

Blackpool's Voice Newsletter Spring/Summer 2017

Healthwatch Blackpool is delighted to welcome Katie and Nick to the team!

Katie Taylor has joined the Healthwatch Blackpool team as Senior Project Officer and Nick Colledge is our Project Officer.

The Healthwatch Blackpool team are here to ensure that your views on health and social care services are listened to by those who run, plan and regulate health and social care services.

Katie and Nick will be taking part in a variety of public engagement activities, as well as specific projects including Learning Disabilities, Children and Young People and

engagement days in health care settings and enter and view visits in care homes throughout 2017/18.

As of January 1st 2017, Healthwatch Blackpool is now supported by the team at Healthwatch Lancashire.

You can contact the Blackpool team at:

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Healthwatch Blackpool's Annual Report shows how your voice makes a difference

Healthwatch Blackpool has launched its 2016/17 Annual Report with its continued vision of being the 'go-to' organisation for all members of the public in the borough to talk about their experiences of health and social care.

The Annual Report reveals that Healthwatch Blackpool reached out to more than 44,000 people online and via social media and listened to the views of hundreds of local people across communities throughout the borough.

Healthwatch Blackpool published 24 reports tackling issues from substance misuse to A&E winter pressures and spoke to 126 residents and family members in 17 care homes.

The annual report provides highlights of the impact of Healthwatch Blackpool's work with local communities, including those who are seldom heard.

The report also details Healthwatch

Blackpool's new projects for 2017/18 which include identifying the impact of the work undertaken between 2015 - 2017, how it feels for people with learning disabilities to access and use health and social care services and what children and young people think about their health and social care services.

Sheralee Turner-Birchall, Chief Executive of Healthwatch Blackpool, said: "Our Annual Report highlights our considerable achievements in 2016/17 and the creative and engaging projects we have delivered to give members of the public the opportunity to voice their views on local services.

"I would like to say a huge thank you to all the members of the public who shared their stories with us.

"During 2016/17 Healthwatch Blackpool has observed and experienced significant changes, challenges and developments within the boroughs



health and social care services.

"There will be significant decisions that need to be made and we, as your local Healthwatch, firmly believe that there should be no decisions made without patient or service users' needs being put first - meaning that local people are involved in deciding how, what and where services should and ought to be delivered."

Our Annual report can be read and downloaded online at:
healthwatchblackpool.co.uk

Healthwatch Blackpool to measure its impact with service providers and commissioners

Healthwatch Blackpool has launched a project to measure the impact of its work.

The focus of the impact project is to show the public the difference their voice has made

Healthwatch Blackpool is working on analysing data collected over the last two years and identify trends and themes from feedback received via all sources of intelligence.

The findings gathered will be produced in a final impact report and will support Healthwatch Blackpool in planning future activities.

Healthwatch Blackpool will build on its relationships with stakeholders, commissioners, regulators and

providers to ensure that they have a clear understanding of the work of Healthwatch and use the intelligence it provides to influence change.

Sheralee Turner-Birchall, Chief Officer at Healthwatch Blackpool, said: "Healthwatch Blackpool is here to make sure all people in our communities are listened to and this project aims to challenge those who run, plan and commission health and social care services on how they use and implement the intelligence they receive.

"The public want to know what differences will be made as a result of their feedback and that their voices are not just heard but listened to and acted on."



Healthwatch Blackpool speak to service users at Blackpool Victoria Hospital

Healthwatch Blackpool has published a 'Patient Engagement Day' report, which captures the experiences of service users at Blackpool Victoria Hospital outpatients waiting areas.

On the 21st November 2016, five Healthwatch Blackpool representatives gathered survey responses from 65 patients to obtain the views of people using the service and to observe the environment.

The report found that around 1 in 5 appointments had been rescheduled by the hospital, and 1 in 10 had been rescheduled by the patient. Almost all patients who had rescheduled found this process very easy.

However, many appointments were not running on time and over three quarters of patients explained they had not been kept informed.

The report includes a list of 7 actions provided by Blackpool Teaching Hospitals NHS Foundation Trust in relation to how they will improve service users' experiences following the activity.

Sheralee Turner-Birchall, Chief Executive at Healthwatch Blackpool, said: "Healthwatch Blackpool contributes considerable value into the health and social care system by gathering patient and relatives input into the way services are run. This can be invaluable as sometimes seeing services from their point of view opens up real opportunities for improvement that may not have already been considered.

"Healthwatch Blackpool would like to thank Blackpool Teaching Hospitals NHS Foundation Trust for their response to the report and for actions



that they are to put in place as a result of our findings."

The Report for the Patient Engagement Day at Blackpool Teaching Hospitals NHS Foundation Trust is available to read online or download on the Healthwatch Blackpool website <http://www.healthwatchblackpool.co.uk/publications/reports-and-reviews/>

The reports are available to read and download on our website.

Healthwatch Blackpool is looking for volunteers!

Healthwatch Blackpool is looking for volunteers to help represent local people when it comes to health and social care.

Healthwatch Blackpool volunteers are champions of their local communities and more are needed to listen to people's views about health and social care in Blackpool in locations such as hospitals, GP practices and community venues.

Here is what volunteers said when they were asked why they enjoy volunteering for Healthwatch Blackpool:

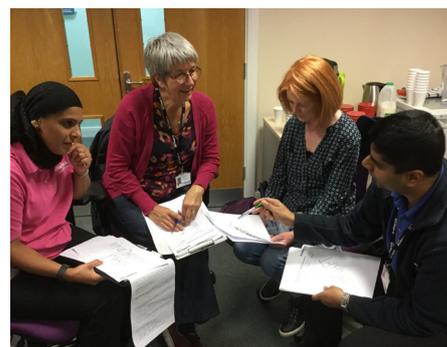
"It is a professional organisation, well run, where my input is valued. I've been made to feel very welcome and a real part of the team. It is good that

I can choose which activities to take part in so I can fit it around what else I am doing. Thank you to Healthwatch Blackpool."

"I work with a great team of both paid staff and volunteers. Everyone is very friendly and approachable. I have visited some very interesting health and social care establishments. I love meeting some of the service users, it reminds you of the importance of listening to those who use services."

Healthwatch Blackpool volunteers receive training, support and expenses for activities they carry out.

Finally, thank you to Blackpool Grand Theatre for hosting our recent Volunteers Week recruitment event which saw us run a stall outside the



venue where members of the public could speak to us about our work and enquire about volunteering with us.

You can find them at:

www.blackpoolgrand.co.uk

More information about how you can volunteer can be found on our website.

Care Home reviews from 2016

In 2016 we visited 17 care homes with the aim of gathering information from the people who live there to find out their views on the quality of their care, activities on offer, the food and their experience of privacy and dignity.

We visited: Acorn Lodge Residential Care Home, Adalena House, Avonbloom Retirement Home, Bronswick House, Brooklands Nursing and Care Home, Glenroyd, Highbury House Care Home, Horncliffe House, Jah-Jireh Charity Homes Blackpool, Links Lodge, Chesterfield Lodge, Sandycroft Nursing Home, The ARC, The Highcroft Care Home, The Sylvester Care Centre, The Willows Care Home and Westfield Rest Home.

For details of the care homes visited please go to www.healthwatchblackpool.co.uk/publications/reports-and-reviews/

A new Healthwatch Blackpool website will be arriving soon, improving your online experience and enabling you to easily leave your feedback, view the latest news, reports and events. Keep your eyes out on www.healthwatchblackpool.co.uk for the launch.

Contact the team

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Community Groups

Healthwatch Blackpool is looking to visit groups in the community so that they can have their say on the health and social care services that they use

If you are a community group organiser, and you would like us to come a 'Care Circle' or 'pop Up' event at your local group, you can request a visit from the Healthwatch Blackpool team by calling 01524 239100 or emailing enquiries@healthwatchblackpool.co.uk

To receive this newsletter by email please email your request to:
enquiries@healthwatchblackpool.co.uk