



Healthwatch Blackburn with Darwen
Workplan 2020- 21

April 2020

Version 1

Outcome measures

Healthwatch Blackburn with Darwen will make a positive contribution to the successful local achievement of outcomes set out in national frameworks for the NHS, primary care, adult social care and public health. Particular attention will be paid to:

1. Improved patient and user experience.
2. Improved communication.
3. Improved satisfaction with health in local area.
4. Greater patient and public involvement in health and social care.
5. Strong relationship with commissioners, the Health & Wellbeing Board and the Health and Social Care Overview and Scrutiny Committee
6. Improved access to services.
7. Improved people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights
8. High public Awareness/Profile of Healthwatch.
9. Good image/trust of Healthwatch with the public.

Special Delivery Functions

1. Gathering views and understanding the experiences of patients and the public (Statutory Duty (a))
2. Making people's views known (Statutory Duty (b))
3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized (Statutory Duty (c) and (d))
4. Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty (g))
5. Providing advice and information (signposting) about access to services and support for making informed choices (Statutory Duty (e))
6. Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion (Statutory Duty (f), (h)&(i))
7. NHS Complaints Advocacy

Health and Well-being Strategy

The workplan has been aligned against the three main strands in BWDs Health and Well-being Strategy.

1. Start well
2. Live well
3. Age well

The table below offers a snapshot of the key workstreams that HWBwD is proposing to undertake in 2020 / 21. The table illustrates how the workstreams will cover multiple special delivery functions (SDF) and the Healthwatch 5-year strategy to offer a more wholistic approach, from patient engagement, service re-design and signposting to how reporting and best practice will be shared locally, regionally and nationally.

Key workstreams	SDF 1	SDF 2	SDF 3	SDF 4	SDF 5	SDF 6	SDF 7	Healthwatch strategy – Aim 1	Healthwatch strategy – Aim 2	Healthwatch strategy – Aim 3	Healthwatch strategy – Aim 4
	Gathering views and understanding the experiences of patients and the public (Statutory Duty (a))	Making people’s views known (Statutory Duty (b))	Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized (Statutory Duty (c) and (d))	Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty (g))	Providing advice and information (signposting) about access to services and support for making informed choices (Statutory Duty (e))	Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion (Statutory Duty (f), (h)&(i))	NHS Complaints Advocacy	To support residents of Blackburn with Darwen to have their say about health and social care provision in the borough	To ensure that residents’ views help improve health and care provision	To provide a high-quality information and advice service to our residents and to make them aware of the difference their views make on health and social care provision in the borough	To be a sustainable and well-run organisation
Complaints procedure – BwDBC Adult Social Care											
Complaints procedure – ELHT											
Youth Voice in Healthcare											
Engagement Forum 1											
Engagement Forum 2											
Engagement Forum 3											
Residential Care Home Engagement											
Measuring impact of Healthwatch work											

Community Voice and Information and Signposting										
Volunteering programme										

Ref	Projects		SDF 1-7	Timescale	H&WB Strategy theme			Fit to Healthwatch 5-year strategy	Key Partners
	Project title	Project details and approach			Start well	Live well	Age Well		
1.1	Complaints procedure – BwDBC Adult Social Care	We will deliver a co-production approach to improving handling of complaints by Adult Social Care and to increase the sharing of learning from complaints with the public.		12 months	X	x	x	Aim 1 - To support residents of Blackburn with Darwen to have their say about health and social care provision in the borough Aim 3 – To ensure that residents’ views help improve health and care provision	BwD Adult Social Care, NCompass
1.2	Complaints procedure – ELHT	We will deliver a co-production approach to improving handling of complaints by ELHT and to increase the sharing of learning from complaints with the public. Key themes will be on the quality of communication and sharing of information.		12 months	X	X	X	Aim 1 - To support residents of Blackburn with Darwen to have their say about health and social care provision in the borough Aim 3 – To ensure that residents’ views help improve health and care provision	ELHT, N-Compass, Advocacy Focus
1.3	Youth Voice in Healthcare	Healthwatch will support the delivery of health awareness programmes at Blackburn Youth Zone to ensure that a focus on health underpins all of their delivery. We will support young people to share their views on services and on		12 months	x			Aim 1 - To support residents of Blackburn with	Blackburn Youth Zone,

		issues that are important to them as well as introducing them to services who are best placed to support them. We will support young people to deliver targeted health projects.						<p>Darwen to have their say about health and social care provision in the borough</p> <p>Aim 2 – To provide a high-quality information and advice service to our residents and to make them aware of the difference their views make on health and social care provision in the borough</p>	local health providers
1.4	Engagement Forum 1	We will deliver 3 engagement forums to allow residents to 'Have Your Say'. These will have a different theme – Primary Care, Acute Care and Adult Social Care.		12 months	x	x	x	<p>Aim 1 - To support residents of Blackburn with Darwen to have their say about health and social care provision in the borough</p> <p>Aim 2 – To provide a high-quality information and advice service to our residents and to make them aware of the difference their views make on health and social care provision in the borough</p> <p>Aim 3 – To ensure that residents' views help improve health and care provision</p>	

1.5	Engagement Forum 2	“			x	x	x	“	
1.6	Engagement Forum 3	“			x	x	x	“	
1.7	Residential Care Home Engagement	We will deliver a volunteer-led project, attending parent/carer drop-in sessions at residential care homes across the borough to understand people’s views and experiences of the residential care home provision in the borough.		9 months		x	x	Aim 1 - To support residents of Blackburn with Darwen to have their say about health and social care provision in the borough Aim 3 – To ensure that residents’ views help improve health and care provision	BwD Adult Social Care, Care Homes
1.8	Measuring impact of Healthwatch work	We will revisit our work in previous years to understand how services have changed as a result of our recommendations.		12 months	x	x	x	Aim 3 – To ensure that residents’ views help improve health and care provision Aim 4 – To be a sustainable and well run organisation	
1.9	Community Voice and Information and Signposting	We will continue to deliver information and signposting services across the borough, with key locations of Barbara Castle Way Medical Centre and Darwen Health Centre. We will also provide information and signposting services at key events across the borough.		12 months	x	x	x	Aim 1 - To support residents of Blackburn with Darwen to have their say about health and social care provision in the borough Aim 2 – To provide a high-quality information and advice service to our residents and to make them aware of the difference their	

								views make on health and social care provision in the borough	
1.10	Volunteer programme	We will continue to support volunteer engagement in our programmes of activity.		12 months	x	x	x	Aim 1 - To support residents of Blackburn with Darwen to have their say about health and social care provision in the borough Aim 4 – To be a sustainable and well run organisation	

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