

In this issue:

- #Amplify Youth Project
- Small Area Engagement Event
- Kicking Off Our Engagement with Football Therapy Players
- Living with Type 1 or Type 2 Diabetes
- Rheumatic or Inflammatory Condition
- #Personfirst Art Group
- Successful Premiere Of Our Hospital Training Film
- #Blokesviews Project
- Positive Minds Courses
- Learning Disability Report Published
- Information & Signposting Community Access Points
- Contact details

Amplify Youth Project at Darwen Vale and Blackburn Central High Schools



Amplify is the name of our youth engagement project, designed to listen to the views of young people in the Borough about their local health and social care.

We have recruited and trained nine University student volunteers from Blackburn College, enabling them with the skills to facilitate and run workshops in High Schools. Through a mixture of innovative and engaging techniques the project will listen to the voices of our local young residents.

On the 15th October our Amplify project began with a workshop at Darwen Vale High School. Six of our student volunteers ran the workshop with a year 9 class (13-14 year olds) in the afternoon for around 20 young people. The workshops have been designed to ensure we are listening to young people & involving them in getting their voices heard. The hour long interactive workshop allowed young people to discuss what is needed for good health, the places that make it easy for young people to be healthy, look after their selves and feel good and the places & things that make it difficult.

The young people were keen to participate & gave lots of insightful feedback.

On 16th November #Amplify continued with a full day of 8 different workshops with students.

We would like to thank Blackburn Central and Darwen Vale High Schools for inviting us into the schools to ensure their students are able to access and influence their local services.

On the 12th November 2015 our second #Amplify engagement took place.

Our University student volunteers and staff were invited to engage with a year 9 class at Blackburn Central High School.

The workshops have been designed to ensure we are listening to young people & involving them in getting their voices heard. The hour long interactive workshop allowed young people to discuss what is needed for good health, the places that make it easy for young people to be healthy, look after their selves and feel good and the places & things that make it difficult. The young people were keen to participate & gave lots of insightful feedback.

During the engagement we were also able to promote our signpost access point which will soon be available in the schools Pathways service in the School. The students were keen for Healthwatch to have a monthly access point in the school to help them find local services and share their experience of using them.

So far our
#Amplify project has
engaged with over
170 Young people



Small Area Engagement Event at Roe Lee Primary School

Over 100 People Attend Healthwatch Event

On the 20th October 2015 Healthwatch BwD hosted a small area engagement event at Roe Lee Primary School.

The aim of the event was to provide information to parents about the various services available to them with their local community and the Borough.

A door to door survey had been completed in the area prior to the event with over 100 residents giving their views of the local health and social care services.

A number of organisations supported the event with a range of information stands these included Community Restart Team, Oral Health Team, Inspire, Indigo, Stroke Association, Carers Service, Tell Ellie and the ASC Team.

The event was extremely well supported and we engaged with around 100 parents.

Healthwatch BwD would like to thank all the services that attended with stands and Roe Lee School and parents for their support.



Kicking Off Our Engagement With Football Therapy Players

On the 16th September we kicked off our engagement with a local social inclusion football league run by Creative Support. Creative Support is a high quality provider of person centred social care services for people with learning disabilities, mental health and other needs. For more information, please visit: www.creativesupport.co.uk.

The Mental Health Football League seeks to address the isolation, stigma and discrimination surrounding mental health and emotional well being. Through an enjoyable community environment, the football league provides opportunities for participation in friendly footballing competition, while further contributing towards encouraging and supporting individuals to make healthier lifestyle choices. It also seeks to promote self confidence, self esteem and peer support amongst service-users taking part.

Our Chief Executive had already presented the trophies to the teams last season to begin to build up a trusting relationship, but this time he opted to go one stage further and bring his boots to join in. We felt having Healthwatch involved in a setting where everyone is equal would have huge benefits both to Healthwatch and the players.

The aim was to build up trust amongst the players so they felt comfortable and confident in speaking with us. This approach seemed to work, as over 15 players shared their experience of mental health and emotional wellbeing with us.

Our emotional wellbeing and mental health project now has feedback from over 60 residents accessing mental health and emotional wellbeing services. The report will be published in December 2015.

Living with Type 1 or 2 Diabetes?

We want to hear your stories & experiences, what works well, what are the challenges & how could needs be better met. Share your views & experiences.

Have You A Rheumatic or Inflammatory Condition?

Eg arthritis or Fibromyalgia.

We want to hear about your experiences of local services.

#personfirst Art Group

A friendly, fun and interactive group open to all. Come along and show your inner Picasso!

Next Session

**27th January 2016 at
Your Support Your Choice**

10-12pm

If you want to share your experiences or for further details on any of our projects please contact the Healthwatch BwD office on 01254 504985

Successful Premiere Of Our Hospital Training Film

At Healthwatch BwD we pride ourselves as being a problem solving organisation rather than a fault finder. Having received comments about staff attitudes at East Lancashire Hospital Trust (ELHT) we organised a meeting with the Trust to discuss how we could have a positive impact. Our aim was to input the patient voice during staff training to provide the view from those they're there to help.

Healthwatch BwD staff went into the community to ask residents what the Hospital's values mean to them as a potential patient. Having local residents talk about how they'd like to be treated at the hospital will help to improve staff attitude and the patient experience.

"It's very useful to hear a patient perspective. Sometimes it's easy to think about doing a job and being professional and working as part of a business. However we also have to remember that we're dealing with people." ELHT Staff Member

The film was premiered at the Healthwatch BwD Board meeting on the 12th August and received positive feedback from those present. The film has already been included into all hospital staff inductions and has received extremely positive feedback. All comments below are from hospital staff who have completed induction training using the film.

"This was a useful video/exercise which helped me to understand the values and thoughts about the trust from a patient's perspective. Good to help align this with the Trusts values to help see if we are meeting their needs. First response summed up integrity very well regarding accepting accountability and justifying your actions."

"Can help you change the way you think and carry out your job role"

"Good to compare our thought and values with patients and members of the community"

"Seeing the video clips was a great idea to see possible patients' views...gave us a real insight to how passionate individuals are about what the NHS means to them"

"A bit of an eye opener on how the community perceives healthcare – made you think"



Healthwatch Blackburn with Darwen, giving men a voice

Join us for the launch of our dedicated men's project, giving men a voice on local Health & Social Care Services to help make a change.

On Monday the 9th November we launched our #Blokesviews project. This project will see us engage with men in places of leisure, including pubs and social clubs, bookies and fast food outlets.

We are engaging with seldom heard men in the Borough who have in the past been deemed 'hard to reach'. We are listening to their views and experiences in regards to local health and social care services

to ensure they are able to influence local services.

The project aims to identify the following areas:

- Awareness of local Health and social care services.
- Barriers in accessing services
- What works well currently and what needs to be improved
- Effective ways of communicating and engaging with seldom heard men.

Our beer mats (which are below) are being distributed around the Borough. Staff and volunteers have already engaged with around 20 men and have a presence in Bar Ibiza, Zy Bar, The Postal Order and The Old Chapel in Darwen.





“Positive Minds” is a range of short courses which have been developed as part of a national pilot to help people improve their mental health and wellbeing. The courses all run in community venues and explore wellbeing through creativity, activity, healthy lifestyles and relaxation. The courses are all designed to help give you confidence, learn something new, make new friends and have some “time out”.

Who is it for?

The courses are aimed at anyone who wants to improve their mental wellbeing, reduce anxiety and depression or gain confidence.

Want to find out more?

Contact the Positive Minds team on 01254 507720 or call in at Bank Top Neighbourhood Learning Centre on Wednesday from 9am-12pm or Audley Neighbourhood Learning Centre on a Monday 1-4pm

Helping you find services

We have a number of signposting and information access points throughout Blackburn & Darwen. If you need any information about local health and social care services available to you or would like to share your experience, you can speak to a member of the team at one of our many locations. All details can be found on our website.

Learning Disability Report Published

Over the past 6 months Healthwatch BwD staff and volunteers have been working closely with residents with Learning Disabilities to listen to their views and experiences of local services. A variety of engagement techniques were used to listen to local voices, such as interviews, partnerships with local support groups, and a monthly art group set up to encourage residents to draw their views and experiences.

This is the fourth report in our #personfirst targeted engagement project. Learning Disabilities was chosen as the Borough has a significantly higher percentage of adults (18+) with learning disabilities than England.

Research also found that 42% of deaths for UK residents with Learning disabilities were considered to be premature, with the most common reasons being:

- Delays or problems with diagnosis or treatment
- Problems with identifying needs

Key themes and findings:

- The proportion of GP's in Lancashire participating in annual health checks is 42.8% (England average: 44.2%)
- Residents often had to repeat historical personal information which often made them frustrated and uncomfortable. Inconsistency with professionals also meant residents are not able to build up a trusting relationship.
- Certain levels of support only lasted a number of weeks & seemed to lack the consistency or continued support after this.
- Residents often felt rushed, misunderstood & left without having fully understanding their symptoms or receiving a comprehensive explanation from the health professional.
- Many services do not ask to see disability passports. This has led to residents receiving care they're uncomfortable with. On some occasions residents have actively chosen not to seek medical assistance due to the anxiety created over the way they may be treated.

Contact Us

By Post:

Visit us on the web at: www.healthwatchblackburnwithdarwen.co.uk

Healthwatch BwD
Suite 20
Blackburn Enterprise Centre
Furthergate
Blackburn
BB1 3HQ

Phone: 01254 504985



@healthwatchbwd



healthwatchbwd



Healthwatchbwd