

# Healthwatch Blackpool

Annual Report 2015/16





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# Message from our Chair



It is a real privilege to be the incoming Chair of Healthwatch Blackpool. I should like to congratulate everyone who has been involved in delivering the substantial achievements of 2015- 2016. Special thanks to the previous Chair, Joan Rose, and her Board of Directors and the former Operational Lead, Claire Powell.

Going forward into 2016 we welcome Steven Garner as our new Operational Lead and we have a new Board of Directors. Our aim is to continue to make health and social care better for the people of Blackpool.

We aim to involve many more of you in our surveys and activities and to increase our number of volunteers. There has never been a more

important time for local people to have a voice in relation to their health and social care services and for that voice to be recognised and acted upon.

*“I should like to congratulate everyone who has been involved in delivering the substantial achievements of 2015- 2016.”*

This coming year, Healthwatch Blackpool will be increasing its profile as we connect and engage with you during the next twelve months. We look forward to a productive and effective year.

Mary Whyham  
Healthwatch Blackpool Chair

# Message from the operational lead



**It has been an excellent year for Healthwatch Blackpool. The experiences and voices of service users has been driving the agenda for change in health and social care service delivery.**

Firstly I would like to say a huge thank you to the staff and volunteers who have supported us this past year for bringing their passion, dedication and commitment to Healthwatch Blackpool. Also a thank you to all of our partners within Blackpool and Lancashire health services, the local Council and other 3<sup>rd</sup> sector organisations. We couldn't have made these massive achievements and raised the voice of so many people without the co-operation and support of everyone involved.

I am delighted to announce that I have recently taken the reins as service manager of Healthwatch Blackpool, however it has been my privilege to work within the service for the past year taking part in the fantastic work we have been doing.

Our work this year has demonstrated the ability of Healthwatch Blackpool to have a meaningful impact on service shape and delivery, from large scale strategic

commitments on reducing mental health waiting times to the little changes which can make a huge difference to people's wellbeing.

In such a short period of time we have amassed a great body of work to build on, and I feel extremely proud to have been involved and to take this forwards.

The shape of health and social care is ever changing at local and national levels and we do face some challenges ahead. It is our duty to ensure that Healthwatch Blackpool remains sustainable and influential in order to retain its position of the independent consumer champion.

*“In such a short period of time we have amassed a great body of work to build on...”*

I am thoroughly looking forward to the task ahead of raising the public voice across Blackpool and to ensure that their experiences of services are heard by those who run and commission them. I remain convinced that 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 used them. I am truly honoured to represent people's experiences at this level and encourage positive change within service delivery.

Steven Garner  
Service Manager

# The year at a glance

This year we have reached over 20,000 people on social media!



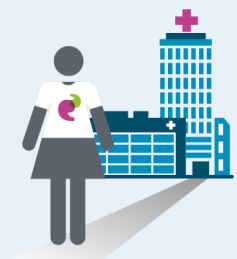
Our volunteers help us with everything, from engagement with the public to our many consultations



We've spent over 5 months covering mental health for all ages; children, young people and adults



We've visited over 30 local services that many residents use daily.



Our reports have tackled issues ranging from mental health to outpatients to dentists!



We've listened to your experiences and provided a public voice to the people who need to hear it.



# Who we are

Healthwatch Blackpool is the local independent consumer champion for health and social care services, and we are here to make services better for local people. We believe that the best way to do this is by designing local services around people's needs and experiences.

We listen to people's experiences of health and social care, and feed these back to those who run and commission them in order to make positive changes.

It is our duty to make sure that local providers and commissioners put the experiences of people at the heart of their processes when they are designing services.

Everything we say and do is informed by our connections to local people and their views. We are the only body looking solely at people's experiences across all health and social care.

## Our vision

Healthwatch Blackpool's vision is clear. We want members of the public to have a say in how the services they use are run.

We want to empower people to speak up and share their experiences of all areas of health and social care, and represent them in discussions with key decision makers, providers and commissioners.

We want to signpost and support people to help them make the best decision they can in their health and social care needs.

We want to make sure that you are up to date with the improvements and changes in health and social care that affect you.

We also want to showcase and share good practice so people feel proud of the services they use every day.

## Our priorities

Using information gathered directly from local people, the 2015/16 priority was to create a plan of work looking into the following services:

- Adult Mental Health
- Maternity
- Outpatients Services
- Dentistry
- Domiciliary Care
- Children and Adolescent Mental Health Service (CAMHS)
- Care homes
- Urgent Care
- The Harbour (adult mental health hospital)
- Substance Misuse Services

Additional work was identified:

- Children and Young People's Wellbeing research
- A cancer awareness production for the seldom heard in conjunction with Macmillan Cancer Support and other local Healthwatch Lancashire and Blackburn with Darwen.



## Meet the team

In April 2015 Empowerment (a local health and social care charity in Blackpool) took over the reigns of Healthwatch Blackpool from the charity Groundwork. New staff were introduced to Healthwatch roles to form the basis of the service.

- Claire Powell - Service Manager
- Steven Robinson - Involvement Officer
- Steven Garner - Information Officer

This core team became the Healthwatch Blackpool trio!

Steven Robinson's role is to recruit, train and look after the volunteers. It is also his key responsibility to engage the local community in consultations, represent the organisation at multi-agency meetings and events, and inform them of Healthwatch Blackpool and the valuable work we do.

Steven Garner's role is to educate and

share information with the public, creating regular newsletters, maintaining a social media presence and ensuring that information on the website is up to date, and easy to navigate.

Healthwatch Blackpool has signposting and information duties and his role is to ensure people know we we are and how to get in touch.

Claire Powell, the services manager moved on from Healthwatch Blackpool in January 2016. Her involvement and dedication helped open many doors for Healthwatch and helped structure our reports and how we operate.

## Volunteers

We have an expanding core team of 6 regular volunteers who assist us in our reviews and we couldn't achieve this without their continued support.



Our Healthwatch Team (from left to right): Steven Garner; Claire Powell; & Steven Robinson.



# Listening to people who use health and care services



## Gathering experiences and understanding people's needs

Healthwatch Blackpool has undertaken extensive engagement with people using specific services and with the wider public in a variety of ways.

At the beginning of the year we consulted with the wider public using community engagement in popular community settings such as supermarkets, as well as a big push online and through the Healthwatch Blackpool membership of over 300 people. The aim was to identify what people thought was working well in Blackpool, and which services were a concern to them.

Our *Concerns* survey consulted with around 450 Blackpool residents.

Along with this wide scale public consultation and our reviews of specific services we consulted with seldom heard groups:

- We hosted a Cancer Awareness roadshow in conjunction with other local Healthwatch and Macmillan Cancer Support which spoke with the Learning Disability community.
- We have spoken with service users of mental health groups such as Making Space and through the Mental Health Forum.
- We engaged with Boys and Girls Clubs, and local school pastoral teams for our Children and Young People's Wellbeing survey.

Our Young People's Health and Wellbeing Survey spoke to over 200 young people.



Macmillan Cancer Support awareness session for adults with learning disabilities

## What we've learnt from visiting services

This year we have not undertaken any *Enter and View* activity. Instead our focus has been on engaging and co-operating with services in order to maximise the impact of Healthwatch Blackpool's input.

As a result of undertaking service reviews with co-operation we have produced findings based on service user feedback and recommendations (where relevant) which services have warmly welcomed.

*“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.”*

David Eaton, Service Manager  
Blackpool CAMHS

We intend to build on the working relationships with services as we believe the positive results Healthwatch Blackpool have achieved are in part attributable to them, opening up an invaluable platform for service user feedback.

*“We are pleased with the feedback that our young people gave to Healthwatch and feel it is a fair report. The feedback was positive and staff felt the consultation was well run and they were kept informed throughout. We will be looking into the findings in more detail to look at the possibility of introducing changes in line with these findings.”*

Jackie Crooks  
Advanced Practitioner - The Hub  
Blackpool Council

Links with other networks within Blackpool Council and CCG has enabled us to extend our service provider reach.

*“Healthwatch was established to have a role in promoting public health and tackling inequalities. In recent years its focus has primarily been on the important issue of promoting consumer rights for users of health and social care. As a key member of the Blackpool Health & Wellbeing Board we are keen to see the expansion of the role of Healthwatch into an independent community led advocate for action on inequalities.”*

Dr Arif Rajpura, Director of Public Health at Blackpool Council

Links with other groups has enabled us to extend our community and service provider reach.

*“Blackpool, Fylde & Wyre Mental Health Forum have worked very closely with Healthwatch Blackpool (HWB) over the past twelve months and is privileged to have representation from Healthwatch at its regular Forum meetings. This close working has been mutually beneficial to both parties. Members of the Forum have had the opportunity to view and comment on HWB reports ... so that the views of service users are heard. The Forum then plays its part in disseminating the findings of these reports to relevant bodies, including Members of Parliament. We hope to continue this joint working in times to come and applaud HWB for the work it has done to raise the profile of Mental Health.”*

Christina McKensie-Townsend, Chair of Blackpool, Fylde and Wyre Mental Health Forum

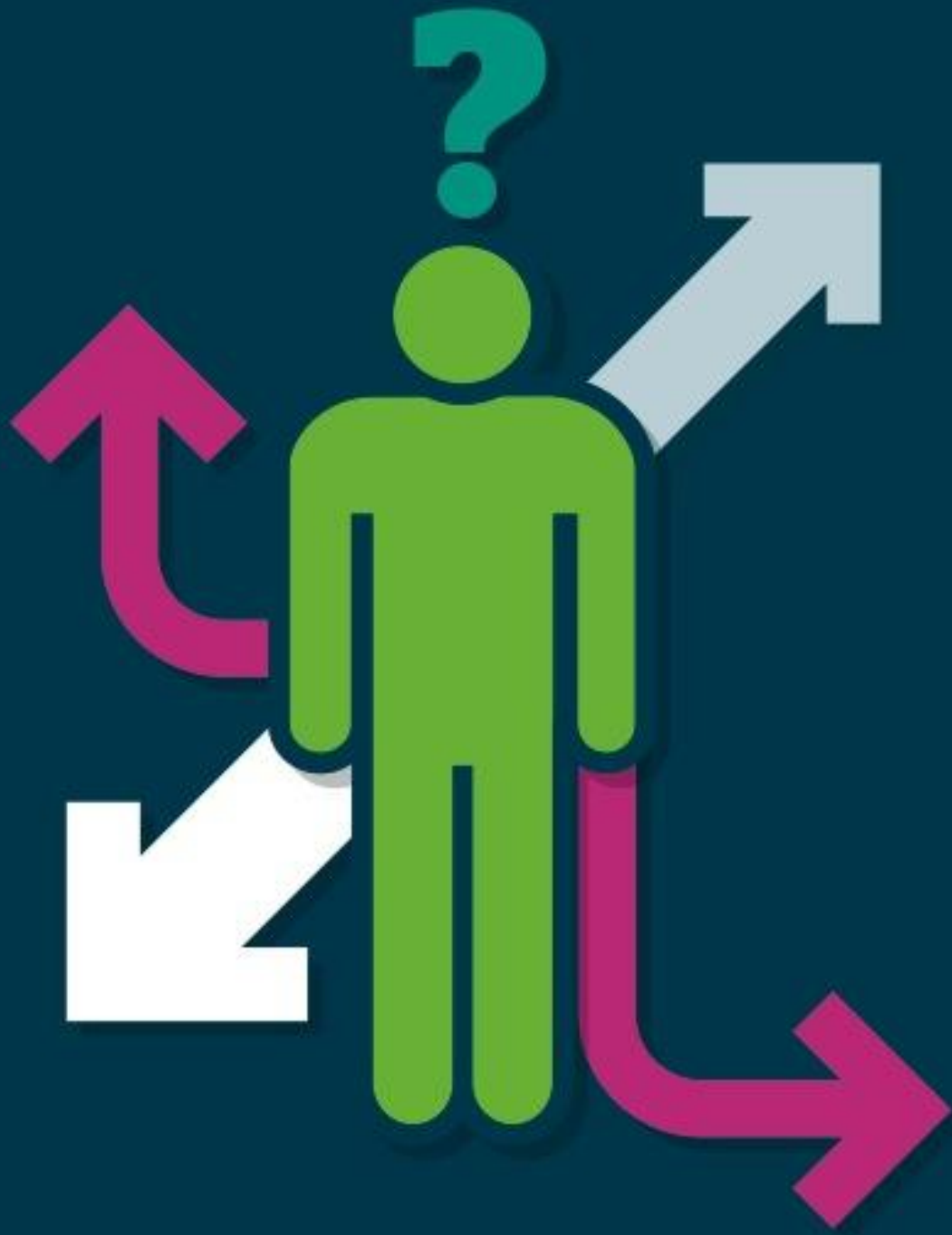
Blackpool Council and CCG have also acknowledged the value of service user feedback.

*“We do appreciate that we continually need to improve services and the experiences of the service users is vital feedback to inform our commissioning.”*

David Bonson, Chief Operating Officer of Blackpool CCG

Karen Smith, Director of Adult Services of Blackpool Council

# Giving people advice and information



## Helping people get what they need from local health and care services

Part of our core activity is signposting, supporting individuals with advice and information and bettering health and social care through public involvement.

- We held regular listening tables in Blackpool Victoria Hospital, The Harbour and the libraries in and around Blackpool.
- We work with forums and groups and seek a stronger voice together.

**“Every comment counts”**

Service user

In the start of April 2015 and after researching the accessibility needs various individuals in Blackpool, we found that for a lot of people the internet is the quickest way for us to hear from them. We wanted to ensure everyone could reach us and not only find out about our service but also other services which could help them too.

### Advice at your fingertips

Anyone can contact us via our new re-designed website. We added several big read, audio tags and other extras to ensure everyone can access the information. We regularly update this with various events and happenings going on in Blackpool with the aim to promote health and social care and support smaller charities and groups.

Social media is also a large part of our digital presence our facebook and twitter have grown by 150% since last year.

Many people do not have access to the internet so we endeavour to get out there as much as possible to provide signposting duties. We have an active phone line and also when ever we visit premises we hand out information to people to contact us in the future if they need us.



Often when we conduct reviews of services we bring our tables in case someone needs help and support.

Visiting forums and local events allows us to expand on what Healthwatch knows but allows us to listen to the voices of residents in unique situations.

**We have reached over 20,000 people through social media. That's one in 7 people in Blackpool!**

Social media, engagement days and a busy phone line are some of the many ways we are there for the diverse people of Blackpool. Moving forward we hope to involve more volunteer networkers to get out there and help even more people!

# How we have made a difference





## Our reports and recommendations

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 section provides a snapshot of what has changed as a result of Healthwatch Blackpool's involvement.

## Working with other organisations

As part of our approach of not conducting *Enter and View* visits, this has enabled us to work collaboratively and openly with service providers and commissioners in order to focus on gaps which they may have already identified. It has also assisted in creating a culture of transparency in services which has improved Healthwatch Blackpool's reviewing processes.

We have also developed a closer working relationship with CQC:

- Our close relationship with local CQC departments has enabled us to share concerns, evidence and information which we have gathered during our reviews, complementing and supporting local CQC monitoring, inspection and regulatory activity.

## 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 - The Hub, Children's Services Department

## 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.

# Our work in focus





# Our work in focus: Care homes



Retirement in Blackpool care homes is a popular choice for many people.

Healthwatch Blackpool created a “Resident’s 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.

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*We chose not to undertake the visits as Enter & Views but approach these reviews from a perspective of a “critical friend”.*

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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, from the perspective

of residents the quality of care was very good in all the homes that we visited and no major issues were identified. Many homes committed to recommended changes to improve service delivery.

## The homes we visited

- Annacliffe Care Home
- Belgravia Care Home
- Broadway Care Home
- Chaseley Care Home
- Feng Shui Care Home
- Haddon Court
- Highcroft Care Home
- Hollins Bank
- Langdales
- Layton Lodge
- Waterside Care Home

We had great success working co-operatively with care home managers and provider. One care home 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

# Our plans for next year





## Future priorities

**In 2016-17 Healthwatch Blackpool must ensure that it remains influential and sustainable in order to retain its position of the local independent consumer champion.**

**There will be opportunities presented to Healthwatch Blackpool and other local Healthwatch in transformation plans being produced across Lancashire.**

### Remaining Influential

In order to remain influential, Healthwatch Blackpool will seek closer working relationships with key partners in services to ensure that service user feedback is not only valued, but used effectively as a tool to inform and enhance service delivery.

It will also be a priority for Healthwatch Blackpool to work with commissioners of services in order to use service user feedback to shape the development of services.

### Sustainability

In order to remain sustainable, another key priority for Healthwatch Blackpool will be to look into sustainability options. With reduced Local Authority funding across the country, it is necessary for Healthwatch Blackpool to explore additional revenue streams and options in terms of its structure and governance. An Options Assessment will allow Healthwatch Blackpool to best assess its ongoing status as a limited company, and other available options such as independent charity status.

### Closer ties with CQC

We will seek to build on the existing relationship between CQC and Healthwatch, and seek to work closer with the Care Quality Commission. We provide regular updates to the CQC with any information Healthwatch Blackpool has gained, in particular related to services CQC are due to inspect. Our aim is to develop and enhance this mutual relationship to ensure that Healthwatch Blackpool is more knowledgeable of CQC actions, and that the information we provide to the body is used to form some of the basis of their inspections.

### Develop a plan of work

To replicate the method of forming a work plan for this last year, we first want to discover which services are of most concern to Blackpool residents. In order to do this we will undertake a wide scale public consultation which will take place online and in public places both within and outside of health and social care settings.

### Raise the profile of Healthwatch Blackpool

In order for Healthwatch Blackpool to remain successful in its aims, it must endeavour to reach the wider community. With this in mind we will aim to host more public stands and information days, and invest in our visibility.

We also intend to expand our volunteer base in order to successfully undertake more reviews and bring more skills and expertise to the work which we do.

# Our people



## Decision making

*All of Healthwatch Blackpool's work in 2015/16 was dictated by the public. We review and look into services that the public tell us to.*

In April 2015 when the Healthwatch Blackpool contract was taken over by Empowerment we polled over 500 residents and asked them what areas we should begin to look into. We received an incredibly diverse range of areas to narrow down.

**Blackpool rates amongst the highest areas in the UK in terms of substance misuse, suicide, poverty, malnutrition and many more challenging issues.**



Mental health, substance misuse and the hospital were the biggest areas but people often said that Dentists, domiciliary care, outpatients, maternity services and care homes were areas for us to look into. We developed an intensive but progressive workplan. One consultation a month, which is a research based report and one consumer review a month - a report based on a visit to a service provider.

## How we involve the public and volunteers

This year we have involved our volunteers in all areas of our work. They have been involved in:

- Board meetings
- Planning sessions
- Reviews and consultations
- Public stands and events

It is vital that in order for Healthwatch Blackpool to be successful it develops and nurtures its loyal volunteer base to set an excellent volunteering standard.

*“Volunteering for the community researcher role is a unique opportunity to work with the public, hopefully making a difference to the residents of Blackpool. As an ex-health Professional I have considerable experience in health and social care but not from the other side's perspective. I've found that gathering opinions and experiences of various issues gives people a stronger voice to create positive change I look forward to visiting more services and speaking to more people and continuing my involvement and endeavours to improve services for the communities in Blackpool.*

Kim Rushton,  
Healthwatch Blackpool Volunteer

We have involved the public at every stage and in order to remain transparent we have promoted all the work we do across all social media and in newsletters which are publicly available.

# Our finances



Please be advised that these accounts are still in draft as adjustments have not been made by the independent auditors of Empowerment Charity. These records will be updated following this audit, which is due in August 2016.

Over the financial year Healthwatch has ended in a strong position. The only underspend is unspent wages for a service manager post which was vacant over February and March.

In December 2015 Blackpool Council confirmed that an additional allocation of £21,346 was to be available to support additional Healthwatch activity as follows:

- 2015/16 £5,000
- 2016/17 £8,173
- 2017/18 £8,173

Printing and postage costs have been high over the financial year. This is largely due to the monthly full colour newsletter being sent by post to over 130 people. From December 2015 the newsletter is quarterly, and physical printed copies have been reduced following a feedback survey requesting if members would like to continue receiving the newsletter.

| INCOME  |  | £                |
|---|--|------------------|
| Funding received from local authority to deliver local Healthwatch statutory activities |  | £63,000          |
| Additional income   |  | £0               |
| Total income  |  | £63,000          |
| EXPENDITURE   |  |                  |
| Operational costs   |  | £6,992.68        |
| Staffing costs  |  | £46,014.83       |
| Office costs  |  | £6,428.68        |
| Total expenditure   |  | £59,436.19       |
| Balance brought forward   |  | <b>£3,563.81</b> |

# Contact us





## Get in touch

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FY1 3AH

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority, Blackpool council.

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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