

Empowering Voices, Inspiring Change in Blackpool Annual Report 2022–23



A year of impact and inclusive engagement

We are delighted to present our annual report, showcasing the achievements of Healthwatch Blackpool over the past year. Through our dedicated efforts, we have made an impact on the lives of individuals accessing health and social care services in our community.

We have embraced innovative new approaches, such as door knocking, to fulfill our mission of reaching out to those who have been consistently overlooked – the "never heard". By directly connecting with individuals at their doorsteps, we have been able to understand and explore the stark health inequalities within our town.

This year, our achievements are a testament to the passion and commitment of our growing team. We have worked tirelessly to establish Healthwatch Blackpool as a trusted and respected organisation, building strong relationships with our community, statutory sector stakeholders, and VCFSE colleagues.

We feel our greatest strength lies in our ability to protect our independence, while actively seeking opportunities for collaboration. We firmly believe that by working together, we can achieve far-reaching impact and sustainable improvements in our local health and care system.

Our shared vision unites us, igniting a determination to make a meaningful difference in the lives of local people.

This report hopes to showcase our impact this year, something that we are incredibly proud of. Together, we will continue to push boundaries, embrace innovation, and create positive change in the realm of health and social care in Blackpool.



Beth Martin
Healthwatch
Blackpool Manager

About us

Healthwatch Blackpool is your local health and social care champion.

We make sure National Health Service (NHS) leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

We want the people of Blackpool to stay well and get the best out of our health and care services locally.



Our vision:

A world where we can all get the health and care we need.



Our mission:

To make sure people's experiences help make health and care better.

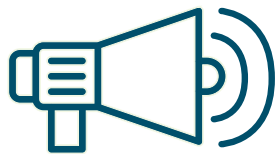
Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



Our year in 2022–23

Reaching out



6,198 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

361 people

came to us for clear advice and information about topics such as how to access dentistry or make a health complaint..

Making a difference to care

Our most popular report was

Emergency departments

which highlighted the experiences people face accessing health and care. In our area.



Health and care that works for you



We're lucky to have

18

outstanding volunteers who make care better for our community.

We're funded by our local authority. In 2022–23 we received

£61,089.63

We currently employ

5 staff

who help us carry out our work.

Highlights

Spring

Dare to care

We worked with partners to develop and run a successful volunteer pathway, supporting our local care homes and helping build the reputation of the care home sector as a career of choice. We recruited and trained local people who could gain valuable insight into the roles available within regulated care.

Impact: Stronger relationships with local care homes, with two volunteers now in full-time employment within the sector.



Self-harm project

Healthwatch Blackpool worked with Public Health, supported by the 'Better Mental Health Fund', to gain a greater understanding of experiences and presentation of self-harm in Blackpool. We engaged with 33 people locally on the sensitive topic which provided valuable insight on accessing self-harm support locally.

Impact: Feedback suggested that more lived experience representation in services is needed, along with the want for more accessible services prior to crisis.



Summer

Healthwatch Together project: Understanding experiences of the Covid-19 vaccination programme

We worked in partnership with other Healthwatch colleagues across Lancashire and South Cumbria to understand views and experience of the Covid vaccination programme in our area.

Impact: We spoke to 1,216 residents across the Lancashire and South Cumbria footprint to evidence experience and influence vaccination programme delivery for the future.

Young people directly influencing our Public Health 'Healthier Blackpool' website

We worked with our Public Health colleagues to ensure that young people had the opportunity to have their say on useful content and information on the Healthier Blackpool website.

Impact: We facilitated an online focus group, where local children and young people engaged with public health to share what topics they believe to be important.



Autumn

Ensuring that local feedback influences the Fuller developments

Healthwatch Blackpool supported the Lancashire and South Cumbria Fuller review workshops for integrated urgent same-day care.

Impact: We ensured that feedback and experiences from our engagement within emergency departments and walk-in centres shaped recommendations and developments.

Influencing our local 'End of Life' strategy

We worked with local partners including Trinity Hospice, Blackpool Teaching Hospitals and our Integrated Care Board to ensure that local people's experiences shaped the new and upcoming 5 year strategy for end of life care. We spoke to 35 residents who shared their experiences.

Impact: Insight from local people shaped our recommendations and priorities for attention. We ensured that feedback themes were shared and discussed at two professional strategy workshops.



Winter

Young people shaping our sexual health strategy

Young people, Healthwatch Blackpool and Public Health have worked together to inform the development of the new sexual health strategy. Young people shared priorities and actions that were most important to them to help shape local sexual health services. This feedback was subsequently shared with the local PSHE teacher forum, using young people's voices to influence views and opinions on PSHE sessions in schools.

Impact: Public Health Blackpool and service providers are keen to hear about young people's experiences. They have committed to use these to shape decision making.

Healthwatch Together project: Emergency Departments

We completed a follow up series of engagements across Lancashire and South Cumbria, 12 months after our engagement of 565 residents, to better understand current presentation and experiences at our local emergency departments.

Impact: Key themes and feedback has shaped local PLACE based discussions and a co-production project in our local area.





Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Project spotlight

Children and young people's vaping report

Anecdotal feedback suggested that vaping amongst children and young people in Blackpool was on the rise. We wanted to understand the true picture directly from our local community.

We were commissioned by Public Health Blackpool to gather local insight on the topic. We wanted to learn about:

- Awareness and usage
- Attitudes and why
- Access, safety and availability

From the perspectives of:

- Children and young people
- Teachers and professionals
- Parents and carers

We created a survey and conducted subsequent focus groups, aiming to better understand the relationship young people have with vaping.

Our project heard feedback from:

4170

Local children and young people

297

Local parents and carers

138

Teachers and professionals

Survey Spotlight

Awareness and usage

Our survey highlighted that **31%** of those who responded vape or sometimes vape.

42% of those who vape or sometimes vape have done so for 1-2 years.

20% have vaped for 6-12 months.

40% of those who vape do so daily.

75% of those who vape use disposables vapes.

Attitudes and why



22% of children and young people use disposables for convenience of purchase.



14% choose their vape based on the cost.



12% of children and young people believe their choice of vape relieves stress and helps to cope with mental health struggles.



30% of young people do not know the reason why themselves or their peers vape.



56% of children and young people choose not to vape to protect their health.



What's next?

As we move forward, Healthwatch Blackpool is committed to taking concrete steps to address the challenges identified in our vaping insight project. We are excited to share our plans for the future:

- Liaising with Public Health partners: We will continue to collaborate closely with Public Health Blackpool to develop and shape conversations based on the feedback.
- Sharing insights at the "Smoking Cessation and Health (SCAH) Conference 2023": We have been invited to present our findings at the upcoming SCAH Conference, where we will share our insights with healthcare professionals, researchers, and stakeholders.
- Raising the profile nationally through the call for evidence: We will actively participate in national initiatives, such as the ongoing call for evidence on vaping, to contribute our findings, raising awareness on a broader scale and influencing policy discussions.
- Sharing with health and care: We are committed to disseminating our final report to local health and care providers. By sharing our insights, we aim to encourage collaboration and collective action to address the challenges posed by vaping in our community.

Project spotlight



Co-producing health equity

At Healthwatch Blackpool, we recognise the importance of co-production in shaping effective and inclusive health and care services. By actively involving individuals, communities, and professionals in the decision-making processes, we can collectively generate innovative solutions.

Our most recent project: Right care, right place, right time

Thanks to funding from Blackpool Council, our team successfully recruited and supported three local residents with lived experience of accessing urgent care, to be part of the co-production project, 'Right care, right place, right time'.

We worked alongside partners from Blackpool Council, the NHS and Fylde Coast Medical Services to identify areas within the system where people are not currently receiving support as effectively or timely as they could be, and co-produce solutions to enhance local healthcare provision.

Our three Healthwatch Blackpool co-production workers provided vital patient perspectives and highlighted challenges to the system, whilst building their knowledge and skills.

The co-production project ran for 10 weeks and was sponsored by our Director of Health and Care Integration. We are soon to be delivering a presentation to our local PLACE based partnership board, based on this work.

We are extremely proud of the achievements, and look forward to the measurable changes that are to be implemented as a result of the sessions.

“We want to ensure that services in Blackpool reflect the valuable insights and expertise of those who use and deliver them.”

“I have learnt so much, and feel our work may change a few things for the better, also meeting lovely people.”

Project spotlight

Understanding health inequalities in priority wards

In 2020, the NHS in England closely examined unplanned hospitalisations that could have been prevented with earlier intervention. They discovered areas with higher socio-economic deprivation experienced higher rates of unplanned hospital visits. These are known as priority wards.

With support from the Integrated Care Board (ICB), we embarked on a door knocking initiative in the priority wards of Blackpool to explore this further. Our aim was to engage with local residents and gain insights into their lifestyle, including health and care experiences, truly listening to voices that may have previously been unheard.

During phase one of this engagement, our team focused on the wards of Park, Talbot, and Tyldesley. Through door-to-door conversations, we connected with individuals, allowing them to express their feelings and share their experiences from their local community.

The insights gathered during this initial phase have been overwhelming, highlighting the urgent need to understand the underlying factors driving these poorer health outcomes and subsequent hospital admissions.

In response to these findings, we are excited to announce that the project will extend to a second phase. The aim of this is to better understand the experiences shared by the residents of Blackpool's priority wards.



Dear resident,

We hope you are safe and well!

We are writing to you from Healthwatch Blackpool, the independent voice for health and care.

We are working alongside the NHS to understand experiences leading to unplanned hospital admissions in our area. We are calling door to door over the coming months and we hope to chat with you if you have a spare 5 minutes! You will be able to enter a prize draw for a £50 Love2Shop voucher.

We also have a live survey that we would appreciate your support with. Please scan the QR code on this postcard.

If you would like to speak to us via telephone, please call on 0300 32 32 100 (option 4).

Take care and we hope to see you soon,

The Healthwatch Blackpool Team.

Scan the QR code for the live survey



Enter a prize draw for a £50 voucher



Project spotlight

Activist in residence project

The Activist in Residence project was an opportunity for young people in Blackpool to collaborate with a 'host' organisation, supporting them to fully develop and deliver an activist campaign that promotes change.

BoingBoing Foundation's Activist in Residence project focused on exploring the potential of activism to promote good mental health through positive action, as well as fighting injustice and issues in society that can impact negatively on a person's mental health. Healthwatch Blackpool were lucky enough to host Caitlan.



Exploring mental health and young people in Blackpool

"Having attended two different secondary schools in the local area, I have experienced first-hand the challenges of signposting young people to mental health services and the fear that young people have in seeking help.

From my experience, this is due to stigma surrounding mental health and anxiety of the healthcare professionals dismissing their issues.

Everyone, no matter your age, gender, race, sexuality, or ability, deserves the right to obtain supportive help, when and, if they would like it.

During the Activist in Residence project, I strived to engage with young people and allow them to have the opportunity to have their say, in order to gain their perception, and understanding of local mental health services. As well as this, I wanted to establish if they knew when and where support could be provided."

We engaged with **161 young people** in our area.

Caitlan has:

- Engaged with professionals in Blackpool.
- Designed a survey.
- Carried out engagement activities.
- Written a comprehensive report with key messages and recommendations.

What next?

Caitlan's report has been shared with our ICB and we hope to continue to share insights, feedback and recommendations to shape meaningful change in Blackpool.



Project spotlight

Young people and sexual health

Healthwatch Blackpool and Streetlife identified the need to gather young people's experiences of sexual health services, particularly as the COVID-19 pandemic limited their access to face-to-face appointments.

Through a commissioned project in 2021, Healthwatch Blackpool engaged with 259 young people, highlighting a strong need for local prioritisation of sexual health services.

Anecdotal feedback from college visits indicated that the current opening and closing times of sexual health services did not suit young people, particularly those outside of educational hours.

Additionally, Public Health Blackpool reported a decrease in the number of young people accessing sexual health services due to the pandemic, resulting in lower attendance compared to pre-COVID levels.

What we found

- 40% of the young people we spoke to used sexual health services.
- Young people who did access sexual health services noted a preference for weekends, afternoon appointments or appointments after educational hours.
- Young people most commonly accessed condoms via the supermarket. Reasons for this included convenience and easy access.
- 51% of young people were unaware that postal STI kits are available to local residents free of charge.
- Incorporating accurate information relating to gay and lesbian sex, self-esteem after intercourse, the risk of pregnancy and information relating to consent via outreach sessions or within sexual health education in school would be useful.
- Suggested areas for improvement focused on raising awareness of what sexual health services offer and how people can access them.

STREET
LIFE



What we did?

We engaged with **142 young people** through an online survey and focus groups.

Impact:

- Young people, Healthwatch Blackpool and Public Health have worked together to inform the development of the new sexual health strategy. Young people shared priorities and actions.
- Local sexual health service opening hours have been adjusted to suit young people.
- A young person's forum for sexual health services has been created, working alongside influential partners.

Project spotlight

Our collaborative work with the NIHR and partners

In Autumn 2021, the National Institute for Health & Social Care Research (NIHR) launched their Research Ready Communities pilot as part of a wider strategy within their Underserved Communities programme. This has been established to increase representation and diversity in research by giving local communities the skills required to undertake health research locally. Blackpool was selected as one of the pilot areas.

Phase 1 of the Research Ready Communities pilot took place from September 2021 to May 2022. Thirteen young professionals were involved, from Youthwatch, BoingBoing, Blackpool Council and Citizens Advice Blackpool.

We divided the group into the following subgroups:

- Community Asset Mapping
- Communication and Marketing
- Co-Production/Systems Change
- Understanding Disease and Data



The Community Asset Mapping group engaged with the community and identified what needs to be done to make Blackpool residents comfortable with involving themselves in health research. The core finding was the need for trust to be built in communities by researchers. The three other sub-groups took part in “Research Ready” days, where they were invited to visit the NIHR and taught skills relevant to their sub-group area, developed through active learning.

Significant learning from Blackpool's approach to the pilot has been taken into consideration by the NIHR Coordinating Centre and has shaped the rollout nationally of the Research Ready Communities programme. Additionally, young professionals from Blackpool have been asked to sit on the Underserved Communities Board after presenting at the NIHR Clinical Research Network's strategic leadership conference.

Due to these successes, a second phase of the project is now in operation since June 2022, with members of the community coming together to co-produce a research project, alongside a research professional. The group is currently working together and sharing their learned expertise to develop research questions and ideas to share with researchers. The aim is to recruit an academic researcher to the team so that a research project can be co-produced between the group and the appointed researcher.

To achieve this, the group has been currently working on the following:

- Creating a blurb to explain why the community is attractive to researchers.
- Creating a blurb as to what the group would like to see in a researcher.
- A collection of potential research questions.

The overall lesson is that Research Ready Communities are not what is needed, but rather, we need community ready researchers. Phase 2 will build on that and demonstrate the richness of a community-led research project.

Three ways we have made a difference for the community

Healthwatch exists to ensure that everyone's voice is heard when it comes to health and social care. We strive to empower individuals and communities, champion their rights, and drive positive changes in the health and care system.

Advocating for fairer NHS dentistry

NHS dentistry is in desperate need of reform and this year we have successfully moved NHS dentistry up the political agenda, making it easier for people to find a dentist taking on NHS patients.

We have seen a shortage of NHS appointments, which has affected people on the lowest incomes the most, meaning they were less likely to have dental treatment than those on higher incomes.

We made renewed calls on NHS England and the Department of Health and Social care to put a reformed dental contract in place. Through our information and signposting function, we have supported and advised many Blackpool residents with regards to the provision of NHS dentistry.

We have instigated an NHS roundtable on the topic and have also attended two workshop events where we have shared resident concern.

Including local people in our 'End of Life' strategy 2022-2025

Healthwatch Blackpool provided an independent opportunity for local residents to share their experience of End of Life care on the Fylde Coast.

The nature of end-of-life care is broad, bringing together numerous services and pathways. Healthwatch Blackpool worked alongside partners to highlight patient stories and what matters to local people.

Thirty five residents shared their experiences with Healthwatch Blackpool. The experiences and insight shared have been used to shape and influence our strategy. We presented themes and insight in professional focus groups, sharing the voices of local residents.

Ensuring local people's views are included in commissioning decisions

Healthwatch Blackpool supported user engagements for retendering, ensuring future care meets local needs.

Healthwatch Blackpool and Blackpool Council collaborated to hear views on Day Care Provision (Warren Manor and Warren Hub) and Peace of Mind Service (Elk View and Tulloch Court).

Our engagement allowed users and families to shape service retendering, showcasing good care and addressing local resident's improvement suggestions.



Speak Out self advocacy forum

Healthwatch Blackpool have been hosting 'Speak Out', a self-advocacy forum for adults with learning disabilities. The group meets every second Tuesday of the month at 1st Bispham Scout Hut.

Key themes and feedback discussed are raised at Blackpool's Learning Disability Partnership Board.

Special care dentistry waits have been highlighted via this group, along with hospital passports.



Our National influence

We were honoured to have the National Director, Louise Ansari, alongside Pav Akhtar, Healthwatch England committee member and Chief Diversity and Inclusion Officer at NHS Blood and Transplant, visit Healthwatch Blackpool.

We shared and showcased our efforts, including addressing health inequalities and involving local people in decision making. Louise Ansari attended a local engagement, whilst Pav Akhtar attended a dentistry round table discussion.

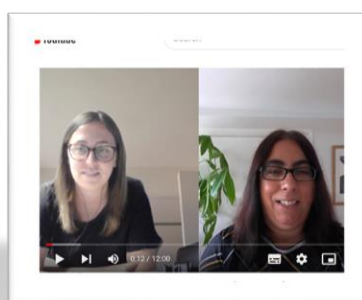
Furthermore, we were thrilled to learn that we were shortlisted for an award, recognising our commitment to improving healthcare outcomes.

We were invited to present at the Annual Healthwatch Conference, where we shed light on the pressing issue of health inequalities and shared our insights and strategies for creating positive change.

Alongside this, Beth took part in a CEO interview which is available on Youtube, discussing health inequalities and reflecting on Louise's visit.

We believe that we have provided lots of valuable insight this year which will help Healthwatch England to advocate for National improvements.

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Our partnership work: Healthwatch Together

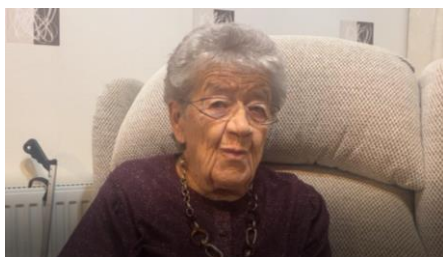


Healthwatch Together is a partnership that unites four local Healthwatch organisations in Blackburn with Darwen, Blackpool, Lancashire, and South Cumbria. Through this partnership, Healthwatch Together strives to broaden the scope and influence of Healthwatch in the region, forging connections with a greater number of communities, actively listening to diverse experiences, and directing improvements in health and care.

Over the course of the past year, Healthwatch Together has engaged across the Lancashire and South Cumbria footprint, while working collaboratively. This page showcases the projects carried out together during this period.

Our partnership projects this year:

- Understanding local peoples experiences of the Covid-19 vaccination programme.
- Engaging with residents in Emergency Departments across Lancashire and South Cumbria to understand presentation and patient experience.
- Engaging with residents across Lancashire and South Cumbria to gain feedback on the Integrated Care strategy.
- Collected patient insight videos to support the Integrated Care Partnership (ICP) priorities.



Our partnership work

HDRC



Health Determinants Research Collaborative Co-production and Co Research at the heart of our work

Healthwatch Blackpool and partners have 5 years of funding for a health inequalities research project (HDRC) from the National Institute for Health & Care Research (NIHR).

The Blackpool health determinants research collaborative is a unique opportunity to address the challenges of health inequalities in Blackpool. By co-producing the research with local people, the project will ensure that it is relevant and meaningful to the community. Ensuring that the project has a positive impact on the health and well-being of people in Blackpool.

The priority areas are:

- Mental health
- Housing
- Education, employment and skills
- Conception until 2 years

The goals of the project are:

- Understand the causes of health inequalities in Blackpool.
- Develop solutions that will make a difference to people's lives.
- Empower the community to take action to address health inequalities.

The project will be co-produced with the Blackpool community, ensuring that people's lived experiences of facing health inequalities drive the work.

Our partners include:

- National Institute for Health Research
- Blackpool Council
- Lancaster University
- Boing Boing Foundation

We believe that this project has the potential to make a real difference to the lives of people in Blackpool. By understanding the causes of health inequalities, we can develop solutions that will make a difference to people's lives. We also believe that by empowering the community to take action, we can create a more just and equitable society.

We are grateful for the opportunity and look forward to the next 5 years!



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Acted as a critical friend through our Volunteer Advisory Board.
- Visited communities to promote their local Healthwatch and what we have to offer.
- Collected experiences and supported local residents to share their views.
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice.
- Carried out Enter and View visits to local services, helping them to improve.
- Supported our care homes through 'Dare to Care'.

Volunteering

Meet our new volunteer coordinator

Alex joined the Healthwatch Blackpool team in December 2022. She brings fresh perspective and expertise to the team. As the Volunteer Coordinator, Alex plays a vital role in managing and organising volunteers, ensuring our wonderful volunteers feel supported.

"Healthwatch Blackpool have been supported throughout the year by wonderful volunteers, both long serving and new to the role, on a variety of engagements and projects. We have also collaborated with other organisations, such as The Prince's Trust, Blackpool and the Fylde College and Blackpool Sixth Form to provide valuable volunteer experiences for young people. Healthwatch Blackpool continued their involvement in the pilot volunteer befriending scheme "Dare to Care".

We could not function without our dedicated volunteers.

I really look forward to the year ahead!"

Alex Lever



Volunteering

Youthwatch reflections



Alice Higginson

"Since volunteering at Healthwatch, I am now studying mental health nursing at Manchester Metropolitan University. Healthwatch has provided me with lots of work experience opportunities that helped make my university application stand out. It has also given me the opportunity to join focus groups with NHS staff which gave me an insight into the healthcare industry."



Aimee Kerr

"Since volunteering at Healthwatch, I am now studying medicine at Keele University and very much enjoying it. Volunteering at Youthwatch gave me opportunities to gain the work experience I needed to gain my place on this course by helping me improve my communication skills, doing work in the community and it also gave me the opportunity to take part in work with the NIHR. This was a great piece of work experience that I was able to talk about at my interview. I very much enjoyed my time volunteering at Healthwatch and am grateful for the experiences gained for helping me get to where I am now."



Heather Lewis

"Since volunteering at Healthwatch Blackpool, I started studying nursing at University and then changed courses to Education. For me, this change took a lot of confidence which I think I definitely lacked before starting volunteering – it is fair to say that Healthwatch built my confidence massively! Through its opportunities such as the research project for NIHR and meetings with regular discussions and other projects, it helped me to speak to so many new people and this undoubtedly has helped form me into the more confident person I am now, in my second term at Uni. I am so grateful for Healthwatch helping me get to where I am now and providing me with experience in volunteering."

Volunteering

Katie's reflections on 'Dare 2 Care'

What has been your experience with Healthwatch?

"Healthwatch has been really welcoming and the way they communicate with me is really good. If I didn't have that communication with the team I wouldn't have got as involved with the project."

What has been your experience within the home?

"It has helped boost my confidence with meeting new people as I have social anxiety. The way Healthwatch and the care home have helped me to feel comfortable quite quickly in my role has been amazing. It was helpful to have Healthwatch there in the first meeting with the home as a familiar face to make me feel more comfortable. It also helps me to practise and build communication skills and I find it really rewarding to give back to the community, especially those who are more isolated and don't have visitors."

Has it given you more confidence to apply for jobs?

"Yes, by having work experience it has given me more confidence. I have approached the home about potential upcoming jobs."

Has it worked well alongside your studying?

"Yes, we were doing about feet the other day and dementia/diabetes and I am seeing people living with these issues so it helps me to put it into context. When we were talking about dementia I felt I could understand it more as other students didn't know what to do in those situations, where as I felt more equipped."

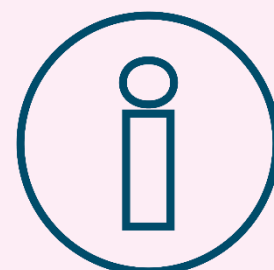


Want to know more about our volunteering opportunities?

Email: enquiries@healthwatchblackpool.co.uk

Call: 0300 32 32 100 (option 4)

Visit: www.healthwatchblackpool.co.uk





Thank you!

We are incredibly proud of our achievements this year and the role that we continue to have in ensuring that local peoples experience is at the heart of decision making in Blackpool.

Thank you to:

- Thousands of Blackpool residents who shared their personal experiences across our varied engagement projects.
- Community groups and voluntary organisations for supporting us and connecting us with the community to shape change for the future.
- Our staff and volunteers for their dedication and continued passion

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual funding received from local authority	£61,089.63	Staffing costs	£103377.92
Additional income	£88,537	Support and administration	£19757.21
		Operational costs	£19325.46
Total income	£149,626.63	Total expenditure	£142460.59

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Board consists of eight members who work with the CEO to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

We ensure wider public involvement in deciding our work priorities and also host a volunteer advisory board monthly which acts as our critical friend.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and will share widely with our partners

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. We have taken insight and experiences to decision makers including:

- Blackpool Council quality monitoring team
- PLACE Based Partnership Board
- Blackpool overview and scrutiny committee
- Health and wellbeing board
- Blackpool director of adult social care
- Blackpool Teaching hospitals patient experience team
- LSCFT patient experience team
- Integrated Care Board
- Director of Public Health
- Blackpool Health and Wellbeing Board
- National calls for evidence
- Chief medical officer
- Healthwatch England
- Lancashire and South Cumbria Population Health Team



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