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Welcome to Healthwatch Blackburn with Darwen's first Annual Report. We are the new official & independent consumer champion for health and social care within the Borough, building on the work of the old BwD LINK.

Over this transitional year, we have been extremely active in setting up an independent organisation able to fulfil the statutory functions we've been commissioned to deliver. We have been developing the foundation and structure of the organisation to ensure Healthwatch BwD becomes a market leader, and ensuring local residents are receiving the best care possible. I appreciate the support & patience afforded to us.

We have targeted key stakeholders to establish ourselves within the sector, and established processes for Healthwatch BwD to work with services.

As an organisation, we have endeavoured to be as open as possible. We have had all six Board meetings in public, with all the minutes added to the website. Anyone who's interested in attending the meetings have had the opportunity to participate to ask questions directly to the Board. This has ensured we've kept local residents and services updated continuously, and listened to the feedback received.



Much of the operational work has been built upon the foundation of LINK, including the Small Area Engagement and research at Blackburn College. These projects have enabled us to engage with some of the Boroughs most deprived and hardest to reach communities, and are projects we will look to continue and evolve over the coming year.

We are passionately committed to developing the best possible NHS & social care that we can, not just for our local citizens but with them. We trust & respect our nurses, doctors, care workers & all staff involved in these complex processes, whilst, at the same time, we expect them to engage with patients & those around them in a open, honest & equal way.

I would like to thank all those that have been involved in the past year, and I look forward to growing the organisation with the local community at the heart of all decisions

Sir Bill Taylor
Chair

For 2013/14, Carers Federation was awarded the contract to deliver Healthwatch in the Borough, and to set up an independent social enterprise organisation capable of delivering local Healthwatch statutory functions.

The majority of the issues for the 2013/2014 operational work were identified during public forum meetings and engagement activity in 2012/13. A number of 'LINK Legacy' projects were also continued to ensure the positive work was continued.

During the year an Enter and View report was published following a visit to a local care home, which would be closing in the future. From this report we have had regular contact with Adult Social Care services to ensure residents and their families were being consulted, and monitoring would be in place for when they are transferred to a new home.

Our engagement work has seen us complete 3 Small Area Engagement projects, which have enabled us to gather the views of over 350 residents in the Boroughs most deprived neighbourhoods. Our most recent survey has found a large percentage of people not knowing about the 111 number, and not being registered with a dentist.

We have also completed a joint research project with Blackburn College. Working with student volunteers, Healthwatch was able to gather the views of over 1000 young people around Sexual Health services, GP services, Dental services, and Accident and Emergency services. This project has continued into the new year, with 6 students looking into Sexual Health services, GP services, and the experience of young people and College Tutors regarding Mental Health issues in young people.

During the year we have worked in partnership with Your Support Your Choice to deliver a signposting service. Although originally permanently based in the service, the partnership has evolved, enabling us to set up community access points within the Borough to make Healthwatch BwD more accessible.

In February 2014, Healthwatch BwD C.I.C was established as an independent social enterprise organisation. A Board of Directors was appointed from local residents to ensure the new organisation was able to achieve the statutory functions of local Healthwatch for the 1st April 2014.



2 Contact Details



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Healthwatch BwD



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3 How Healthwatch BwD Works

Healthwatch BwD took the place of the BwD Local Involvement Network in April 2013 following The Health and Social Care Act 2012. Healthwatch BwD has carried forward the functions of the BwD LINK with additional functions and powers.

The legislation states a number of requirements for Healthwatch BwD, which include:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;
- Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services;
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively



3 How Healthwatch BwD works Continued

Any resident of the Borough, or worker within the voluntary and charitable sector in the area, is free to become a member of Healthwatch BwD. Members are able to vote at public meetings, join task groups, and volunteer for the organisation. Members and non-members are able to raise issues for inclusion and consideration at public meetings.

All Board meetings are held in public, and are advertised through the website, social media, emails, and within our newsletter. All decisions, reports, minutes, and other information are published on our website (which is compatible with visual support software). Hard copies of all publications and information are also available. A newsletter is circulated widely in the area and Healthwatch BwD distributes leaflets and flyers through libraries, community and medical centres and other public buildings.

Healthwatch BwD follows the Nolan Principles of public life, which means anyone participating in activities should do so based on the principles of:

- Transparency
- Independence
- Engagement
- Accountability
- Accuracy
- Respect
- Fairness
- Inclusivity
- Honesty
- Ensure that any possible conflict of interest will be openly declared.





Carers Federation were awarded the contract from BwD Council to set up a Social Enterprise Organisation and deliver the functions of a Local Healthwatch, with the intention of Healthwatch BwD becoming completely independent and self-sufficient.

With help from Bootstrap, the Board agreed to become a Community Interest Company. The Board created the organisations Articles of Association, 5 Year Business Plan, Engagement Strategy, Communication Strategy, Marketing Strategy, Volunteer Strategy, Organisational Structure, and Work plan for 2014/15.

The Board have outsourced specialist functions to support the Organisation. Ellis Whittam (Human Resources), Sentinal (IT), and Bootstrap (Finance) have been awarded the contracts to provide support for the day-to-day running.

Healthwatch BwD C.I.C was officially registered with Companies House on the 14th February 2014 as a Community Interest Company.

5 Board Directors

The Healthwatch BwD Board is made up of local residents volunteering to make relevant strategic decisions. The Board Members for 2013/14 were:



Sir Bill Taylor - Chair



Paula Woodruff - Vice Chair



Abdul Mulla



Anmol Mulla



Ashraf Karbhari



Ian Clark



Jean Baxendale (Resigned December 2013)

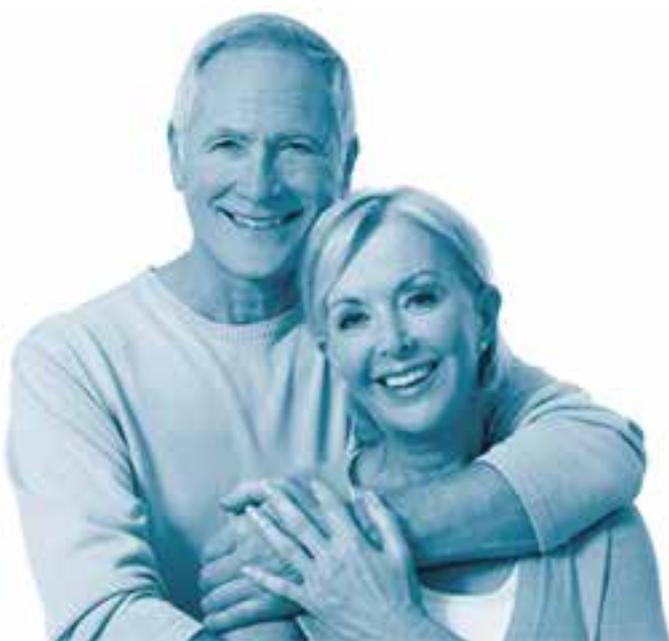


Mahek Chishti



Local residents involved in making operational decisions in 2013-14

- Abdul Piracha
- Alwyn Cooper
- Andrew Prugar
- Anne Ray
- Jean Baxendale
- Keith Atkinson
- Madhubala Pandya
- Mohammed Patel
- Salim Karolia



Case Study 1 - Small Area Engagement Project

A key element of our engagement methodology is our Small Area Engagement programme. This methodology targets specific areas of high deprivation in the Borough (identified through Super Output data provided from Public Health) containing a high proportion of seldom heard residents. The programme involves household surveys that ask residents in the area about their health and social care concerns, in conjunction with a local engagement event that includes service provider stalls. These are held at a local primary school.

Healthwatch BwD completed 3 Small Area Engagement projects in 2013-2014. These took place in the Daisyfield and Shadsworth neighbourhood in Blackburn, and Sudell in Darwen. Through this process, we have listened to over 350 residents in some of the poorest and hardest to reach communities, and helped to signpost them to local services.

Many individuals from these communities have been made aware of Healthwatch BwD and signed up to receive the newsletter.

These reports can be found on our website. The key issues raised in the reports was a lack of understanding of the 111 number, appointment issues with their local GP, and a large percentage not registered with a dental surgery.



Case Study 2 - Engaging with Young People

A new engagement method started by the BwD LINK and concluded by Healthwatch BwD was a research project to better understand the key issues Young People in the Borough have.

Working in partnership with Blackburn College, 8 students planned a research project designed to engage with their fellow students at Blackburn College, to find out what issues they have with local services. Students were used to gather the information as it was felt young people would be more willing to engage with their peers and people their own age.

With help from Healthwatch BwD and the College tutors, the students designed the questions, conducted the research, and presented their findings to 25 key stakeholders.

Over 1000 young people participated in the research, gathering feedback of local sexual health services, GP's, Dental services, and Accident and Emergency Care.

Due to the success, a second research project with the college was agreed, and began in September 2013.

10 students volunteered for the second project, covering young peoples perceptions of GP's, Sexual Health Services, and Mental Health services.

Key stakeholders were encouraged to provide expertise to help design a new questionnaire with the students, ensuring a high level of information was able to be gathered.

Some of the research was also gathered outside the college setting, such as in local Schools and in the Town Centre. This was to improve the sample, ensuring the views gathered were not just college students.

The report from this work will be produced and presented as part of the 2014-15 work plan.



7 Demonstrating Impact Continued

A further method of engagement continues to be through the actual structure of Healthwatch BwD. All 6 Board meetings have been held in public and are open to all. This has encouraged people to come along when they are interested in a particular issue.

Our Task Group structure has also worked to encourage involvement through practical initiatives. 19 Task Group meetings were held in the first year of Healthwatch BwD, focusing on a number of areas, including: Mental Health & Development, Hospital and Community Care, and Engagement activities.

All minutes of these meetings can be found on our website.

These open Board meetings and Task Group meetings have enabled local people to question service providers directly around a number of key issues within the Borough. These include:

- Keogh Review - ELHT
- Winter Planning - CCG
- Strategy for Developing Urgent Care - CCG
- The Better Care Fund - CCG
- Urgent Care Streaming Pilot
- Accessing GPs in the Borough - CCG
- Mental Health Help Line - LCFT
- Mental Health Care Pathway -LCFT

Through these methods Healthwatch identified issues around knowledge of the 111 number, domiciliary care, and access to respite care.

Enter and View visits are also used to collect opinions and views of patients and staff. This information is used in conjunction with information coming to Healthwatch BwD through its other engagement and research work.



Twitter followers - 756



Facebook connections - 405



Website hits - Over 1500 unique visitors



Healthwatch BwD worked in partnership with Your Support Your Choice (YSYC) to provide the Healthwatch signpost and information service, to reduce duplication and form stronger partnership work.

In January 2014, Healthwatch and YSYC agreed a better use of resources would be for Healthwatch BwD to reduce the time based in the service. Following on from this, two community access points were set up - one in YSYC and another in Barbara Castle Way Health Centre.

Healthwatch BwD will look to establish the service in other community venues to increase accessibility to the service.

In 2013-14, Healthwatch BwD helped signpost local residents to the following services:

- Independent Advocacy Complaints
- Action Against Medical Accidents
- PALS
- East Lancashire Hospital Trust
- Lancashire Care Foundation Trust
- Age UK
- Citizens Advice Bureau
- Advocacy Focus
- Carers Service
- MIND
- Healthwatch Lancashire
- Local Food banks
- Patient Transport
- Care homes
- Refresh stop smoking service
- Health trainers for health checks
- General Dental Council
- Circles - local OCD support group

"I contacted Healthwatch BwD to assist me with finding the best care home for my mother. They helped me find what care homes were available in my local area, and sent me CQC reports of the ones best suited, which helped me make my mind up."

-Stephen

"Helped me find free stop smoking support"

-Abdul

9 Developing Local Stakeholder Relationships

Healthwatch BwD has continued to work consistently throughout 2013/14 to develop relationships with local stakeholders. All reports are forwarded to relevant service providers to check for accuracy and fairness before publication.

The Care Quality Commission (CQC) receives copies of all reports, and we work with the CQC to provide relevant information around its own inspections. Healthwatch BwD has met with the CQC to discuss future working relationships and intelligence sharing, and the CQC sends regular updates of their visit reports for the area.

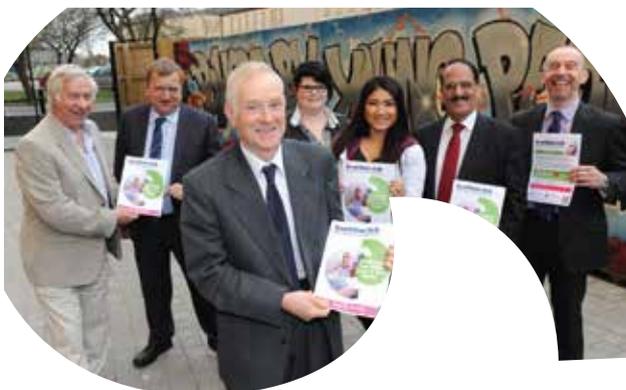
Borough Councillors and other Stakeholders participate in public meetings. Stakeholder managers also attend Task Groups and Board Meetings to conduct consultations, or provide service information and answer questions. Our Small Area Engagement Events are developed in partnership with local services that encourage good Stakeholder relations with Healthwatch BwD.

Healthwatch BwD is represented on the Blackburn with Darwen Health and Well Being Board, Equality and Diversity Group at the Royal Blackburn Hospital, 50+ Partnership Board, Joint Strategic Needs Assessment, and the Safeguarding Engagement Group.

Healthwatch BwD has contributed commentary to the Quality Accounts for all relevant NHS Trust Stakeholders this year.

This year we have worked to develop new approaches for closer partnership working with key partners in our research and engagement. We set-up and facilitated two Patient Participation and Involvement Leaders meetings with key stakeholders, to discuss our engagement strategy and how we can link in better with services.

We have worked in partnership with a number of specialist organisations to engage with local residents, including MIND, Lancashire LGBT, 50+ Partnership, and Blackburn College.



10 Number of participants & members

Level of Participation	Total	Of Which:	
		Individuals Interested	Community Groups & Organisations
Company Members	15	16	5
*Informed Participants	784	659	125
**Occasional Participants	31	16	15
***Active Participants	24	16	8

***Informed Participants:** are groups or individuals who register their interest in Healthwatch BwD and receive information e.g. newsletter

****Occasional Participants:** are informed participants who also respond to a particular issue, or attend a workshop or meeting on a specific topic.

*****Active Participants:** are informed participants who are groups or individuals who have a high level of participation (i.e. someone who takes part in activity at least once a month)



Funding

Amount funding received from the Local Authority - £154950
Additional Funding - £3625 (from NHS England)

Summary of Activity

1 Public Launch

6 Public Board Meetings

6 Hospital and Community Care Task Group Forums

7 Mental Health and Development Task Group Forums

6 Engagement Task Group Forums

7 Research projects completed

2 Public and Patient Involvement forums meetings

1 Enter and View visit to a social care facility



12 Stakeholder Feedback

The Community Development Workers (CDW) from the Community Restart team have been involved with Healthwatch on a number of projects. The Mental health Task Group has been chaired by the CDW's to deliver individual and focused pieces of work on research such as discharges from services and the views of young people on access to services in Blackburn with Darwen.

Healthwatch has also visited Restart services to inform them of their role and the CDW team have been involved in targeting local school venues in the super output areas to deliver awareness of mental health and social care services to hard to reach communities targeting Eastern European, Chinese, Asylum Seeker and other BME populations.

Work with Blackburn University College has also developed to link mental health services to health and social care students and encourage support mechanisms with staff at the University by linking into mental health services through a series of open days and events where mental health information is available to students and other staff at the University. Information regarding suicide awareness has also been made available via the CDW's who are trained SAFETalk providers in the locality, the CDW team has been working with the staff at Healthwatch and the College to develop better pathways for young people and minority groups to access mental health services.

Jal Iqbal, Community Development Worker, Community Restart Team



Since Healthwatch Blackburn with Darwen approached Lancashire LGBT to conduct research, our profile as an organisation in the area has been raised significantly. Not only has this work helped us to engage better with the local LGB&T communities, we are now working at a strategic level with organisations in the area and we also have firm plans working in partnership with other agencies with regard to volunteering and running groups.

**Dr Lewis Turner, Project Manager,
Lancashire LGBT**

12 Stakeholder Feedback Continued

The 50+ Partnership is pleased to invite Healthwatch to join their list of strategic partners. There is mutual benefit in understanding how strategies and services for the over 50s work together across health and social care and by attending the 50+ Steering Group, Healthwatch has been able to bring a new perspective to discussions and take advantage of the engagement facility offered.

Healthwatch has commissioned the 50+ Partnership to collect local residents' personal stories in relation to Falls which will also feed into the Integrated Strategic Needs Assessment from Public Health and inform the local Health and Wellbeing Board.

**Yvonne Hulse, 50+ Partnership
Co-ordinator, Age UK**

Over the period April 2013 - March 2014, Lancashire Care NHS Foundation Trust has sought to work honestly and openly with Healthwatch Blackburn with Darwen, continuing the constructive relationship which Lancashire Care had developed with Blackburn with Darwen LINK.

The Trust has engaged regularly with Healthwatch BwD through regular attendance and presentations to the mental health working group and by supporting research projects commissioned by Healthwatch, for example, the work undertaken by students at Blackburn College which explored young people's perceptions of the NHS in the borough.

The Trust has responded to comments and questions which Healthwatch has raised about its services; this dialogue has included face to face meetings to discuss issues such as the provision of district nursing services.

**David Keddie,
Stakeholder Engagement Manager,
Lancashire Care NHS Foundation Trust**

Healthwatch has worked collaboratively with Blackburn with Darwen Clinical Commissioning Group throughout our first year as a statutory body. We have worked together to reduce duplication of effort in engaging with the public and Healthwatch has engaged Blackburn College students to undertake surveys with their peers regarding access to health service and the feedback from this will be invaluable to the CCG's plans going forward.

The CCG has welcomed the opportunity to participate in Healthwatch Board meetings and to receive first hand feedback from the Board members and members of the public present.

**Iain Fletcher, Head of Corporate Business,
BwD CCG**

Healthwatch BwD C.I.C officially became its own independent organisation on the 1st April 2014 when it separated from the Carers Federation. The organisation now employs its own staff, manages its own finances, and runs independently.

During 2013/14, Healthwatch BwD continued the work of the BwD LINK and its past structure whilst it developed its own foundation and structure. Working with the volunteers and public feedback, Healthwatch BwD has developed the 2014-15 work plan, and a strategy to recruit new volunteers. The new volunteer policy will ensure Healthwatch BwD has a strong, well trained, and well supported volunteer group to support and represent the organisation.

Our intention is to continue to build the reputation of Healthwatch BwD within the local community, and nationally, through strong engagement and research projects. This will enabled us to successfully influence service delivery and provision using information provided by the public.

We aim to continue and build on the successful LINK legacy, such as the Small Area Engagement, College Research, and partnerships with key stakeholders.

We will look to increase our membership within the local residents and organisations who work within the Borough.

We will look for external revenue generation to build the organisation and ensure its stability in the future.

