

<b>Report to:</b>	<b>HEALTHWATCH BLACKPOOL</b>
<b>Relevant Officer:</b>	Steven Garner, Healthwatch Blackpool Manager
<b>Date of Meeting</b>	12 June 2016

## OPERATIONAL LEADS' REPORT

### 1.0 Social Media and Website Engagement for Quarter One:

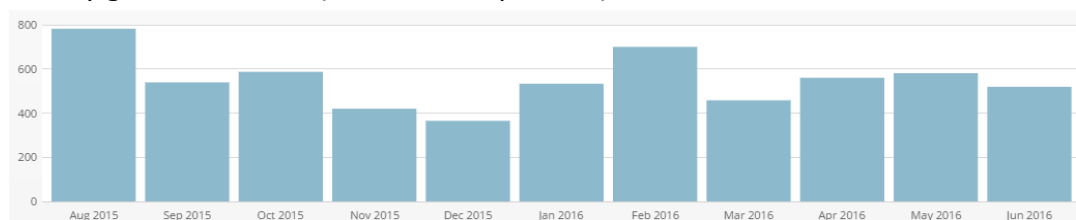
#### 1.1 Facebook

As Graph one shows that Facebook engagement has been consistent, although slightly lower over June. It remains a priority of Healthwatch Blackpool to extend its reach and is exploring paid opportunities to do this.



#### 1.2 Website

As Graph Two shows, we have a consistent visiting rate to our website. We still mainly get new visitors (about three quarters), which is an excellent rate.



#### 1.3 Twitter

Twitter remains a primary method of talking to people online. We average a good number of new followers each month. Use of hashtags, images, tagging of other agencies, tweets centred on national awareness weeks/ days, and retweeting other local organisations assists in maintaining and increasing reach.

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APR 2016 SUMMARY

Tweets	Tweet impressions
<b>21</b>	<b>8,087</b>

Profile visits	Mentions
<b>595</b>	<b>15</b>

New followers
<b>24</b>

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MAY 2016 SUMMARY

Tweets	Tweet impressions
<b>28</b>	<b>13.8K</b>

Profile visits	Mentions
<b>639</b>	<b>18</b>

New followers
<b>47</b>

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JUN 2016 SUMMARY

Tweets	Tweet impressions
<b>19</b>	<b>13.5K</b>

Profile visits	Mentions
<b>347</b>	<b>6</b>

New followers
<b>29</b>

## **2.0 Reviews/ Consultations**

### **2.1 Responses from 2015/ 2016 consultations**

2.1.1 Accident and Emergency (Appendix 9(a)), Maternity (Appendix 9(b)) and Outpatients responses (Appendix 9(c)) have been received. The Dentistry and Substance Misuse reports have been followed up and the Substance Misuse Service Manager Shaun Callaghan is aware of the deadline of 11 July to provide a response. The Willows Care Home has not responded to the Healthwatch Blackpool report.

2.1.2 The Dentistry response is due imminently from Nick Barkworth (Contract Manager, Primary Care Dental, NHS England – North), who has asked Healthwatch Blackpool if they could do some engagement with residents of Blackpool who do not routinely access the dentist. They have the opportunity to develop a service that will address their needs, but would like some engagement with them.

## 2.2 Reviews

2.2.1 The reports for the Brooklands Care Home and The ARC (rehabilitation centre) are to be produced.

## 2.3 Consultations

2.3.1 The Mental Health Listening Event report (Appendix 9(d)) looks at two areas of change, which could be made to Adult Mental Health Services, with suggestions from professionals and service users and carers. The session looked at short term and long term changes, which could be made to improve mental health services. These will be looked at against the NHSE Five Year Forward View for Adult Mental Health and suggestions will be made and put to service providers.

2.3.2 The Priorities Public Consultation report survey report (Appendix 9(e)) consulted with 121 members of the public yielding 294 responses with each answer listed in the Raw Data report (Appendix 9(f)) and includes representation from learning disability groups, young people and mental health groups. The top five responses from the public were:

1. GP Surgeries
2. Emergency Services
3. Adult Mental Health
4. Blackpool Hospitals
5. Care Homes

2.3.3 By putting each of these top priorities in focus for longer periods of time, a “deep dive” of services will allow Healthwatch Blackpool to put in further groundwork with services ahead of reviews to build relationships and co-operation, potentially tie in to existing service provider’s action plans to increase the influence of Healthwatch Blackpool and the public voice. It will also allow for more focus groups in which to test prospective questions in surveys.

The proposed plan of work is as follows:

July and August 2016: Care Homes

September and October 2016: Blackpool Teaching Hospitals

November and December 2016: Adult Mental Health Services

January and February 2017: GP surgeries

March and April 2017: Emergency Services

2.3.4 The Health and Wellbeing 2016/ 2019 strategy consultation yielded 144 responses. Further information is to be provided by Scott Butterfield/ Venessa Beckett.

2.3.5 The Lancashire Care Foundation Trust (LCFT) Adult Mental Health Service is facing a Care Quality Commission (CQC) inspection week commencing 12 September. Consideration has been given regarding the timing of Healthwatch Blackpool's involvement with the Adult Mental Health Services. Healthwatch Blackpool does have the Mental Health report June 2015 and the Mental Health Listening Event report mentioned earlier at Appendix 9(d) conducted in May 2016 to present to CQC ahead of the inspection. As a result of the CQC inspection the Trust may form an action plan which Healthwatch Blackpool could assist in providing the public voice for.

2.3.6 Healthwatch Blackpool has completed the Annual Report (Appendix 9(g)), for comment and to be signed off by the Board. The financial section requires adjustments, which are due to be taken by the independent auditors for Empowerment in August 2016.

### **3.0 Work Plan for July/ August**

3.1 Three Care Home reviews are planned, with more to be expected when signing off the 2016/ 2017 work plan. Carers consultation has been prepared and is due to take place over the next two months to assist Blackpool Council in recommissioning of carers services. Preparation is underway for three Eliminating Mixed Sex Accommodation (EMSA) reviews in Blackpool Victoria Hospital over three quarters.

### **4.0 Joint working with Local Healthwatch**

4.1 A Memorandum of Understanding (MoU) meeting has been arranged with Healthwatch Lancashire and Blackburn with Darwen following The Harbour review. Lancashire and South Cumbria Change Programme Meeting has also been arranged with Healthwatch Lancashire and Cumbria to co-ordinate approaches.