

<b>Report to:</b>	<b>HEALTH SCRUTINY COMMITTEE</b>
<b>Relevant Officer:</b>	Steven Garner, Service Manager, Healthwatch Blackpool
<b>Date of Meeting</b>	6 July 2016

## HEALTHWATCH BLACKPOOL – PROGRESS REPORT AND PRIORITIES

### 1.0 Purpose of the report:

- 1.1 To consider the work of Healthwatch Blackpool in 2015-2016 including key findings from service reviews and changes made as a result of the involvement of the organisation.

### 2.0 Recommendation(s):

- 2.1 To review work undertaken in 2015-2016 by Healthwatch Blackpool and consider its programme of work for 2016-2017.
- 2.2 To consider how to undertake effective scrutiny of Healthwatch Blackpool in the future.

### 3.0 Reasons for recommendation(s):

- 3.1 Health Scrutiny functions are set up by law and guidance, and this includes duties to work with local Healthwatch.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? N/A

3.3 Other alternative options to be considered: None

### 4.0 Council Priority:

- 4.1 The relevant Council Priority is "Communities: Creating stronger communities and increasing resilience".

## 5.0 Background Information

- 5.1 The work of Healthwatch Blackpool is subject to scrutiny by the committee as the guidance says: “While continuing to be independent organisations able to decide their own priorities and programmes of work, (local Healthwatch) will account to the local authority for their effectiveness and use of public funds”<sup>1</sup>
- 5.1.2 The Committee is therefore asked to consider their arrangements for receiving the reports and recommendations of Healthwatch Blackpool, and its preferred method for reviewing Healthwatch Blackpool’s effectiveness.
- 5.2 What is happening at Healthwatch Blackpool?

In April/May 2015 Healthwatch Blackpool undertook a wide public consultation asking Blackpool residents what they thought were the biggest health and social care issues. Based on the results of this survey a plan of work was designed and carried out.

Over the 12 month period the attached report details the services which have been reviewed and research Healthwatch has undertaken:

Adult Mental Health Services

Maternity Services

Outpatients Departments

Dentistry Services

Young People’s Mental Health and Wellbeing research

Domiciliary Care

End of Life services fact-finding

Children and Adolescent Mental Health Services (CAMHS)

Care Homes

Urgent Care

The Harbour

Substance Misuse Services

- 5.2.1 Throughout each piece of work Healthwatch Blackpool consulted with those using the services, before producing a report with findings and (where relevant) recommendations. These were put to the service managers and local Council / Clinical Commissioning Group (CCG) governing bodies for comment and shared with the Care Quality Commission (CQC), Healthwatch England, and NHS England.
- 5.2.2 As the appended report details, Healthwatch Blackpool has published 22 reports, consulted with 2,000 individuals and reached over 20,000 people through social

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<sup>1</sup> Regulation 21 of the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013

media engagement.

5.2.3 As a result of Healthwatch Blackpool's involvement, services have made the following changes:

- Care homes have made changes including extending food rotas and choice, employing activities co-ordinators and updating staff training.
- The Hub has established a young people's drug and alcohol recovery group.
- The Emergency Department have held staff meetings regarding the supplying of food and drink, and pressure area relief for those waiting for long periods of time in Accident and Emergency.
- The Outpatients Departments will work with low-vision services to ensure their materials are accessible, and have given information regarding their redesigns to keep patients up to date with waiting times.
- CAMHS have said that the report would be used to form part of its on-going engagement with children, young people and families who use its services.
- Maternity services responded by explaining that Midwifery teams are now cohesive with four to six midwives, and time is allocated for clinics. Community Midwives will ensure all options for antenatal and intrapartum care are discussed to ensure appropriate information is given, and the postnatal options are being extended to include clinics. Also the discharge process has been reviewed, and a discharge co-ordinator has been employed on a substantive basis.
- In Adult Mental Health Services, a joint response was submitted to Healthwatch from Blackpool Council and Blackpool CCG. The CCG has a waiting list initiative in place to reduce waiting times for Improving Access to Psychological Therapies (IAPT); Blackpool Teaching Hospitals (BTH) is aiming to meet the targets by April 2016. A Blackpool mental health alliance board was established, at which BTH, LCFT and the council are represented at a senior level monthly meeting chaired by the Blackpool CCG Chief Operating Officer. In addition to this several new initiatives are being piloted in Blackpool to reduce the strain on emergency services.

5.2.4 As a result of the body of work completed over the 2015-2016 financial year, Healthwatch Blackpool also holds seats at the following groups:

- Blackpool Health and Wellbeing Board
- CCG Governing Body and Primary Care Commissioning Group Meetings
- Patient and Carer Experience and Involvement Committee

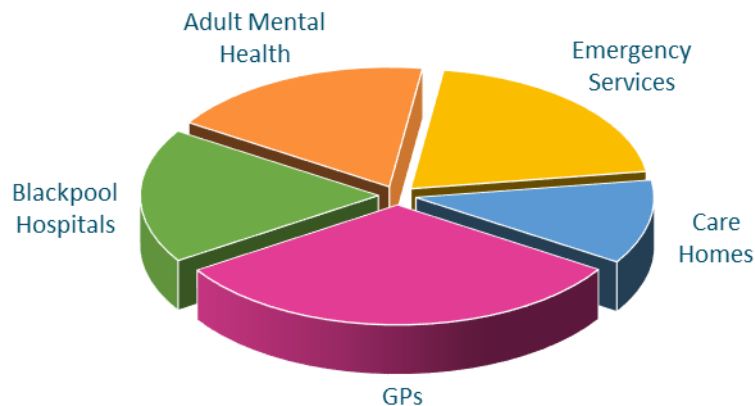
- Patient Participation and Involvement (PPI) Forum
- Blackpool Patient Participation Networking Group (PPNG)
- Joint Strategic Needs Assessment (JSNA) steering group
- Blackpool Fylde and Wyre Mental Health Foun
- Dementia Action Alliance
- Alcohol Strategy Group
- Drug Strategy Group
- Public Health Tobacco Alliance

5.2.5 Healthwatch Blackpool has requested a response from each service it has reviewed.

- Three out of eleven Care Homes did not respond.
- A response has not been given to the Dentistry consultation.
- Healthwatch Blackpool is awaiting a response from the Council on the Domiciliary Care consultation.
- Although The Hub responded to the Substance Misuse review, the adult service provider Horizon did not provide a response.
- The Harbour Review has been sent to Dee Roach for a response.

5.2.6 2016/17 Consultation

Healthwatch Blackpool has been consulting the public on what they think are the biggest concerns in Blackpool around health and social care, and what they think Healthwatch Blackpool’s priorities should be over the next year. The full report is still in draft form, however the results below are a snapshot of the biggest five areas of concern, which will form Healthwatch Blackpool’s plan of work for 2016-2017.



Does the information submitted include any exempt information?

No

**List of Appendices:**

Appendix 8 (a). Healthwatch Blackpool 2015-2016 Impact Report and Timeline

**6.0 Legal considerations:**

6.1 As outlined above – see paragraph 3.1.

**7.0 Human Resources considerations:**

7.1 None

**8.0 Equalities considerations:**

8.1 No Equalities Impact Assessment required – differential impact of health and care will be considered throughout Healthwatch’s work, and Empowerment is committed to extending membership of Healthwatch across the local community.

**9.0 Financial considerations:**

9.1 None

**10.0 Risk management considerations:**

10.1 If Health Scrutiny does not fully engage with the work of Healthwatch Blackpool they will be in breach of regulations defining their role and operation.

**11.0 Ethical considerations:**

11.1 Empowerment is a sustainable local charity with clear ethical policies. The provision of Healthwatch is entirely in line with the Nolan principles and high standards of accountability for public services.

**12.0 Internal/ External Consultation undertaken:**

12.1 Included in the report.

**13.0 Background papers:**

13.1 None