

# healthwatch Blackpool



## Healthwatch Blackpool Annual Report 2016/17



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# Message from our Chair

Healthwatch Blackpool is actively monitoring changing health and care provision. The English Health Service reflects a complex conceptual framework. Success, demands, collaboration and partnership.



It means delivering integrated local policies and improved services. Healthwatch reviews: hospitals, family doctors, dentists, pharmacists, social care and local government services.

The context for improvements presents significant challenges. We do this by monitoring and reviewing users' experiences. By engaging and consulting a wide variety of users, Healthwatch delivers feedback reports.

Our role is to provide patients and users with an informed voice. Through feedback to commissioners of health and social care organisations, we improve services.

The heightened demand for NHS-care services present challenges to everyone involved. Advances in health sciences and the age composition impact on Blackpool's population.

New ways of monitoring patients experience have evolved. We moved to a new structure to cope with this scenario. Healthwatch Blackpool now benefits from the expertise and support of Healthwatch Lancashire.

**“Our role is to provide patients and users with an informed voice.”**

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Together with Cumbria and Blackburn and Darwen, this creates a regional Healthwatch Collaborative. The new consortium matches and reflects a geographical locality model of service provision.

Emerging from the NHS and Local Government developments, Healthwatch needed to be responsive.

Healthwatch Blackpool must be ambitious to succeed. By striving to produce well-informed peoples' feedback reports, it aims to improve services.

Our work is about improving well-being, health, and care. Reducing health inequalities in Blackpool is important.



# Message from our Chief Executive

## Welcome to our annual report.

I feel that I must start my message by introducing myself and in telling you of some changes to how Healthwatch Blackpool is being delivered. In January 2017, the contract for the delivery of Healthwatch Blackpool changed hands, with Healthwatch Lancashire being awarded the commission to deliver your local Healthwatch. I have worked for Healthwatch Lancashire for just over three years and in April of 2016 took on the role of Chief Executive.

I am so please to be able to present to you this annual report, summarising the work of the previous contract holder and some new programmes of work we undertook in the first part of this year. I am really excited about our work in Blackpool, already from our community engagement we are identifying what matters most to local people about their health and social care services. This feedback will enable us to plan future projects.

During 2016/17 Healthwatch Blackpool has observed and experienced significant changes, challenges and developments within the boroughs health and social care services. Considering the health and social care needs for our future, the NHS Five Year Forward View sets out a clear direction for the NHS and outlines why change is needed and what the service will look like in the future. For Blackpool as part of the Lancashire and South Cumbria footprint, this has meant the coming together of many different organisations who are working together to create solutions to



ensure we have a care system that meets the health and social care needs for Blackpool today and for the future. There will be significant decisions that need to be made and we, as your local Healthwatch, firmly believe that there should be no decisions made without patient or service users' needs being put first - meaning that local people are involved in deciding how, what and where services should and ought to be delivered.

As a local Healthwatch it can be very difficult for us to maintain an unbiased course between service providers, commissioners, the regulator and politicians, however during this year we have worked hard to ensure we have developed conducive relationships with these organisations, without compromising our independence.

Healthwatch Blackpool's team of staff and volunteers have worked hard in reaching the residents of Blackpool to gain people's views and opinions in relation to what is working



well and what needs to be improved. This has been done through face to face engagement in community and health & social care settings. We continue to use IT and social media to reach people who prefer to connect with us online. We aim to keep you informed of our work through our regular newsletters, e-bulletins and press releases. Where we hear of serious concerns, these are passed on to the Care Quality Commission, NHS Improvement and other appropriate organisations.

All our conversations with the residents of Blackpool are presented in our reports and are available on our website. But, so what? How do these reports translate into action?

**“Healthwatch Blackpool’s staff and volunteers have worked hard in reaching the residents of Blackpool to gain people’s views.”**

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Healthwatch Blackpool presents the feedback we obtain through our attendance and participation in a variety of meetings and forums across the borough, these include Patient Engagement Forums, Quality Groups, Board and Governing Body meetings with NHS England, local Commissioners and the Hospital Trust. We also attend the Blackpool Safeguarding Adults Board and its sub groups, the Blackpool Health and Wellbeing Board and Healthier Lancashire & South Cumbria Sustainability and Transformation Partnership Programme Board.

A significant challenge for Healthwatch Blackpool has been in demonstrating the impact of our work. In March 2017, we commenced an important piece of work to gather and analyse the outcomes from our activities, projects and programmes of work over the past two years.

This involved working with service providers, regulators, and commissioners to determine what difference Healthwatch has made within the health and social care sector over this period. The report will explore and summarise various aspects of Healthwatch Blackpool’s impact and how we empower the public voice to influence the design of, and improve upon, health and social care services in Blackpool.

The findings from our Impact Report will be published and made available publicly through our website, shared at meetings and forums and will be presented at an event we are to hold in late summer.

Over the coming year, we will continue to strive hard to ensure we obtain the views and gather experiences from the people of Blackpool with our vision of being the ‘go-to’ organisation for all members of the public in the borough to talk about their experiences. We want to ensure that what we hear and see for ourselves is received, understood and acted on by those who commission, run, regulate and support our local health and social care services.

In concluding my message, I would like to say a huge thank you to all the members of the public who shared their stories with us, my dedicated and committed staff team, the board of directors and our volunteers, all of whom ensure that Healthwatch Blackpool continues to deliver on its statutory responsibilities in ensuring that the people and communities of Blackpool have a stronger voice to influence and challenge how health and social care services are provided.

**kindest regards,**





# Highlights from the year

This year we reached more than **44,000** people on social media.



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



We visited **17** care homes and spoke to **126** residents and family members.



We published **24 reports** tackling issues ranging from substance misuse to A&E winter pressures.



We spoke to **81** members of the public about mental health services.



We met hundreds of local people at our community engagement activities.





# Who we are

**Healthwatch Blackpool is the public voice for health and social care in Blackpool and exists to make services work for the people who use them.**

We believe that the best way to do this is by providing the people of Blackpool with opportunities to share their views and experiences.

Our focus is on understanding the needs, experiences and concerns of people of all backgrounds who use services and to speak out on their behalf. It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved.

As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective. Patients and relatives input into designing services can be invaluable as seeing services from their point of view opens up real opportunities for improvement that may not have been considered before. Healthwatch Blackpool was established following the introduction of the Health and Social Care Act in 2012.

Healthwatch Blackpool also has a seat on Blackpool's Health and Wellbeing Board, and we are the only statutory body in Blackpool looking solely at people's experiences across health and social care.

In December 2016, Healthwatch Lancashire were selected to deliver the contract for Healthwatch Blackpool. Healthwatch



Lancashire began running the contract from the beginning of January 2017.

## **Our statutory responsibilities**

Healthwatch Blackpool's statutory responsibilities are:

- 1.** To promote and support local people to be able to get involved in deciding what services should be paid for, where and when. We have to help local people examine the services for themselves.
- 2.** To help local people check the standard of care on offer and whether the services can and should be improved.
- 3.** To meet with local people and groups to gather information on your experiences of local care services and make your information known to the people who run, pay for and check these services.

- 4.** To produce reports about how local care services can and should be improved.
- 5.** To provide advice and information about how to access local care services so people in Lancashire can make their own choices.
- 6.** To express people in Lancashire's views to Healthwatch England.
- 7.** To make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews and investigations when there may be concerns about a service. We also request that Healthwatch England publish reports about particular issues, to raise awareness nationally.

- 8.** To provide Healthwatch England with the information and understanding it needs to perform effectively.

## **Our vision**

Healthwatch Blackpool will be the 'go-to' organisation for all members of the public in the borough to talk about their experiences of health and social care.



its!

Care

# Your views on health and care



## Listening to local people's views

We would like to acknowledge the work completed previously from March 2016 to December 2016, by the former contract holder, health and social care charity Empowerment.

## Projects March 2016 - January 2017

### Listening to people in care homes

In June 2016 Healthwatch Blackpool produced a report which asked Blackpool residents which health and social care services were of concern to them. Care homes were reported as the 5th most concerning service in Blackpool.

As a result of this Healthwatch Blackpool set out a statutory annual work plan which included reviews of all Blackpool care or nursing homes deemed to be “requiring improvement” in any of the five inspection areas in their latest Care Quality Commission (CQC) reports.

The purpose of the Enter and View programme was to gather information about the experience of living in a care home in Blackpool directly from those who reside in them, including quality of Life factors such as privacy and dignity, quality of care, and choice of activities and food.

### Listening to people about mental health

Healthwatch Blackpool identified through their intelligence that the public raised mental

health as an issue of concern. Healthwatch Blackpool have previously consulted the public on their experience of mental health service provision, young people's emotional health and wellbeing, and performed specific reviews into The Harbour, and Child and Adolescent Mental Health Service. It was felt that approaching community adult mental health services would help to provide a broader and clearer picture of service provision across the area.



Throughout December 2016 staff from Healthwatch Blackpool gathered survey responses from patients using community based adult mental health services provided by Blackpool Clinical Commissioning Group (CCG) to obtain the views of people using the service and to observe the practices.

The report summarises the reviews of:

- 13 service users over a 6-week period
- 4 service users of Single Point of Access Services

In addition to this Healthwatch Blackpool conducted an online mental health survey throughout December 2016. A total of 64 members of the public completed the survey giving their feedback on access to and use of mental health services.

## Listening to carers

Blackpool Council Carers Partnership Board, which includes representatives from Blackpool Council and Blackpool Clinical Commissioning Group (CCG) approached Healthwatch Blackpool to undertake a public consultation for carers in Blackpool, ahead of a recommissioning of carers services.

The aim was to inform the commissioning and design of carers services by reaching out to carers across the local area with a comprehensive survey asking about their experiences of caring, views on services and what could help to support them.

160 people took the survey including 113 eligible carers.

Of those spoken with, 102 said they know someone who needs extra support with 91 of those saying they provide some of that support. Of 35 young people (under the age of 18), 26 knew someone who needs extra support, with 22 of those saying they provide support. It equates to 91 eligible adult carers, and 22 young carers.

## Listening to people at Blackpool Teaching Hospital

Healthwatch Blackpool undertook a review in Blackpool Victoria Hospital.

The focus of this review was to gather patient views on the accessibility of the outpatient's service, with specific regards to appointment times and communication. The team of project officers and volunteers spoke with patients in all refurbished waiting areas and recorded their feedback. The team also collated observations of what was seen on the visit.

Patient feedback enabled the public to have a voice to influence the hospital's services. This was done through Healthwatch Blackpool discussing the findings with the hospital trust, and requesting responses and action plans where necessary.



160 people completed Healthwatch Blackpool's carers survey.

## Projects January 2017 - March 2017

Since January 2017 we have developed a comprehensive programme of work for the Blackpool engagement activities.



### Listening to people at A&E departments

Healthwatch Blackpool arranged a series of Patient Engagement Days in Blackpool Victoria Hospital's A&E department.

The aim of this activity was to gain insight from the public about their experience of using the A&E service during the winter period.

Healthwatch Blackpool gathered patients' views on the accessibility of the hospital's A&E department and the quality of care provided whilst also attempting to pick up on appropriate use of A&E.

Healthwatch Blackpool, along with colleagues of Healthwatch Lancashire spoke with patients and their relatives in the waiting room and recorded their feedback.

The team also collated observations of the A&E department.

*"Blackpool Teaching Hospitals would like to thank Healthwatch Blackpool for visiting our emergency department in January 2017. We are very pleased to receive the encouraging comments we have been given, and value the constructive feedback that has been raised."*

(Blackpool Teaching Hospital's response to our A&E report.)

### Listening to people's views on community pharmacies

Healthwatch Blackpool, Healthwatch Lancashire and Healthwatch Blackburn with Darwen were approached to help Community Pharmacy Lancashire gain feedback on their services to the public across Lancashire.

The local Healthwatch collaborated and developed a programme of work which officially began in January 2017 and ended in March 2017.

We wanted to find out about:

- Access to pharmacies and factors influencing choice.
- Awareness and usage of community pharmacy services.
- Quality of care provided and whether it changes views and behaviours in accessing other services less.
- Awareness, usage and helpfulness of the Electronic Prescribing Service.

# Your Voice Counts!

**Helping  
you find the  
answers**

healthwatch  
Lancashire

Have your say on  
and social care  
Lancashire

## How we have helped the community access the care they need

Healthwatch Blackpool has a dedicated Help Centre on its website that gives people the opportunity to locate information about health and social care services in the county.

Our 'How to complain' section in the Help Centre is a helpful guide for people who wish to make a complaint about the care they have received.

Our team continues to signpost members of the public to support, advocacy and complaints services.

## Our contacts database

As part of the contract handover, we inherited a contacts database of 287 public contacts and 131 organisation contacts which have been input on to a new online database system.

This will enable Healthwatch Blackpool to better engage with the public in distributing our latest news, reports and information.

It also enables us to continue to build a strong digital presence for us to share information from Clinical Commissioning Groups, hospital trusts, charity organisations and the Care Quality Commission. This includes the sharing of Care Quality Commission reports published in Lancashire and news stories from health and social care services on our website.



## The Healthwatch Blackpool website

In the coming months, the Healthwatch Blackpool website will undergo a full redesign in order to better improve the online experience for members of the public in Blackpool.

It is intended that the website will be easier to use, including searching for our reports, news items and leaving feedback.

*“The new Healthwatch Blackpool website will give people the opportunity to find services and information about health and social care in the county and leave their feedback.”*



# Our plans for next year

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Blackpool

## New Projects 2017/18

2017/18 will see Healthwatch Blackpool undertake major projects focussing on:

- Identifying the impact of our work undertaken between 2015-2017
- How it feels for people with learning disabilities to access and use health and social care services
- What children and young people think about their health and social care services
- A further project to be confirmed later in the year

The decision for projects is based upon the feedback received from members of the public.

In addition to these projects, we will also run other activities within health and social care settings including Enter and View Visits, Patient Engagement Days, Mystery Shopping, Care Circles and Pop-Ups.

### 1. Identifying the impact of our work undertaken between 2015 - 2017

Healthwatch Blackpool is keen to measure the impact that our public engagement activities have had in the wider community and how it has influenced change. We are doing this as the public often ask us what difference will be made to services as a result of their feedback. They want to know that their voice is not just heard, but has had an impact on the improvement of our health and social care services.

Healthwatch Blackpool is planning to analyse data collected over the last two years. This work will aim to highlight trends and themes from feedback received via all sources of intelligence. The feedback gathered will be produced in a final impact report and will



support Healthwatch Blackpool in planning future projects as well as helping us measure the impact that our activities have had in influencing change in the wider community.

### 2. How it feels for people with learning disabilities to access and use health and social care services

We know that people with learning disabilities have a shorter life expectancy and the amount of adults who have a learning disabilities is predicted to rise significantly.

Nearly half of people with a learning disability live in the most deprived areas of Lancashire and people with learning disabilities experience much poorer health outcomes across a range of conditions.

We also know that people with learning disabilities are at an increased risk of many health conditions.

We aim to engage with people who consider themselves to have a learning disability to find out what's important to them in terms of their health and social care.

From the initial engagement, we will identify key themes and issues from the public which will steer the focus of the project.

### **3. What children and young people think about their health and social care services**

Healthwatch Blackpool aims to ensure that children and young people from Blackpool have the opportunity to have their say on health and social care services.

According to the Lancashire Children and Young People's Trust, more than 274,000 of the 1,470,000 people in Lancashire are children and young people and we believe it is important that they are given the opportunity to have a voice.

We aim to engage with children and young people in a wide range of settings to find out what's important to them in relation to their health and social care needs.

From the initial engagement, we will identify key themes and issues from children and young people which will steer the focus of the project.

### **4. Project to be confirmed later in the year**

Our last project of the year will be decided based on the outcomes of the major projects running throughout the year and as a result of public feedback received from our ongoing projects and engagement activities.

In addition, we will be reviewing feedback gathered via our 'Have Your Say' campaign and discussions within the Local Healthwatch Your Voice Groups.

We also receive feedback from members of the public via our website and social media channels which will be used to steer future projects.

### **Enter and Views in GP surgeries**

Healthwatch Blackpool has spoken to members of the public at a series of pop-up and care circle engagement activities.

The feedback we have gained highlighted issues with local GP surgeries. Therefore, Healthwatch Blackpool will run a programme of Enter and View visits to gather feedback from local people about their experiences using GP services.

### **Home Care Services**

Through its engagement work, Healthwatch Blackpool has recognised that people who receive home care services can be isolated and unheard within society.

We will therefore be undertaking a project to reach out to these people and find out their views on the care service they receive.

### **John's Campaign**

Blackpool Teaching Hospitals are considering changing visiting times following pressures from the John's Campaign to grant access onto wards to visitors/carers outside of structured visiting hours.

Healthwatch Blackpool are in the process of planning Patient Engagement Days focusing on visiting times particularly for patients with dementia in support of the John's Campaign and to ensure the true voice of the patients are heard.

## On the Buses

'On The Buses' will see Healthwatch Blackpool working in partnership with Blackpool Transport to support our 'Have Your Say' Campaign.

Healthwatch Blackpool's 'Have Your Say' aims to capture real time feedback from members of the public regarding how they feel about health and social care services in their area.

Healthwatch Blackpool aims to reach members of the public who are seldom-heard and focus on issues of access that particularly affect the users of public transport regarding their health needs.

## Have Your Say

Healthwatch Blackpool will be delivering its #HaveYourSay campaign throughout 2017/18.

This community engagement project will focus on raising awareness of the role that Healthwatch Blackpool plays in local communities, as well as encouraging people to have their say on health and social care.

The project will be delivered using a range of activities including engagement with groups and members of the public including our Care Circles and Pop-up activities.

Care Circle activities allow the Healthwatch Blackpool team, through round-table discussions, to listen to views from communities and seldom-heard groups which include:

- Black and minority ethnic groups
- Carers
- Prisoners/offenders
- Social housing
- Drugs and alcohol
- Travellers

- Not in education, employment or training
- Lesbian, Gay, Bisexual, Transgender
- Sex workers
- Domestic violence
- People in rural communities
- Homeless or living in deprivation
- Service personnel and workforces

Our pop-up engagement provides an opportunity for Healthwatch Blackpool representatives to gather feedback and responses to surveys in community venues and in busy public locations in Lancashire such as bus stations, health events and shopping centres.

During these activities, Healthwatch Blackpool also has an important role in signposting members of the public to health and social care services.

The #HaveYourSay project will also see us attend local events and run a dedicated social media and communications schedule along with our #HaveYourSay survey.

## Voice Box

The Healthwatch Blackpool 'Voice Box' is a creative way to enable us to engage with people who reside in Blackpool.

We are aware that the people who reside in Blackpool are a great source of intelligence in helping us to understand the specific needs of the town.

Our Voice Box will take the form of:

- Voice Online - Utilising Facebook as an online community space.
- Voice Box on Tour - Our interactive kiosk, along with staff and volunteers, will be on show at various locations across the borough.

# Our people



## Our Staff

From January 2017, the existing Healthwatch Blackpool staff, board members and volunteers transferred over to the new contract holder, Healthwatch Lancashire.

As of 31 March 2017, the team comprises of a Chief Executive and two operational staff members who plan and undertake high quality engagement projects, Enter and View activities, creative communications and marketing, administrative and clerical support for board members and volunteers amongst many other disciplines.

The operational team is committed, driven and dedicated to ensuring that all people in Blackpool are given the opportunity to have their say and voice their views.

## Healthwatch Blackpool core team members are:

- Sheralee Turner-Birchall (Chief Executive)
- Katie Taylor (Senior Project Officer)
- Nick Colledge (Project Officer)

Healthwatch Blackpool is also now supported by the Healthwatch Lancashire team.

Our Healthwatch Team (from left to right): Nick Colledge; Lesley Miller; Liz Thatcher; Sheralee Turner-Birchall; Katie Taylor; Michele Chapman; Kerry Galloway; Sam Parker; Amanda Higgins; Linda Brown; Jess Wood; Beth Tildesley.



## Our authorised Enter and View representatives

Below is a list of authorised members of staff and volunteers who are permitted to undertake Enter and View assessments for Healthwatch Blackpool.

- Alison Balkas
- Amanda Higgins
- Ann Clarke
- Aysha Desai
- Barbara Everitt
- Bernice Crawshaw
- Bethany Tildesley
- Bev Evans
- Bob Harbin
- Carolyn Stuart
- David Barnett
- Deborah Mckno
- Doreen Lee
- Efeosa Ejah
- Gill Green
- Ian Langeveld
- Ilyas Patel
- Jacqui Vella
- Jeannie Colhoun
- Jessica Wood
- Katie Taylor
- Keith Middleton
- Kerry Galloway
- Kim Rushton



- Lawrence Houston
- Lesley Miller
- Lesley Whitehead
- Linda Broomhead
- Linda Brown
- Liz Butterworth
- Liz Housden
- Lynn Yates
- Michele Chapman
- Neil Greenwood
- Nick Colledge
- Peter Dargue
- Peter Osborne
- Roy Banks
- Sam Parker
- Selina Coppin
- Sheena Thompson
- Sheralee Turner-Birchall
- Tim Snashall
- Wendy Stevenson

## Our Board

As of the 31st March 2017, the Non-Executive Directors on our board are:

- **Mr E Jackson (Chair)**
- **Ms K Burrell**
- **Mr G Molyneux**

## Our volunteers

Healthwatch Blackpool recognises the benefit from engaging a cohort of local volunteers are skilled and experienced in engaging with members of the public.

Volunteers not only enrich the organisation by sharing their extensive local knowledge and intelligence but also support the Operational Team with our work by helping us to carry out our statutory responsibilities (see pages 7-8).

As of 31 March 2017 Healthwatch Blackpool supported by four local volunteers who all reside in Blackpool.

All Healthwatch Blackpool activities are also supported by a team of volunteers at Healthwatch Lancashire.



Healthwatch Blackpool volunteers are subject to an enhanced Disclosure and Barring Service Clearance, reference checks and undergo induction and other relevant training.



# Our finances

<b>Income</b>	<b>£</b>
Public sector income contribution 1st January 2017 - 31st March 2017 <i>(Awaiting finance statement from previous contract holder for 1st April 2016 - 31st December 2016)</i>	21,951.00
Other Income	4,004.20
<b>Total income</b>	<b>25,955.20</b>
<b>Expenditure</b>	<b>£</b>
Associated costs related to 'other income' projects	203.60
Wages and salaries	8,273.70
Employer's national insurance contributions	837.00
Staff expenses	712.41
Project costs	8,750.00
Premises costs	502.96
Printing, postage and stationery	129.96
IT and telephony	1016.72
Professional fees	939.40
Consultancy fees	187.74
Volunteer expenses	384.56
Bank charges	35.08
<b>Total expenditure</b>	<b>21,973.13</b>
<b>Operating profit</b>	<b>3,982.07</b>
<b>Bank interest</b>	<b>28.25</b>
<b>Profit before taxation</b>	<b>4,010.32</b>

**Note:** The costs outlined in this annual report relate to the period of the current contract holder 1st January 2017 to 31st March 2017.

**Your voice can make a difference...**

**Healthwatch Lancashire works with health and social care services in Lancashire to make sure that your views and experiences make a difference to the services we all use.**





# Contact us

**Address:**

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**Website:** [www.healthwatchblackpool.co.uk](http://www.healthwatchblackpool.co.uk)

**Twitter:** @HealthwatchBpl

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We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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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