

The value of listening

Healthwatch Lancashire

Annual Report 2023–2024



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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our CEO

Our team have delivered another impactful year of innovative projects and reports. From listening to people who have been through the Safeguarding process to those who are experiencing extremely long waits for treatment.

From our review of people's experiences of emergency care to our programme of care service Enter and View visits. We have been out and about in services and communities listening and learning.

Gathering views and experiences from local people is only half the battle. We then have to turn what we hear into useful intelligence, which supports the health and care system to drive improvements.

Our Senior Team have ensured that they have all of the right connections and relationships to be able to influence, including our seat at the Integrated Care Board that runs the NHS in Lancashire and South Cumbria, our seat on the Health and Wellbeing Board, attendance at Health Scrutiny's, the NHS Quality Committee, GP Commissioning Committee and Integrated Care Partnership.

All in all, our team are in all of the right places and I'm grateful for their time, effort and energy that they bring to their work.

I want to say a huge and special thank you to our local volunteers who really do act as our eyes and ears, they help us connect to local people and communities and we simply couldn't achieve all that we do without their time and their commitment which they give freely, I'm so very grateful.



“ Gathering views and experiences from local people is only half the battle. We then have to turn what we hear into useful intelligence, which supports the health and care system to drive improvements.

David Blacklock - Healthwatch Lancashire CEO



About Us

Healthwatch Lancashire is your local health and social care champion.

We make sure NHS leaders and 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 are:

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation - especially those from seldom heard groups.
- 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.



Year in Review

Reaching out:

9464 people

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

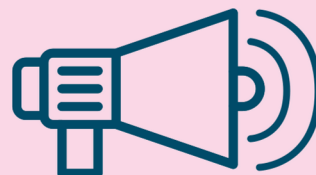
41,115 visits

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

We engaged with

96 seldom heard groups

from veteran groups to British Sign Language groups.



Making a difference to care:

We published

42 reports

about the improvements people would like to see in health and social care.

We carried out

31 Enter and View visits

across **7** service areas.



Health and social care that works for you:

We're lucky to have

40

outstanding volunteers who gave up **816 hours** to make care better for our community.

We currently employ

11 staff

who help us carry out our work.



How we've made a difference this year

Spring

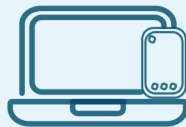


In response to an influx of feedback, we investigated people's experiences and the accessibility of **mental health** services in Lancashire.



Our staff received a range of **training** awareness sessions for seldom heard groups including the Deaf community, LGBTQ, Dementia, Dying Well and Oliver McGowan training to ensure our engagement techniques are the best they can be.

Summer



We introduced **'You Said, We Did'** to our monthly e-newsletter to showcase our impact and make us responsible for having impact in our work.



We set up our **'Young Voices'** programme of engagement to understand what matters most to young people and ensure their voices are heard.

Autumn



We hosted and supported four **Maternity and Neonatal Voices Partnerships** to amplify the voices of people using maternity and neonatal services.



We introduced **mystery shopping** as an engagement tool. We contacted services about their provisions for the Deaf community which resulted in recommendations for improvements for NHS leaders.

Winter



We finished the year with **31 Enter and View** visits in **7** service areas: Care Homes, GPs, Mental Health Rehabilitation, Day Services, Community Diagnostic Centres, Urgent Treatment Centres and Maternity Services.



We have introduced co-production with key stakeholders and people with lived experience in our projects from the beginning by involving them in **steering groups**.

Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Lancashire influence decisions made about services at the Lancashire and South Cumbria Integrated Care Board (ICB).

Healthwatch Lancashire are part of Healthwatch Together, a collaborative of five local Healthwatch working together across the Lancashire and South Cumbria ICB. These include Healthwatch Blackburn with Darwen, Healthwatch Blackpool, Healthwatch Cumberland, Healthwatch Lancashire and Healthwatch Westmorland & Furness. We work together to ensure the voice of local residents are heard through neighbourhood and Place, and represented at the ICB.

We do this by ensuring we are members of strategic decision-making meetings including the ICB, Public Involvement and Engagement Advisory Committee, and Quality Committee.

This year we've worked with Healthwatch across Lancashire and South Cumbria to achieve:

Enter and views in Community Diagnostic Centre (CDCs). We undertook Enter and Views on behalf of Healthwatch England to support with a national piece of engagement.

This is following the establishment of CDCs across Lancashire and South Cumbria. The aim of these centre's is to increase the offer of diagnostic tests and scans to support with waiting lists and identify earlier diagnosis.



Local Maternity and Neonatal Voices Partnerships where we undertook **26** roadshows across family hubs to find out what mattered to birthing people and their families.

Alongside this we also undertook **11** Enter and Views to capture the experiences of people using maternity and neonatal services at local antenatal clinics and Birthing Centres.

We have worked alongside our local Maternity and Neonatal Voices Partnerships to undertake an Engagement Roadshow to understand what matters to people accessing those services. We have liaised with the Local Maternity and Neonatal System (LMNS) to ensure that there is a consistent method if recording experiences of women and families.

We attend the LMNS Insight, Co-production and Engagement (ICE) group to ensure that the voices of women and families are heard and themes of feedback are actioned within the appropriate workstreams.





Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Waiting for Wellness: An investigation into people's experiences and the accessibility of mental health services in Lancashire

In October, we published 'Waiting for Wellness' which explored experiences of people waiting for mental health support from the NHS. Feedback was also gathered from people who have not accessed support for their mental health to investigate their reasons for this and whether they would know how to access support if they need it in the future.

We have collaborated with Lancashire and South Cumbria Foundation Trust (LSCFT) who are the providers of mental health services in Lancashire and South Cumbria.

Feedback revealed that the main barrier to accessing NHS mental health support was the long waiting lists, leaving people feeling let down and unsure when they would receive support.



19%

of respondents shared they do not have a support network.

78%

shared that their mental health had got worse over the last 12 months.

What did you tell us?

- 30% of respondents waited between 7-9 months before receiving an assessment of support for their mental health
- For people who had not accessed mental health support, 46% shared they would not know where to go for support if they need it in the future
- It was also found that female respondents were more likely to access NHS support, whereas males were more likely to access third sector/charitable organisations

What difference did this make?

We said

Ensure all crisis line call handlers have up to date information on live waiting times and communicate this clearly.

LSCFT did

Launched four new Initial Response Services and live data is available to teams.

We said

Raise awareness of people's rights to accessing mental health services and how to challenge when services fall below this including NHS complaints advocacy and PALS.

LSCFT did

Outreach service recommenced November 2023 with face-to-face interactions within patient areas. PALS leaflets updated. PALS contacts increased for 2022/23 were 1516 contacts raising to 2297 in 2023/24 - a 51.5% increase.

We said

Undertake an audit of patient records to improve waiting times.

LSCFT did

The Trust will be exploring work around reducing waits against community and inpatient services.

Working with our young people

One of our top three priorities for 2022/23 was

“To expand the voices we hear from wider age groups: we aim to increase the involvement of the young generation within our work. Inviting young people to join us as ambassadors to ensure the voice of young people is amplified within Lancashire”

We believe that everyone in society needs to be included in the conversation. As a result, we attended **15** events and spoke to **325** young people.

We have worked alongside colleges, universities, youth zones, family hubs and support groups across Lancashire to ensure the voice of young people is heard and addressed.



“I don’t even know what is on offer at a sexual health clinic, and the name makes you not want to go in. I feel I would need to have something wrong with me to attend there.”

Feedback received from young person during focus group

Feedback collected from young people has informed our workplan including our Waiting for Wellness project which included recommendations for Child and Adolescent Mental Health Services (CAMHS) in Lancashire.

Young people also shared their views and experiences around sexual health services, including a lack of knowledge and education around sexual health and a stigma around accessing sexual health services.

What difference did this make?

We shared this intelligence with the Community Education Sexual Health Lead for sexual health in Lancashire. As a result, we are working in collaboration to produce a campaign to raise awareness of sexual health services in Lancashire and ensure young people have access to information, advice and support.

“Thank you so much for this, really interesting information, and timely for the re-tendering process over this year. I will be sharing this with our Service Leads.”

Tanya Cockcroft- Community Education Sexual Health Lead

Three ways we have made a difference in the community

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

Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Co-production has been at the centre of our work. This year, each of our projects have been supported and directed by a steering group which involved key stakeholders with expertise and experience in the field. These have include people with direct lived experience, members of the Integrated Care Board, local support organisations and charities. This guidance and support has been invaluable to ensure we have the right focus to yield the greatest impact and enact the change people need.



Getting services to involve the public

Healthwatch Lancashire heard that there were gaps in access to services for some people due to travel, rural locations and other such barriers.

In response to this, we set up three Health and wellbeing events in partnership with the local community to take services into the community for those who may not be able to otherwise access them. Over 30 different organisations participated in the three events including Age UK, The British Liver Trust, Alzheimer's Society, Children and Young People Services and Lancashire Carers. The events were well attended and resulted in better connections between local services and smaller communities.



Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

We worked in partnership with Healthwatch Blackpool to carry out regular visits to Blackpool Teaching Hospitals (BTH) to gather patient feedback and determine where improvements are needed. Visits were across various departments and a meeting with the BTH Patient Relations team after each visit enabled for feedback to be provided direct, as well as discussing actions taken from the previous visit. BTH had actively sought out support from Healthwatch in making improvements around the patient experience.



There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Visiting events for people who live on boats
- Regularly attending a HM Prison Veteran breakfast club
- Attending a variety of groups such as support groups for people with neurological conditions, carers, refugees and asylum seekers and substance misuse

We regularly attend the Lancashire Public Involvement and Engagement Advisory Committee and Lancashire and South Cumbria Health and Wellbeing Board to present patient case studies and themes of experiences.

Improving accessibility for British Sign Language (BSL) Users

Health providers have created policies and procedures to ensure they provide an accessible service to BSL users.



During engagement, Healthwatch Lancashire found that many health services were not fulfilling their legal requirement to provide BSL interpreters and other BSL support for people who are Deaf.

We ensure that we investigate reasonable adjustments for BSL users in our Enter and View programme to understand whether services are accessible to BSL users including hearing loops, VRS (Video Relay System) and BSL interpreters. Where this is not applied, recommendations to put this into place are applied.

As a result of our Enter and View visits, we have supported GPs to review and create procedures to ensure they are accessible to BSL users. So far, two GP practices have enacted this advice as part of their standard operating procedures and cascaded this information to staff teams.

Highlighting personal experiences to improve support for Dementia



Lancashire County Council used John's story to inform their new dementia strategy.

During engagement, we heard about John's story from his wife, about their fight for a diagnosis of dementia. John and his wife faced multiple incorrect diagnoses including anxiety until his symptoms progressed and he had to call 999 after a fall.

John experienced long waiting lists for appointments, up to eight months, to be passed to different services. John's wife explained the lack of support available to them and feeling unsure where to turn.

"I felt abandoned and stressed with the situation"

John received a diagnosis of early Lewy Body Dementia with associated Parkinsons Disease.

"In the ten months since his diagnosis, John's dementia has progressed further than expected. There has been a lack of support from his GP and the memory clinic to help understand this progression...Any help we have received has been self-initiated and I have found advice and support from the internet"

Impact: We sent John's story to Lancashire County Council's (LCC) Adult Services department who have informed us that this story will help to inform their new Dementia Strategy. It has also been received by LCC's Quality department and their Carers service.



Advice and Information

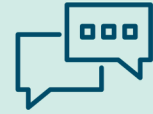
If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one –you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost-of-living crisis
- Advising people on how to make a complaint
- Providing a range of support on our online help centre

Informing providers of the current issues

It's essential that people have clear, accurate communication about their care.



Found on our website, Healthwatch Lancashire have a 'Feedback Centre', this allows members of the public to leave a review of their local health and social care services, anonymously if they wish. This feedback is sent directly to the provider and provides the opportunity for the provider to respond directly. This year we received **423** individual pieces of feedback through our Feedback Centre.

In order to track themes from the Feedback Centre and communicate what we are hearing from members of the public, we produce a monthly report named 'You Told Us'. This report provides an overview of common themes and highlights why we have used feedback to inform providers and wider pieces of work.

Having a clear understanding of the feedback we receive informs our future focus of engagement to ensure we are listening and responding to Lancashire residents and focusing on what matters most to them.


The reports are available on our website.

We listen

Each month, we analyse the feedback we receive to get an overview of the most common themes within health and social care in Lancashire.

This informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to the provider. We encourage people to share their experiences and we offer information and signposting people if people need further support or want to make a complaint.

 We engaged with **489** people

 We heard the most about:
GP services

Other frequent services we received feedback about:

- **Hospital**
- **Mental Health**
- **A&E/Ambulance**

I had a great experience in A&E and then the Acute Medical ward. I was not in a bay but in the corridor as there was no room. All the way through, my care was second to none. I didn't care I wasn't in a bay because I just needed to get rid of the pain, they gave me all the right medication and care.

Raising the issue of dentistry access

Last year, **127** people contacted us looking for advice and information on how to access NHS dentistry. We heard about NHS dentists no longer accepting NHS patients due to capacity and patients having to access private dental care.

This resulted in some people not accessing dental care as they cannot afford it, or having to access emergency dental treatment due to not receiving preventative dental treatment.

Impact: We signposted 127 people to accessing NHS dental services. We also presented a report to the **Lancashire Health Scrutiny Steering Group** as part of a Dental Planning Session with the Integrated Care Board.



"Dental services are atrocious. Mine closed after Bupa took it over and I have ended up paying £803 at a private dentist because no one is taking on NHS patients. I'm on a limited pensions and this has taken a lump out of my savings."

Feedback received from a member of the public



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Committed 816 hours to make care better for Lancashire residents
- Carried out Enter and View visits to local services to help them improve
- Conducted mystery shopping activities to understand what provisions services had for BSL users
- Took part in Hospital PLACE assessments and contributed to recommendations based on feedback
- Connected us with their community to help capture and champion seldom heard voices
- Worked with Lancashire County Council around citizen involvement in decision making



"I heard about Healthwatch at the library. There was a volunteering event there and a lady from the drop in centre advised me to go and have a look. Dawn had a long chat with me about how the volunteering works and so far I have been really really enjoying it. I enjoy all of the activities – especially the PLACE assessments.

The best things about volunteering here are the experiences and especially the support. The meetings and the training we have, have been so helpful. The only difficulties I have had have only been around directions to places. But I just call the office or call Dawn and I can get directions easily. They give you support and anything you need. I would recommend volunteering for Healthwatch over and over again because the experience is very good for you, the training, you know more about how everything works in health care. It's very good."



Olu



"I heard about Healthwatch in a hospital newsletter. It has all been very interesting. The PLACE assessments were really interesting, but so was working with the Deaf community on their access to things. And mystery shopping!

I have recommended volunteering with Healthwatch to other people. It's really good to be part of something that might have a big contribution to your care when you need it"



Charles



Do you feel inspired?

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

 www.healthwatchlancashire.co.uk

 01524 239100

 Info@healthwatchlancashire.co.uk



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.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£345,486	Expenditure on pay	£281,176
Additional Income	£76,855	Non-pay expenditure	£73,033
		Office and management fee	£40,562
Total Income	£422,341	Total expenditure	£394,771

Additional income is broken down by:

- £875 received from Healthwatch England for Enter and View at Community Diagnostic centre.
- £700 received from THIS Institute for joint work on their OFIG 5 study.
- £1,000 funding received from Pinpoint Research to support their project.
- £35,580 Lancashire and South Cumbria Maternity and Neonatal Services Healthwatch Together Engagement
- £33,000 Healthwatch Together Safeguarding Voices project
- £5,700 received from a local Primary Care Network for 24/25 engagement project

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also focus on how we can improve the issues that concern local people the most, including GP access, waiting times, women's health, and social care.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1.

Increase support for people with lived experience of health and social care services into our volunteering programme and utilise people's expertise and knowledge to influence positive change.

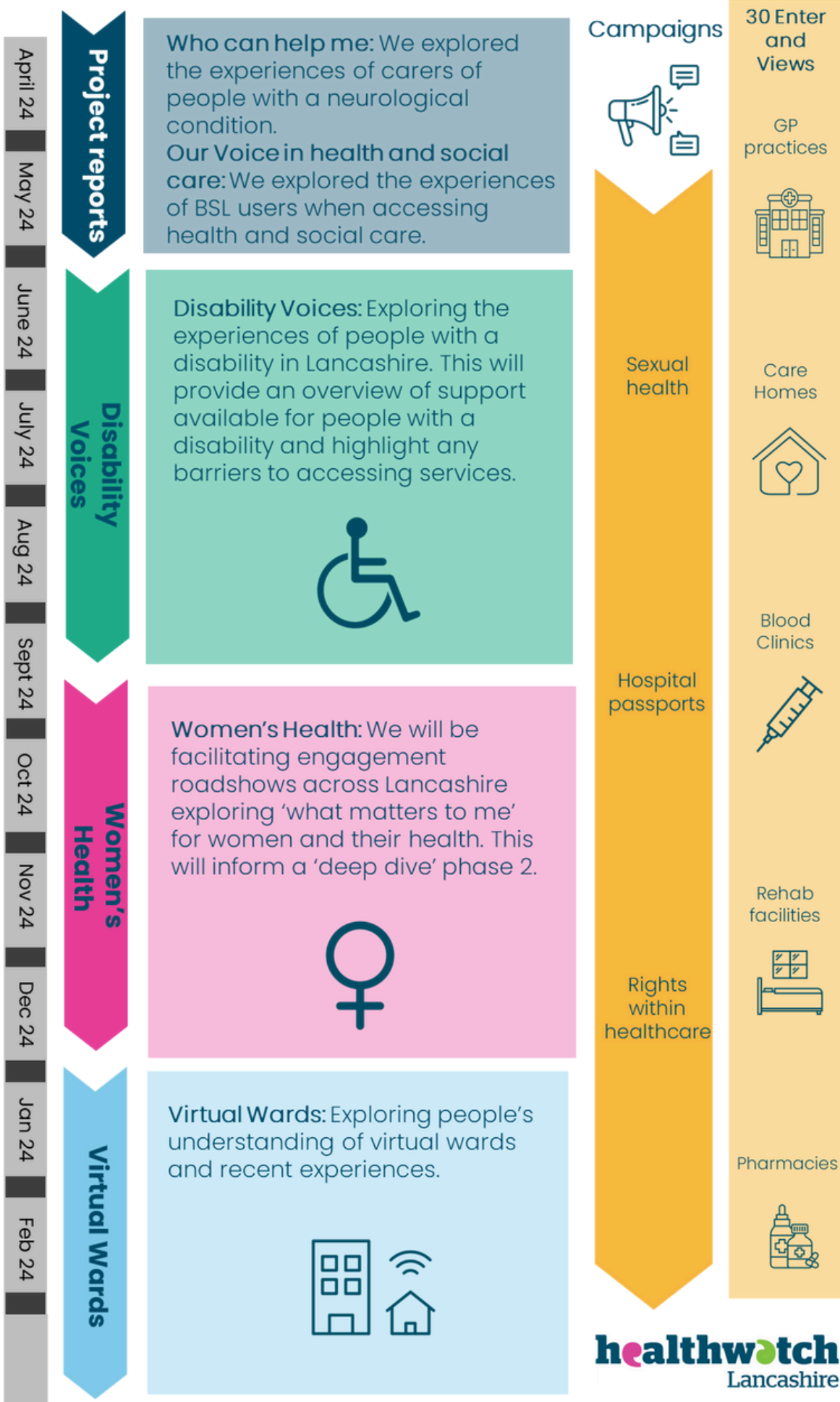
2.

Challenge health inequalities for people with a disability in Lancashire through our 'Disability Voices' project and extend our reach, maintaining connections and developing new ones.

3.

Continue to extend our reach with our local communities by using creative and innovative methods, to ensure people are engaged and all voices are heard within our work.

Healthwatch Lancashire 2024 – 2025 core project workplan





Statutory Statements

Healthwatch Lancashire, Leyland House, Lancashire Business Park, Leyland, PR26 6TY. Healthwatch Lancashire is part of the People First Independent Advocacy family, 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 license agreement.

The way we work

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

Our Board consists of seven members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

The Board of Trustees meets bi-monthly and is kept informed by our CEO on the performance and delivery of our work programme. Twice a year, our board meets in public, providing members of the public an opportunity to attend and ask questions.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, email, provided a web form on our website, through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, share with our local stakeholders and community champions, post it in our newsletter and promote it on our social media.

Responses to recommendations

We did not have any providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We have taken insight and experiences to decision makers in the Lancashire and South Cumbria Integrated Care System. Some examples include:

- Lancashire and South Cumbria Foundation Trust Service User and Carer Council
- Morecambe Bay Hospital Trust Patient Experience Group
- Lancashire Teaching Hospital Patient experience and Involvement meeting
- East Lancashire Hospital Trust Patient Experience Group
- Lancashire and South Cumbria Integrated Care Board
- Lancashire Adults Safeguarding Board

We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made 31 of Enter and View visits across 7 service areas. We made 175 recommendations or actions as a result of this activity. The table below shows a snapshot of some of the actions undertaken by providers.

Location	Action	Response from provider
Parbold Surgery	Investigate ways that communication can be improved across the departments, so all staff are clear on new rules and practices through the use of meetings.	Practice manager now has bi-weekly meetings with the team leaders to discuss any issues or updates that need to be actioned.
The Knights Care Home Lytham St Annes	Ensure that relatives are fully included in future care plans and that communication channels are kept open around these.	"We are now going to send invitation to set up review dates. However, it has been difficult, as some relatives have not coming for meetings or parties."
Sherwood Lodge Care Home, Preston	Plan more activities inside and outside the home to promote social interaction between the residents.	More activities will be more available outside of the home shortly. We have a minibus driver currently having her licence screened and being added to insurance and awaiting training on wheelchair anchoring and tailgate use.
Peel House Medical Practice	Ensure the self-check in machine clearly states which waiting room patients need to go to after checking in.	Updated software requested for current machine. This now tells you which waiting room to go in. Signage already added next to the machine, clearly stating which rooms are in which waiting room. Signs also in waiting rooms stating which clinical rooms are on that side.
Ashton Manor Care Home	Encourage residents out of their rooms more to prevent social isolation.	Activity engagement has recently been added to our KPI dashboard as this has been recognised as an area of improvement. Following a review of our Governance processes, our Operations meeting agenda and attendees have been reviewed. The lifestyle team have now been added to the invite list, to discuss activities and resident engagement, any blockers and allow them the opportunity to raise requests directly with the Service Leadership team.
St James Medical Centre, Rawtenstall	Consult patients about adding the ability to make appointments to the Patches system.	The PPG have been consulted regarding this and responses have started to arrive.
Dr Bisarya and Partner Sandy Lane Health Centre	Implement a policy to cater for patients with additional communication needs such as BSL and other languages.	We will develop a policy. We will advertise in the waiting room the options the practice offers.

2023 –2024 Outcomes

The below table shows other outcomes achieved in addition to those already detailed above in this report.

Project/activity	Outcome Achieved
We attended the Headway group in Preston to speak to people with a brain injury.	One person shared that the correspondence they receive from the hospital is not accessible and do not know when their appointment is. We supported them to retrieve their appointment details and contacted the hospital on their behalf to change their correspondence to a way that was accessible to them.
Whilst visiting a self advocacy group we heard from someone who was struggling to find an NHS dentist after their dentist went private.	We signposted this individual to ICB dental complaints. The individual made a complaint and as a result the dentist is now taking on NHS patients again.
We are part of Lancaster District Health and Wellbeing Partnership.	We attended an adults priority workshop and using our intelligence, contributed to deciding that the partnership would focus on adults mental health, community resilience and offer for children and young people.
We conducted an accessibility audit at St John’s Hospice.	We involved people with lived experience in the audit including a wheelchair user, someone with a visual impairment and someone with a learning disability. Feedback was shared with the hospice who are going to make the suggested changes.
After an influx of feedback about the difficulty of getting a GP appointment, we set up a programme of Enter and View visits.	We conducted 14 Enter and View visits in GP surgeries this year, each including recommendations on how they can improve their service. GP surgeries have been welcoming of our visits and motivated to action our recommendations.
We ensure we are as visible as possible and have recently introduced a ‘where are we this month’ on our website so people know where to find us.	We signposted 463 people to support, information and advice they needed.
We investigated the cost-of-living crisis on Lancashire residents’ physical and mental health.	Our findings informed Healthwatch England’s research into this topic. We also set up a cost of living help centre on our website to ensure Lancashire residents had up-to-date information.

Project/activity	Outcome Achieved
<p>We regularly meet with Lancashire and South Cumbria NHS Foundation Trust to feedback intelligence received about their services.</p>	<p>We collaboratively held a pop-up and information stand at one of their community mental health services in response to feedback received to ensure patients had up to date advice and information. NHS staff were present to give information and Healthwatch Lancashire independently gathered feedback.</p>
<p>We conducted Good Practice visits at Lancashire and South Cumbria NHS Foundation Trust sites.</p>	<p>We highlighted areas of good practice to be replicated across other services as well as areas for improvements.</p>

Healthwatch representatives

Healthwatch Lancashire representatives sit on many of Lancashire's strategic boards, ensuring the voice and experiences of people are heard. These boards include:

- Lancashire Health and Wellbeing Board
- Lancashire Safeguarding Adults Board
- Lancashire and South Cumbria Integrated Care Board and Associated Communities
- Lancashire and South Cumbria Integrated Care Partnership
- Lancashire Place Based Partnership

Thank you

We are proud of the work we have achieved and the role we play in listening to and amplifying the public voice. Over the last ten years, Lancashire residents have told us the good and the bad when it comes to health and social care and helped us to raise awareness of big issues to influence change.

Thank you to:

- Thousands of Lancashire residents who shared their personal experiences and views of local health and social care services
- Stakeholders from across the health and social care system for allowing us to be the critical friend and working hard to make improvements
- Community groups and voluntary organisations for connecting us with the community to capture their experiences
- Our staff, volunteers and community champions for their passion and hard work



healthwatch

Lancashire



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