

Healthwatch Lancashire Operational Report

Kerry Prescott



Report to:	Board
Meeting Date:	26 July 2022
Title:	Healthwatch Lancashire Operational Report
Speaker:	Kerry Prescott
Purpose of Report:	Information

Strategic or other priority linked to this report (please tick all as appropriate):

- ☐ Strategic Aim 1 – Excel at Core Activity
- ☐ Strategic Aim 2 – Become a Regional Organisation
- ☐ Strategic Aim 3 – Explore New Complementary Services
- ☐ Strategic Aim 4 – Be a Great Place to Work
- ☐ Strategic Aim 5 – Ensure a Sound Business Model

Recommendation(s): That Board note and receive this report.

REPORT DATED: 12 July 2022

BACKGROUND

The purpose of this report is to provide an update on Healthwatch Lancashire’s activity from 12 January 2022 to 12 July 2022.

Core Activity Review



Introduction

Healthwatch Lancashire has been delivered by People First since 2018. We successfully held the contract from 2018–2022 and have been awarded another term of 4 years which will run from 1 April 2022 to 31 March 2026.

Healthwatch Lancashire is commissioned to deliver a range of core activities as part of its contract, and we have associated key performance indicators (KPI's) set by Lancashire County Council that we strive to meet annually.

These indicators are what drive our activity and assures a certain level of engagement with communities is achieved. Below is an outline of these key performance indicators and our achievement.

Please note: figures below are from 1 April 2022 to 30 June 2022.

Enter & views

By law, Healthwatch has a right to visit NHS services delivering health or social care (hospitals, care homes, day care centres or GP's, for example) to speak to people and patients about their experiences.

There are several targets attached to our enter & view (E&V) activities per annum, such as delivering 30 visits over 5 different service areas and to have at least 15 actions taken based on our recommendations.

So far this year we have completed 5 visits over 2 service areas – care homes and day care services for adults with disabilities. We are pleased to have achieved 5 actions from our recommendations:

The Impact

Following our visits, we make recommendations based on what we hear to help support improvements for residents, staff and families. 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 through working with catering managers to explore ways of identifying resident's preferences

Promoting Healthwatch Lancashire and having good presence in the community

One of our main aims is to be present in communities, so we are able to tell people about who Healthwatch are and listen to their experiences of health and care services. To drive this our goal is to complete at least 18 community events.

Over the past few years getting out and about for face-to-face engagement has been tricky and at times impossible due to the covid 19 pandemic. We have therefore put extra emphasis on this task this year, completing 15 events already.

It has been a great time to be getting back into communities and hearing people's stories and we have utilised all the different community festivals and events that are now back up and running, some include: Let's Grow Event, Nurse Health Day and Accrington Food Festival.

We have been utilising the Lancashire and South Cumbria NHS Foundation Trust's engagement vehicle (Harri Bus) to reach people across Lancashire. Our team are travelled across the county with the Harri bus having a presence at supermarkets, town centres and community centres, for example.



Seldom heard community groups

We pride ourselves on the success we have had in engaging with some of Lancashire's most unheard communities and see it our goal to ensure everyone is given a voice. We are targeted to reach 70 groups per year and make sure their feedback is included in local services changes or improvements.

We have been in touch with 6 groups so far this year and are planning to engage with a number of new groups through our work with the NHS around covid vaccination hesitancy.

In addition to this we have a goal to gather case studies. This allows members of the public to tell their stories or share journeys and this can often be included within reports or used in meeting and forums to support professionals to hear real experiences.

Communications

In order to run an effective Healthwatch service it's vital we have sound communication with the public through our digital channels as well as face to face. This is why we have many goals which drive us to increase website visitors as well as social media channel followers and interactions.

We aim to readily share our engagement events online, so people know where they can come and find us and to also showcase our successes

Engaging through social media: an example



People sharing their experiences through engagement and project work

We create an annual work plan which supports us to identify projects for Healthwatch to facilitate. This workplan is built around topics we hear from members of the public, local health and care challenges and needs as well as specific projects we work on in collaboration with other organisations or local Healthwatch.

Our aim is to hear at least 15,000 experiences and so far we have listened to **613 this year**. The projects we currently working on are:

- Day care services for adults with disabilities – finding out what its really like to people using these services, what is great and what could be better
- Care homes – we visit care homes to look at the environment and to find out how residents feel about living there. We identify whether any changes could be made to improve their quality of life
- Dare to care – 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 project involves seeking volunteers to have a 3-month placement in a care home to support with social activities for residents
- Vaccine hesitancy – this project seeks to address barriers for people in assessing covid vaccinations

People sharing their views through phone calls, emails, through the website and online surveys

It is important that as a Healthwatch we provide the public with a variety of means by which they can get in contact with us. This could be to share an experience or for support and advice. Our aim for this is 80 a year which we have already achieved, this is because we have:

- Dedicated phone and email handlers with the knowledge and expertise to listen to people and signpost accordingly
- Regular website updates and analysing of online service reviews through our feedback centre
- Engaging social media activity

Interacting with the public through newsletters, press releases and news stories & campaigns

We strive to keep the public up to date on Healthwatch activity, new projects they may want to get involved in or any impact we have learned from previous work. Our target for this is 30 per year of which we have achieved 6 so far. We achieve this by:

- Sharing a monthly newsletter with our followers and working on increasing our mailing list
- Creating press releases to advise people about an upcoming piece of work, surveys or impact
- Producing compelling campaigns to strengthen our feedback from the public around certain topics

Reports Overview

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Reports published

It is vital Healthwatch can share the success of our work with others, members of the public and interested professionals. Our annual goal is to publish at least 30 reports and the following are the 9 reports we have published so far this year:

Project reports

Emergency Care: Lancashire and South Cumbria Patient Insights and experience
- [HWT-Emergency-Care-Summary.pdf \(healthwatchlancashire.co.uk\)](#)

Impact so far

Healthwatch Together spoke to 565 people, had 44 in depth discussions and engaged with 16 focus groups

- “We’ve come here (emergency department) because they deal with you straight away. You’d have no chance at the GP – it would take 3-4 days and I need to be seen now.”
- “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” Healthier Lancashire & South Cumbria

Views on Community Pharmacy Services – PowerPoint Presentation
([healthwatchlancashire.co.uk](#))

Impact so far

Healthwatch Together engaged with 229 people who have provided the insight that features in this report

- “The lack of parking makes it more difficult to use the pharmacy closest to my home.”
- “We are indebted to the residents who engaged with the online survey to provide the insights that feature in this report. We are grateful for the clear and informed picture they have given us, and this will help identify what can be done differently to meet their needs” Community Pharmacy

Enter and View Reports

- Rossendale Road: Microsoft Word – Rossendale Road 13.4.22 FINAL .docx (healthwatchlancashire.co.uk)
- Ashmeade Residential Home: <https://healthwatchlancashire.co.uk/wp-content/uploads/2022/05/Ashmeade-3.3.22-FINAL-DRAFT-1.pdf>
- Brook House Residential Home: Microsoft Word – Brook House 7.4.22 FINAL DRAFT.docx (healthwatchlancashire.co.uk)
- The Knowle Care Home: Microsoft Word – The Knowle 24.2.22 FINAL .docx (healthwatchlancashire.co.uk)
- Conifers Care Home: Microsoft Word – Conifers Care Home 22.2.22 FINAL.docx (healthwatchlancashire.co.uk)
- Bowgreave Rise Home: Microsoft Word – Bowgreave Rise Final Report.docx (healthwatchlancashire.co.uk)
- Acorn Heights: Microsoft Word – Acorn Heights 16.2.22 final .docx (healthwatchlancashire.co.uk)

Volunteers

We rely heavily on the support of volunteers to ensure we can engage with all the communities throughout Lancashire. Our cohort of volunteers was affected negatively by the covid 19 pandemic as we had no face-to-face engagement opportunities and many ex-health professionals went back to their NHS jobs.

This year our focus is on building up our volunteer cohort again and ensuring there are many exciting opportunities people can get involved in. Our target is to achieve of a cohort of 40 volunteers (20 of those being community ambassadors) and a delivery of 450 volunteer hours per annum. We have therefore employed a dedicated volunteer coordinator who will drive forward this ambition for us, attracting new people and supporting them to enjoy their volunteering experience.

Since the employment of the coordinator, we have already had 2 new volunteers and volunteer delivery hours are on the rise with 34 hours having been achieved so far.

Supporting volunteers to find paid work, with Healthwatch or another organisation is a new goal for us which we will be striving to achieve this year. We aim to support at least 2 of our volunteers to find paid work.

“I love working with volunteers. Their enthusiasm and generosity are infectious, and the range of skills and life experiences they bring are invaluable”
Healthwatch Lancashire Volunteer Coordinator

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.
3. 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.



healthwatch Lancashire

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