

Annual report **2019-20**

Guided by you

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“ This year has been a great year for Healthwatch Lancashire (HWL). We have successfully worked collaboratively throughout Lancashire with community groups and service providers. The team has established strong networks and relationships within communities and through social media, allowing us to engage with an ever increasing amount of the population.

We have seen a vast amount of change nationally and within the health and care services we all use. In this time of change it is vital that we continue to provide a conduit for the voices of the people of Lancashire; empowering people to have their say on the services that matter to them.

Over the year we have seen many successes. Our Enter and View project, in which trained HWL staff visit residential care homes to gather the experiences of residents, their families, and staff, continues to be a highly commended part of our work. Our recommendations continue to enhance the lives of care home residents.

Our work on the NHS Long Term Plan has successfully strengthened our relationships with the local NHS; we have been invited to hold a number of focus groups to ensure local people are being heard and considered during this time of service change. Healthwatch Lancashire also had the chance to attend the Healthwatch England conference this year where we were highly commended for our Healthwatch Together project developing cervical and breast cancer screening toolkits for those with learning difficulties.

Our volunteers are an integral part of what we do. They wholeheartedly support our work, and use their skills and knowledge to help us connect with as many people as possible from across our county. The impact and the reach we have achieved this year is, in a large part, thanks to their dedication and hard work.

I would like to take the opportunity to thank our team for their hard work and commitment to empowering the voices of the people of Lancashire. Through varied and innovative engagement, both face-to-face and digitally, we were able to listen to more people, gather more stories and provide key stakeholders with tangible information about the experiences of the people who access their services.

In the last few weeks of the 2019-2020 financial year, Coronavirus has set the world an enormous challenge. Adapting our lives to follow new guidelines and social restrictions, we are experiencing a period of great change as we aim to continue to live a meaningful and happy life.

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

I feel sure that in 2020-2021 that we will continue to work within the new context of social distancing to deliver an excellent service. Though we may do things differently we will continue to be a platform for the experiences of our communities; we will continue to listen and share in varied and impactful ways

Time of change

**Steve Rigby, Chair of
Healthwatch Lancashire**



Our vision

Our vision is simple

Health and care services that work for you.

We all want health and social care support that works. We want services that help us to stay well and we want to get the best out of services to manage any conditions we face.

Our purpose

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

Our approach

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

We champion what matters to you by listening to your experiences, and we work with others to find solutions. We are proud to be independent and committed to making the biggest difference to you.

How we find out what matters to you

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

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations





David Blacklock
Chief Executive



Sue Stevenson
Chief Operating Officer



Kerry Prescott
Healthwatch Lancashire
Manager (on maternity)



Lynsey Beniston
Interim Healthwatch
Lancashire Manager



Amanda Higgins
Senior Engagement Officer



Zoe Thornley
Senior Engagement Officer
(on maternity)



Michele Chapman
Engagement Officer



Nick Colledge
Engagement Officer



Dawn Allen
Engagement Officer



Lesley Miller
Administrator



Debbie Banks
Research & Data Officer



Adam Hughes
Communications and
Marketing Manager

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

Meet the team

Changes you want to see

Last year we heard from people across Lancashire who told us about their experience of a range of health and social care services. Here are some examples of the changes they would like to see:

More person-centred care from GP services, understanding the needs of people with additional needs, such as military veterans only asking for appointments when absolutely essential and patients with autism struggling to wait in the waiting area for their appointment

More support for young people such as better mental health services, support to attend diabetes type 1 appointments, more community groups

More frequent and better transport to improve access to health and care services

Better quality services for people with long term conditions, such as more joined up pharmacy and GP services and better ways to book appointments online

Care home residents reported wanting more activities and trips out and more one-to-one time with carers

More community groups for everyone and opportunities to socialise and meet people, to reduce isolation and improve personal connections

Highlights



17654
people have engaged with us through our website



459
hours of volunteering by
41
volunteers has contributed to our work



4099
people have connected with us through social media



195
services and community events visited to understand people's experiences of care.

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Highlights of 2019-20

Experiences of the transition to adult services, for young people with Type 1 Diabetes

Healthwatch Lancashire and Healthwatch Blackburn with Darwen were asked by the East Lancashire Hospital Trust (ELHT) to conduct a survey focusing on the experiences of young people diagnosed with Type 1 Diabetes (T1D).

In total, we spoke with 34 young people attending the T1D clinics at the Royal Blackburn Hospital (24 people) and the Burnley General Hospital (10 people).

The questions we asked were designed to investigate the young people's experiences of the transition to adult services. ELHT wanted to focus on this 'transition period' as it can be a particularly fraught and challenging time for young people.

Enabling young people to have their say, we asked for their definition of a 'perfect T1D service', which included: quick and timely appointments, understanding and friendly staff, and a wider emotional health support network. We shared this with ELHT who will consider the views gathered as they ensure a quality transition service.

You can read our report [here](#)

Collaborative working with Lancashire County Council (LCC) to understand quality in care homes from a resident's perspective

Healthwatch Lancashire worked with LCC to share the views and experiences of care home residents, after the council developed a Quality Strategy for Lancashire's care homes.

LCC approached Healthwatch Lancashire for practical support in understanding what 'quality' means to care home residents, their families and friends. We provided feedback for this by identifying the main themes from our Enter & View reports, which contain the experiences and views from residents, their families and staff. From this intelligence we created and shared a themed analysis report.

This report was designed to enable the findings to be used at a strategic level to help care homes improve their services and the experiences that their residents had identified. The main themes included:

- Connectedness
- Communication
- Wellbeing
- Sense of Community

Overall, our findings identified that care homes should promote a positive culture, and create 'a meaningful daily life and homelike environment [to emphasise] the importance of the care home as a home.'

You can read our full report [here](#).

NHS Long Term Plan Engagement Across the Lancashire and South Cumbria Footprint

Like all Healthwatch across England, Healthwatch Lancashire was delighted to be commissioned to deliver engagement on behalf of NHS England to explore people's views about the NHS Long Term Plan. This ambitious plan set out the NHS vision for the future describing the challenges it faced and its ideas for how these should be addressed.

We rose to the challenge to attract responses to the surveys from across Lancashire and produced our own report. We were pleased to take on the additional task of coordinating the full set of responses by the four partner healthwatch, Lancs, Cumbria, Blackpool and Blackburn with Darwen. This enabled us to produce a combined analysis that we provided to our shared Lancashire and South Cumbria Integrated Care System (ICS).

Using multiple methods of engagement, including focus groups, face to face conversations and online survey responses we built up a picture of what local people thought. This often took account of their experiences to date and their ideas for future improvements.

Focus groups allowed us to hear the views of some often harder to reach groups including: people with learning difficulties, carers and those tackling social isolation.

We were proud that our findings were well received by our ICS and have contributed to the national picture through Healthwatch England. We were similarly pleased to be further commissioned by the ICS to deliver further focus groups and case studies to drill down in more depth to some of the issues raised.

We published two NHS Long Term Plan Engagement Reports, one focusing on Lancashire and one on the entire footprint. The reports are available below.

Lancashire Lancashire and South Cumbria

More information about the findings from the focus groups, and the case studies, can be found on page 17.

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Using multiple methods of engagement, including focus groups, face to face conversations and online survey responses we built up a picture of what local people thought.



Review of top 5 priorities from 18-19

1

Increase the amount of people across Lancashire who are interacting with us via face to face engagement and across our digital platforms

During 2019 we successfully recruited a dedicated Communications and Marketing Manager who has brought a wealth of knowledge to the team. We have seen a huge increase in the level of engagement on our digital platforms by comparison to 2018-19 which saw us engage with 3,200 people on Twitter. This year we have increased this figure to a total of 4,099 across our social media channels.

We've welcomed 17,598 new visitors to our newly relaunched website which incorporates the changes that our stakeholders and the public had asked for with the website being visited an impressive total of 37,391 times this year.

In addition to increasing our online engagement the Healthwatch Lancashire team and our volunteers have expanded our face to face engagement reaching thousands of Lancashire residents from across our county. They have gathered their feedback on local service provision to help shape the health and social care sector services across Lancashire.

2

Continue to strengthen the relationships that we have with key stakeholders across Lancashire

Healthwatch Lancashire has gone from strength to strength and continued to raise our profile across the Lancashire area through co-production, collaborative pieces of work, World Café events, and Patient Impact Assessment forums. We have forged some fantastic relationships with key stakeholders which has ensured that what matters to the people of Lancashire really is being heard and action taken where required.

3 **Recruit more volunteers to enable us to reach more people in the community**

The Healthwatch Lancashire team worked really hard throughout 2019-2020 to recruit more volunteers to join our team using many creative approaches. This has always proved to be a challenge as many people willing to volunteer are already working for one or more organisations and very much in demand.

During the year we recruited a further 32 volunteers providing a very welcome increase in our capacity for public engagement. We held a very successful 'Volunteer Day' for our volunteers during June 2019 Volunteers Week in addition to providing comprehensive training to them we unveiled our activity plan for 2020 which will be considerably enhanced through their involvement.

The team are now looking to local college students to further enhance our engagement opportunities.

4 **Work closely with our local authorities to ensure that what people are saying really does shape the services in their areas**

Over the past year we have continued to work closely with local authorities to improve access to services and also to provide insight into what residents in care homes, staff and their families and friends believe 'quality' to be. From the feedback that we have had we have made recommendations to local authorities including better food quality and choice, more activities in addition to higher number of staff providing care.

Safeguarding has also posed a challenge for people, with some feeling that the process was extremely difficult. Healthwatch Lancashire has worked with the Safeguarding Redesign Team to produce cobranded materials to simplify the process and to direct people to organisations and resources that can help.

5 **Increase the projects by Healthwatch Together to ensure that we can reach more people across Lancashire**

Over the past 12 months we have continued our strong collaboration with three partner Healthwatch as part of Healthwatch Together, covering the Lancashire and South Cumbria footprint.

We have continued to build on our exceptional relationships across the region; this has included the successful delivery of 27 focus groups and 10 case studies commissioned on behalf of the ICS.

Our continued successes of delivering high quality work and projects as a combined team has led to the development of our 'Healthwatch Together Offer' which can be found on our [website](#).

We will continue to work together in the year ahead to provide quality and impactful outcomes through collaboration and best practice.



Patient-led assessments of the care environment (PLACE)

We attended several hospitals across Lancashire including Burnley General Hospital, Clifton Hospital and Royal Preston Hospital.

Following the visits, each hospital trust uploads their results to show where they are placed to form part of a national picture. They are also responsible for establishing action plans to improve any areas of concern that have been identified and to provide regular updates to Healthwatch Lancashire.

Our volunteers play a key role in these assessments as they are based on first impressions from a lay person's perspective as a patient or if you were a relative or carer of a patient.





THRIVE - Redesigning mental health services for children and young people

“ In 2018, as part of Healthwatch Together, we collaborated with the Integrated Care System and their Healthy Young Minds team. The project was aimed at improving how services are delivered to support children and young people's emotional wellbeing across Lancashire and South Cumbria.

This year we began working on the second phase of this project. We engaged in a four-month phase of coproduction with young people with lived experience of emotional health and wellbeing needs, and their families and carers. We worked together to design a detailed THRIVE-based model of care that builds on the Outline model from Phase 1 and that further meets young people's needs and addresses the areas for improvement that they identified.

A total of 118 individual young people and 15 parents/carers from across Lancashire and South Cumbria engaged in a series of focused face to face workshops and daily online communication. The project provided fantastic opportunities for young people and family members to feed directly into the modelling.

Young people concluded in the final summing up session that the Care Partnership had developed a model which had addressed the six key things to fix, whilst acknowledging that stigma about mental health requires wider societal change.

“

Communicating with the public

In addition to the stellar face-to-face engagement delivered by our team, we continue to grow and develop a full range of communication methods. Work is underway to develop our feedback centre, an online platform for the public to share their experiences of health and care. We promote our work and engage with a large and growing number of the public through social media. Our website has received an outstanding number of visitors in 2019/20; providing an active space for up to date news, reports and information.

healthwatchlancashire.co.uk



Signposting and information service

Healthwatch Lancashire provides information and signposting to people in a number of ways, including our dedicated helpline and email address, through the website, social media, media coverage and during our face to face engagement. This includes thousands of interactions through our website and social media channels.



Engaging in the community

We connect with thousands of people from across our county. From rural to urban areas, from diverse backgrounds, we have reached out to hear the views and experiences from the length and breadth of Lancashire. We have visited 195 services and venues to gather views and experiences. We have regularly organised and facilitated focus groups, gathered people's views through face to face survey engagement and collected feedback via the website.



Project spotlight

Three projects completed in 2019-20, identifying the impact of our work

1.

Enter and View in care homes

Legislation under the Care Act 2012 allows local Healthwatch organisations to undertake 'Enter and View' visits to premises where health and social care is publicly funded:

Here at Healthwatch Lancashire we have a well received and long standing Enter and View programme focused on residential care homes in the Lancashire area. The aptly termed "Mums Test" allows our trained representatives to gather the experiences of providers, staff, residents and relatives outside of formal inspection and produce and publicise Enter and View reports.

The aim of the reports is to share good practice, engage providers and give a "voice" to seldom heard groups such as care home residents. In the financial year 2019/20 our team successfully met our target by completing twenty seven Enter and View visits across Lancashire.

We would like to thank the providers and managers of the care homes we visited. They were eager to listen to feedback and effect positive change

“Thank you for the draft report, it was a pleasure to read, very positive and we are all proud of our home and efforts.”
Manager, The Thorns, November 2019

“The report appears to be very well put together and thank you for your lovely comments and a very enjoyable visit. It was a pleasure to show you round.”
Manager, Bushell House June 2019

“The team at Aaron Crest have commenced improvements around: menus, activity and signage. Following the new environment plan, areas of the home are planned for refurb over the next 3 months.”
Area Manager, Hill Care, March 2019

“The food issues have now been resolved with the appointment of a new chef.”
Manager, Aughton Park, April 2020

“In response to certain areas of the home needing refurbishment, we are aware of this issue and have already obtained quotes for the work that is needed.”
Manager, Haslingden Hall Lodge, June 2019

“The outside paint work was completed in October after the visit including the front signage and side road walls. We have a rotating refurbishment plan in place for all public area toilets.”
Manager, Morvern Care Centre, November 2019

As a result of these visits we were able to enhance the experiences of residents in the care home sector and build positive relationships with managers and providers. A number of care home providers have acted upon the recommendations that we made as part of our reports to improve their residents' daily lives inline with the feedback that they received.

Likewise, our reports were valued by statutory agencies such as the Care Quality Commission, Clinical Commissioning Groups and Lancashire County Council to advise and to support statutory functions.

The Healthwatch Lancashire Enter and View Team are a small and experienced team consisting of staff and “expert volunteers” who remain committed to appreciative inquiry and objective representation of the views gathered from all participants in the care home sector.

All of our Enter and View reports are available through our **website**

Feedback

2.

UCLAN Student placements

“Healthwatch helped me to gain exposure to the wide range of issues people face across Lancashire. The staff were accommodating, friendly and fun to work with. They educated me and helped me to understand the barriers to care that people with learning disabilities face too.”

Student

“After spending four weeks with Healthwatch Lancashire, I have learned that the best way to understand a diagnosis is to engage with someone who has it. Feedback can influence current healthcare professionals to improve their service and improve the healthcare system as a whole.”

Student



During 2019, we established a new partnership with the School of Medicine at the University of Central Lancashire (UCLAN). Throughout the year, we were excited to welcome a number of 3rd year medical students to work with us on placement.

Beginning in November, our team were joined by UCLAN students on placements that lasted for eight days, split over four weeks. The students were involved in a series of engagement opportunities based on a large Healthwatch Lancashire survey which was designed to gather the public's views for our revamped online Feedback Centre. Working together, the students supported us to speak with over 550 members of the public during their placements.

Highlights from this engagement work include visits to Clifton, Blackpool Victoria, Clitheroe, Royal Preston, Burnley General, Royal Blackburn, Chorley, Pendle Community, Royal Lancaster, Accrington and Fulwood Hall hospitals.

During these engagement visits, the students supported us to speak to 360 patients in outpatient clinics, general waiting areas and on wards about their experiences of using health and social care services. In addition, we visited Runshaw and Preston colleges and spoke to 146 students aged 16-18 years about their experiences.

We also visited a self advocacy group for people with learning disabilities, a visual impairment forum in Preston, an information hub for people with neurological conditions in Lancaster, a supermarket, a care home and a community centre in Skelmerdale, and a community group and health event in Accrington.

With great energy and hard work, each student contributed wholeheartedly to our engagement with the public. We are grateful for their fresh perspective and impressed with their inspirational thirst to learn about the benefits of public engagement. We are looking forward to working with more students in the year ahead.

3.

NHS Long Term Plan

Healthwatch Lancashire led a series of engagement activities, including focus groups, to enable to people of Lancashire to have their say on the NHS Long term Plan (LTP).

Although at the time of writing many things have now changed as a result of COVID 19, the LTP was, and still is, an ambitious and far reaching exploration of what needed to be fixed coupled with ideas for new ways of working. As introduced on page 10, HWL engaged with the public through a survey, face-to-face contact, online methods and through a series of focus groups, commissioned by Lancashire and South Cumbria Care System (ICS). Our focus groups were designed to gather the views of specific 'priority groups' which were identified by the ICS.

Military veterans. A pancreatic and liver cancer support group. A group with experiences of stroke. We engaged with a range of groups and individuals from across Lancashire. In West Lancashire we led six groups including participants from a pain management group, a local Third Age Trust and an over fifties exercise club. In Central Lancashire we engaged in locations including, Lancashire County Council, Project Housing and Buckshaw Village. We asked the public for their views on the LTP, including its focus on long term conditions. We intended to uncover what mattered most to the public. For a majority of people the answer in Lancashire was to "live a healthy life". People also said that they wanted to choose the best treatment with health professionals using

good and timely communication to manage their care together. People also wanted to ensure their family are supported if they need to care for them at the end of life, saying that staying at home for as long as possible was important for people to maintain their independence and age healthily. Healthwatch Lancashire was able to highlight all the learning in a report and at a presentation to the Lancashire Health and Wellbeing Board. It was acknowledged that much of this wasn't new and members of the Board reiterated the need for a collaborative system wide approach that included addressing:

- Easier access for appointments and a continuity of care.
- A&E being kept for emergencies and not used as a provider of mental health support.
- NHS staff trained in Mental Health First Aid, aware of ACEs and Dementia Friendly.
- Welcoming safe spaces, particularly in A&E.
- Online services that are efficient and reliable.

Our NHS England Long Term Plan engagement provided us with a powerful opportunity to connect and involve people in this important national development work. By presenting our findings to the Wellbeing Board we were able to ensure that the information we gathered was heard and discussed.

You can read our report [here](#).



Healthwatch Together

Context

With the introduction of Sustainability and Transformation Partnerships and now Integrated Care Systems (ICSs) it was clear to those of us working in the four Healthwatch in Blackpool, Blackburn with Darwen, Lancashire and south Cumbria that we needed to collaborate and work together.

We agreed to maintain the integrity of our contractual relationships with our own local authority but collaborate to strengthen our collective influence on the full range of partners across Lancashire and South Cumbria health and care system, whose delivery boundaries criss-cross those of each Local Authority.

Action

The result was Healthwatch Together, an effective hybrid combining the strengths of all four Healthwatch but also creating a single entity for two way communication with the leaders in the health and care system. It simplified the relationship for them and also demonstrated unity amongst the four Healthwatch.

We started by successfully submitting joint bids and co-delivered projects; one exploring the role of digital solutions for health and care and a second focused on co-producing easy read booklets to enhance the uptake of breast and cervical cancer screening for women with learning difficulties.

This experience led to the development of the Healthwatch Together Offer which has now been submitted to system leaders.

You can access the offer [here](#).

Results

We know we are in a strong position to be recognised as the ICS's Engagement Partner' and see ourselves as the independent arm of the health and social care system in Lancashire and South Cumbria. We are well known, trusted, and we deliver on our promises and offer great value for money.

This strong and effective collaboration has been welcomed, and our expertise has been sought to support focus groups and case studies in 2019 following the NHS Long term Plan Engagement. We have also led ICS engagement shaping sessions with lay members of our CCGs and a wide range of third sector partners. Our independence and recognised experience puts us in a unique position to offer challenge and support to shape effective solutions



Healthwatch
Together

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

**Since January 2017
Healthwatch Together
has delivered**

£120k

**worth of engagement
work on behalf of the ICS**

Objectives

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



We have elevated our reputation as the 'The Engagement Solution Specialists' for the Lancashire and South Cumbria ICS

Impact

Our ability to build strong interhealthwatch relationships has had multiple benefits. We have:

- **Experience:** together we can offer a very experienced joint team of 24 paid staff and 37 volunteers who have a proven ability in community engagement activities and working successfully with our health and social care partners.
- **Skills:** we are learning together and sharing skills through joint training and development.
- **Resources:** Together we have increased resources and infrastructure to respond quickly to new demands for work and ensure quality provision.
- **Local Knowledge:** Together we have increased and excellent knowledge and understanding of our local communities.
- **Partnerships:** Together we bring an even wider range of partnerships with public, private and third sector. Our ability to mobilise their support and participation with our work is an undoubted asset.
- **Coproduction:** As a collaborative, we have driven forward both the principle and the practice of coproduction.
- **Value Driven:** Our partnership is based on a sound ethical approach. In delivering our work we will not compromise on our deeply held values.
- **Value for Money:** All of our work is costed on the basis of a full recovery approach. We strive to be cost effective and efficient in all that we do, but quality work requires appropriate resources and we will price our work fairly and competitively.

• **Volunteers:** We boast a significant number of brilliant volunteers, experts by experience of their local communities and the health and social care sector. Our volunteers are trained and developed to a high level.

• **Online Presence:** We have invested in developing our online capability and have in place website and social media platforms with consistently high levels of engagement.

• **Membership/Contact Database:** Together we have amassed a huge database of members/contacts.

• **Report Writing/Data Analysis:** We have excellent report writing skills which is combined with data analysis so as to make sense of our findings for a wider audience.

In practice we have:

- Agreed project leadership supporting joint operational project meetings.
- Healthwatch Together strategic meetings when we consider what has worked well and less well and used this to plan our future approach.
- Agreed that the Chief Operating Officer for HW Cumbria and HW Lancashire acts as our single point of contact between us and the Lancashire and South Cumbria ICS with a Service Level Agreement in place which sets out what this involves.

Volunteers

Volunteer case study 1: Amanda Craig

I applied to volunteer with Healthwatch Lancashire on commencement of my degree in Social Work. The majority of my experience has been within engagement. I have accompanied members of staff across varied engagement opportunities. These have included stroke associations, cancer help groups and parents of children with special needs.

I have taken part in all developmental training, including dementia and safeguarding. The engagement activities have enabled me to utilise and build upon my communication skills; listening to others and demonstrating empathy. Along with developing my report writing skills and collaborative and partnership working.

Volunteering for Healthwatch Lancashire has provided valuable hands-on experience to engage with members of the public to ensure their views and experiences are shared. Personally, my adult son has learning difficulties and schizophrenia. I have personal experience of CAMHS, Mental Health, and experienced sectioning procedures during my son's difficulties and challenges. My now adult daughter was born with a chromosome disorder. I have had first-hand experience of raising a child with medical issues.



Having children with special needs has provided me with a unique understanding of services from their perspective. Healthwatch Lancashire has provided me with a space to engage and listen to others.

Furthermore, I have a good understanding of the Care Act 2014 and other legislation, together with the complexity of the social care system. This has given me skills and experience I can bring to my volunteering role with Healthwatch Lancashire. Importantly, Healthwatch Lancashire has welcomed me as part of their team. I hope to continue my engagement with the team; providing members of the public, service users and carers with the voice and advocacy they so greatly deserve; that I can offer a non-discriminative relationship and support modern day social justice to others that are often not included or represented in today's society.

“

Having children with special needs has provided me with a unique understanding of services from their perspective”

Volunteer case study 2:

Recruiting student volunteers for peer engagement



In January 2020, HWL approached Runshaw College to explore a new project to recruit and involve volunteers in our work.

Our plan was to create a team of student volunteers who would engage with their peers within the college setting. Despite attending previous volunteer recruitment fairs where students were keen to volunteer with Healthwatch, study commitments and travel/transport were barriers to their involvement.

As a result of undertaking a series of college-based engagement, we were aware of many health and care concerns being raised amongst students. This included not being able to access the services and support they need for their health and wellbeing, particularly around mental health. We were excited to explore a different approach to engagement and the involvement of volunteers.

Our proposal was to pilot a project to recruit a small number of volunteers from Runshaw College to design and carry out engagement projects with other students, supported by the Healthwatch Lancashire team.

We were keen to recruit students who were interested in:

- finding out what is important to young people about feeling well and keeping healthy.
- exploring how health and care services can be improved for themselves, their friends and other young people
- contributing to a report based on the engagement and the outcomes of sharing reports with those responsible for planning and providing local health and social care services.

With the support of the College we were invited to attend a volunteer fair at Runshaw College in February 2020. We spoke to over 20 students who were interested in being involved in our project. Unfortunately, due to the coronavirus outbreak, the project had to be put on hold but with the support of the College we are looking to restart the plans for the project later in the year.

Having a group of young volunteers will be a real asset to our team and will greatly help us increase the volume of views we hear from young people. We are very much looking forward to developing this idea and increasing our reach with Lancashire's young people.

“

In February 2020 we attended a volunteer fair at Runshaw College and spoke to over 20 students who were interested in getting involved in this project

Finances

Income

Income A

£326,780



Income B

£26,000

Total £352,780

Expenditure

Staff costs

£264,304



Operational costs

£77,691

Total £341,995

Top 5 plans for 2020-21

1

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

2

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

This will potentially increase our engagement capacity and support us to access more hard to reach groups. We will use digital technology where possible to target engagement to specific demographics and encourage greater involvement with the general public.

3

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

We will examine how the health or social care services were able to assist or meet their needs and highlight where useful adaptations to services or gaps occurred. The outcome would be to support or recommend changes in identified areas such as mental health and social care provision in Lancashire.

4

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

5

We will question, is 'Good' enough?

We will seek out and highlight examples of excellence, increasing awareness of our Feedback Centre and encouraging services to access, digest and respond to the responses received about their service.

Strength to strength

Message from David Blacklock, CEO of Healthwatch Lancashire

“Over the past 12 months, Healthwatch Lancashire has built on the successes of last year to grow, develop and deliver an impactful service for the people of Lancashire. We have been working across the system strengthening our relationships with key stakeholders whilst reaching out into communities, including those that are often overlooked, to empower and amplify their voice and experience of Health and Social Care.

This year we entered the second year of our 'Healthwatch Together' collaboration which brings together four local North-West based Healthwatch. Through this collaboration we have been able to reach more people in the communities we serve than ever before. We have successfully shared the views and experiences we have gathered with key figures within the healthcare system. Working regionally to support locally, we have highlighted the challenges and successes shared with us regarding our Health and Social Care services.

I am lucky to work with an extremely hard working and dedicated team. Through varied means including engagement activities and enter and view visits, our team have been a listening ear and a supportive presence for thousands of people. They have worked with varied groups from across our region to hear

the views of many including those who can sometimes struggle to be heard. I am proud of the work we have completed this year and the role our team have played in making it possible.

Looking forward we remain committed to continuing our work with the people of Lancashire. We will continue to form new partnerships and to listen to those who receive health and social care services. Empowering the public to have their say and supporting local services, we will make use of digital technology to continue to provide an integral line of communication for the people of Lancashire during the coming year.

It is becoming clear that the year ahead will bring challenges to both our health and social care services and to our communities. The spread of Covid-19 will require adjustments; routines, services and daily life will change. In the face of these challenges we will continue to be the champion of Health and Social Care experiences. We will continue to be there to hear and to amplify the views of our communities. To do this we will need to adapt our ways of working, to be receptive and to be creative. With this challenge comes the opportunity to try new ways of working, to reflect the needs of our communities.

We will step up alongside the people of Lancashire. We will work hard to amplify our county's experiences of health and social care services.

Thank you

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

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

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



Contact us

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