

The background of the slide is a photograph of Blackpool Pier and the Great Wheel at sunset. The sky is a mix of blue and orange, with the sun low on the horizon. The pier is a long wooden structure extending into the sea, with various buildings and rides on top. The Great Wheel is a large Ferris wheel on the right side of the pier.

# healthwatch

## Blackpool

**Impact report & Timeline 2015 - 2016**

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## Healthwatch Blackpool - Who are we?

Healthwatch Blackpool listens to people's concerns of health and Social care in Blackpool, and provides the public feedback to service providers and commissioners in order to make positive change. Through local engagement we collect vital data on how and why people use services in the area, and our place on the Health and Wellbeing Board means we can represent the voices of people in decision making. Healthwatch Blackpool directly supports people in their community by giving them information or signposting them to the local services they need.

We are an independent, statutory organisation and we are commissioned directly by the local authority.

Healthwatch is delivered by Empowerment, a health and social care charity based in Blackpool.

When Empowerment first took over the contract in April 2015 we surveyed over 450 people asking which services they think we should be looking into. We formed a plan of work based on the results.

This timeline and impact report reflects the work we have undertaken in the last year.

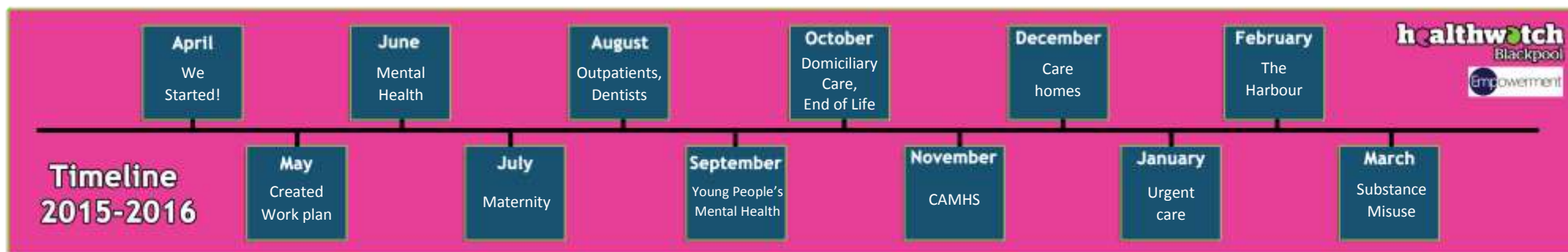
## We couldn't have done it on our own!

Healthwatch Blackpool would like to extend a massive thank you to all the service providers, commissioners, focus groups, charities and organisations who worked with us over the past year enabling us to visit these services and get independent service user feedback. We would also like to thank all of those services who responded to our reports and are making changes as a direct result of the findings.

We'd like to thank the public for answering our questions and trusting us to speak on their behalf and make their voices **LOUDER**.

In order to understand how well a service operates and can improve, the fundamental way to do this is by listening to those who have been through them. We believe that some of the impacts we have had over the past year are a testament to championing the service user voice.

***"Healthwatch Blackpool is fully independent and committed to seeking out voices from the seldom heard."***





## healthwatch Blackpool What did we do? April 2015

On the 1<sup>st</sup> of April 2015 Empowerment took over the contract for Healthwatch Blackpool from Groundwork. As no staff came from Groundwork to Empowerment, the transition was going to be difficult in that a lot of the initial creating of the service was required. The new services manager Claire Powell set out the initial priorities for Healthwatch Blackpool:

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- New staff were required to fulfil the roles of Information officer and the Involvement officer. Interviews were held in April.
- Some members of the board moved on leaving a small number to continue strategic oversight. There was to be a planned push for recruiting board members.
- More volunteers were also required to assist in Healthwatch Blackpool's day to day activities.
- A plan of work was needed to be formulated for the year ahead, through public engagement.

In order to formulate a plan of work the aim was to conduct listening events, speak to local people about the issues they are concerned with and ask where Healthwatch's efforts should be focussed. We surveyed over 450 individuals in April and held listening events at local hotels and groups.

## healthwatch Blackpool What did we do? May 2015

The work programme consultation finished and Healthwatch Blackpool collated the results. Using these findings we developed a work plan and Healthwatch Blackpool was taking shape thanks to the direction and input from the diverse communities of Blackpool.

### The main issues people told us about were:

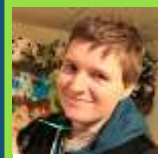
- Hospital Services (maternity, A&E, outpatients ETC)
- Mental Health for adults and children
- Care homes
- The effects of social care cuts
- Dementia

### Healthwatch Blackpool also recruited 2 new staff.



Steven Robinson

Steven Robinson filled the post of Involvement Officer. His background within charity work and marketing brought a unique perspective and focus. His primary role was to be in charge of community engagement and volunteer co-ordination.



Steven Garner

Steven Garner filled the Information Officer role. He brought years of health and social care knowledge and experience with him, and it was his role to ensure all information about Healthwatch was up to date and available to the public in order to offer a valuable service.



**Mental Health Consultation** –This first piece of work was aimed at getting an understanding of what mental health services were available for adults and how they were perceived. We received 86 responses to our survey through either direct face to face interviewing, completed on-line or paper based surveys. This was the first time many people had been consulted about mental health and we spoke too many of those who had long term conditions. This report created a lot of interest from some key stakeholders and was responded to later on in the year.

**The key results were:**

- Only 30% of the people we surveyed reported to have had an assessment with a mental health professional within 3 weeks. 52% of respondents had to wait up to 3 months.
- 70% of the people we spoke to didn't know that they could have a trained advocate or other appropriate person to support them at meetings and appointments.

Healthwatch Blackpool also made progress reaching out and involving ourselves with the local communities and groups. We began attending the Mental Health Forum and have been asked to have a seat at the group so we can contribute.

We also met with Healthwatch Lancashire. We discussed the potential of future working on joint projects, and learned about a Macmillan event aimed at talking to seldom heard groups and speaking to them about their experiences of cancer.



**Maternity review** –As well as visiting the facilities at the hospital we also spoke with 90 new mums who had given birth within the last 12 months. This was done in several children's centres in Blackpool and was a relative success. Overall the findings were really positive, with 84% reporting a good/very good overall experience.

**The key findings were:**

- 90% felt that having a named midwife was important, yet only 44% reported seeing their named midwife consistently throughout their pregnancy.
- 27% of new Mum's felt they were in hospital too long.
- 73% did not know they could have or were offered a choice of where their antenatal appointment could be held.

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We also attended the Healthwatch annual conference in Manchester and spoke to others and shared our experience around research, engagement and enter and views.

We also received invites to patient groups. We attended the Patient and Carer Involvement and Experience meeting at the Hospital, which is a meeting we have attended ever since and provided feedback to.

## healthwatch Blackpool What did we do? August 2015

**Outpatients review** – We conducted a review of Blackpool Victoria Hospital Outpatients department. The review took place in Ear, Nose & Throat, Orthopaedics, Maxillofacial, Gastroenterology, ophthalmic, neurology outpatient's clinics and we spoke to people waiting for patient transport on the morning of 17th and afternoon of 18th of August 2015. We spoke with 64 people and collected 47 fully completed responses. The questions were around referral processes, choose and book systems, waiting times and accessibility.

### Key points:

- 36% of appointments were running late but the majority of people were not kept informed of the reasons why this was or how long they were expected to wait.
- People feel the staff work hard and are respectful and treat them with dignity.

**Dentist Consultation** – During August we conducted an on-line survey regarding dentists. We received 99 responses which were largely positive.

### Key points

- People praised their dentist and said they didn't have major issues with them, it was just being able to find one that was the biggest barrier.
- 100% of people say their dentist accommodates their physical needs.
- Dentists also do a good job alleviating the fears and anxiety of patients.

## healthwatch Blackpool What did we do? September 2015

**Children & Young People Emotional Wellbeing Report** – Our aim was to identify issues that affect the emotional wellbeing of the children and young people of Blackpool; the coping strategies that they adopt, the support mechanisms in place and their suggestions on how we can improve the support available. We spoke to over 200 individuals face to face and via surveys on the internet.

### Key Points:

- The biggest issue that was identified was around body image. An issue affecting almost 70% of the females that we spoke to.
- Just over half of the young people we spoke to said bullying was a concern.
- Many young people said that they were concerned about school, exams and the future.
- 77% of C&YP reported feeling angry and 79% of those felt angry because of bullying that they had experienced.
- 72% of C&YP said that they had experienced sleep issues.
- Almost a 3rd of all the children that we spoke to said that they found it difficult to concentrate at school due to problems at home.

We also launched our new website. This was key for us to connect with people using social media. The website was created in house. The website was built to be used as a tool for signposting. We wanted somewhere people could go to be heard. To date (March 2016) we have had over 20 individual concerns registered using our site and around 4000 visitors.



End of Life Care – Healthwatch Blackpool wanted to understand more about the services and support for people who are nearing the end of their life. Due to the sensitivity of the subject it was felt that a survey would be an inappropriate way to gather people's views and experiences. It was decided that research done in partnership with the End of Life team and other key stakeholders would give us an overview and allow us to understand more. Healthwatch Blackpool talked with key stakeholders to gain a better understanding. We also have a webpage dedicated to End of Life information.

Our report has been a result of 6 months of research and gathering, with much information supplied by the End of Life stakeholders about their transformation plan.

Domiciliary Care – We consulted over 150 elderly individuals about the care they received at home. These surveys were sent to several care companies and also sent out via the social care team at Blackpool council.

Key points:

- 82% of Respondents said that they were with a Care Agency that suited them
- 10% of Respondents didn't know who to contact if their Carer failed to arrive
- 92% of Carers filled in the log book, recording the visit and work done
- 87% of Respondents said that the service received "met their needs"
- Some families did not feel the care staff and agency engaged with them
- Service users who pay the council reported not receiving refunds for care that goes undelivered



CAMHS review – It was felt that a review of CAMHS would be appropriate to complement our research on Young People's wellbeing in September and adult mental health services in June.

Key Points:

- Most people were happy with the service and support they received from CAMHS/Connect once they were accepted into the service.
- Parents told us that it is easy to forget about advance appointments
- Parents felt their concerns were not always acted upon or taken seriously
- 50% of appointments were not attended during our 2 day visit
- Some felt unsupported during the time they had to wait to get access to CAMHS (which could be months).

Service provider response:

*"CAMHS would like to thank Healthwatch for carrying out this review capturing some of the experiences of those using CAMHS & Connect during the visits, and thank the children, young people, parents and carers who took part. We welcome this feedback and the learning that can be taken from it. It's good to hear the positive comments made about the services, and acknowledge there is further work that we need to do. Our local CAMHS & Connect Services are engaged in a number of local and national development's together with our partners organisations, that will see much needed investments in children's and young people's emotional health and wellbeing and their mental health needs. This will involve transforming the way we deliver children's and young people's emotional health and mental health services across Blackpool. This report helps to capture some of the experiences of our current service users and will form part of our on-going engagement with children, young people and families who use our services."*

David Eaton, Service Manager Blackpool CAMHS



# healthwatch Blackpool What did we do? December 2015

Care Home Reviews – Healthwatch Blackpool created a “Residents Voice” survey aimed at gathering information about the experience of living in a care home in Blackpool, including quality of life factors such as activities and choices. Working alongside the CQC (Care Quality Commission) Healthwatch Blackpool contacted 11 Residential Care Homes in Blackpool. We asked if we could come into their homes and speak to the residents. Overall, the quality of care (from the resident’s perspective) was very good in all of the homes that we visited and no major issues were identified. The homes we visited were;

Annacliffe Care Home  
Broadway Care Home  
Feng Shui Care Home  
Highcroft Care Home  
Langdales  
Waterside Care Home

Belgravia Care Home  
Chaseley Care Home  
Haddon Court  
Hollins Bank  
Layton Lodge

All the full reviews are published on our website. Many of the homes responded to us and told us they were making changes based on the information the residents told us:

***“The residents commented that the visit by Healthwatch Blackpool was extremely positive. The team were more courteous they felt than any other coming into the home.”***

*Feng Shui House*

# healthwatch Blackpool What did we do? January 2016

Urgent care - Healthwatch Blackpool wanted to learn why people chose to attend A&E when there are other alternatives available. There are many reasons why A&E isn’t always the most appropriate place for medical emergencies and the campaign ‘Think! Why A&E?’ by the NHS reflects this. Healthwatch Blackpool and Healthwatch Lancashire teamed up to visit A&E and ask people over 3 days why they decided to choose A&E.

## Key points:

- It was felt that 111 send too many people to A&E and also that people were put off contacting them because they felt they knew that they would be advised to visit hospital.
- People expect waiting times and so they do not wish to come to A&E. They would like information on other services and options.
- People with additional care needs and pre-diagnosed conditions such as diabetes were waiting long times without food or drink and didn’t have money for vending machines.
- Many people attended requiring x-rays, and there appeared to be a lack of knowledge around other services which provide them and when they are available.

We’re currently awaiting a response to be included within our report from Blackpool Teaching Hospitals but will publish this report on our website soon.

The services manager Claire Powell left her post at Healthwatch at the end of January, with the Chief Executive of Empowerment Dee Conlon overseeing the service until a new manager was sought.



## healthwatch Blackpool What did we do? February 2016

**The Harbour conversation** - Healthwatch Blackpool attended The Harbour over 3 days to speak with patients about the care they receive and to listen to their concerns. Together with Healthwatch Lancashire we went into the wards and spoke to the people receiving the care. We asked how they felt about the staff, asked if they felt safe, and if there was anything that was concerning them. This report is being prepared by Healthwatch Lancashire and is due to be published soon.

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**Looking ahead to 2016/17** - February was also a time where we began to look into the future and in particular 2016/17. We've spoken to over 2000 individuals about health and social care in Blackpool. We'd joined multiple strategic and operational networks, and provided feedback at multiple level meetings in health and social care. More importantly we held service providers to account and gave the residents of Blackpool a voice. We wanted to continue this work and we set about asking residents to tell us what they thought of our work and what we should be looking into for the next 12 months.

**New board** – Healthwatch Blackpool underwent a recruiting process for board members to provide strategic oversight and support. Those successful took part in an induction process in February and all 5 signed up to become part of Healthwatch Blackpool's history and we wish them well and look forward to working with them into 2016/17.

## healthwatch Blackpool What did we do? March 2016

**Substance misuse** – When Healthwatch Blackpool contacted the commissioners at Blackpool Council they told us they were about to conduct a review into drug and alcohol services and would we like to get involved. We spoke to over 40 individuals who were in various stages in their recovery and asked them 3 questions. What did they like, what wasn't helping and what could be improved from their perspective?

### Key points:

- The work done by all staff members and services has a huge positive impact on the people who use the services. They were overwhelmingly positive of all the treatment and the attitude and dedication of the staff.
- Many clients, friends and family have no awareness of the services that are available before they are referred to them.

**Macmillan** – We facilitated a cancer awareness event for adults with learning disabilities. Together with Macmillan Cancer Support, Aftathought (an events company) and other local Healthwatch Lancashire and Blackburn and Darwen we worked with a local learning disability group called The Friendship Club. The Friendship Club is run by Empowerment and the wider learning disability community was invited. The event was a huge success with fantastic engagement. One service user who was affected by cancer said: *"I enjoyed it, it helped me to let it all out."*

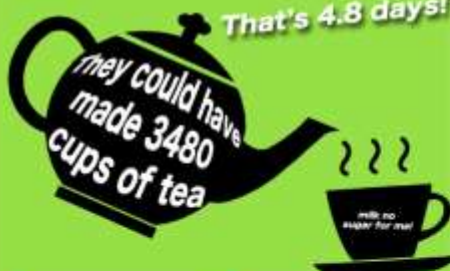
A new Healthwatch Blackpool manager was sought, and Steven Garner would be taking over as manager of Healthwatch Blackpool from April 2016.

Our volunteers have given:

Over 116 hours



That's 4.8 days!



They could've driven on all of the motorways in the UK over 3 and a half times

At 70mph of course!

We've had over 2000 individual responses to our surveys

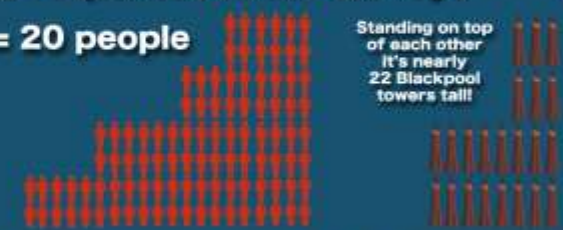


You'd need 8 olympic sized swimming pools to fit everyone who responded in!



if we spoke to each one for just 20 minutes it'd take 67 hours to hear them all!

= 20 people



Standing on top of each other it's nearly 22 Blackpool towers tall!

Standing at arms length that's 2.1 miles!

or over 32 football pitches long!



## Our year in pictures

During 2015/16 we have surveyed, chatted to, questioned, met, befriended, signposted, polled, spoken to and listened to so many of Blackpool residents but the question is... How many?

healthwatch Blackpool

2015/16

We've visited 56 different health and social and care premises to listen to YOUR views

A 56 sided shape is called a:

Pentacontakaihexagon



(That's: Penta-contakai-hexagon!)

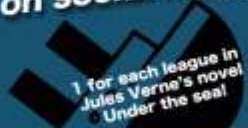
Actually a 56 sided shape!

We published 22 reports That's 169 pages



If you put all the pages in a line, the line would be 50m long! That's 6 London buses

We spoke to over 20,000 people on social media



That's 1 in 7 people in Blackpool!

We reviewed:

- Care homes
- CAMHS & mental health
- Outpatients
- A&E
- Substance misuse
- Any many more



## What has changed?

In order for Healthwatch Blackpool to be the successful independent consumer champion for health and social care it is vital that services adapt as a result of hearing the voices of service users. This is a snapshot of what has changed as a result of Healthwatch Blackpool involvement.

### Adult Mental Health Services

A formal joint response was submitted to Healthwatch from Blackpool Council and Blackpool Clinical Commissioning Group (CCG). The CCG have a **waiting list initiative** in place to **reduce waiting times for IAPT**; Blackpool Teaching Hospitals (BTH) are aiming to meet the targets by April 2016.

A **Blackpool mental health alliance board was established**, at which BTH, Lancashire Care Foundation Trust (LCFT) and the council are represented at a senior level monthly meeting chaired by the Blackpool CCG Chief Operating Officer.

Several **new initiatives are being piloted in Blackpool**, for example the police and a mental health nurse on duty undertaking street triage. This is aimed at reducing crisis issues and resolving things quickly rather than conveying to a busy A&E department which is not always the right environment for people when they are distressed by life events.

### Maternity Services

In response to only 44% seeing their named midwife consistently, New Models of Care commenced in September 2015 which will ensure consistency. **Midwifery teams are now cohesive** with 4-6 midwives, and **time is allocated for clinics**.

In response to 73% of respondents not knowing their choices of venue for antenatal appointments, 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**.

In response to 23% of new mothers believing they were in hospital for too long, **the discharge process has been reviewed**, and a **discharge co-ordinator has been employed** on a substantive basis. This allows more time to care and streamlines the discharge process.

### CAMHS

*"This report helps to capture some of the experiences of our current service users and will **form part of our on-going engagement with children, young people and families who use our services**."* David Eaton, services manager at Blackpool CAMHS

### Outpatients Services

In response to 36% of appointments running late and patients not being kept informed, **new information screens are to be fitted throughout Outpatients Departments (OPD) as part of a redesign**. The details of this report have also been **discussed at the OPD Staff meeting**.

**The department will contact N-Vision to arrange with assistance in reviewing the information that is displayed** in response to a lack of information in clinic waiting rooms and no large print information in the eye clinic.

### Urgent Care

In response to a vulnerable service user concern of being sat for around 5 hours in a wheelchair, the department **apologised for not providing adequate information**. This has been discussed with the team and they are **aware of the need to administer regular pressure area relief**.

In response to a service user waiting for 6 hours without food or drink being offered, the department iterated that all patients that attend the Emergency Department (ED) should be offered regular drinks and food, and would like to apologise. **Offering food and drink has been discussed with the ED team**.

### Substance Misuse Services

*"We will be looking into the findings in more detail to look at the possibility of introducing changes in line with these findings. **We are starting a recovery group in the immediate future for our young people** and will look at continuing this if there is sufficient interest."* Jackie Crooks, Advanced Practitioner at The Hub

### Care Homes

**Hollinsbank Care Home: Further menu choice** has been offered to the service users. **Smokers have been moved so they will not disturb non-smokers**. A new **activities organiser has been employed**.

**Annacliffe:** The home are in the process of **employing another co-ordinator for morning activities**.

**Broadway:** The **full 4-weekly menu will now be displayed for residents**. The home will also **display activities in several places around the home**.

**Langdales:** **New chefs have been recruited** at the home. **New menus are now on view** on dining tables and in the reception area, with **alternative choices of meals available**. The home is **recruiting an activities coordinator**. Staff training now ensures they **allow time for residents to respond after knocking before entering the room**.



## Healthwatch Blackpool

### Impact report & timeline 2015-2016

**Find out more:**

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