

healthwatch

Blackburn with Darwen

Participant Information Sheet

What is Healthwatch?

Healthwatch England is an independent national champion for people who use health and social care services and we are here to find out what matters to people and help make sure their views shape the support they need.

There is a local Healthwatch in every area of England. Nationally and locally, we have the power to make sure that those in charge of health and social care services hear people's voices. People's views come first - especially those who find it hardest to be heard.

As well as seeking the public's views ourselves, we also encourage health and social care services to involve people in decisions that affect them and how this could be improved, and we share these views with those with the power to make change happen.

Healthwatch also help people find the information they need about health and social care services in their area.

What Our Project is About

The aim of the project is to understand the expectation and experience of participants referred by healthcare professionals onto seated and standing exercises classes in Blackburn with Darwen.

We want to have a better understanding of the needs of individual patients to improve their ability to access these groups.

We would like to gather participant feedback on the exercise classes to ensure a patient led service design and to understand if classes could be improved further to meet the needs and expectations of the patients.

Why have I been chosen?

We are keen to hear from people who have been referred by healthcare professionals onto the seated and standing exercise classes in Blackburn with Darwen. We want you to share your experience of attending these classes so that we can inform local health service provision on how best to develop the service for the future.

We are particularly keen to hear from people who did not attend their classes in order to learn what improvements could be made to services to improve accessibility to these groups. We will share the information we receive from participants with the team at Barbara Castle Way to ensure an improved and consistent offer.

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Are there any risks involved?

This is a low risk project and no sensitive topics will be discussed as part of our engagement – please feel free to share only what you feel comfortable doing with us.

Will my participation be confidential?

Healthwatch Blackburn with Darwen complies fully with the Data Protection Act 2018 in its operations and the information you provide us will be stored on a computer that is password protected and your data coded in order that you cannot be identified. If the information you shared was part of a focus group, confidentiality cannot be assured but will be discussed with each focus group.

What happens if I change my mind?

You have the right to withdraw from the project at any point without giving any reason and without any consequence. Any data you have provided us prior to the point of withdrawal from the project will be destroyed.

Where can I get more information?

For more information about this project, please feel free to contact us on info@healthwatchbwd.co.uk or by telephone on 01254 292686.

What happens if something goes wrong?

Should you have any concerns or queries about this project, please contact Louise Procter, Project Officer at Healthwatch Blackburn with Darwen (louiseprocter@healthwatchbwd.co.uk or 01254 292686).

PLEASE COMPLETE THE QUESTIONNAIRE AND RETURN IT TO HEALTHWATCH BLACKBURN WITH DARWEN IN THE STAMPED ENVELOPE ENCLOSED. THANK YOU!!