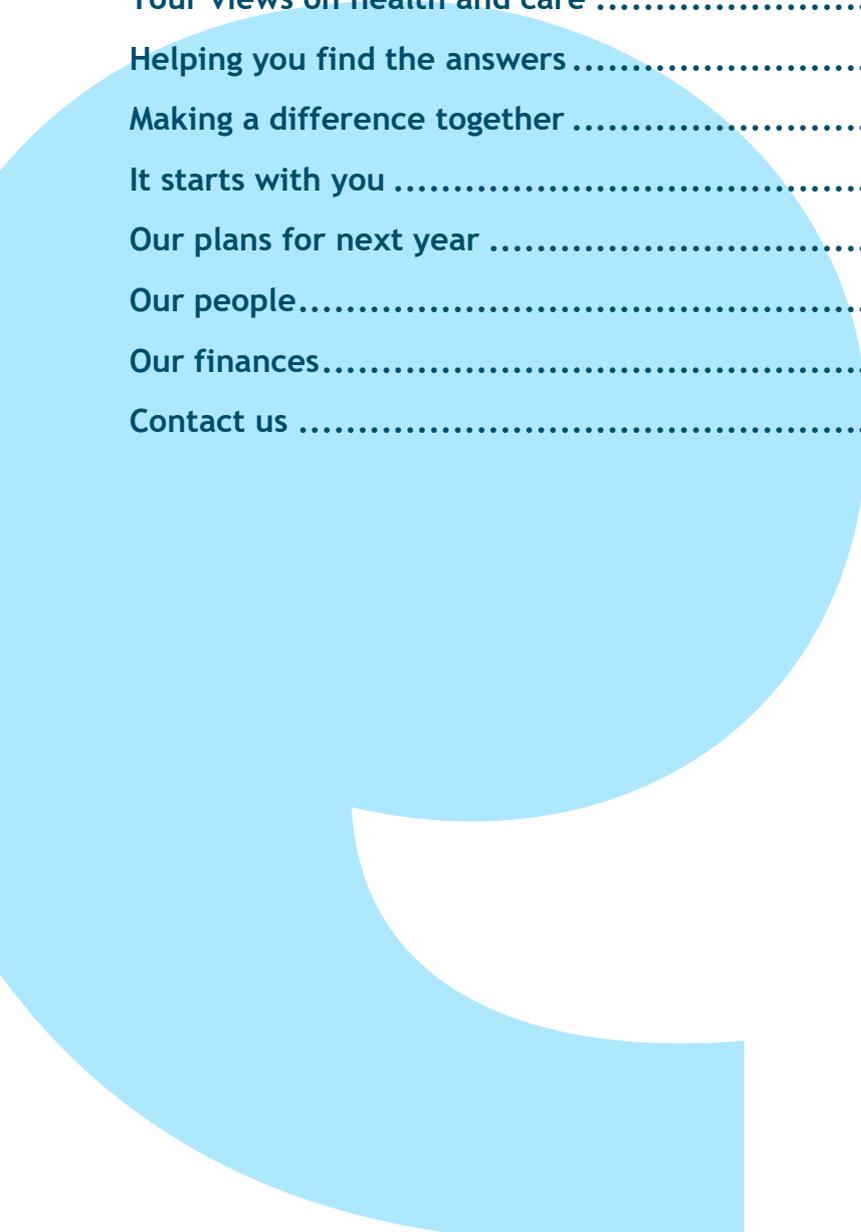




Healthwatch Blackburn With Darwen Annual Report 2016/17



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Message from our Chair - Sir Bill Taylor

I think we can all be pleased without being complacent, with the way in which Healthwatch BwD has grown from strength to strength.

We are going through a period of change in the organisation; new offices, many new staff, greater challenges within the NHS & adult social care, but have continued to serve our “health citizens” well.



Rest assured we are well aware there is still more to do, and we want you - the residents of BwD to get involved in all of our activities.

What are the highlights of the year just past?

- Development of the Leapfrog Toolkit in partnership with Lancaster University to engage better with people
- The completion of a three year long project working in partnership with

the British Institute of Human Rights - launching resources about Mental Health and Human Rights

- Over 60 active volunteers, 760 company members and over 3000 people sharing their views with us.
- Homelessness Project - designed to understand better the experiences of Health and Social Care Services of this most vulnerable group in Society
- Sensory Impairment Project - working with those that may be sensory impaired to improve their access to all services
- Carers Report - where we were able to improve services for carers in BwD
- Volunteer led project looking at loneliness and isolation
- 800 young people involved in Amplify (school children, youth offenders, and young homeless),
- Improved our reach - spending more time at the busiest outreach locations such as the hospital and Central Library.

We will continue to aspire to serve our citizens to the best of our ability, to prioritise the things you say are the most important in your lives, or those of your family and community. I would like to thank my fellow Directors & our hard working team of staff, now ably led by Andy Griffiths, for all their effort and success.

Let's look forward to the future challenges facing our NHS & care services locally and regionally.

If you have commitment, energy, or any questions, please contact us.

Message from our Chief Executive

From speaking with people who are sensory impaired to the Homeless population, we have engaged with well over 3000 people on Health and Social Care related issues.

This year we have seen some significant changes within the organisation. Mark Rasburn left the organisation in October 2016. I was appointed as Chief Officer in December 2016 and took up the position in January 2017.



It has been great to see the excellent work that has been undertaken by the team and I would like to thank Mark for leaving the organisation in such a strong position.

Moving forward, we will continue to work hard to ensure that residents' voices are heard - and listened to.

We will also work closely with residents, partners and volunteers to ensure we tackle

issues relevant to the local area and share learning locally, regionally and nationally

In 2016/17 we completed our work with the British Institute of Human Rights and will incorporate this into all aspects of our work.

We have also completed our work with Lancaster University in developing and producing Leapfrog tools to better engage with a diverse range of people including vulnerable groups.

Next year will see us working more closely with partner organisations to ensure that we are able to influence more services in the local area.

We know that Health and Social Care Services are under increasing pressure and we will look to ensure that the public are well informed of any potential changes and that they have the opportunity to share their views and influence developments.

We have several exciting projects including looking at Veterans, Offenders, Young Offenders, Young People with Eating Disorders, Asylum Seekers and Refugees and A&E. We will continue to carry out Enter and Views on local services and will work more closely with the Care Quality Commission.

I would like to take this opportunity to thank the Board, Staff and volunteers for their hard work over the last 12 months.

Highlights from our year

This year we've reached over 2500 people on social media



Our volunteers help us with everything from Illustrations to Project Delivery



We've signposted over 150 people into services



Our reports have tackled issues ranging from Homelessness to Carers



We've spoken to over 3000 people about local services



We've met hundreds of local people at our community events





Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We exist to make health and care services work for the people who use them. Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf. We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England. Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work. We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our vision

Our vision has not changed and that is to ensure services are designed to best meet the needs of our local residents. We can achieve this by being a strong independent champion to influence the design and quality of health and social care provision. Our aim is to develop unique initiatives to engage with all members of the public to drive improvements. We will continue to ensure we deliver the best service for our local residents. We have installed a culture of collaborative working, and will work

closely with our partners in Blackburn with Darwen, the North West, and England. This approach has been effective so far, so we will be continuing to improve how we work with local and national organisations.

Our Priorities

We have 8 key priorities, which have been taken from the local Healthwatch statutes. These 8 priorities are:

- Promoting and supporting the involvement of local people in the commissioning, 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.
- 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.
- Providing advice and information about access to local care services so

choices can be made about local care services

England to publish reports about particular issues.

- 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

- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Our Healthwatch Team (from left to right): Andy, Jan, Ben and Sharon





We can help you...

Are you struggling with your social care?
Are you confused by the system?
Don't let us know...

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Your views on health and care

Listening to local people's views

In 2016/17 we have worked closely with Lancaster University and the British Institute of Human Rights to develop new ways of engaging with people. All this information is then gathered, added into our database and analysed to spot issues that then influence our work.



Our Amplify Project continues to ensure young people have a voice on issues that affect them.

“ Healthwatch BwD have done a great job in gaining trust of Young People and I have been pleased to see the Amplify Champions team grow and grow. As I said previously I have worked at school for quite a number of years, but haven't seen this response from our young people with any other agency before. It's been nice to see.

It's also been exciting to see there has been opportunity to take that a stage further and to develop leadership skills with the core group of Champions, and am pleased to see young people striding forward to be chosen for these roles. I feel that you have increased their confidence in taking these steps by

regularly meeting with them, giving them opportunities, modelling good leadership and leading from the front.

I feel the topics they're engage with in your SED sessions and at drop-in are varied and relevant. Young people want to participate and I have to say that you are certainly are very popular with them - which is important - and was seen when we did a piece of work involving DAES, BCHS and DVHS up at the Studio school. It was obvious that it wasn't just here at DVHS that strong relationships and envisioning of the Amplify Champions had taken place”.

Katrina Leigh, Darwen Vale High School

Enter and View

Our Enter and View program is used as both a stand-alone piece of work and to add value to other Healthwatch projects. Healthwatch staff and Enter and View volunteers all have DBS checks and undergo additional training to give them the skills and knowledge to visit services.

In 2016/17 we carried out Enter and Views at

- Springfield Care Home
- Birch Hall
- Moorland View
- Clifton Lawns
- Linden House

We have also been involved in a CQC style inspection at Royal Blackburn Hospital and working in collaboration with HW Lancashire we conducted an EV at the Children's Ward facilitated by Amplify Champions.



*Helping you
find the
Answers*

How we have helped the community access the care they need

To raise awareness of Healthwatch BwD and to enable local residents to get information they may require on local Health and Social Care Services we deliver Community Access Points in a number of different venues across the borough to ensure we engage with people from the community in their community.

Over the course of the year we have worked closely with 27 partner organisations to deliver access points. In order to make best use of time, we have reduced this down to 15 access points that enables us to engage with more people more often.

Case Study:

January 2017

Background/ Key Issues

Man at Foodbank distressed, saying he didn't want to be here anymore. The distress was due to his current financial circumstances and having to pay 'bedroom tax'

What Action Healthwatch BwD Took?

I got the details of his GP and made an emergency appointment for him with his GP that day, he was with his friend who said he would take him. I phoned BwD council and made an appointment for him with an advisor to apply for discretionary housing payment, re: bedroom tax, for the following day

Outcome for Resident:

Been to see his GP who gave him a sick note, which would enable him to come of JSA and move to ESA. Applied for

discretionary Housing payment at BwD council

Feedback from Resident/ Services/ Other

Really happy with outcome, Man's friend said I was worth my weight in gold.

Volunteering at Access Points

As a Healthwatch, we rely heavily on local people getting involved in volunteering. At all of our access points we have either trained staff or volunteers who are able to gather people's feedback on local services Residents are also able to be signposted to relevant services where appropriate.



A woman with dark hair, wearing a dark green top, is looking slightly to her right with a gentle smile. She is holding a white card in her left hand. The card has text on it: "Have you visited Care Home? What was it like? Tell us". A large, semi-transparent green circle is overlaid on the left side of the image, containing the text "Making a difference together".

*Making a
difference
together*

Have you
visited
Care Home?
What was it like?
Tell us

How your experiences are helping influence change

This year we have worked with residents, Volunteers and Professionals of BwD on the following projects:

- Adult Carers - following resident feedback it was evident there was a need to explore what it is like being a carer in BwD & raising awareness of the role of being a carer.
- GP Surgeries - we engaged with over 800 people to look at trends amongst GP surgeries, identifying good practice & areas of improvement
- Homelessness Project - Following on from our work with seldom heard men and those in receipt of benefits we explored the health needs of the homeless population and gaps in local provision.
- Sensory Impairment Project - following consultation with residents it was identified this was an area of need for exploration
- Exploring Loneliness and Isolation - volunteer led project which is still on going.

NHS Leadership Program - chief executive engaged with Asian women who were taking part in the program.



- Future in Mind - we sit on the future in mind group, helping to shape Child and Adolescent Mental Health Services (CAMHS), ensuring the voice of young people is heard
- British Institute of Human Rights - this year saw the end of a 3-year long project looking at how Human Rights can be embedded in service delivery
- Development of Leapfrog Tools - working in partnership with Lancaster University and in coproduction with young people, we designed a range of tools to better gather and analyse data
- Healthtalks - in partnership with public health we delivered a series of health talk events with a diverse range of seldom heard community groups.

Working with other organisations

- British Institute Of Human Rights- saw the launch of three resources looking at Mental Health, Mental Capacity & how to raise a human rights issue. Blackburn with Darwen was the first place to launch these resources.
- Schools - as part of our Amplify project we have worked with six schools to deliver workshops, drop in sessions and gather the views of young people on the issues affecting them.
- Healthwatch Lancashire - Children's ward - working in partnership we listened to views of young people at Royal Blackburn Teaching Hospital

- 🌍 CQC - we regularly feed information and intelligence gathered to the CQC, undertaking Enter and Views occasionally based on CQC intelligence.
- 🌍 Shelter - we have built a very strong relationship with Shelter as part of our Homelessness Project and regularly undertake Signposting and Engagement at their office.

'We have been working closely with Healthwatch for over 12 months and they are a great agency who support our clients with their health needs and voicing their opinions. They have impacted on our clients by pointing them in the right direction of things like dentists and Doctors which is greatly needed for our homeless clients and this supports our advisors to be able to focus on their housing problems. Presently 1 in 5 adults are suffering from mental health problems because of their housing and we have been working with Healthwatch in their mental health task groups to support them in their findings'.

Emma Garner, Shelter Lancashire

- 🌍 Children Safeguarding Board - young people produced a report and presented findings to the children's safeguarding board on the issues about abuse and how best to be protected.
- 🌍 Nightsafe -we have established a very good relationship with Nightsafe as part of our Homelessness Project. We delivered a number of Art Sessions and facilitated a cinema trip to explore young peoples views on poverty
- 🌍 Blackburn Youth Zone - LGBT- We have established a LGBT group - led by young people looking at issues

facing this community. We have also held regular workshops at Junior, Senior and Diversity Clubs.

We continue to build our relationship with the CQC and the Adult Social Care Team from Blackburn with Darwen Council, we continually share information, good practice and resident views and experience of services.

How we've worked with our community

In the last year we have continued to embed ourselves in the local community which has led to us growing in members, speaking to more residents and gathering more views. We sit on the Health and Wellbeing Board which enables us to ensure the views of residents are shared and listened to. We have also worked with residents on Your View Your Voice - gathering views and shaping our service for the following year.

Our Volunteers are vital to our success and they have been involved in our Enter and View Program, undertaking 6 Enter and Views in the last 12 months.

Being a staunch advocate of the N.H.S. and its role in health and social care, I responded to a pamphlet asking for volunteers for Healthwatch in Blackburn with Darwen.

I have attended interesting and challenging training sessions to advance my understanding of a wide range of health-related issues.

I can only hope that my involvement as a volunteer will help in achieving positive changes.

Fiona - Healthwatch BwD Volunteer

*It starts
with you*



Through our work with residents and volunteers we try to ensure that people access the services they need, but also help us deliver projects on key issues across the borough.

As part of our work, we regularly engage with residents at access points and via the telephone in the office. One resident spoke to us at Royal Blackburn Hospital Access Point. He had a loose front tooth, he isn't registered with a dentist and one who he had spoken to couldn't see him until mid March.

What Action Healthwatch BwD Took?

We looked up and contacted a dentist at 40d Preston New Rd, they are taking on non-fee paying patients. We asked what ID was required to register and if the resident could be seen this week. They said if he registers on 22.2.17 he could be seen on the 24.2.17, or earlier if they have a cancellation.

Outcome for Resident:

The Resident was registered and got a cancellation appointment on the 23.2.17. He was sent for an x ray at Royal Blackburn Hospital. He has a fear of needles so will have to be sedated for tooth extraction, he is now waiting to hear from the hospital with a date for extraction. The dentist will fit dentures once tooth has been extracted

Another resident rang our office and spoke to our team, concerned about his wife.

Background / Key Issues

A gentleman. rang Healthwatch BwD late in the afternoon.

He was upset that his partner, J, had been in severe pain with stomach pains for over

5 weeks. J had been referred to the Royal Preston Hospital for a CT by their local GP. J was admitted to the RPH on Tues of that week with a scan scheduled for that afternoon.

The scan was postponed 3 times due to various reasons and J discharged from RPH on Friday afternoon as there was no availability for the scan and was told that they would write with a new appointment. Gentleman was upset as J was still in extreme pain and no further forward and asked for advice as to what he could do.

What Action Healthwatch BwD Took?

Gentleman was advised to write down all of his concerns and then to contact the Consultant's secretary at Royal Preston Hospital by telephone to make an official complaint and ask when J may get her scan in the near future.

Outcome for Resident

Gentleman rang the Consultant's secretary and listed his concerns and the pain that his partner was currently suffering and asked for a possible date for a scan as soon as possible.

The Consultant's secretary responded by booking an urgent scan appointment for J the following Wednesday. She then rang back first thing on Monday to offer J a cancellation appointment.

J was diagnosed with a blockage in her bowel and an operation scheduled to treat her condition later in the week.

Feedback from Resident/ Services

Gentleman rang to update Healthwatch with the favourable outcome on and thank them for signposting to the person who could best help them resolve this situation speedily and effectively.



*Our plans
for next
year*

Healthwatch
**Your
voice
counts**

Call us on 0115 951 9100
or visit our website
www.healthwatch.co.uk
Email us
healthwatch@healthwatch.co.uk

What next?

We have an ambitious work plan for 2017/18. We want the public to get involved in all aspects of our work. Building upon previous work undertaken we are looking at the following:

- Offenders - looking at what it is like for ex offenders or people at risk of offending when trying to access health or social care services.
- Young Offenders - looking at what it is like for young offenders or people at risk of offending when trying to access health or social care services.
- Asylum Seekers and Refugees - looking at the overall health and wellbeing of Asylum Seekers and refugees specifically PTSD
- Veterans - volunteer led project looking at what it is like for veterans living in or accessing services in BwD when trying to access services
- Eating Disorders and Body Image - exploring the issues facing young people
- Spotlight on A&E - a 6 month long project gathering peoples views on A & E at admission, treatment and discharge from the patient and family/ carer perspective
- A volunteer led project - which will be coproduced with volunteers in the Autumn
- Your View Your Voice - We will be exploring 5 topics that have been identified by residents of BwD. These are Dentists, Older People and Frailty, COPD and Respiratory, Liver Disease and Digital Inclusion.
- Mental Health and Wellbeing Task Group - continuing to build upon the success of the last year, we will

continue to facilitate this group to ensure those with lived experience and professionals come together to improve local mental health provision



- 'Heads up' - 3rd sector partnership work - looking to collaborate with partners across BwD to improve services and communication across the sector
- Signposting in 15 community locations - ensuring residents get the right information at the right time
- LGBT Tool Kit and Awareness Raising - in partnership with Blackburn Youth Zone and Lancashire LGBT we will develop engagement tools and raise awareness of the LGBT community
- Mental Health Question Time - we will facilitate a panel of professionals and those with lived experience to answer questions from local residents about services in their area.

In addition to this we will be carrying out and building upon our signposting and information, carrying out more Enter and Views in a range of settings

and building our Amplify Project to support more young people and ensuring that they have a voice. Blackburn with Darwen has a young and diverse population and it is important they are heard.

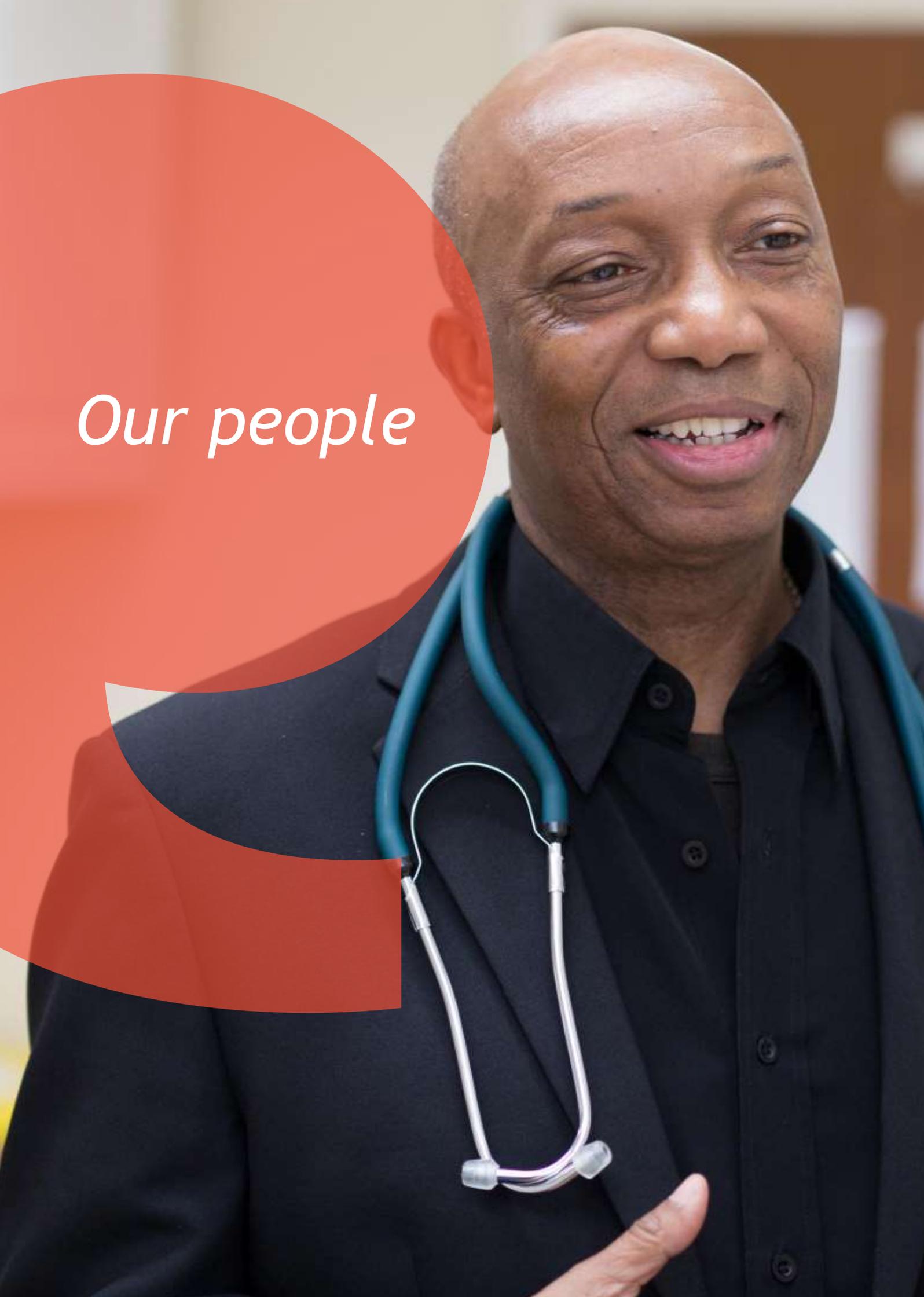
The Sustainable and Transformation Program is the single biggest challenge that faces Healthwatch BwD. We want to ensure that residents are fully informed of any changes that may take place to Health and Social Care services. To find out more information then visit <http://www.healthierlsc.co.uk/>

“Blackburn with Darwen Healthwatch have continued to make an invaluable contribution to the health and wellbeing of local residents over the past year. They have operated very effectively across a wide range of roles including - constructive critics of local services, a voice of the people, a partner in prevention, gatherers of research, insight and intelligence and as public communications champions on key health and wellbeing issues.

They continue to take a leading role in national Healthwatch development. We are very proud of the service they provide within the health and social care economy of the Borough.”

Dominic Harrison, BwD Public Health





Our people

Decision making

Healthwatch BwD Board of Directors are responsible for the strategic direction of the organisation and oversee the running of the organisation.

This includes overseeing the Finances, Human Resources, Technology and back office functions.

Each Board member has a designated speciality and responsibility, ensuring their skills and experience are best utilised. All Board members are volunteers and are committed to a minimum of one day a month for Healthwatch BwD duties.

The Board met three times in public in 2016/17, with all decisions made at public Board meetings. This allowed members and local residents the opportunity to have a say on our governance, ask questions of the Board, and ensure the organisation is transparent and open.

How we involve the public and volunteers

Volunteers play a vital role within the organisation. We recognise the value our volunteers bring, and have invested in appointing a volunteer coordinator so we are able to support our volunteers to best meet the needs of the organisation and support our volunteers. We are looking at developing a number of roles in 2017/18

Our volunteer opportunities currently comprise of:

Board Directors: Focusing on strategic planning, developing working protocols and policies and managing the strategic direction of Healthwatch BwD.

Enter & View Team: Visiting health and social care services to observe the service and speak with staff and patients/residents to find out about their experience.

Task Group Member: People with lived experience or professional experience focus on all aspects of our operational work

Representing Healthwatch within the Community: Speak to residents, community groups, service providers, and inform them about Healthwatch BwD.

Help with office jobs: All aspects of Administration

Mystery Shopping: Help us to ensure services are delivering consistently and they are accessible to all.

Reading Group: ensuring there are no factual errors, or spelling and grammatical errors within draft reports.

Student Placements: Placements for students across BwD to learn valuable skills in a real work environment.

Healthwatch Champions: Young people in High schools and Colleges are able to deliver Amplify in partnership with Healthwatch staff

Meet and Greet: Meet with members of the public at events, take notes or hand out important pieces of information.

Interviews: Volunteers sit on the panel during interviews, welcome candidates and give thoughts on appropriate candidates.



Our finances

Our financial information for last year is in the table below. However, these figures are not fully audited at the time of publication. We have plans in place to fully use our available resources to improve our service and carry out our duties.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£165,000
Additional income	£11,626
Total income	£176,626
Expenditure	
Operational costs	£35,014
Staffing costs	£100,129
Office costs	£15,995
Total expenditure	£151,137
Balance brought forward	£35,014



Contact us

Get in touch

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Email: info@healthwatchbwd.co.uk

Website: www.healthwatchblackburnwithdarwen.co.uk

Twitter: HealthwatchBwD

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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