

Championing what matters to you

Healthwatch Lancashire
Annual Report 2021–22



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Message from our CEO

Healthwatch Lancashire has continued to amplify the voice of the citizens of Lancashire on health and care related matters.

In another busy year of engaging with the communities of Lancashire, the Healthwatch Lancashire team have worked together to amplify the voice, and shine a light on the health and care experiences of Lancashire's residents.

As our eyes and ears, the people of Lancashire have worked with us, sharing their views to help us hear and focus on issues that matter most to them and their families.

People want better access to their GP without having to wait weeks for an appointment. People want good dental care for themselves and their families – currently many people are struggling to get this across the county. People want vital services as close to them as possible, such as stroke and emergency services.

We all have the right to expect the highest standard of care and support. When people don't experience this, we are here to support commissioners and service providers to do better by listening to the people who access their services.



I'd like to thank everyone who has shared their stories and experiences with us, they really do make a difference. I'd like to thank our staff and volunteers for continuing to listen and act on behalf of local residents.

This year, this has included recent changes to the governance and structure of NHS services across Lancashire. We have been working with the NHS to ensure that the voice of local people continues to be heard by those who design and shape services.

Our team has expanded to include a volunteer co-ordinator, recognising the vital role that volunteers play in our work. As well as more engagements officers and communications staff.

I'd like to thank our team of dedicated staff and trustees who have worked tirelessly to ensure Lancashire's views are heard and will continue to do so in the year to come.

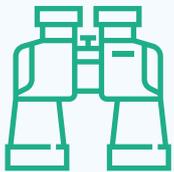
David Blacklock
CEO, People First



About us

Your health and social care champion

Healthwatch Lancashire is your local health and social care champion. From Ormskirk to Lancaster, and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



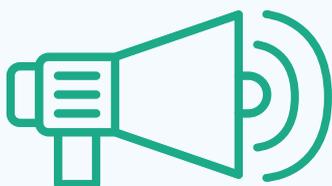
Our values

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, government, and the voluntary sector – serving as the public's independent advocate.

Our year in review

This is how we have engaged and supported people in Lancashire.

Reaching out



14,568

people engaged with us online and in person, sharing their experiences, finding out more about Healthwatch and local services.

756

People came to us for clear advice and information about topics such as mental health and COVID-19.

49,885

visits to our website to view our work, read our reports, find advice and guidance and to share views.

Making a difference to care



We published

7 enter & view reports

speaking with 58 residents, 40 staff and 17 relatives. Residents told us about how it feels to live in their home and what would make it feel better.

Our most popular report was our

Windrush report

which shone a light on the experiences of the Windrush generation in Lancashire.

A dedicated team that works for you



Our team engaged with

605

People who considered themselves from a seldom heard group

Our team made

93

recommendations to improve health and social care in Lancashire

We had

16 medical students

committed 512 hours to help us engage with people and find out the importance of listening to the public voice.

We have employed a **volunteer coordinator** who will help us recruit and support our valuable volunteers.

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



Remote Consultations: We engaged with 50 hospital outpatients about their experiences of consultations over the phone and online.



Impact: our [report](#) made recommendations to the Lancashire and South Cumbria NHS Trust on the most effective use of this new delivery method.



Dare to Care: Our team launched an innovative pilot scheme supporting unpaid carers to pursue a career in local care homes.

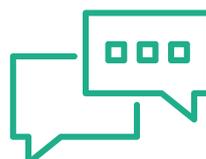


Impact: Participants and care homes gave positive feedback about their experience and the positive impact it has had on them. Find out more on [page 14](#)

Summer



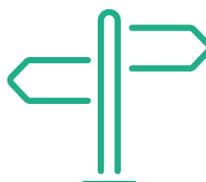
Mood of the Public: We engaged with and gathered views of people waiting a long time for NHS treatment and to assess how far people were willing to travel for treatment .



Impact: We shared intelligence with two Elective Care Recovery Groups so they could respond in a more bespoke way to people waiting for treatment.



Dentistry: We have provided advice and guidance to over 200 people unable to receive dental treatment.



Impact: We've supported people in crisis to find emergency treatment or access the Lancashire Dental Helpline.

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Autumn



New Hospital Programme Lancashire and South Cumbria:

We engaged with 889 people to gain an insight into the views of the local community, especially seldom heard groups, on the development of new hospital facilities.



Impact: This work ensured that the voice of local people informed the New Hospital Programme's shortlist process, shaping the future of health and care for our region.



Supporting social care: Our team carried out visits into Lancashire's care homes to hear the views of residents, staff and families to inform improvements.



Impact: Our Recommendations based on people's views led to improvements including improved wellbeing activities and greater meal variety.

Winter



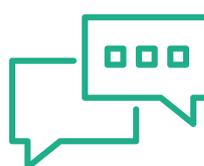
Emergency Department: We engaged with 565 patients waiting at Emergency Departments, Urgent Treatment Centres and Walk-in-Centres to gain insight into experiences and highlight themes.



Impact: These conversations advised recommendations to the NHS to help alleviate winter pressures and support their communication with patients.



Harri Bus: We utilised the Lancashire and South Cumbria NHS Foundation Trust's engagement vehicle to reach people across Lancashire.



Impact: Our team travelled across the county to hear the views and experiences of local communities and individuals, including those living in rural areas and those typically hard to reach.

Working in partnership across the north west: Healthwatch Together

Healthwatch Together is a dynamic collaboration which brings together four local Healthwatch across Lancashire. Blackpool, Blackburn with Darwen and South Cumbria.

The collaboration draws together the experience of engagement professionals, to expand the reach and impact of Healthwatch's presence in the region, to connect with more communities, hear more experiences and support more far-reaching improvements.

This year has been another highly impactful year for the collaborative with work that has taken the team across the Lancashire and South Cumbria footprint whilst developing a new approach to leadership.

Healthwatch Together Strategic Lead: an innovative role

Working in partnership since 2018, 2022 marks a key milestone for the collaboration. We secured funding from the Lancashire and South Cumbria Integrated Care Board (ICB) to appoint a Strategic Lead to drive the collaboration forward, leading on project activity in partnership with the ICB.

Healthwatch Together is proud to be one of the first Healthwatch collaborations in England to be able to appoint a specific position to lead on its strategic work with the ICB.



Healthwatch Together supports the ICB to design and deliver its engagement strategy, ensuring inclusivity and hear the voices of its diverse local population and the communities it serves. People's experiences and insights are then embedded within its decision-making processes."

Kerry Prescott, Senior Manager,
Healthwatch Lancashire.

Healthwatch Together: Our work

Working together, sharing expertise, Healthwatch Together delivered a varied programme of projects this year, each designed to connect the views of local people with the services they use.

Here are two examples of the collaboration in action, and the outcomes we have achieved.



New Hospitals Programme

Healthwatch Lancashire, as part of Healthwatch Together, helped to facilitate and encourage patient and public involvement in the Lancashire and South Cumbria New Hospitals Programme (NHP).

The programme is aiming to enhance the region's hospitals and services, to provide excellent and connected hospital care for local people.

Healthwatch Together's role was to ensure that the local community were able to share their thoughts on a longlist of proposals for future investment, to identify the most and least preferred, and collect this feedback to inform the next phase of this programme.

The impact:

We connected the views of 889 local people from across Lancashire and South Cumbria to the New Hospitals process. 796 of these connected with us through 16 public roadshow events. A further 93 participants from 9 focus groups, covering a range of experiences, characteristics and seldom heard groups:

- Gypsy Roma and Irish Traveller communities
- People who are experiencing homelessness
- People with substance Misuse, dual diagnosis and offending behaviours
- People from rural & farming communities
- People with long-term conditions
- Deaf & hard of hearing communities
- Single parents
- People who are unemployed or on low income
- People accessing mental health support

Recommendations:

Based on this engagement, Healthwatch Together made a series of recommendations designed to further involve the public in the development of their local facilities.

These included:

- Targeted efforts need to be made to address the concerns of seldom heard groups
- Consider the questions asked by the public and ensure that the public are kept informed
- Use the data collected on the longlist of proposals to inform the shortlisting process.



We heard views including:

"We desperately need more Parkinson's Disease nurses. We currently only have two nurses for the whole of Lancashire and Cumbria and they can't cope. Currently they have 650 patients to support between them across the region."

"People with neurological conditions are frightened by change – consistency is important – hence this will be a challenge for people if they have to attend a new hospital facility."



889

people gave us their views

Making a difference to emergency settings

Healthwatch Together (HWT) engaged with members of the public across Lancashire and South Cumbria and to understand patient experience and presentation at Emergency Departments, Urgent Treatment Centres and Walk-In Centres.

The project was organised to help local services discover the most suitable methods of communication for their patients and to understand a sample of the public's views on the role of emergency departments within their care.

Together, we visited 17 sites and spoke to 565 people including developing 44 case studies and facilitating 16 focus groups. Based on these conversations, we produced a set of reports that are now influencing improvements across our area.

The impact so far:

Urgent care

The Urgent and Emergency Care Network comprises of the NHS clinical leads from across Lancashire and South Cumbria are using the reports to inform their operational plans for 2022–23.



The North West Ambulance Service (NWAS) and NHS England Improvement

The North West Ambulance Service and NHS England Improvement have shared the reports with their regional Health and Equalities Unit so they can be collated with wider findings from across the other two Integrated Care Boards (Greater Manchester and Cheshire & Merseyside) where NWAS operate.

NHS Communications

NHS communication leads are creating action plans to improve local communications based on feedback from people.



Feedback from the NHS:

“The Healthwatch Together team worked hard to understand the brief and then held multiple face-to-face conversations in our Urgent & Emergency Care sites across the region, as well as online and by telephone, to deliver valuable insight that will help shape our operational planning for 2022–23.”

“We’re grateful to Healthwatch Together for the localised approach they were able to take. The variety of patient experience feedback that was captured allows us to really listen to and then act upon what our communities are telling us and we can focus on working as a partnership to deliver the best services possible across Urgent & Emergency Care.”

Laura Harvie, Senior Communications and Engagement Manager, Lancashire and South Cumbria Communications and Engagement Team

Shaping social care in Lancashire

Our work takes us right into the heart of social care settings, and we have engaged fully with residents, their relatives and staff to ensure their views and feelings are fed back to social care decision makers.



Shaping social care: Enter and View

This year, Healthwatch Lancashire relaunched our programme of work to support social care settings following the Covid-19 pandemic.

Our team re-established a regular series of 'enter and view' visits to residential care homes across Lancashire, speaking to residents, staff and relatives as well as observing the environment to understand the general experiences of people using that service.

During the break from Enter and View visits, the team reflected on past successes and revisited their methodology and approach to produce refreshed enter and view surveys and resources.

During this year, Healthwatch Lancashire were approached by Lancashire County Council to consider delivering enter and view visits in day services for people with learning disabilities.

Towards the end of the year, the team started planning this new stream of work which included producing new materials and surveys and consulting with established self-advocacy groups to ensure the materials were appropriate.



The impact

Following our visits, we make recommendations based on what we hear to help support improvements for residents, staff and families.

This year, our recommendations have had the following positive impact:

- Increased contact with family through use of accessible technology.
- Improved living environment through increased frequency of cleaning.
- Increased choice and control over mealtime choices for through working with catering managers to explore ways of identifying residents preferences.

Dare to Care: A unique volunteer programme

Healthwatch Lancashire worked with Healthwatch Blackpool, Lancashire County Council and other local organisations to develop and deliver a pilot project in Fleetwood and Blackpool involving training and volunteering in care homes.

The project was aimed at people with previous caring experience or those with an interest in a career in care but have not yet had the opportunity to explore. The pilot project provided volunteers with a qualification, training and skills development.

The pilot project was successful in recruiting volunteers who gave positive feedback and has recently resulted in us securing funding to expand the project to other areas of Lancashire.



Next steps

Due to the success of the pilot project additional funding has been secured to expand the project into other areas.

Volunteer impact:

“Our first day on placement was brilliant! The staff are all so lovely and residents are really kind- I’m really looking forward to doing the next shift. We had a tour round the home, did a health and safety induction, then I went downstairs and played games in a small group with dominoes, I had one to one chats with some of the residents – even one who was 102! They were all so lovely.”

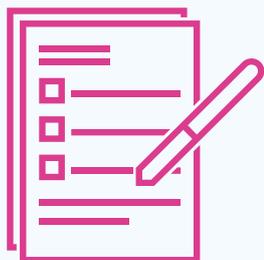
“Since I started my volunteering with Healthwatch I have been helping out at my local care home. This is where I have been engaging with dementia residents by playing games to stimulate their brain and helping them to join in with activities. The Healthwatch team have been really helpful in making this happen for me to get a taster of what it’s like to work in a care setting.”



Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

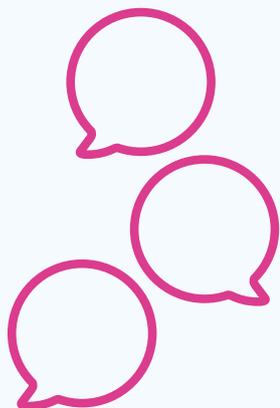
Providing clear and reliable information



One of our core functions is to support people in our communities to get the information they need. During the Covid-19 pandemic this role has been of paramount importance.

The need for reliable and credible information has never been greater and our team have utilised online and in person methods to support local people to find impactful information. This has included the creation of an online library of Covid-19 information, sharing updates from official sources via our online channels and producing accessible information guides through online news stories.

Connecting with young people



Young people are often absent from patient engagement opportunities; acknowledging this, the Healthwatch Lancashire team have focused on further developing our connection with Lancashire's young population.

After developing our relationship with Preston College and The University of Central Lancashire we have expanded our student placement offer and our team have engaged with young people in education settings as well as online via our dedicated social media forum for young people, The Healthwatch Chatty Heads.

Working in partnership to promote local support



Healthwatch Lancashire is proud to work collaboratively across the county with health and social care partners, faith, voluntary and charitable organisations who provide outstanding support. As a local Healthwatch we provide a bridge between the public and these organisations, signposting people who need help with the services best placed to provide it.

This year this has included promoting local services online through awareness campaigns such as carers support during National Carers Week; joint engagement sessions with local Windrush support groups, and working together with self-advocacy groups, supporting people with learning difficulties to help understand their options and choices.

Advice and information

It's important for the NHS and social care to hear experiences people have with their local services as this provides a deeper understanding than using data alone.

We meet in person, connect over the phone and reach out online with many people asking for our advice and support on a variety of issues. This year this has included:

- Helping people understand their options
- Supporting services to involve the public



Helping people understand their options:

One member of the public contacted us with serious concerns about a hospital unit in Lancashire. After hearing the caller's experience, we talked them through their options to progress their concerns. The person decided they would call the Social Care Safeguarding Team.

They emailed us back the following day to thank us for the advice we'd given:

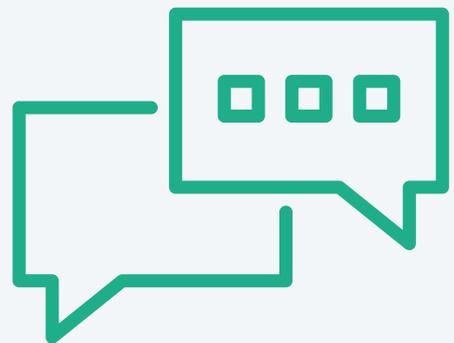
"May I thank you for your help today and inform you I've done a safeguarding referral, CQC request and the head of nursing for Lancashire Teaching hospitals has contacted me today and I have a meeting with her tomorrow. Thank you for your advice and empathy. You were so lovely."



Supporting services to involve the public:

When services involve the views of local people in their design and delivery, the improvements can be far reaching. As a local Healthwatch, we engage with people to connect their views with the development of services.

Through our Remote Consultations Project, we helped the Innovation Agency to hear from seldom heard communities as part of their work. We worked closely with Visual Impairment Groups and people with Learning Disabilities to ensure their views and experiences of remote consultations were heard and fed into development planning.



Volunteers and students

We're supported by a team of outstanding volunteers and students who are part of the Healthwatch Lancashire family. Thanks to their efforts, we can expand our reach and greater understand what is working and what needs improving in NHS and social care services.



Students

During the last year, Healthwatch Lancashire has been supported by 16 third-year Medical Students from the University of Central Lancashire.

These students worked with us for 512 hours, supporting us to make care better for our community whilst gaining a real insight into the importance of patient engagement. Students helped us with:

- Engaging with patients in Emergency Departments, Urgent Treatment Centres and Walk-in Centres.
- Engaging with members of the public at public roadshow events for the New Hospitals Programme
- Developing our online Feedback centre
- Virtual case studies and surveys

Introducing our Volunteer Coordinator

Dawn Iverson joined the Healthwatch Lancashire team in 2022.

Dawn is looking forward to meeting and working with lots of new volunteers, and is excited for the insight and wisdom they will bring to Healthwatch.

Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

-  healthwatchlancashire.co.uk
-  **01524 239100**
-  info@healthwatchlancashire.co.uk



Volunteer experience:

"My placement with Healthwatch enabled me to gain valuable insight into important factors that affect patients from the moment they require medical assistance."

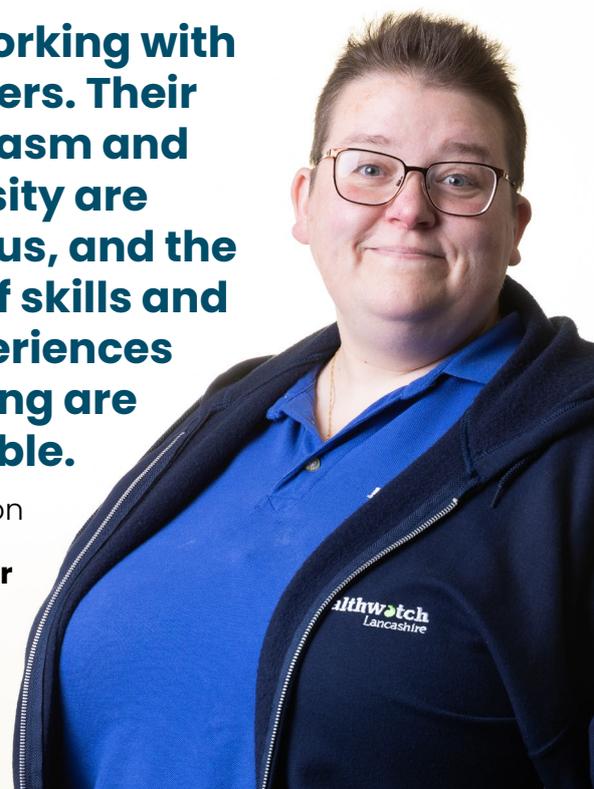
"I enjoyed seeing patients from a non-medical perspective and learning about what matters to them. The impact of COVID-19 and the availability of services highlighted the need for Healthwatch. The time I spent with the team made me realise the importance of having an independent organisation, who can collect and analyse data, to better understand the needs and availability of services and service users."

"We will continue to recommend this placement within our University, to ensure all aspiring medics receive an opportunity to see medicine beyond the consultation room!"



I love working with volunteers. Their enthusiasm and generosity are infectious, and the range of skills and life experiences they bring are invaluable.

Dawn Iverson
**Volunteer
Coordinator**



Finance and future priorities

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

Income		Expenditure	
Funding received from local authority	£324,995	Staff costs	£225,897
Additional income	£36,240	Operational costs	£55,404
Total income	£361,235	Total expenditure	£281,301

Top three priorities for 2022–23

1. **To expand the voices we hear from wider age groups: we aim to increase the involvement of the younger generation in our work.**

This year we will be seeking to invite young people to join us as ambassadors to ensure the voice of young people is amplified in Lancashire; ensuring that a large proportion of our community is heard in our work and by health and social care leaders.

2. **To increase our volunteer team and enrich their experience.**

Now that our team are able to get back out and about in our local community, we aim to revive our volunteering opportunities to attract more people to join us in these pivotal roles. In addition, driven by our new Volunteer Co-ordinator, we will create a tailored volunteer support programme to provide development for our volunteers.

4. **Develop wider areas of work to reflect the needs of Lancashire's residents.**

With a renewed ability to engage with the public face-to-face, our team will invest time to broaden our engagement planning, focusing on services, areas and communities that we have not engaged with before; expanding our reach and impact in ways that reflect the needs of the people we interact with.

Statutory statements

About us

Healthwatch Lancashire, Leyland House, Lancashire Business Park, Centurion Way, Leyland PR26 6TY

Healthwatch Lancashire is delivered by People First Independent Advocacy, Registered Charity and Company Limited by Guarantee (Registered Charity No. 1184112 Company No. 5438407)

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



The way we work

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

Our Board of Trustees ensures that Healthwatch Lancashire delivers its statutory duties under the Health and Social Care Act 2012, and its key performance indicators as required by our contract with the Local Authority. Importantly, Our Board also ensures that we are acting with integrity and independence on behalf of the people of Lancashire.

The Board of Trustees meets every month and is kept informed by our CEO on the performance and delivery of Healthwatch Lancashire's work programme. Trustees provide supportive challenge and critique as well as encouragement and acknowledgement of successes. This helps us to achieve results and impact for the people of Lancashire.

We ensure wider public involvement in deciding our work priorities, we do this through engagement with the public both in person and online, through Board meetings in public, online and accessible surveys, via our online feedback platform, The Feedback Centre, and through our 360 degree annual survey.

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

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services.

During 2021/22 we have been available in person, by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, developing links with seldom-heard communities across the county including through our work with the New Hospitals Programme, Enter and View visits and partnerships with organisations with strong links with communities across the region.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish the report on our website, share via social media, circulate to our mailing lists and share with partners.

Responses to recommendations and requests

Through our work, our team made a total of 93 recommendations to NHS and social care services. Each recommendation is a result of the views and experiences heard from Lancashire's residents.

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

Health and Wellbeing Board

Healthwatch Lancashire is represented on the Lancashire Health and Wellbeing Board by David Blacklock, CEO.

During 2021/22 our representative has effectively carried out this role by presenting reports published by our team, raising the profile of Healthwatch and its function, forming connections with key services across the county and sharing the incite we've gathered with those who have the power to effect positive change.

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.

healthwatch
Lancashire

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