

Action	Annual Target (Q4 Target)	End of Quarter Update (up to 24TH Feb)
Increase database distribution	Increase membership to 1000	1347 members of the distribution list
Recruit new company members	Increase membership to 200	445 company members Age 16-24 - 72 25-34 - 77 35-44 - 64 45-54 - 91 55-64 - 54 65+ - 66 Gender Male - 151 Female - 229 Top 3 ethnicity White British - 265 Asian or Asian British - Pakistani - 64 Asian or Asian British -Indian - 47
Provide feedback to the Health and Wellbeing Board, Strategic leads meeting,	Attend all meetings and feedback key findings and updates	Chairman attended all meetings and development days.

Evaluate the Borough's GP's Patient Participation Groups (PPG)	Engage and provide updates for all groups	Submitted report and info graphic to the CCG regarding intelligence gathered with public members knowledge of PPG's
Facilitate a regular public forum to discuss key issues, receive service updates, and highlight areas of concern.	5 public meetings	5 Public meetings have now been held. The latest had 20 attendees with a presentation and question session regarding the issues in A&E services at ELHT.
Target the Boroughs Super Output Areas to engage and listen to local issues and views through research and community event.	Projects in all 4 neighbourhood areas	North - Research completed South - Research & community event completed. West - Research currently being conducted, event held on the 12/2/15 Darwen - Research to be conducted in March. Community event completed.
Engage with targeted groups within the Borough	Young People 50+ LBGT BME Disability Working residents	Young People - Report completed and 3 rd project has now begun. 50+ - Completed LBGT - Completed BME - engagement on-going. Currently producing artwork to present key views and issues. Disability - Engagement on-going, and began filming peoples experiences. Working residents - Close work completed at 4 locations at Graeme and Brown and the BT officer.
Producing reports of all engagement activities and work projects	Produce 12 reports and recommendations to local services and HW England	Reports completed: <ul style="list-style-type: none"> • Young people's experiences • 50+ falls • LBGT peoples experiences

		<ul style="list-style-type: none"> • Mental Health discharge experiences • Annual report 13/14 • Daisyfield engagement • Patient Participation report <p>Reports currently being drafted</p> <ul style="list-style-type: none"> • Residents with learning disabilities issues. • Asylum seekers and refugee’s issues • 2x small area engagements <p>Reports to be drafted in March</p> <ul style="list-style-type: none"> • 4x Enter and Views • 2x small area engagement.
Develop escalation process and close relationship, sharing good practice, and helping other local Healthwatch organisations	Facilitate 4 NW Chairs and Chief Officers meetings. 2. Identify key staff in HWE and follow escalation process.	Facilitated and chaired 4 NW network meetings in St Helens, Warrington, Wigan, and Knowsley. Selected as one of 25 local Healthwatch to be selected to be trained up in case studies and will then use the skills to train other local Healthwatch. Close relationship with the Healthwatch England staff through House of Lords work, Care.data work, and NW chairs work.
Investigate Self-harm within young people	Engage with young people and services around key issues	Self-harm included in Young residents engagement.
Monitoring the consultancy and re-	Engaging with residents, carers, staff, and the Adult Social Services.	2x Enter and Views planned for March in care homes.

<p>housing of residents in the councils care homes.</p>		
<p>Work with ELHT to monitor changes from the Keogh report</p>	<p>Improve the Trusts complaints procedure</p> <p>Enter and View Visits</p> <p>Regular up-date meetings</p>	<p>After an initial meeting, we've now provided feedback on the 'complaints feedback form', and working closely with the complaints manager at ELHT to make complaints easier and develop a 'concerns' policy.</p> <p>2x visits completed (C5 and D12)</p> <p>Report produced and presented key patient feedback received by HW at monthly patient experience group at ELHT.</p>

Key Actions and Outcomes

Action	Outcome
Sexual Health recommendations	Following our LGBT research, we have been informed all sexual health services in Lancashire run by LCFT will look to sign up to a charter mark to ensure the service is friendly and accommodating to LGBT patients, and staff are aware of how to engage.
ELHT staff induction training	Following on from concerns raised by HW about staff attitudes, we're now putting a film together which will be played during staff inductions. The video will be local residents talking about what the Trusts values means to them as a patient.
College Engagement	Presented to over 100 college students to inform them about Healthwatch, and will be running an hours class with students studying disability issues to talk about key issues locally
CQC conference	Attended the CQC national conference to improve relationship on a national and local level. Continue to provide feedback to CQC inspectors and raise concerns.
Crisis concordat	Participated in the crisis concordat for mental health services in Lancashire. Our mental health discharge report has been viewed by many of the services, and finding will go towards improving services.
Local Healthwatch review	Selected as one of 15 local Healthwatch to be involved in a case study of positive practices. Phone interview conducted with reports to be collated by HW England.
Safeguarding Board	CEO has now joined the safeguarding board, with another staff member joining the communication and engagement group.

‘shaping better care’ event	Agreed joint events with the CCG. Hosting 4 ‘question time’ style events with chief executives of key stakeholders and the public.
Patient transport consultation	Hosted a consultation with the Blackpool CCG lead with patient transport, and shared web link with contacts.
Care. Data engagement	Engagement plan developed to inform people about the program. Due to NHS England delays these have yet to be completed
Learning Disability volunteer training	Training for volunteers with learning disabilities has been produced, and a community champion for LD residents has now been appointment.
Healthwatch Access points in the community	2 engagement stands at Asda. Weekly drop-ins at Darwen united reform and Wesley hall.
Board	1 new Board member recruited
Your View Your Voice	7 meetings held at YSYC, Café Hub, and Bank top neighbourhood centre. Engaged with over 40 residents at these (including residents with learning disabilities).
British Institute of Human Rights	Training held with service users to look at Human Rights, and it’s importance in mental health services. Staff have now been trained, and additional training offered to services and third sector organisations in March.

Community Events	<p>Avendale Primary School - 25/2/15 Griffin park – 12/2/15. Over 50 parents attended and engaged with Our ladies – 3/2/15</p> <p>Stands at the events: Helathwatch BwD, YSYC, Refresh, Carers Service, Community Restart, indigo, oral health, the drug and alcohol team, and healthy lunch box ideas.</p>	
Social Media redevelopment	<p>Social media training conducted with staff and Board members, and a new social media strategy has been developed.</p> <p>Facebook page now has 596 ‘likes’ and the twitter account now has 1200 ‘followers’.</p>	
2015/16 work planning	<p>Targeted Engagement</p>	<p>Initial strategy brief</p>
	<p>Residents with Learning disabilities, their family and carers</p>	<p>Work in partnership with local organisations and engage with residents with learning disabilities, their families and carers to understand issue with accessing and using local services</p>
	<p>Primary School and High School students</p>	<p>Visit local schools and run sessions with students to train them to become Healthwatch Ambassadors. They will be able to collect other student’s feedback and report back to Healthwatch staff and volunteers with what the main concerns and issues are.</p>
<p>Pubs, betting shops, and takeaway/sandwich</p>	<p>Visit pubs, betting shops, and takeaway establishments to find out customers feedback on local provision and</p>	

	shops.	identify any gaps. This project will be run in conjunction with the Signposting function to help residents find and access services.
Key Topics		
	Area of Concern	Reason for targeted piece of work
	Residents with Cancer, and their experience with local services	Approached by Macmillan following many of their contacts wanting a better understand Healthwatch. A joint project in partnership with Macmillan and Healthwatch Lancashire is being developed to create a county-wide project to gather cancer patients experience of local provision.
	Diabetes	Contacted by the Chair of the local Diabetes UK group, raising concerns around local provision and available services.
	Emotional Wellbeing of unemployment residents and those on Benefits.	Intelligence received from our signpost access point at the job centre and the credit union. The staff at the job centre and credit union have highlighted issues they they're aware of with their clients. Local residents using these services have also engaged with Healthwatch staff regarding their personal issues and concerns.