
HEALTHWATCH BLACKPOOL - UPDATE

1.0 Matter for consideration

- 1.1 To receive an update on the work Healthwatch Blackpool has undertaken.

2.0 Recommendation(s)

- 2.1 To note the report.

3.0 Information

- 3.1 Healthwatch Blackpool is the independent “consumer champion” for health and social care. Healthwatch Blackpool is the local voice to help local people to get the best out of health and social care services.
- 3.2 Healthwatch Blackpool’s first event ‘Shaping the Future’ took place on Friday 20th September at Blackpool Salvation Army Citadel, and was attended by about 100 people. In the morning, a question and answer session was held with a panel of representatives:- Roy Fisher, Chair of Blackpool Clinical Commissioning Group; Dr Marie Williams, Blackpool Clinical Commissioning Group Board member; Gary Doherty, Chief Executive at Blackpool Teaching Hospitals NHS Foundation Trust; Karen Smith, Head of Care and Support at Blackpool Council and Jon Tomlinson, Chief Operating Officer at Lancashire Care Foundation Trust. The afternoon started with Healthwatch Blackpool being officially launched by Councillor Ivan Taylor. We then received a presentation on Healthwatch Blackpool, Eye Health Checks and End of Life. A copy of the report including the question and answer session is available.
- 3.3 Healthwatch Blackpool Open Event – took place on Friday 31st January 2014 at Blackpool Stadium. With nearly 100 people attending, there was a presentation by Empowerment on Health Complaints; Altogether NOW, Blackpool Clinical Commissioning Group on ‘Better Care’ (previously known as Integrated Transformation Fund). The afternoon consisted of a question and answer session with the two local MP’s, staff from Blackpool Council, Blackpool Clinical Commissioning Group, Blackpool Teaching Hospital NHS Foundation Trust, Lancashire Care Foundation Trust, North West Ambulance Service. A report of the event is currently being drawn up.
- 3.4 Completed Work
- Enter and View and Friends and Family Test on Ward 12 (Report available)
 - Enter and View to Belsfield, North Shore, St Stephens Care Home, Morvern Care Centre (Reports available)
 - Provided support services and helped organise the first Fylde Coast Health Mela, held on Saturday 5th October 2013 in The Spanish Hall, at The Winter Gardens, Blackpool.
 - Part of ‘Deep Dive’ team into Maternity Services following the Keogh Review (Report available from Blackpool Clinical Commissioning Group)
 - Enter and View and Friends and Family Test to Ward 7 Surgical Admission Unit (Report available)

- 3.5 Current Workplan
- Patient Participation Group Network
 - Enter and View Care Homes
 - Mental Health Working Group
 - Dentistry Working Group – questionnaire distributed and 286 responses received – Report being drafted
 - Enter and View to Clifton Hospital – Report being drafted
 - Revisit Ward 12 – Building works
 - Enter and View to Creative Support – The Lighthouse in Cleveleys
- 3.6 Future workplan
- Visit to Broughton Ambulance Call Centre
 - Organising a ‘Making it Real’ event on behalf of Blackpool Council
- 3.7 Since April 2013, Healthwatch Blackpool has received 15 health issues and 4 social care issues. The common themes for health are communication and discharge. For social care, it was around an organisation called ‘Creative Support’. An Enter and View took place on Monday 27 January 2014.
- 3.8 Since July 2013, the number of telephone calls relating to ‘Information and Signposting’ (PCT PALS) is 37. Two main common themes: wanting to make a complaint about the treatment/care they have received from their GP (8); and wanting to make a complaint about the treatment/care they have received from Blackpool Teaching Hospital NHS Foundation Trust (7)
- 4.0 Financial considerations**
- 4.1 None
- 5.0 Legal considerations**
- 5.1 None

Relevant officer:

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Chairman
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Appendices attached:

None

Background papers:

Report on Shaping the Future Event
Enter and View reports

Websites and e-mail links for further information:

www.healthwatchblackpool.co.uk

Glossary:

None