

# Quarter 3

1<sup>st</sup> October 2014 - 31<sup>st</sup> December 2014

Action	Annual Target	Q3 Target	End of Quarter Update
Increase database distribution	Increase membership to 1000	250 Each Quarter	197 added to the distribution list. Total now up to 1300
Recruit new company members	Increase membership to 200	50 each quarter	105 new members this quarter. Total now up to 403 members
Recruit volunteer base	25 volunteers	-	26 volunteers recruited, and 10 have completed Enter and View training.
Develop partnership working with key stakeholders and groups	Safeguarding Board 50+ Partnership CCG ELHT LCFT Public Health Advocacy services	Evidence	<p><b>Safeguarding Board</b> - currently sit on the engagement sub-group, and meeting in February regarding joining the LSAB.</p> <p><b>50+ Partnership</b> - seat on the partnership Board with a regular slot to feedback intelligence. We have also attended workshops to feed into strategies.</p> <p><b>CCG-</b> working alongside CCG for the care.data program engagement. Regular meetings with Joe Slater to feed back Healthwatch intelligence and arrange a feedback system. We have also met with the CCG and CSU to produce a funding bid to help Healthwatch become more influential.</p>

			<p><b>ELHT</b> - Meeting monthly to feedback patient experience gathered and supplied Healthwatch volunteers for PLACE inspections, Mock CQC inspections, and a visit to ward C5. We have also attended their customer care staff training, with the view to develop a short video to show the impact of care for those using the service.</p> <p><b>LCFT</b> - Held a meeting with a number of stakeholders to discuss engagement (including LCFT), held a meeting with volunteers and LCFT to discuss access and referral times, and currently in conversation with the Chief Executive regarding the police investigation regarding the allegations of care, and have invited them to our public Board meeting.</p> <p><b>Public Health</b> - Supported Healthtalk, attending planning sessions, facilitations and note taking on the day, and recruiting residents to the final event. Also attended all ISNA Leaders meetings, and supported the Pharmaceutical Needs Assessment by attending monthly meetings and assisting with the public engagement.</p> <p><b>Advocacy services</b> - Held a meeting with the new BwD advocate, who worked from our office for half a day to discuss how we can both support each other. Offered the advocate working space in the office for future dates when he meets clients.</p>
Link priorities with Scrutiny Board to ensure a partnership approach	Attend all meetings and have key priorities incorporated into work streams	-	Attended all but 1 OSC meetings, and invited to the table at all meetings to feed back Healthwatch intelligence to better link in priorities.

Establish Community Access Points	5 regular access points around the Borough.	-	8 regular access points established: Barbara Castle Health Centre Darwen Library Darwen Health Centre Darwen Leisure Centre Job Centre Plus Blackburn YSYC Blackburn Market Royal Blackburn Hospital
Recruit and train Enter and view representatives to visit services	15 active Enter and View representatives to visit 6 services	-	13 residents applied, 2 training sessions completed, with 10 volunteers attended and passed the first training, with more set in the new year.
Review access to services and referral times	Engage with service users and services	-	Meeting help with residents, LCFT and Community restart to begin to map out services offered and how people are referred into them. Next meeting to take place on the 19 <sup>th</sup> January.

## Key Actions and Outcomes

<b>Action</b>	<b>Outcome</b>
<p>All Party Parliamentary Group on Sexual &amp; Reproductive Health's Accountability Inquiry into Standards in Sexual &amp; Reproductive Health.</p> <p>(National)</p>	<p>Following the youth engagement work, we were one of 3 Healthwatch organisations nationally invited to present oral evidence at the APPG Sexual &amp; Reproductive Health Inquiry at the House of Lords, consisting of:</p> <ul style="list-style-type: none"> <li>• Baroness Gould of Potternewton, Chair, APPG Sexual and Reproductive Health in the UK</li> <li>• Kathy French, Independent Nurse Advisor</li> <li>• Alison Hadley, Director, Teenage Pregnancy Knowledge Exchange</li> <li>• Ruth Lowbury, Chief Executive, MEDFASH</li> <li>• Sir Nick Partridge, Vice Chair, Sexual Health Forum</li> <li>• Lord Rea, Member, APPG Sexual and Reproductive Health in the UK</li> <li>• Baroness Tonge, Vice Chair, APPG Sexual and Reproductive Health in the UK</li> </ul> <p>We submitted oral evidence about the key issues in BwD, and then interviewed for 45minutes by the panel to ensure resident's feedback was able to influence national policy. The panel were extremely interested and positive about the work we had done, but also the demographics and inequalities faced in the Borough.</p>
<p>Kings Fund Case Study</p> <p>(National)</p>	<p>Selected as one of only 4 local Healthwatch to be used as a case study of positive engagement through our open Board meetings and inclusive work. The kings fund attended our November Board meeting, interviewed the CEO and Chair of Healthwatch, and other key local stakeholders.</p>
<p>ELHT Patient Experience</p>	<p>Monthly reports given to ELHT regarding Healthwatch concerns from local residents. ELHT have offered</p>

Feedback	to contact some residents to discuss their concerns further if they wish. Issues raised by Healthwatch regarding electronic cigarettes and people smoking outside the reception will be used as evidence to tackle the issue.
Healthwatch access points in the Community	Access points set up in Health settings and non-health settings to engage with people who may not otherwise be engaged. Throughout Q3, 67 people signposted to local services. 634 people either signed up to be a member, received updates, took a leaflet, shared their experience, or took a leaflet. One woman was signed up to a dental practice after staff phoned up for her after she had struggled to find one for months.
Reports published	Discharge from Mental Health facilities report and the impact of falls on 50+ residents have been produced and published to feed into the strategic Needs Assessment. Continued communications taking place to discuss how the findings will impact on delivery of services.
LGBT work	The Midlands and Lancashire CSU have used our LGBT report to train GP staff around equality and diversity when dealing with LBGT residents. There has also been a joint meeting with Lancashire LBGT, BwD CCG, Public Health, and the CSU to discuss themes in the report and following actions.
Board	1 Board meeting with 35 residents present. Public Health presented the Pharmaceutical Needs Assessment and localities work.
NW Chairs	Facilitated 1 North West Healthwatch meeting with NWAS and NICE to talk about issues within the area.
Your View, Your Voice	Set up two weekly YVYV groups in Your Support Your Choice & Bank Top Neighbourhood Learning Centre. Plan to move these to monthly from January onwards with monthly themes to provide a more specific offer. Hope to set up more YVYV groups in different wards/neighbourhood locations from January onwards.  Around 10 people have attended to share their stories and experience.
Communities of Blackburn Project	Afternoon of creative & fun activity, food and a quiz. 28 people attended over the course of the afternoon & were able to chat to us about Healthwatch in an informal and relaxed setting. We plan to hold more events like this in New Year at different groups around Blackburn (church groups/coffee mornings etc) as the informal/relaxed approach allows people to open up and chat at ease.  Increased ARC and United Reform Church attendance for support, and been invited to run a similar event monthly by YSYC at weekends.