



Welcome to this festive edition of our Winter 2018 newsletter.

## Healthwatch Blackpool returns to its roots

In May 2018, Blackpool Council awarded the contract for Healthwatch Blackpool to Empowerment, operating from the charity's base on Bispham Road.

Healthwatch Blackpool welcomes a new team: Sheralee Turner-Birchall to the position of Engagement Manager and Sarah Thornley as Project Officer.

Healthwatch Blackpool benefits from the much welcome appointments of new volunteers, Kim Rushton, James Page, Mike Verity and Dean Beswick.



**Sheralee Turner-Birchall**  
Engagement Manager



**Sarah Thornley**  
Project Officer

## Let's talk health and social care

**Healthwatch Blackpool has the responsibility of meeting with local people and groups to gather information about peoples' experience of using health and social care services, whether this be a hospital, community services such as dentists, GP's, pharmacies, care homes, day care centres or care delivered in the home.**

It is important that we reach out and speak with people where they feel most comfortable, we do this through our 'Pop Ups' at places such as libraries, shopping malls, community venues,

youth clubs, bus stations etc. and we also enjoy sitting down and having 'a cuppa' at our 'Care Circles' where we meet with groups of people.

We share the feedback we receive with the people who make the decisions about our health and social care services, with the intention of highlighting issues, sharing of great practice and that this information advises how services should be designed, improved and run in the future.

If you are a community group and would like us to come along to your group or you

would like to share your own experience with us, please give us a call on 0300 32 32 100 (option 4).

Alternatively, you can share your experience with us by visiting our website: [www.healthwatchblackpool.co.uk/have-your-say/your-experience/](http://www.healthwatchblackpool.co.uk/have-your-say/your-experience/)



## Local groups have their say on Digital Technology for the future

**Members of Blind Veterans UK, staff and volunteers from Blackpool Fulfilling Lives and the workforce from Empowerment Charity engaged with Healthwatch Blackpool and the Healthier Lancashire and South Cumbria Integrated Care System to share their views, understanding and appetite in using digital technologies to support managing their own health and social care.**

The events held in Blackpool

during november were part of a wider project operating across Lancashire and South Cumbria with other local Healthwatch's Blackburn with Darwen, Cumbria and Lancashire holding similar events. The aim of these events is to inform a strategy for empowering people to help shape the future use of digital technology within health and social care.

For more information about our digital future: [www.healthierlsc.co.uk/digitalfuture](http://www.healthierlsc.co.uk/digitalfuture)



## Young people doing it for themselves!

In October a group of young people aged 11 to 17 commenced their journey as Peer Researchers.

The young people who are members of The Den, part of the Children's Independent Domestic Violence Advisory service are working alongside Healthwatch Blackpool on a project to gain insight into the key issues experienced by young people affected by Domestic Abuse.

The young people are currently undergoing training to enable them to set up and deliver a research project that will see them reaching out to their peers through the use of surveys and interviews.

The information they gather will be presented in a published report that will be presented to the decision makers of children and young people's services in Blackpool and the Fylde.

### Looking to volunteer?

Healthwatch Blackpool is seeking **Community Engagement Volunteers** to help us reach out and speak with more people from across Blackpool and listen to their experiences and views and record the feedback.

We are also seeking a **Volunteer Coordinator** to support the administration and **management of our volunteers**.

If you are an individual or a company seeking volunteering opportunities for your workforce, we would love to hear from you.

For more information on volunteering for Healthwatch Blackpool  
[www.healthwatchblackpool.co.uk/volunteer/volunteers/](http://www.healthwatchblackpool.co.uk/volunteer/volunteers/)

You can also contact us by phone or by email [volunteering@healthwatchblackpool.co.uk](mailto:volunteering@healthwatchblackpool.co.uk)

## NHS and local Healthwatch collaborate with children and young people to improve their mental health services

A report entitled “Thrive: Healthy young minds” has been published, highlighting the views of children and young people and their families, regarding child and adolescent mental health services (CAMHS) in Lancashire and South Cumbria.

The four Healthwatch, including Healthwatch Blackpool, operating across Lancashire and South Cumbria teamed up with the Children and Young People’s Transformation Board to learn how the NHS can improve child and adolescent mental health services.

During May and June 2018, local Healthwatch teams organised seven events across Lancashire and South Cumbria and invited children, young people, family members, carers

and health professionals to hear their views about CAMHS services.

Each event focused on an aspect of child and adolescent mental health care and was designed to be highly participative. The workshops focused on crisis support, access to services, transition to adult services, the role that digital technology can play to support young people, addressing the stigma of using mental health services, care of the most vulnerable, and ensuring that services are run as an integrated ‘one stop shop’. Over 250 children, young people, family, carers and professionals attended the events and told the Healthwatch teams about their experiences and views.

At the events, participants were



asked “what are the top things to fix?” for child and adolescent mental health services. The newly published report can be found on our website [www.healthwatchblackpool.co.uk/wp-content/uploads/2018/10/Thrive-report-FV.pdf](http://www.healthwatchblackpool.co.uk/wp-content/uploads/2018/10/Thrive-report-FV.pdf)

The next phase for the NHS is to work with children and young people on a plan to improve child and adolescent mental health services for the future.

## Healthwatch supporting women with learning difficulties to access breast and cervical screening services

Working with our Healthwatch colleagues in Blackburn with Darwen, Cumbria and Lancashire, Healthwatch Blackpool have obtained funding from the NHS to support women with learning disabilities in accessing breast and cervical screening. Phase one of the project involved local Healthwatch speaking with women, their parents, carers and local professionals about their awareness, experience including the barriers they experience in accessing screening services across Lancashire and South Cumbria. In Blackpool we held a coffee morning at the Empowerment Base, attended a social event at the

Wainwright Club and an on line survey.

The next phase will involve the four local Healthwatch working with women with learning disabilities, families, carers and professional to develop a local toolkit to support appropriate communication for professionals with the aim of encouraging greater take up of breast and cervical screening.



## Service users supporting improvements of home care services for the future in Blackpool

In August, Healthwatch Blackpool carried out a project to assist Blackpool Council and Blackpool Clinical Commissioning Group to understand what matters most to people about the care service they receive in their own homes, also known as domiciliary care.

Healthwatch Blackpool spent time speaking with people who currently receive care in their homes to gain feedback on their current care experiences and to find out what questions they would wish the council and clinical commissioning group to ask care providers during the selection of home care service providers across Blackpool in the future.

Jo Humphries, Divisional Commissioning Manager (Adults) at Blackpool Council responded to our project,

**“The council commissioning team have positively received and acted on the feedback collated by Healthwatch Blackpool and have been able to take views of the service user into account within the design of the service, and in the consideration of applications from prospective provider organisations.”**



## Merry Christmas from Healthwatch Blackpool!

We would like to wish everyone a very Merry Christmas and a Happy New Year for 2019.

### Contact the team

Helpline: 0300 32 32 100 (option 4)

Email:  
[enquiries@healthwatchblackpool.co.uk](mailto:enquiries@healthwatchblackpool.co.uk)

By Post:  
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To keep up to date with the work of Healthwatch Blackpool visit our website:

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

### Thank you

**Healthwatch Blackpool would like to thank the following organisations and groups who have supported our work during the past few months, without you we would not have been able to reach out to those people who are seldom or never heard.**

- Blackpool Fulfilling Lives and the Lived Experience Team
- The Wainwright Club
- Warren Manor Day Care Centre
- Highfield Day Care Centre
- Blackpool Carers Centre
- Streetlife
- Glenroyd Medical Centre

- Whitegate Drive Medical Centre
- Dementia Group @ Empowerment
- Empowerment Charity
- Blackpool College
- Speak Out Forum
- Langdale Independent Living Centre
- Coopers Way Residential Home
- Blackpool Council Independent Living Centre
- N-Vision
- Blind Veterans UK
- Meet 'n' Match