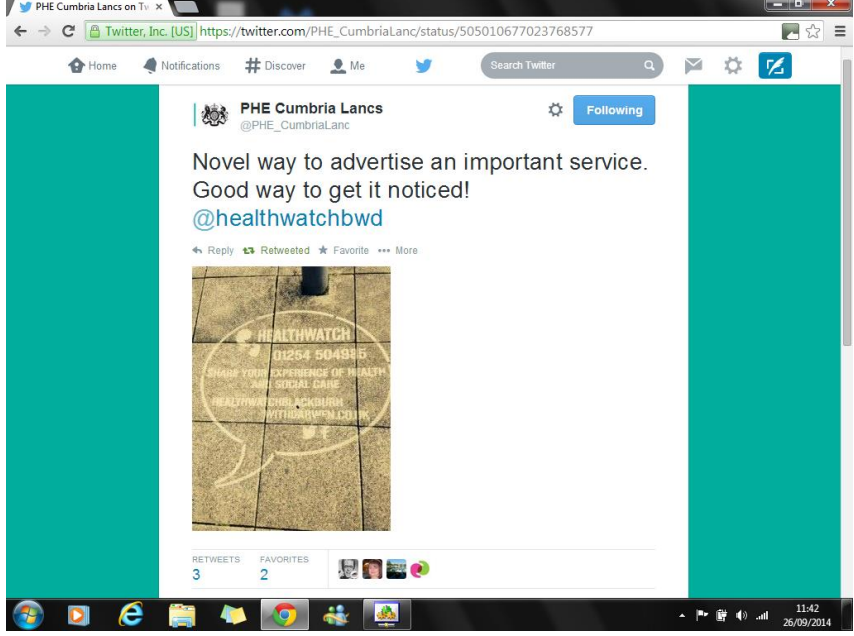


# Quarter 2 Report

1<sup>st</sup> July 2014 – 30<sup>th</sup> September

Action	Annual Target	Q2 Target	End of Quarter Update
Increase database distribution	Increase membership to 1000	Increase database distribution	1103 distribution list
Recruit new company members	Increase membership to 200	Recruit new company members	<p>297 company members</p> <p>Male - 23%                      Female - 68%</p> <p>16-24 - 16%                      25-34 - 17%                      35-44 - 17%</p> <p>45-54 - 22%                      55-64 - 13%                      65+ - 16%</p> <p>White British - 65%</p> <p>Asian or Asian British Pakistani - 13%</p> <p>Asian or Asian British - Indian - 11%</p> <p>Other - Polish, Syrian, Italian, Bulgarian, Kenyan, Moroccan, Brazilian, Bangladeshi, Caribbean, &amp; Irish.</p>
Develop Patient and Public engagement leads network	Established regular meetings between key stakeholders	1 meeting	Invitations sent out to hold a meeting in Q3 on the 26 <sup>th</sup> November 2014.

Have an agreed financial plan in place	Regular financial updates	-	Monthly financial plans and process set up in partnership with Bootstrap.
Ensure Healthwatch BwD us accessible to all with a diverse membership	Postal address Email Telephone Text Social media Access points  Membership reflective of local demographics		Free Postal address, Email, Telephone, Text available  6 weekly Access points established and available: YSYC, Barbara Castle Way Health Centre, Blackburn Job Centre, Darwen Library, Darwen Leisure Centre, Blackburn Hospital.  Diverse membership for age and ethnicity. Slightly lower for male members.
Create marketing campaign	Increase awareness of local residents and stakeholder  Increase brand recognition through end of year audit	<ul style="list-style-type: none"> <li>• Twitter</li> <li>• Social Media</li> <li>• Website hits</li> <li>• Regular outreach posts</li> </ul>	Social media - 1029 Twitter followers and 457 Facebook connections.  Website - 972 visits    677 unique users    2586 page views 6 Lancashire Telegraph adverts & articles  6 regular outreach Posts established and run on a weekly basis  'Reverse Graffiti' marketing campaign in 15 locations to promote HW (picture below from Public Health Cumbria and Lancs Twitter account after spotting one in Blackburn)

			
<p>Develop partnership working with other services</p>	<p>Referral protocol and updates to YSYC and Access for All</p>	<p>-</p>	<p>Regular meetings with Access for All.</p> <p>Invited YSYC staff to all outreach points since being established - they've joined on 3 occasions due to their time commitments.</p>

<p>Develop escalation and trend analysis system</p>	<p>Regular monitoring of signpost &amp; ICA issues</p>	<p>Monthly reviews of key issues and quarterly from ICA</p>	<p>All signpost issues recorded in data base and 'call-back' procedure introduced.</p> <p>Email issues continue with ICA. We have chased up with their IT provider to rectify the issue. Temporary email address set up in the meantime.</p> <p>Linked in with Jane Walsh regarding CCG complaints and provided meeting space for local advocate to meet a client on two occasions.</p> <p>Information taken out to all access points and engagement events to promote their service.</p>
<p>Create close partnerships with the local CQC manager and team.</p>	<p>1. Receive CQC updates of services about to be visited. 2. Establish process to escalate issues and recommend investigations.</p>	<p>Meet with CQC to discuss</p>	<p>CQC inform us of all visits and ask for intelligence beforehand.</p> <p>Met with CQC to discuss partnership E&amp;V's which has been tabled for now.</p> <p>All HW reports sent across to CQC and any E&amp;V visits will be sent across beforehand.</p>

## Additional Q2 Report

- LGBT report published and follow up meeting arranged with key stakeholders regarding the recommendations
  - Youth Engagement report published and recommendations shared
  - Mental Health discharge report in 2<sup>nd</sup> draft after meeting with LCFT
  - Shads worth & Darwen Small Area Engagement reports drafted
  - Older people report drafted
  - 3<sup>rd</sup> Youth research project started and improved.
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- 2 Public Board meetings with engagement with NWAS
  - 1 North West Chairs meeting facilitated in Wigan
  - Relationship formed with AQUA
  - Involved in the local Pharmaceutical Needs Assessment
  - ELHT Patient Experience Group member to feed in HW intelligence
  - 111 Call centre visit
  - Volunteer 'drop in' held and 20+ applications received. Training created and 15 volunteers passed induction training.
  - British Institute of Human Rights national partnership aimed for the HW network to embrace Human Rights
  - Close professional relationship with HW Lancs - joint team meetings, joint events attended, knowledge sharing, joint press releases, partnership work with ELHT, and intelligence sharing.
  - 1 new Board member recruited
  - Additional revenue applied for.
  - Full staff structure in place with a project coordinator recruited and trained.
  - One FOI request replied to.
  - Health and Wellbeing Board and Overview and Scrutiny committee attended and supplied information.