



Healthwatch Blackpool
Annual Report 2013/14



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Contents

- 4 Introduction to Healthwatch Blackpool**
 - 4 Healthwatch Blackpool:
Every Voice Counts

- 6 Our Governance, Our People**
 - 7 Our Executive Board
 - 9 Our Advisory Group
 - 11 Our Support Team
 - 12 Finding out People's Experiences
 - 13 Governance Diagram

- 14 Our First Year of Action**
 - 15 Care Home ('Enter and View')
 - 16 Involvement with Patient-led Assessments
of the Care Environment (PLACE)
 - 17 Open Events
 - 18 Dentistry Survey
 - 20 Being Effective on the Health & Wellbeing Board
 - 20 Patient Participation Group Network

- 22 Stakeholder Involvement**

- 27 Final Words**
 - 27 Future Plans and Financial Information
 - 28 Core Functions
 - 29 Our Principles

Healthwatch Blackpool: Every Voice Counts



Welcome to the first ever Annual Report from Healthwatch Blackpool.

Healthwatch Blackpool came into being on 1st April 2013, having been in 'shadow' form for the previous six months.

What is Healthwatch? We are an independent body, set up as part of a Government initiative, to act as a means for the voices of the people of Blackpool to be heard and their needs to be made known to those providing health and social services in Blackpool. There are many ways in which your voice can be heard and details of these can be found within this Annual Report.

Healthwatch Blackpool has had a very successful first year. Our two Open events, held at the Salvation Army Citadel and the Seaside Stadium respectively were well attended, their aim being to inform and encourage participation in Healthwatch Blackpool. We were privileged to have our local Members of Parliament and commissioners of health services present to answer your questions at both Open Events.

We have been actively visiting areas where care is given, such as care homes and wards within Victoria and Clifton Hospitals and reporting on our findings. We will continue these 'enter and views' in the coming year.



We responded to a concern that adolescents were having difficulty in accessing dental services, which prompted an in depth survey of dental services in Blackpool, the findings of which can be found in this report.

All the hard work of the past year has been carried out by the members of the Healthwatch Blackpool Executive Board and the Advisory Group who give up their time voluntarily with welcome help from volunteers from the wider membership. All this has been achieved with the invaluable help of our support team from Groundwork Lancashire West & Wigan.

Many thanks to all.

Christina McKenzie-Townsend
Vice Chair



Our Governance, Our People



Healthwatch Blackpool is your local voice helping you get the best out of health and social care.

We can only give a strong voice with the active support of local people.

Our Executive Board

The Board has ten places, and the role of the Executive Board is to:

- Act in the capacity of a Director under the Companies Act
- Contribute to the strategic aim of Healthwatch Blackpool
- Ensure necessary financial and human resources are in place for the organisation to achieve its objectives
- Devise robust systems of risk control
- Performance manage

Our Vision

Healthwatch Blackpool will be the independent consumer champion for health, social care and wellbeing in Blackpool.

What we will do?

- Meet our statutory requirements
- Make a positive measurable contribution to the Joint Strategic Needs Assessment (JSNA)

- Make reports and recommendations to Healthwatch England (HWE) and advise the Care Quality Commission (CQC) on areas of concern and celebration.
- Work with commissioners and providers of services in order to meet the health and social needs of local people.
- Provide accurate information and signposting to services and support to enable access to health and social care.
- Provide information and support to help hard to reach groups, so that they are heard and are able to influence social care and health services.
- Ensure that all member organisations of Healthwatch have policies and procedures which have equality and diversity embedded in them.
- Signpost people if they need help to complain about NHS or social care services.

The Board has acted in accordance with the Equality Act 2010 and the Freedom of Information Act 2000.

Executive Board Members

Norma Rodgers, Chair (appointed April 2013)

Christina McKenzie-Townsend, Vice Chair (Appointed April 2013)

Wendy Dowling, Treasurer (Appointed April 2013)

Chris Palmer (Appointed April 2013)

Anne Clark (Appointed April 2013)

Joan Rose (Appointed April 2013)

Wendy Stevenson (Appointed May 2013)

Gavin Quick (Appointed August 2013)

Barbara Charlton (Appointed March 2014)

Voices from the Healthwatch Blackpool Board

Wendy Stevenson

Every day in the press the National Health Service features prominently. It is such an important institution, long-standing and ever changing - often attracting criticism and concern yet providing essential care and services to so many. Staffed in the main by truly dedicated people, it continues to play a vital part in people's lives. Because of my interest in health and care matters, I joined what was the Patients and Public Involvement Forum some years ago, which became the Local Involvement Network and have now moved on to being a Healthwatch Blackpool Board Member.

Together with colleagues from our Advisory Group, members of the Board are actively involved in the local area as volunteers in a wide spread of matters affecting both health and care services. As well as responding to issues raised by individuals, we work closely with Blackpool Clinical Commissioning Group and many other organisations to help improve services for those who use



them. As examples of our work, we make regular visits to local hospitals - talking to patients, their families and staff. We are currently conducting a programme of visits to local nursing and care homes. We undertake surveys, take part in working groups and organise days throughout the year for the benefit of the local community and Healthwatch members. These sessions address important topics and involve local MPs and senior staff from the health and care sectors.

In its first operational year, Healthwatch Blackpool has made its mark on the local area and enjoys a good reputation for collaborative working and achieving results for local people. Blackpool continues to face many problems across a wide spectrum of health concerns and I am pleased to be able to play a part in making a difference to the health, care and well-being of the community.

Gavin Quick

I joined the Healthwatch Blackpool Executive Board in August 2013. Since taking early retirement in 2008, I have been doing a variety of voluntary work, including at Relate, and at Trinity Hospice,





Blackpool continues to face many problems across a wide spectrum of health concerns and I am pleased to be able to play a part in making a difference

Wendy Stevenson, Board Member

plus helping to found the Blackpool Patient Participation Group Network. I decided to help via Healthwatch in particular because it represents the people in the fields of public health and social care.

In addition, I am helping to address the problems with dog fouling, fly tipping and anti-social behaviour through Clean Up Blackpool group (CLUB) and the area forum. In my spare time, I am a keen supporter of Manchester City, and enjoy playing games like Word with Friends on Facebook (always happy to friend people and play the game and other games with them).

Chris Palmer

In contrast to many of my fellow committee members, I do not have an NHS background. I qualified as a solicitor in 1980 and have spent the vast majority of my working life in private practice on the Fylde coast. I retired in March 2013.

My legal work was almost exclusively in public funded litigation. I developed a specialism in Child Care work serving for over 20 years in the Law Society's specialist Child Care Panel.

In recent years I have pursued an interest in psychology. In 2011, I was awarded a 2:1 B. Sc Honours degree by the Open University. I am now in the third year of a four year diploma course in person centered

counselling. I have a particular interest in adult mental health issues. I am a volunteer at Blackpool Samaritans. My interest in publicly funded health and social care goes back many years, but it is only now with more free time that I feel I can make a significant contribution.

Building on the sound foundations of Blackpool LINK, I am committed to ensuring that Healthwatch Blackpool gathers, as effectively as possible, the views of all those wishing to express an opinion. Our aim is to form a local collective voice which will positively influence services in the interests of all the people of Blackpool.

Our Advisory Group Members

- Norma Rodgers
- Anne Clark
- Carole Holmes
- Bob Hooton
- Christine McRoberts
- Rachel Dandy
- Wendy Stevenson
- Gwynneth Mugonyi
- Terry Bennett
- Janet O'Hara
- Heather O'Hara
- Barbara Charlton
- William Green
- Gavin Quick
- Martin Rukin
- Brenda Hargreaves

Voices from the Advisory Group

Terry Bennett

Why did I join Healthwatch? I am just a normal healthy 72 years old. More so than most, I have never had any major illness but I have had experience of the debilitating effects of illnesses.



My father used to work at Haig Pit at Whitehaven and he developed Silicosis (coal dust on the lungs). This later progressed into emphysema, I can remember him being told that one lung had collapsed and the other was only 35% efficient. I witnessed for many years the struggle as he deteriorated - he could barely walk more than a couple of hundred yards without stopping to catch his breath.

We no longer have the large number of mines any more, but we do have a large number of elderly people suffering from debilitating conditions.

Barbara Charlton, MPH

I suppose I have been interested in health matters since I was a young girl growing up on our farm. Tuberculin testing of the dairy cows, high standards of hygiene, the need for sterilisation and rapid milk cooling to minimise the risk of contamination were

always stressed as essential for good health.

It seemed a natural progression to become a nurse and after successfully completing my nurse training I worked my way through the ranks, eventually becoming a senior ward sister. I then married and moved to Blackpool where I continued my professional career as a district nursing sister for several years. I then undertook my nurse tutor training which led to me working at the University of Central Lancashire (UCLAN) as a district nurse tutor.



In 1991 I completed a degree of Master of Public Health (MPH) at Liverpool University and continued teaching at UCLAN as a senior lecturer in the department of Health & Nursing Studies. While undertaking my MPH I realised how much Public Health had been an integral part of my life since I was a young girl.

I still maintain an active interest in public health and enjoy being an active board member of Healthwatch Blackpool where I can continue to use and pass on my lifetime of health and nursing experience.

Outside of Healthwatch I still maintain an interest in all things health related. I am an animal lover and two cats and one dog (a Bedlington terrier) own me! I used to ride



The Healthwatch Support Services Team: Ruth, Helen and Myles from Groundwork Lancashire West & Wigan

and still have two small ponies which I love dearly. When time allows I enjoy gardening and eating out with friends is high on my list of enjoyment.

Christine McRoberts

Five years ago I retired from the NHS after 40+ years. Retirement was great at first, but last summer I felt I needed a new purpose and challenge. I completed a survey on dental services and was sent information on Healthwatch Blackpool. After completing an application to join the Advisory Group, I attended my first meeting in October of last year. My life is certainly much more interesting and my experience and knowledge are put to good use.

Our Support Team

Support to Healthwatch Blackpool is provided by Groundwork Lancashire West & Wigan.

Helen Kay - Health & Wellbeing Manager, Ruth Large - Project Support Officer, and Myles Orum - Apprentice Office Admin Assistant are the hard working team.

Finding out people's experiences

Since Healthwatch Blackpool was established on the 1st April 2014, we have sought public opinion and feedback through a number of engagement events, such as our Open Events and by our attendance at events organised by others.

People have been encouraged to tell us what the service that they attended was like for them. We then work on those issues that the local population thinks most affect the community. The issues are then forwarded to the Issues Group whose role is to discuss and make recommendations on how each issue can be addressed. It could be that they are signposted to another organisation; that the issue is a one-off and therefore will be recorded to see if any similar issues are received in the future; or that further information is required and a request for information is made. Since Healthwatch Blackpool began, we have received 20 issues.

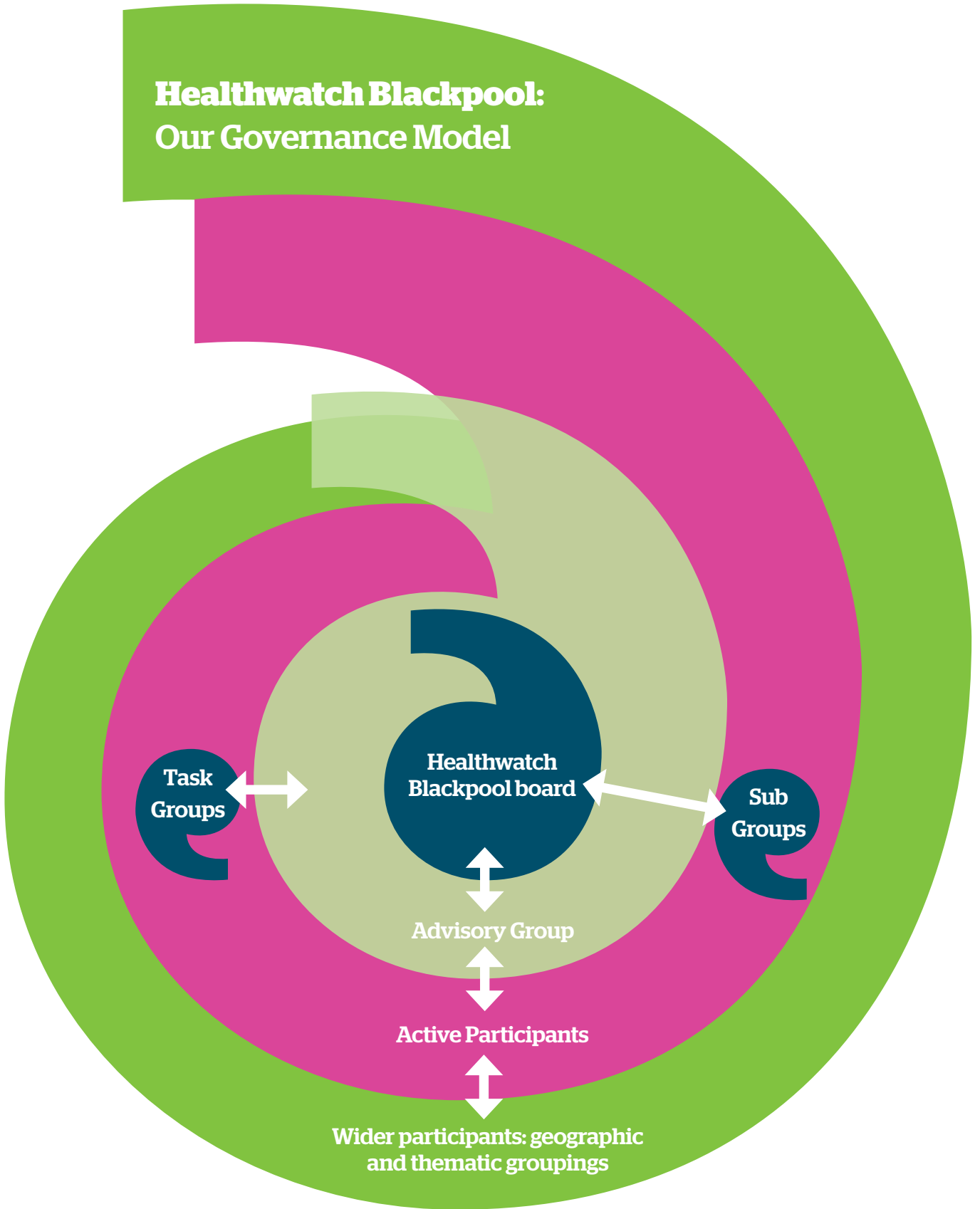
Healthwatch Blackpool has also received a number of enquiries from members of the public. These range from requests for information about a service to wanting to know how to go about making a complaint. During this period, we received 48 enquiries.

The Advisory Group's role is to represent Healthwatch Blackpool's members and report back to them and to the Healthwatch Blackpool Executive Board. If it has been recommended by the Issues Group that a working group should be set up to look into a particular issue, it is the role of the Advisory Group to do this. The Advisory Group are also the lead when undertaking any 'Enter and View'.

Members of the Executive Board and the Advisory Group have spent a lot of time continuing to build positive relationships with various representatives from Blackpool Council, Blackpool Clinical Commissioning Group, Blackpool Teaching Hospitals NHS Foundation Trust, Lancashire Care NHS Foundation Trust, and North West Ambulance Service. Staff members from the above organisations have willingly offered to come to a Healthwatch Blackpool event or meeting and talk to attendees, where they may be challenged and held to account on decisions that have been made.



Healthwatch Blackpool: Our Governance Model





Our First Year of Action



It's been a busy first year for our team and local volunteers. This section explains some of what we've been doing on behalf of the people of Blackpool.

Care Homes ('Enter and View')

The Blackpool Clinical Commissioning Group (CCG) requested Healthwatch Blackpool to carry out a series of visits to care homes in Blackpool. Although the national Care Quality Commission (CQC) inspect and write reports on every care home, it was agreed that it would be useful for Healthwatch Blackpool representatives to carry out local visits - as lay-people, we would be looking from a different, but important, perspective.

Although the CCG only commission services from some Blackpool registered care homes, it was decided that it would still be appropriate for Healthwatch Blackpool to visit them all as part of our planned programme. The Chief Nurse from the CCG and other staff attended a meeting of Healthwatch representatives to outline the main points the visits should cover.

Two of our board members attended a regional training course run by Healthwatch England, where a workbook was issued covering the main aspects relating to 'Enter and View' visits. 'Enter and View' is the terminology used to describe the visits which Healthwatch Blackpool representatives undertake. The two board members then ran a number of local training sessions for other board members and all the members of the Healthwatch Blackpool Advisory Group who wished to be involved in the care home visits.

A pro-forma was developed based on the '15 Steps' guidelines. This formed the basis for the visits and subsequent reports. The guidelines include physical and environmental aspects of each home, staffing, caring - including dignity, individual needs and communication, food provision, health and safety and policies and procedures. The training and reporting has been evaluated and adapted as the visits have progressed.

The visits, which began earlier in the year, are well underway and usually take place on a twice weekly basis. Healthwatch Blackpool staff contact the care homes in advance to notify dates for the visits, which always comprise two Healthwatch Blackpool representatives. Each report follows a standard format and includes recommendations for any areas where

it is felt improvements could be made. Reports are sent to each care home for their comments before being finalised and forwarded to the CCG.

The progress and feedback from the visits programme has been good and has highlighted areas of good practice as well as those for development. A further report will be issued when the visits have been completed.

All 'Enter and View' visits are announced two weeks prior to the visit.

The following members of the Executive Board and the Advisory Group are Authorised Representatives:

Norma Rodgers
Christina McKenzie-Townsend
Wendy Dowling
Chris Palmer
Wendy Stevenson
Anne Clark
Barbara Charlton
Gavin Quick
Carole Holmes
Bob Hooton
Christine McRoberts
Gwynneth Mugonyi
Terry Bennett
Janet O'Hara
Heather O'Hara
William Green

Involvement with Patient-led Assessments of the Care Environment (PLACE)

April 2013 saw the introduction of PLACE, which is a new system for assessing the quality of the patient environment. The assessments apply to hospitals, hospices and day treatment centres providing NHS funded care, and looks at how the environment supports the patients, covering issues such as:

- Privacy & dignity
- Food
- Cleanliness
- General building maintenance

Six Healthwatch Blackpool members are PLACE Assessors. Heather O'Hara, Advisory Group member, who has been involved as an assessor in PLACE visits, comments:

"These assessments take place on a regular basis in Mental Health Units, and are carried out by a mixture of individuals, consisting of health professionals, service users, lay people who have attended the training course, and members of Healthwatch Blackpool, Blackburn with Darwen, and Lancashire.

"I have been involved with this function for over 12 months, carrying out over 10 different inspections, and have found them to be very interesting and the variation of premises and



'Shaping the Future' Question and Answer session at our Open Event

service users has been an eye-opener to me. "The reason for these inspections is to check all areas which are used by Service users to ensure that they are clean and any repairs are dealt with, together with ensuring that hygiene regulations are adhered to, and food standards are as good as they should be. We do this by sampling the food which has been served on the day.

"At the end of the inspection the teams get together and mark the areas as either a Pass, Qualified Pass (meaning some work needs to be done) or Fail (higher priority).

"The team do not have any involvement with nursing or medical care, the CQC are responsible for that area."

Lancashire Care NHS Foundation Trust PLACE team were lucky enough to win Non Clinical Team of the Year Award, which was presented to them at the De Vere Hotel in March 2014.

Open Events

We have held two well attended Open Events this year. The first was on Friday 20th September 2013 and included 'Shaping the Future' Question and Answer session with a panel of representatives from Blackpool Clinical Commissioning Group and the Official Launch of Healthwatch Blackpool by Council Ivan Taylor

On Friday 31 January 2014 our second Open Event titled 'Shaping the Future for Better Care' included a presentation on 'Better Care - Future Plan' and 'Shaping the Future for Better Care' Question and Answer Session with a range of stakeholder representatives.

Dentistry Survey

Aim

To establish a baseline of data to identify the current uptake of both NHS and private dental services and treatments in Blackpool.

Our method

We distributed the survey via the Healthwatch Blackpool membership; care homes in Blackpool; primary and secondary schools in Blackpool; Blackpool dental practices; and attended Blackpool Area Forums.

The survey was also available via 'Survey Monkey' on Healthwatch Blackpool's website. Followers on Twitter were also informed about the survey. It is estimated that 700 copies of the survey were sent out.

In total, Healthwatch Blackpool received 286 responses. Although the survey was aimed at Blackpool residents, some people outside the area responded to the survey. These totals have not been deleted as it was not possible to ascertain if their dental services were in the Blackpool area.

Summary of findings

Of the 286 responses, 118 were male, 156 were female and 12 were undisclosed. The highest number of respondents live in the FY3 area of Blackpool. However, as a large number of respondents were from a

single secondary school within that area, it is reasonable to assume this is the reason for the high response rate. The highest number of respondents were aged under 18 at secondary school; the second highest of respondents were aged 65+.

Whilst it is recognised that the information gathered only gives us a snapshot of whether people in Blackpool are registered with a dentist or not, the findings are interesting.

Recommendations

- Advertising the availability of NHS dentists needs to be increased
- The Dental Helpline needs to be advertised more effectively
- Availability of Dental Health promotion should be investigated and made available, throughout the town, highlighting the risks associated with poor dental health.

Conclusion

Overall, the survey did not indicate an issue with people accessing dental services. A copy of the findings will be sent to Blackpool CCG, Blackpool Public Health, NHS England North Team and Healthwatch England. It will also be made available on the Healthwatch Blackpool website.



Dental Survey Findings

All respondents

Where are you registered with a dentist?		How would you rate your dental health?	
In Blackpool	187	Excellent	27
Outside Blackpool	52	Very Good	65
Not Registered	43	Good	99
No Declaration	4	Fair	26
		Poor	9
		No Declaration	13
How long did it take you to find a dentist?		What was your last visit for?	
Less than 1 year	120	Regular check up	168
1-2 years	11	Cleaning	34
3-5 years	4	Tooth or gum problems	48
More than 5 years	8	Dentures	15
Unsure	79	Braces	7
No Declaration	21	Other	7
		No Declaration	12
Did you face difficulty in finding one?		How satisfied are you with your dental care?	
Yes	25	Very Satisfied	146
No	199	Somewhat satisfied	50
No Declaration	15	Neutral	24
		Somewhat dissatisfied	4
		Very dissatisfied	5
		No Declaration	10
When do you have a check up?			
Every 6 weeks	1		
Every 3 months	2		
Every 6 months	170		
Every 9 months	2		
Every 12 months	40		
More than 12 months	14		
No Declaration	10		

Those not registered with a dentist only

Would you like to be registered?		Are you aware of the dental helpline?	
Yes	26	Yes	16
No	14	No	22
No Declaration	2	No Declaration	5
Do you know how to register?			
Yes	20		
No	17		
No Declaration	6		

Being effective on the Health & Wellbeing Board

Blackpool's Health and Wellbeing Board has been in operation for over a year and has a commitment to engage and involve local people and wider stakeholders in its work.

The Health and Wellbeing Board's vision is to make Blackpool a place where ALL people can live, long, happy and healthy lives and the first year of operation has seen the development of the operational structure to bring the Joint Health and Wellbeing Strategy to life. The Board has developed a framework for measuring performance against its strategic priorities, made improvements to the Joint Strategic Needs Assessment (JSNA), is taking a strategic lead on integrated commissioning arrangements and improving connections and links with new and existing partners.

Now established, the Board intends to create formal partnership arrangements which show how it will be informed and influenced by those working across the health and wellbeing landscape with ongoing engagement with the public to which the Board is ultimately accountable.

The Health and Wellbeing Board has made a commitment to mobilise the work of Healthwatch Blackpool and in working collaboratively on areas of mutual interest

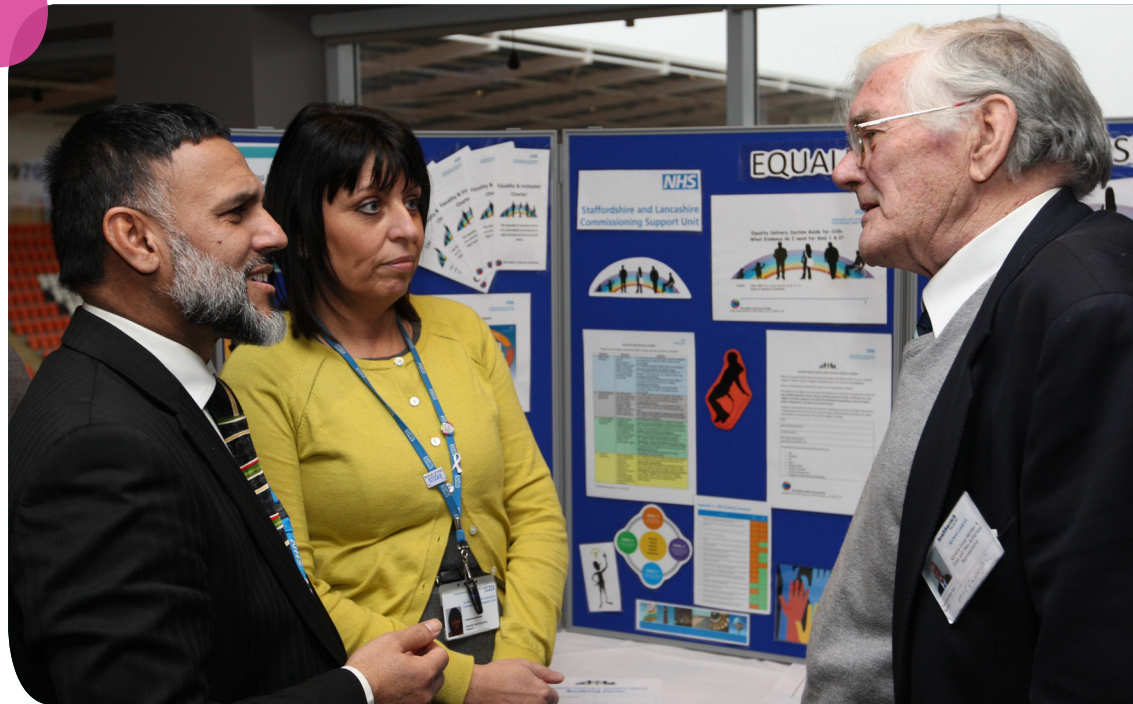
and responsibility including the on-going development and awareness raising of the JSNA and Better Care Fund.

Healthwatch Blackpool, as the voice of local people, is fortunate to have two executive board members on the Health & Wellbeing Board ensuring the needs of local people are known to those providing health and social care services in Blackpool.

Patient Participation Group Network

The lack of any feedback from the Patient Participation Group (PPG) event at the Hilton Hotel on 2nd October 2012 led to a decision by the Shadow Healthwatch Board in February 2013 to explore the feasibility of establishing a local PPG Network.

Coincidentally, Gavin Quick, secretary of ASK PPG, had already floated a similar idea at his own PPG meeting and had obtained support. Norma Rogers (Healthwatch Blackpool Chair) and Angela Winter (Clinical Commissioning Group Lay Member) met with him to discuss the way forward and agreed to organise an initial exploratory meeting to which all Blackpool GP Practices were invited to send representatives. Only eight surgeries responded, and those present raised serious doubts about the viability of the enterprise, but the decision to produce a calendar of six-weekly meetings



Attendees at our second Open Event titled 'Shaping the Future for Better Care'

helped to confirm the commitment of both Healthwatch and the CCG.

Looking back at the end of its first year, it is encouraging to see how far the Network has come, with well over half the Blackpool practices now represented, with a determination to achieve a hundred percent.

Co-chaired by Norma Rodgers and Angela Winter, with Gavin Quick as the minute taker, the network has recently drawn up its own terms of reference, identifying itself as an independent organisation, but closely supported by Blackpool CCG and Blackpool Healthwatch.

It fully appreciates the debt it owes to Sue Smith, Practice Manager, Stonyhill, who has not only hosted most of its meetings at South Shore Medical Centre, but also provided informed answers to some of its questions, along with a copy of the Lancashire

(Blackpool) Framework for Minor Ailments Scheme.

A permanent agenda item is the reports from the practices, which are providing a growing collection of innovative suggestions, contributing to the aim of spreading best practice.

The focus is very much on self-care, and responsible use of resources, particularly prescription medicines, and this has been supported by a number of extremely informative presentations by outside speakers.

At the time of writing the network is in the process of organising an Event for all PPGs on September 17th at the Salvation Army Citadel, with Amanda Doyle as the guest speaker, and is also looking to develop its own website soon.



Stakeholder Involvement



A lot of work has taken place to build positive relationships with stakeholder organisations.

Representatives have attended our events and explained their work, and we've worked with them to improve local decision making.

Roy Fisher, Chairman of Blackpool Clinical Commissioning Group (CCG)

The CCG are involved in joint partnership working with Healthwatch as members of the Health and Wellbeing Board and the Council's Overview and Scrutiny Committee. The Healthwatch Chair is a member of the CCG's Governing Body, whilst Healthwatch members are also involved in the CCG's Patient and Public Involvement Forum. These roles help the CCG demonstrate its commitment to listening to the views of the patients and public which helps to inform our decision making.

Healthwatch have organised and facilitated two well attended, all day Public Listening Events which took place in September 2013 and January 2014. The CCG's involvement in the second event, 'Shaping the Future for Better Care' consisted of morning presentations, including the Commissioning Strategic Plan and the Better Care Fund. In the afternoon session, the CCG was represented by the Chairman and Chief Clinical Officer on a panel of major stakeholders in Blackpool addressing questions from the members of the public.

Helen Skerritt, Chief Nurse, Blackpool Clinical Commissioning Group (CCG)

As part of the ongoing quality improvement work undertaken by the CCG, I have worked in partnership with Healthwatch. This involvement and partnership approach is essential to improve and monitor health service provision. Some examples include joint working on a deep dive review of Maternity Services in November 2013 and a review of the KEOGH improvement actions recommended within the Local Hospital Trust. These have been in collaboration with Healthwatch Lancashire and Fylde & Wyre CCG.

I have a direct working relationship with Healthwatch as part of the CCG Public and Patient Involvement Forum; we share patient experience information and discuss priority areas for further scrutiny

or feedback. This has included joint review of the monthly findings for the Friends and Family Test. I have also worked directly with Healthwatch to develop 'Enter and Views' within Blackpool Care Homes. I have shared information at the Healthwatch Board on the CCG responsibilities related to quality through presentation and meetings. I am currently involved in a health service procurement exercise that also includes Healthwatch representation. I look forward to developing our involvement initiatives throughout 2014/15.

Helen Lammond-Smith, Head of Commissioning, Blackpool Clinical Commissioning Group

I have been involved with Healthwatch during 2013/14 in a variety of ways in my capacity as a commissioning officer at the Clinical Commissioning Group. These include joint working as members of the Blackpool Learning Disability Partnership Board, Blackpool Mental Health Partnership Board, working on consultation with service users and carers on the review of supported accommodation, lead by the council.

Alison Small, Lead Nurse Continuing Healthcare, Blackpool Clinical Commissioning Group

I am sure that many of my colleagues will agree with me when I say that we have built a positive relationship with Healthwatch Blackpool over the last 12 months. We

have had the opportunity to work with Healthwatch to support their volunteers undertaking 'Enter and Views' and they have been extremely keen and attentive during our presentations. We have also had the opportunity of listening to presentations by Healthwatch about the work they have done and what they hope to achieve over the coming months. The volunteers are doing a valuable job within NHS and non NHS settings and are obtaining very rich information about the quality of care and experiences of people in Blackpool. We look forward to working with Healthwatch over the coming months.

Gary Doherty, Chief Executive, Blackpool Teaching Hospitals NHS Foundation Trust

During 2013/14 we have worked very closely with Healthwatch and are grateful for their support and the constructive challenges they have given. Our work has included formal processes such as the Keogh Review and a CCG Assurance Review as well as less formal, smaller scale joint working. I look forward to working with Healthwatch in 2014/15.

Pat Oliver, Director of Operations on behalf of Blackpool Teaching Hospitals NHS Foundation Trust.

Blackpool Teaching Hospitals NHS Foundation Trust has been proud to work with Healthwatch Blackpool over the last 12 months. We find the input from colleagues valuable and the voice



of the public is truly heard across our services. Healthwatch Blackpool has supported us in many ways ranging from reviews of the choose and book system, work within our End of Life care programme, reviews at Clifton Hospital and within the Audiology Department, as well as supporting us in developing the work we are doing enhancing the patient experience across all services.

Our relationship with Healthwatch Blackpool has developed and having them as critical friends is an asset to us as ensuring the patient voice is heard at all levels helps us to develop our services to meet the patients' needs.

David Keddie, Stakeholder Engagement Manager on behalf of Lancashire Care NHS Foundation Trust

Over the period April 2013 - March 2014, Lancashire Care NHS Foundation Trust has sought to work honestly and openly with

Healthwatch Blackpool, continuing the constructive relationship which Lancashire Care had developed with Blackpool LINK. The Trust has responded positively to invitations from Healthwatch Blackpool to engage with Healthwatch members at both open listening events and through regular presentations on a range of Trust services to the Healthwatch mental health working group. Lancashire Care and Healthwatch Blackpool have continued a regular dialogue about the development of the Harbour, the Trust's new mental health inpatient facility which is currently being built in Blackpool. The Trust looks forward to continuing this dialogue as the site nears completion (winter 2014) and in anticipation of the delivery of services from the site in spring 2015.

**Delyth Curtis, Director of Adult Services,
Blackpool Council**

The Local Authority commissioned Healthwatch in April 2013 and have, since inception been proud to be part of its development. Already playing an active role across the Council and as representatives of the Health and Wellbeing Board, Healthwatch has been very involved in specific areas of adult services such as the current Enter and View exercise with Care and Nursing Homes across the Borough and latterly the Better Care Fund. As well as leading on the consultation around the Health and Wellbeing Strategy, Healthwatch has held and hosted a number of key events with the local community, patients and service users culminating in panel sessions with key leaders and MPs which we have been proud to be part of. We look forward to continuing with our work with Healthwatch and building on the already existing strong relationships.

**Traci Lloyd-Moore, Health and Wellbeing
Officer, Blackpool Council**

A key aspect of my role was to support the development of Healthwatch Blackpool prior to and following the organisation becoming a formal corporate body in 2013. This involved utilising support from the Healthwatch Implementation Team (HIT) which is a joint collaboration between Healthwatch England and the Local Government Association to support the formation and development of local Healthwatch across the country.

I attended regional Healthwatch commissioner lead meetings on behalf of Blackpool Council. The meetings were hosted by Northwest Employers and provided an opportunity for

lead commissioners from local authorities across the Northwest to come together to debate key policy, inform and update on regional developments and share best practice. It was my role to feedback key items and actions along with emerging themes and key policy developments for the Healthwatch board to consider.

I also attended regional and local Healthwatch information events with Board members, feeding back items of interest. I attended local events organised by Healthwatch Blackpool for their members/members of the public to promote/raise awareness of the Health and Wellbeing Board.

I organised a joint chairs meeting between Healthwatch, Health Scrutiny, the Health and Wellbeing Board and the Director of Public Health to better understand expectations and aspirations for working together. One key outcome will be the development of a Memorandum of Understanding.

I've worked with the Healthwatch Blackpool board to identify and agree performance and outcome measures and co-produced the impact and outcomes framework which uses elements of the HIT Outcomes and Impact Development Tool. The framework will enable Healthwatch to provide tangible evidence of progress and demonstrate a clear and direct correlation between contractual delivery, influence and performance. The framework will also help the competing demands for organisational and staff development, as progress against outcomes and impacts is recorded and new priorities are identified going forward.



Future Plans for 2014/15

Healthwatch Blackpool is looking forward to the challenges ahead. We will be increasing our profile by marketing and publicity, and our engagement with the people of Blackpool.

In particular, we will:-

- Continue to hold Open Events
- Continue the programme of Enter & View visits into Care Homes
- Develop a programme of public engagement across the town
- Increase awareness of information, advice and signposting
- Encourage people to tell us their issues / experiences

Financial Information

Amount granted from Blackpool Council 2013/2014	£120,000.00
Amount contracted to Groundwork Lancashire West & Wigan to provide Support Services	£90,000.00
Amount contracted to Groundwork Lancashire West & Wigan to provide Information, Advice and Signposting	£9,000.00
Amount carried forward to 2014/2015	£21,000.00

At the end of the financial year 2013/14, the Executive Board are still in process of opening a Healthwatch Blackpool bank account.

Core functions



Support Services work with the Healthwatch Blackpool Executive Board and Advisory Group to ensure that the six functions, detailed below, are delivered:

- Gathering views of and understand the experiences of people who use services, carers and the wider community
- Making people's views known
- Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised
- Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
- Providing advice and information about access to services and support for making informed choices
- Making the views and experiences of people known to Healthwatch England and providing a steer to help it carry out its role as national champion

The core functions of the advice, information and signposting service are to:

- Be identifiable and accessible to patients, their carers, friends and families
- Provide on the spot help with the power to negotiate immediate solutions or speedy resolution of problems
- Act as a gateway to appropriate

independent advice and advocacy support from local and national sources

- Provide accurate information to patients, carers and families, about local health and social care services, and about other health and social related issues
- Act as a catalyst for change and improvement by providing information and feedback on problems arising and gaps in services
- Operate within a local network with other advice, information and signposting services and PALS in their area and work across organisational boundaries
- Support staff at all levels within local health and social care services to develop a responsive culture

Additional information

Healthwatch Blackpool confirm that we are using the Healthwatch Trademark when undertaking work on statutory activities as covered by the licence agreement.

The Annual Report is available in hard copy and electronically (via our website www.healthwatchblackpool.co.uk) and will be sent out to the membership. In accordance with the requirements, it will also be sent to:- Healthwatch England; The Care Quality Commission; NHS England; Blackpool Clinical Commissioning Group; Health Scrutiny Committee at Blackpool Council; Blackpool Health & Wellbeing Board; and Blackpool Council.



Our principles

The 'Nolan Principles' are seven principles that should apply to all people in public service and Healthwatch Blackpool has adopted these principles.

Selflessness

Those who work on behalf of Healthwatch Blackpool should take decisions solely in terms of public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends

Integrity

Those who work on behalf of Healthwatch Blackpool should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out all Healthwatch Blackpool's business, those who work on behalf of Healthwatch Blackpool should make choices on merit.

Accountability

Those who work on behalf of Healthwatch Blackpool are accountable for their decisions and actions to the network and must submit themselves to whatever scrutiny is appropriate to their work.

Openness

Those who work on behalf of Healthwatch Blackpool should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when issues of confidentiality and data protection are pertinent

Honesty

Those who work on behalf of Healthwatch Blackpool have a duty to declare any private interests relating to their duties and to take steps to resolve any conflicts arising in a way that protects the interest of the network.

Leadership

Those who work on behalf of Healthwatch Blackpool should promote and support these principles by leadership and example.



www.healthwatchblackpool.co.uk

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