

healthwatch

Blackburn with Darwen

Welcome to our Spring 2022 Newsletter



I hope this newsletter finds you well and enjoying this much needed sunshine! I'm pleased to share updates from our team about projects we have been delivering across the borough as well as upcoming events and campaigns we have planned. Looking forward to getting out and about and speaking to more residents about their experiences of accessing health and social care services.

Sarah

Welcome to the team Gervaise!

We are thrilled to welcome Gervaise to the Healthwatch Team to lead on our volunteer's engagement. Gervaise has worked in the public and independent sector since 1998. Most of that experience has been working in the Adult Social and Education Sectors. She qualified as a Careers Guidance Officer and worked with vulnerable adults and those experiencing disadvantage and deprivation. For 12 years she was employed by Blackburn with Darwen Borough Council where she supported with rights and social care advice and subsequently supporting people not in education, employment, or training. Gervaise also works part-time as a self-employed advocate where she specialises in non-instructed advocacy and representing adults who are subject to Deprivation of Liberty Orders by Local Authorities and NHS Bodies.



We would love to hear the views and experiences of LGBT+ young people who have needed to access support for eating disorders.

Tell us how services do or could better meet the needs of LGBTQ+ young people.

Complete our quick survey below and we will use this feedback to inform and shape services for the future <https://lnkd.in/g55vZAQk>

Your Care, Your Way Campaign

Our local NHS trust is not consistently meeting the legal rights of deaf and blind patients to accessible information.

- East Lancashire Hospitals NHS trust is not fully meeting their legal duty to help people with additional communication needs, new FOI findings show.
- Healthwatch Blackburn with Darwen has uncovered mixed performance from local trust.
- Healthwatch England is warning no-one holds services to account for failing to follow the Accessible Information Standard and has joined leading disability charities in calling for concerted action.

Residents who are blind, deaf or have a learning disability are not being given all the support they should by local health services because of their communication needs, new research shows.

The failure puts services in breach of their duty under the Accessible Information Standard, a legal requirement created by NHS England in 2016.

To read the full press release visit our website [here](#)



Healthwatch
Together

Blackburn with Darwen,
Blackpool, Cumbria and
Lancashire working
in partnership

Find out more about how we worked in partnership with our Healthwatch colleagues to find out your experiences and improve access to GP services across Lancashire and south Cumbria. See the link below.

<https://network.healthwatch.co.uk/network-news/2022-03-04/improving-access-to-gp-services-lancashire-and-south-cumbria>

My Planned Care Patient Digital Platform

Are you on a waiting list for an appointment, operation, or treatment?

Do not forget that you can access the latest information about the size of your waiting list through the *My Planned Care Patient Digital Platform*. This platform gives you direct access

to the latest average wait time information for your trust, as well as helpful advice and support whilst you wait.

We encourage you to look at this site where you may find the information you need before contacting your GP or hospital for an update about any elective procedures you are waiting for.

Updated weekly, the site is easy-to-use and is 'open-access' so carers, friends, relatives, and your NHS team can also access this information.

Go to [East Lancashire Hospitals NHS Trust – My Planned Care NHS](#)



Our Enter & View Team are keeping busy inspecting local care homes for you. Read their most recent report here [Hawkhurst-care-centre.pdf](#) (healthwatchblackburnwithdarwen.co.uk)

NHS England need your views on Same Day Emergency Care & other hospital services across the NW. If you or someone you have supported has used a Same Day Emergency Care service, please give the feedback by completing their quick survey here [Link to survey here.](#)

Cannot find the support you need?

Healthwatch is here for you. In times of worry or stress, we can be there to find you the best place to go for help, find the health and social care information that you need or advise on how to make a complaint or where to go for extra support.

Get in touch with us here <https://tinyurl.com/tucn94w3>