result of intelligence received from the Homelessness and Deprivation project (where 31% of people said their mental health was poor). We aimed to give providers insight in to what the public know and feel about mental health and the services available to them.

From November 2016 to February 2017, we undertook 26 Care Circles and nine Pop Up engagement activities where a total of 219 people shared their views by completing a questionnaire either face to face or via an online survey.

The report has been shared with those who commission and run health and social care services for a response and will be published in early 2017/18.

219 people shared their views with us about mental health.

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**Your Voice
Counts!**

**Helping
you find the
answers**

healthwatch
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Have your say on health
and social care in
Lancashire

Visit healthwatchlancashire.co.uk
Call 0300 303 8871

Email info@healthwatchlancashire.co.uk
Publications Team
Lancashire Healthwatch

How we have helped the community access the care they need

Healthwatch Lancashire has a dedicated Help Centre on its website that gives people the opportunity to locate information about health and social care services in the county.

Our 'How to complain' section in the Help Centre is a helpful guide for people who wish to make a complaint about the care they have received.

Our team continues to signpost members of the public to support, advocacy and complaints services.

Our contacts database

We continued to develop our public contacts database in 2016/17, primarily by enhancing and improving our contact lists and how our news, reports and intelligence is distributed in a smarter and more effective manner.

We currently engage with approximately 2,068 members of the public through our database of contacts.

Healthwatch Lancashire has shared more than 24 email newsletters with those registered to the database in addition to 1,900 people who represent health and social care organisations.

We have also used our strong digital presence that enables us 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.



“The Healthwatch Lancashire website gives people the opportunity to find services and information about health and social care in the county.”



**Making a
difference
together**

How your feedback is helping to influence change

In 2016/17 Healthwatch Lancashire published a total of 82 reports presenting the experiences and views of people in Lancashire.

All our reports have been shared with Lancashire County Council, Clinical Commissioning Groups, NHS England, the Care Quality Commission, Healthwatch England along with other relevant stakeholders.

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

“In 2016/17 Healthwatch Lancashire published a total of 82 reports presenting the experiences and views of people in Lancashire.”

Making a difference through Patient Engagement Days

Healthwatch Lancashire has published 39 Patient Engagement Day reports and received responses from providers detailing actions being taken 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
- Ramsay Health Care UK.

You said, they did!

“We now advertise our online booking/ repeat prescription service with a poster in reception and inform all new patients as they register with the practice.”

Regent House Surgery

“All letters are being reviewed as part of the signage project. The Trust is also looking at providing large print letters. Also, if any issues arise regarding appointment letters or if anything needs updating then this is carried out as and when needed.”

East Lancashire Hospitals NHS Foundation Trust

“One clinic was moved to ease pressure on the busiest day.”

Morecambe Dental Access Centre

“It gives us as Heads of Health Care some feedback and a benchmark to review how we can improve the quality of information and service that we offer, which would ultimately benefit the service users.”

HMP Kirkham

Making a difference in care homes

Between April 2016 and March 2017, Healthwatch Lancashire carried out a total of 23 Enter and View visits to care homes.

56% of those care homes visited provided a response to their findings, with a further 17% providing us with tangible actions to improve.

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

“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, Abiden Care

“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. A really positive experience, and we look forward to working towards further improving our service.”

Christina Durnan, Fleetwood Hall Care Home

Making a difference for vulnerable adults

Healthwatch Lancashire has a place on the Lancashire Safeguarding Adults Board. We take our role very seriously, with our responsibility extending to participating in a number of the safeguarding board’s sub groups and with our Chief Executive Chairing the Quality Assurance, Audit and Performance sub-group.

The main role for Healthwatch Lancashire is to provide challenge to the board and its members and hold health and social care organisations across Lancashire to account, including providers of services, commissioners and the regulator, in ensuring that adults of Lancashire have access to safe health and social care services.

Being involved with the safeguarding board has enabled Healthwatch Lancashire to improve its own safeguarding practices, therefore contributing to the prevention of abuse of vulnerable adults through raising awareness and providing a clear framework for action when abuse is suspected.

Healthwatch Lancashire through its programmes of work, provides a different perspective ‘as seen through the eyes of service users’. This view point is often not considered by those who deliver, commission or regulate services. The feedback we make available to organisations, can often provide an early warning, that things need to be improved or changed, thus enabling organisations putting into place improvements before significant issues arise.

Making a difference through our campaigns and projects

Healthwatch Lancashire has a responsibility to speak with members of the public and focus on the issue they highlight.

As a result of feedback received in other projects and from our engagement work, we published six special campaigns and project reports.

These included:

- Homelessness and Deprivation
- Access to Dental Services for Care Home Residents
- Sharing Your Feedback and Complaints
- Your GP, Your Say
- Access to medical records and online services at GP surgeries in Lancashire
- Service users' experiences of Understanding Autism North West

Healthwatch Lancashire spoke to 136 people in Lancashire about sharing feedback or making complaints to health and social care services. 55% of people said it wasn't easy to make a complaint and weren't happy with the outcome.

(Taken from our report 'Sharing Your Feedback and Complaints')

Making a difference through supporting PLACE assessments in hospitals

Healthwatch Lancashire volunteers and staff made significant contributions to providing a patient voice during Patient-led Assessments of the Care Environment (PLACE) in hospitals across Lancashire. They completed 37 days of PLACE assessments and 12 days of mini PLACE assessments within ten hospital trusts.

"I would like to take the opportunity to say thank you for supporting East Lancashire Hospitals Trust (ELHT) with the National PLACE Assessment 2017, your enthusiasm and passion helps the Trust continuously improve our facilities and services we provide to the patients and public using our services. Your hard work and commitment to the National PLACE Assessment process and ELHT is inspiring and the improvement and learning outcomes from the 1 day assessment will help the Trust ensure we are providing a safe environment for our patients using our hospital facilities."

East Lancashire Hospitals NHS Trust

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in Lancashire...**



It starts with you

**Healthwatch
are volunteer**

Find out more at:

lancashire.co.uk/volunteers

Call:

0300 303 8811

Email:

hw@healthwatchlancashire.co.uk

Follow us on Twitter: @HW_Lancashire

Like us on Facebook: [facebook.com/lancshealthwatch](https://www.facebook.com/lancshealthwatch)

It Starts With You

The public told us that they had issues making complaints to health and social care services and, as a result, Healthwatch Lancashire completed a mystery shopping activity between August and October 2016 to look at the information provided by health and social care organisations in Lancashire in relation to raising a complaint.

Thirteen Healthwatch Lancashire volunteers and staff contacted 15 health and social care organisations.

Of the 53 responses:

- All the representatives felt that, where calls were answered by a member of staff, they were handled in a polite manner.
- Most representatives felt that they were provided with sufficient and helpful information to pursue a complaint including being directed to the relevant section of the organisation's website and/or provided with an email address.
- Only a few representatives were asked if they required assistance in making a complaint and were informed of advocacy.
- Representatives who contacted Lancashire County Council were given inconsistent information. One representative was simply provided with an email address and was advised to fill in a complaints form. Another representative found that she did not feel confident in making a complaint with the information provided. Neither of the representatives were directed to the Lancashire County Council's website for information on complaints. In addition, they were not asked if they required the support of an advocacy service.

- Our representative that contacted NHS Fylde and Wyre Clinical Commissioning Group and NHS West Lancashire Clinical Commissioning Group were not provided with a range of options to pursue their complaint. One representative was provided with the telephone number of Blackpool Hospital's switchboard and another representative was provided with the reception number of NHS Midlands and Lancashire Commissioning Support Unit to pursue the complaint.

What happened next?

"The review has indicated that there is some duplication and contradiction in the information and guidance held on our information database and, as a result, the service is working to make the information clearer, more coherent and easier for the advisor to use when assisting customers. As part of this work, advisors will be fully briefed on the changes made and the importance of providing clear and appropriate information and guidance to customers."

Lancashire County Council

"The CCG's customer care team strives to provide a consistently helpful and friendly service, supporting people to navigate the complex complaints system. We are grateful for the very positive comments about our team who work hard to deliver an excellent service."

NHS Greater Preston and NHS Chorley and South Ribble Clinical Commissioning Groups

Our plans for next year



New Projects 2017/18

2017/18 will see Healthwatch Lancashire undertake major projects focussing on:

- Identifying the impact of our work undertaken between 2015-2017
- How it feels for people with learning disabilities to access and use health and social care services
- What children and young people think about their health and social care services
- A further project to be confirmed later in the year

The decision for projects is based upon the feedback received from members of the public.

In addition to these projects, we will also run other activities within health and social care settings including Enter and View Visits, Patient Engagement Days, Mystery Shopping, Care Circles and Pop-Ups.

1. Identifying the impact of our work undertaken between 2015 - 2017

Healthwatch Lancashire is keen to measure the impact that our public engagement activities have had in the wider community and how it has influenced change. We are doing this as the public often ask us what difference will be made to services as a result of their feedback. They want to know that their voice is not just heard, but has had an impact on the improvement of our health and social care services.

Healthwatch Lancashire is planning to analyse data collected over the last two years. This work will aim to highlight trends and themes from feedback received via all sources of intelligence. The feedback gathered will be produced in a final impact report and will



support Healthwatch Lancashire in planning future projects as well as helping us measure the impact that our activities have had in influencing change in the wider community.

2. How it feels for people with learning disabilities to access and use health and social care services

We know that people with learning disabilities have a shorter life expectancy and the amount of adults who have a learning disabilities is predicted to rise significantly.

Nearly half of people with a learning disability live in the most deprived areas of Lancashire and people with learning disabilities experience much poorer health outcomes across a range of conditions.

We also know that people with learning disabilities are at an increased risk of many health conditions.

We aim to engage with people who consider themselves to have a learning disability to find out what's important to them in terms of their health and social care.

From the initial engagement, we will identify key themes and issues from the public which will steer the focus of the project.

3. What children and young people think about their health and social care services

During 2016/17, Healthwatch Lancashire worked with The Children's Society in Lancashire supporting young people to have their views heard.

We aim to ensure that children and young people from Lancashire continue to be given the opportunity to have their say on health and social care services in the county.

According to the Lancashire Children and Young People's Trust, more than 274,000 of the 1,470,000 people in Lancashire are children and young people and we believe it is important that they are given the opportunity to have a voice.

We aim to engage with children and young people in a wide range of settings to find out what's important to them in relation to their health and social care needs.

From the initial engagement, we will identify key themes and issues from children and young people which will steer the focus of the project.

4. Project to be confirmed later in the year

Our last project of the year will be decided based on the outcomes of the major projects running throughout the year and as a result of public feedback received from our ongoing projects and activities.

In addition, we will be reviewing feedback gathered via our 'Have Your Say' campaign and discussions within the Local Healthwatch Your Voice Groups.

We also receive feedback from members of the public via our website and social media channels which will be used to steer future projects.

Myalgic Encephalomyelitis (ME) or Chronic Fatigue Syndrome (CFS)

In 2016, Healthwatch Trafford began a project with the aim of gathering and understanding experiences of ME/CFS patients accessing health services, in order to identify where services are doing well and where they need to improve.

Healthwatch Trafford shared with us their findings which included feedback they had obtained from people in Lancashire.

Healthwatch Lancashire has decided to take part in this and our aim is to utilise the local intelligence and links we currently have with patients in Lancashire to contribute to the findings, in order to express their needs at a national level.

Home Care Services

Through its engagement work, Healthwatch Lancashire has recognised that people who receive home care services can be isolated and be unheard within society.

We will therefore be undertaking a project to reach out to these people and find out their views on the care service they receive.

Have Your Say

Healthwatch Lancashire will be delivering its #HaveYourSay campaign throughout 2017/18.

This community engagement project will focus on raising awareness of the role that Healthwatch Lancashire plays in local communities, as well as encouraging people to have their say on health and social care.

The project will be delivered using a range of activities including engagement with groups and members of the public including our Care Circles and Pop-up activities.

Care Circle activities allow the Healthwatch Lancashire team through round-table discussions, to listen to views from communities and seldom-heard groups which include:

- Black and minority ethnic groups
- Carers
- Prisoners/offenders
- Social housing
- Drugs and alcohol
- Travellers
- Not in education, employment or training
- Lesbian, Gay, Bisexual, Transgender
- Sex workers
- Domestic violence
- People in rural communities
- Homeless or living in deprivation
- Service personnel
- Workforces

Our pop-up engagement provides an opportunity for Healthwatch Lancashire representatives to gather feedback and responses to surveys in community venues and in busy public locations in Lancashire such as bus stations, health events and shopping centres.

During these activities, Healthwatch Lancashire also has an important role in signposting members of the public to health and social care services.

The #HaveYourSay project will also see us attend local events and run a dedicated social media and communications schedule along with our #HaveYourSay survey.

Voice Box

The Healthwatch Lancashire 'Voice Box' is a creative way to enable us to engage with people who reside across Lancashire.

We are aware that the people who reside in Lancashire are a great source of intelligence in helping us to understand the specific needs of their own towns and communities.

Our Voice Box will take the form of:

- Voice Online - Utilising Facebook as an online community space.
- Voice Box on Tour - Our interactive kiosk, along with staff and volunteers, will be on show at various locations across the county.

Other Projects

Healthwatch Lancashire will also be focussing on a number of other projects throughout the year, including people's experiences of end of life care and engaging with working professionals to ensure they have a voice.

Ongoing Projects

Health and Social Care

Healthwatch Lancashire will continue to engage with members of the public who are in receipt of health and social care services.

We use our Patient Engagement Day and Enter and View programmes to gather feedback from local people about their experiences in health services.

We will also continue to engage with residents of care homes and those receiving social care within their own homes via our Enter and View programme.

Our people



Our Staff

The operational team is driven, committed and dedicated to ensuring that all people in Lancashire are given the opportunity to have their say and voice their views.

We aim to achieve our vision of being:

The 'go-to' organisation for all members of the public in the county to talk about their experiences of health and social care.

During 2016/17, Healthwatch Lancashire had a staff team of 12 who plan and undertake engagement projects and produce reports.

Our operational team members are:

- Sheralee Turner-Birchall (Chief Executive)
- Kerry Galloway (Projects Manager)
- Liz Thatcher (Executive Assistant)
- Linda Brown (Senior Project Officer - Social Care)
- Amanda Higgins (Senior Project Officer - Health)
- Sam Parker (Communications Officer)
- Jess Wood (Project Officer for volunteers)
- Beth Tildesley (Project Officer for programme support and public engagement)
- Michele Chapman (Project Officer)
- Ilyas Patel (Project Officer)
- Aysha Desai (Project Officer)
- Lesley Miller (Administrator)

Our Healthwatch Team for 2017/18 (from left to right): Nick Colledge; Lesley Miller; Liz Thatcher; Sheralee Turner-Birchall; Katie Taylor; Michele Chapman; Kerry Galloway; Sam Parker; Amanda Higgins; Linda Brown; Jess Wood; Beth Tildesley.



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

- Alison Balkas
- Amanda Higgins
- Ann Clarke
- Aysha Desai
- Barbara Everitt
- Bernice Crawshaw
- Bethany Tildesley
- Bev Evans
- Bob Harbin
- Carolyn Stuart
- David Barnett
- Deborah Mckno
- Doreen Lee
- Efeosa Ejah
- Gill Green
- Ian Langeveld
- Ilyas Patel
- Jacqui Vella
- Jeannie Colhoun
- Jessica Wood
- Katie Taylor
- Keith Middleton
- Kerry Galloway



- Lawrence Houston
- Lesley Miller
- Lesley Whitehead
- Linda Broomhead
- Linda Brown
- Liz Butterworth
- Liz Housden
- Lynn Yates
- Michele Chapman
- Neil Greenwood
- Nick Colledge
- Peter Dargue
- Peter Osborne
- Roy Banks
- Sam Parker
- Selina Coppin
- Sheena Thompson
- Sheralee Turner-Birchall
- Tim Snashall

Our Board

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

Our Chair, since September 2015, is Mike Wedgeworth MBE, a Canon at Blackburn Cathedral and former Chief Executive of Hyndburn Borough Council, has held the role of Chair to the Board of Directors of Healthwatch Lancashire.

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.

Members of the board:

As of the 31st March 2016, the Non-Executive Directors on our board are:

- Mike Wedgeworth (Chair)
- Alex Rocke
- Helen Fairweather
- Adrian Leather
- Davina Hanlon
- Naz Zaman
- John Fell
- Gail Godson
- Paul Howes

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 (see pages 7-8).

As of 31 March 2017 Healthwatch Lancashire has been supported by cohort of 40 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.



healthwatch Lancashire

the **public voice** on health and social care

with the role to **listen, engage**

and **influence change** within
social care s

Our finances



Income	£
Public sector income contribution	438,000
Other Income	105,837.80
Total income	543, 837.80
Expenditure	£
Associated costs related to 'other income' projects	5381.40
Wages and salaries	259,914.30
Director's remuneration	9,090
Employer's national insurance contributions	22,797
Staff pension costs	6,823
Staff expenses	14,585.59
Project costs	36,000
Premises costs	12,071.04
Printing, postage and stationery	3,119.04
Publicity and communications	698
IT and telephony	24,401.28
Professional fees	22,545.60
Consultancy fees	4,962.26
Audit fees	3,600
Volunteer expenses	9,229.44
Sundry expenses	3.00
Community engagement	11,460
Bank charges	841.92
Depreciation	2,666
Total expenditure	450,188.87
Operating profit	93,648.93
Bank interest	563.75
Profit before taxation	94,212.67

Your voice can make a difference...

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.





Contact us

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Centurion Way
Leyland
PR26 6TY

Phone number: 01524 239100

Email: info@healthwatchlancashire.co.uk

Website: www.healthwatchlancashire.co.uk

Twitter: @HW_Lancashire

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and 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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