

**Report provided to:** Blackpool Adult Social Care and Health Scrutiny Committee

**Meeting date:** 13<sup>th</sup> February 2019

**Report provided by:** Healthwatch Blackpool

**Completed by:** Sheralee Turner-Birchall, Engagement Manager

**Date of completion:** 15<sup>th</sup> January 2019

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After a retender, on the 14<sup>th</sup> May 2018 the contract for Healthwatch Blackpool was awarded to Empowerment Charity, based at The Empowerment Base, 333 Bispham Road, Blackpool, FY2 0HH.

An overview of the work plan for 2018 – 19 is as follows:

- May 18 – May 19: 'Let's talk about health and social care' – engagement through care circles and pop ups at health, social care and community venues across Blackpool
- May 18 – May 19: 'Have your say' telephone and website generated feedback
- July 18 – April 19: Working with the local Healthwatch Collaborative (Healthwatch's Blackpool, Blackburn with Darwen, Cumbria and Lancashire)
  1. Women with Learning Difficulties accessing Cervical and Breast Screening project
  2. Digital Technologies for the future (part of the Healthier Lancashire & South Cumbria ICS)
  3. Redesign of children and young people's mental health services in line with THRIVE (The Care Partnership)
- October 18 – July 19: Peer Research Project – working with young people aged 11 – 18 who live day to day in households where domestic abuse is prevalent to create a 'lived experience' journal and needs assessment
- May 18 – May 19: Volunteer recruitment
- January 19 – May 19: Two focussed projects based on intelligence gathered as part of our 'Let's talk health and social care' engagement and 'Have your Say' to be determined. \*
- August 2018 and December 2018 – February 2019 two projects enabling service users of publicly funded domiciliary care services to have a say in the commissioning of their providers.
- July 2018 and ongoing, concluding an in-depth story regarding a patient and spouse/carer experience of Lancashire Teaching Hospital and The Harbour

Note: Healthwatch Blackpool reports are available publicly and can be found at:

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

In addition, we have:

- Supported the development of the Blackpool Self Neglect and Hoarding policy/procedure
- Undertaken engagement with the strategic leads for each local Healthwatch operating across Lancashire and South Cumbria to formalise working arrangements for the collaborative with regards to the NHS Long Term Plan, the Integrated Care System (STP) and Integrated Care Partnership of the Fylde Coast.
- Been working hard to create effective networks and partnerships with stakeholders across Blackpool.
- Recently appointed a volunteer Data Analyst who will gather, collate and present intelligence received from the people of Blackpool. This information will enable Healthwatch Blackpool and to identify trends and themes, which can be used as robust evidence to inform a wider programme of work\* and to share with relevant stakeholders and within forums, including this committee

## SUMMARY/RECOMMENDATIONS

The work of Healthwatch Blackpool focusses on undertaking engagement activities and projects that are likely to have a 'chance of change' (impact). As such we are currently working on the development of a monthly 'emerging trends/themes' report, pulling together data from all our activity each calendar month. We will present these reports to relevant stakeholders and forums, including Clinical Commissioning Groups, providers, regulators and the Lancashire and South Cumbria Quality Surveillance Group with a requirement that:

- The citizens of Blackpool are offered a response to the feedback they have shared with Healthwatch Blackpool
- Healthwatch Blackpool will engage with the relevant authorities as appropriate to ascertain the opportunities for collaboration with local citizens and Healthwatch Blackpool to bring about real and significant change to meet the needs of Blackpool people as patients and service users, in essence this will mean that Healthwatch Blackpool is to facilitate a genuine partnership between citizens and those that run, regulate and commission services in Blackpool.

Supporting materials attached:

- Healthwatch Blackpool 2017/18 Annual Report
- Healthwatch Blackpool Winter 2019 Newsletter

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