



### Local news from your local Healthwatch



Welcome to the quarterly Healthwatch Blackpool newsletter! We've been incredibly busy asking people about what our priorities should be over the next year, and the results are in! Some services have also given us a response to the feedback you gave, including Outpatients departments, A&E, and Maternity services! We have just completed our Annual Report for 2015/16 and it is available [on our website now!](#) We have also visited The Willows and Brooklands care homes, and The ARC rehabilitation centre. Coming up we've got a carers consultation, more care home reviews, and we'll be kickstarting our work plan for the year!



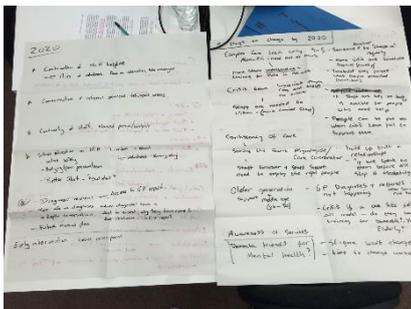
Steven on a bike ride in Sainsbury's!

### April - July in pictures!

Healthwatch Annual Conference in Nottingham!



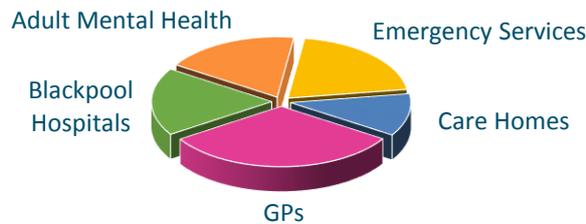
Steven Robinson, Steven Garner, and Mary Whyham (Healthwatch Blackpool Chair) posing for a selfie!



Notes from our Mental Health Listening Event in June.

We asked professionals, mental health service users, family and carers what changes could be made to Adult Mental Health services in the short term, and the long term. The report will be out soon!

We've been in libraries, supermarkets, and visited groups for young people, mental health, learning disabilities and other community groups. Overall we were given **294** concerns which people think we should be looking into. Here's the top 5!



You can see the [full report on our website](#), which also breaks down these top 5 into more specific categories. These will form our plan of work for 2016/17!

We have visited **The Willows** and **Brooklands** care homes which received great feedback - most residents thoroughly enjoy living there. We also visited **The ARC** rehabilitation centre, where service users said the staff were fantastic, but that there was a lack of activities and physiotherapy check-ups. We will be sending reports to the services for comment!

**CALLING ALL CARERS!** Blackpool Council is recommissioning carers services and we want to know **your** experience of giving extra support to help someone you know without payment. This information will help the Council shape carers services. [Take the survey here!](#) You can **win days out to Blackpool Attractions** for taking part!!!



### VOLUNTEER WITH US!

Join us on our mission to make health and social care services the best they can be! Visit [www.healthwatchblackpool.co.uk](http://www.healthwatchblackpool.co.uk)

We're here to listen to your health and social care issues, concerns and experiences (good or bad). Contact us today on **0300 32 32 100**

### Healthwatch Blackpool

333 Bispham Road, Bispham, Blackpool, FY2 0HH

- 0300 32 32 100 (opt #7)
- [hello@healthwatchblackpool.co.uk](mailto:hello@healthwatchblackpool.co.uk)
- [www.healthwatchblackpool.co.uk](http://www.healthwatchblackpool.co.uk)
- [www.twitter.com/HealthwatchBpl](http://www.twitter.com/HealthwatchBpl)
- [www.facebook.com/healthwatchblackpool](http://www.facebook.com/healthwatchblackpool)



# What we have been doing

## Reports and Publications

### Substance Misuse Services Response

We have sent our [Substance Misuse report](#) findings to Horizon, who are yet to provide a response. However we have had some great feedback from The Hub (young people's drug and alcohol service), who have started a recovery group with immediate effect based on the findings.

### The Harbour Conversation and Response

Healthwatch Blackpool, Lancashire and Blackburn with Darwen visited and produced the 'Harbour Conversation' report (available on our [website](#)) summarising experiences of service users, family members, friends and carers who were using The Harbour, a mental health hospital run by Lancashire Care NHS Foundation Trust (LCFT). The results of the report show that only **50%** of service users said they felt safe at all times whilst **93%** of relatives or friends said that they did feel that their loved one is safe. The report includes a response from LCFT with a plan of nine key actions that will be carried out by the trust to improve the experiences of service users. See the [Gazette article here](#).



### Outpatients Departments (OPD) Response

*"New Information screens are to be fitted throughout OPD as part of OPD redesign; this will help keep patients informed of current wait times. The details of this report have also been discussed at the OPD Staff meeting as has the importance of keeping our patients informed. The department will contact N-Vision to arrange with assistance in reviewing the information that is displayed. Wherever possible we try to avoid cancelling or rescheduling appointments. This is an area that nationally we perform better than average. When unfortunately it is necessary we try to offer the next most convenient appointment."* [Find our report here](#).

### A&E/Emergency Departments (ED) Response



*"The A&E Staff triage all patients and if it is identified that pain relief is required this would be prescribed and administered on initial assessment and prior to Senior Review. All patients that attend the Emergency Department should be offered regular drinks and food. If this was not the case on this occasion we would like to apologise. This has been shared and discussed with the ED team. We apologise for not providing adequate information [on updates while you wait]. [Pressure area relief] has been discussed with the team and they are aware of the need to administer regular pressure area relief."* [Find our report here](#).

### Dentistry Response

*"...[T]he responses to the survey undertaken by Healthwatch Blackpool will be used to compliment the information already held relating to dental access and patient experience in Blackpool. ... NHS England is presently piloting a new pathway for urgent and unscheduled care. The pilot will address the oral health needs of patients who do not have a regular dentist, and don't want to register with a dentist for ongoing treatment. The pathway will ensure that when patients present with an emergency or urgent need, other oral health issues will be treated at the same time, not just the presenting condition. Presently all residents in Blackpool have access to an emergency dentist within 24 hours who will address patients with oral trauma, swelling, bleeding or require pain relief."* [Find our report here](#).

### Maternity Services Response

*"The discharge process has been reviewed. A discharge coordinator has been employed on a substantive basis. This allows more time to care and streamlines the discharge process. New models of care for community midwifery were commenced in September 2015 and are part of on-going annual audit process. This will ensure that the woman is seen by the same midwife consistently throughout their pregnancy. The midwifery teams are now cohesive with 4-6 midwives. .... At booking the Community Midwife will ensure all options for antenatal and intrapartum care are discussed to ensure appropriate information is given. ... The postnatal options are being extended to include clinics."* [Find our report here](#).

### 2015/16 Annual Report

See our Annual Report [here](#), showing the amazing work our staff and volunteers have achieved in the last year!

### What's coming up!

We will be producing a plan for work for the rest of the year, so keep a look out on [Facebook](#) and [Twitter](#) for more information! We will be visiting 13 care homes over July and August: *Acorn Lodge Residential Care Home, Adalena House, Amber Banks, Avonbloom Retirement Home, Bronswick House, Chesterfield Lodge, Glenroyd, Highbury House, Horncliffe House, Jah-Jireh Charity Homes Blackpool, Links Lodge, Sandycroft Nursing Home, The Highcroft, The Sylvester Care Centre, and Westfield Rest Home.*

---

#### Healthwatch Blackpool

333 Bispham Road, Bispham, Blackpool, FY2 0HH

Tel 0300 32 32 100 (opt #7)

[hello@healthwatchblackpool.co.uk](mailto:hello@healthwatchblackpool.co.uk)

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