



Annual report 2019-20

Guided by you

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Message from our coordinator

Welcome to our annual report.



2019-20 has certainly been an interesting year for Healthwatch Blackpool. We have been working hard to ensure that the Blackpool community voice is represented and heard. I would like to take this opportunity to thank Sheralee Turner-Birchall for all of her support over the past twelve months. Healthwatch Blackpool wish her all of the best in her new venture.

We are proud of our achievements over the last year and are pleased to present to you this annual report highlighting our successes.

Healthwatch Blackpool is the independent peoples champion for publicly funded health and social care services. Our amazing team of dedicated volunteers and staff have worked hard to gain Blackpool residents views and opinions. We continue to share those views and ensure that people are at the heart of care.

Healthwatch Blackpool have had a busy year supporting work and engagements for the the NHS Long Term Plan , this has been a privilege to be involved in. The community voice really has supported local service implementation.

Working in partnership under Healthwatch Together has highlighted the importance of the collective voice across the Integrated Care System. The work we completed last year was recognised at the Annual Healthwatch Conference. We look forward to combining our expertise and community voice to promote real answers to the challenges we face in Lancashire and South Cumbria.

Covid-19 has certainly changed the direction of our intended work plan but I couldn't be prouder of the time and dedication given by our volunteers and other organisations in Blackpool to ensure that our community is supported at this uncertain time. Given the recent challenges to our system , it is vital that the public feel confident in speaking up to help shape and support our services for the future , now more than ever!

A handwritten signature in black ink, appearing to read 'Beth Martin'.

Beth Martin Healthwatch Blackpool Coordinator

About us

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

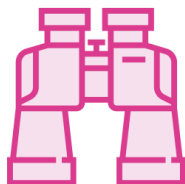
We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis
Healthwatch England Chair



Vision, Purpose and Approach



Our vision is simple

Health and care that works for you. People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchblackpool.co.uk

Twitter: @Healthwatchbpl

Facebook: @Healthwatchblackpool

Health and social care that works for Blackpool:



6 volunteers

helped to carry out our work. In total, they contributed 436 hours to support Healthwatch Blackpool.

We employed

1 new staff member

We received

£58,000 in funding

from our local authority in 2019-20.

Providing support



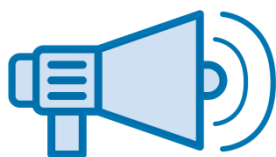
83 people

shared their health and social care stories with us this year.

42 people

contacted us with questions about local support.

Reaching out



18,867 people

the audience that we reached through our 346 social media posts and news story updates.

Making a difference to care



We published

10 reports

about the improvements people would like to see with their health and social care, six of which were part of our Enter and View programme.

Health and social care services in Blackpool

Over the year Healthwatch Blackpool have had contact with more than 400 people in our local community. Here are the ways in which we have engaged with people:

- We have been to lots of events and meetings to tell people about Healthwatch and give them the opportunity to have their say on local health and care services.
- We have carried out surveys and organised focus groups to talk about issues.
- We have written reports and have provided useful information on local services through our website and feedback centre.
- Healthwatch Blackpool have had a presence on social media. We have 1,915 followers on Twitter and 450 people have 'liked' us on Facebook.



Our year in Blackpool

Healthwatch have engaged with a variety of people and organisations, and would like to thank you for your continued support:

Children and Young People

THRIVE. A group of children and young people across Blackpool and the Fylde Coast, with Healthwatch Together to transform the redesign of the CAMHS service.

Carers

Through our BUD project we visited support groups at Blackpool Carers Centre, Clifton Hospital, Shorelands and the Harbour with pop up events.

Older People

We visited community groups, Warren Manor, Highfield day centre, day care services, local community hubs and Dementia Hubs.

Working Population

Our NHS Long Term Plan collaborated with Lancashire Police Force, Job Centres in Blackpool and the Fylde, and the Fire Service.

People who are homeless

We engaged with residents of Blackpool Coastal housing hostels, St Pauls Church soup kitchen, Streetlife and Empowerments Lived Experience Team.

Hospital Patients and visitors

We attend Public Patient Experience meetings Blackpool Teaching Hospitals, and engagements on the Mezzanine level.

2019/2020 in the Spotlight

We have used information people have told us to decide which areas of health and care to find out more about. We have completed focused work and engagements on:

Dementia

Throughout the year we have gathered experiences of over 100 people living with and caring for those who live with Dementia in Blackpool. Our work has focused on:

- Experience of dementia care
- Awareness
- Support services locally

The views we have gathered from the public are being collated in a report to send to stakeholders in order to influence future service delivery and shine a spotlight on the lived experiences and challenges faced by our community.

Resettlement and Health

We have carried focus groups and three case studies highlighting the experiences of health and social care support for those who have moved from Syria and resettled in our town.

The feedback highlighted the need for better interpretation, more support on rights and better access to dentistry.

We are working with the Refugee Integration Team, Blackpool Teaching Hospitals and NHS England to look at better ways to support those resettling in our town.

Care Homes

In addition to the Dementia work Healthwatch Blackpool visited Six care homes in the town to look at the quality of environment and care for those living with Dementia. We completed the visits as Enter and Views, read more on our website.

People at the heart of choosing their own care provider.

Following on from our work last year hearing the voices from those residing at Geldof Drive, Crichton Place and Greystoke Place we have completed a follow on piece looking at the transition to new care providers, hearing the experiences of residents.

Geldof Drive residents stated: *"They are very happy with the service being provided by their new provider and feel that everything is running very well. They are all pleased that they made the right choice in selecting their provider."*

Crichton Place and Greystoke Place residents stated: *"Staffing was a problem from the initial transition period, and has been on-going for several months."*

With the help of Healthwatch feeding this information back to Blackpool Council's Quality Monitoring Team the residents were able to have a management meeting and publicly air their concerns directly relating to their care provider manager and Blackpool Council with effective results. We are continuing to work with the service provider and the Council to ensure that issues are resolved.

NHS Long Term Plan



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019. This set out the plans and key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented within their communities.

Healthwatch Blackpool worked closely with Healthwatch Together and our local Clinical Commissioning Group to gain further insight from our communities across the Integrated Care System. Blackpool collated feedback from 279 questionnaires on general health, and specific health conditions expressed within the findings from NHS Long Term Plan.

Healthwatch Blackpool worked closely with 'priority groups' identified within the results of the questionnaires. This was to gain an insight into the experiences of our community. The groups identified were:

- People aged 18-65 who have a mental health condition or care for someone who does.
- People living in rural areas.
- People and families who live and work in the area and their impact on their work/life balance
- We gained valuable insight which is helping shape the future of NHS services within our local area.

We would like to say a special thank you to the organisations that supported this project:

- Blackpool Police Force
- Department for Work and Pensions
- Empowerment Base workforce
- Blackpool Inspirations
- Garstang memory café

Look out for the full report on our website.



Common trends and themes

Complaints and Advice

We received a number of people contacting us to ask for information about Health Complaints procedures within the NHS, as they found them confusing. We liaised with our local Blackpool Advocacy Hub Service, and are working to collaborate a clearer accessible information pack for the public to understand. We have updated our website to reflect Healthwatch England's complaints advice and are looking to provide more support locally when Blackpool citizens need our support. We are aware that policies are changing within our local trust at Blackpool Teaching Hospital and want to ensure that our community is provided with current, clear and concise advice. Our work with this is very much ongoing and we will work with the trust to ensure that the information that our community receive is robust and dependable.



Dentistry access and translation:

We received feedback regarding dentistry access and registration for Blackpool residents particularly those who have resettled in our town and have translation needs.

We have contacted Blackpool Teaching Hospital and NHS England regarding this and have provided case studies highlighting the experiences of those families. This is ongoing sensitive work, requiring liaison with Healthwatch Lancashire and Lancashire County Council, along with relevant stakeholders to better understand if this is an experience faced by other residents in the area.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchblackpool.co.uk

Telephone: 0300 32 32 100

Email: enquiries@healthwatchblackpool.co.uk

Healthwatch Together - A Strong Partnership in Changing Times



Healthwatch Blackpool is delighted to be working in partnership with three other local Healthwatch organisations; Blackburn with Darwen, Cumbria and Lancashire. Our partnership under 'Healthwatch Together' ensures that the community voice is heard over the Lancashire and South Cumbria footprint.

We have completed some excellent collaboration pieces over the last 12 months with the NHS Long Term Plan and continue to work collaboratively gaining feedback on the Covid-19 outbreak. Plans for 2020 are well underway and we are excited to provide seamless engagement in these changing and challenging times.

Healthwatch Together received recognition at the Healthwatch Network Awards 2019 for our co-produced piece of work on breast and cervical screening for women with learning disabilities. We won 'highly commended' in the 'giving people advice and information they need' category. These awards recognise how people's feedback is vital to improving services.





What else have we been doing 2019/20

- We have completed 76 care circles in our local community.
- We have gathered peoples 'in depth' stories.
- We have recruited 2 new volunteers this year.
- We have all trained to become Dementia friends.
- We have completed Patient-Led Assessments of the Care Environment at Blackpool Teaching Hospitals and the Harbour.
- We have completed Enter and View training to visit and see health and social care settings in action, reporting on good practice and improvements.
- We have generated a database of 816 interested people and organisations who wish to be informed of our work.
- We have shared 346 new stories/news/health updates through our social media and website.
- We have attended 39 formal meetings and 45 networking forums.
- We have completed 76 volunteer activities to hear about our communities experiences.

We have attended the following meetings and forums:

- Blackpool Safeguarding Adults Board
- Lancashire and South Cumbria Quality Surveillance Group
- Fylde Coast Clinical Commissioning Patient Participation Involvement and Engagement Group.
- Mental Health Partnership Board
- Blackpool Teaching Hospitals Patient and Carer Involvement Group.
- Healthier Lancashire and South Cumbria Integrated Care System Partnership Forum
- Healthwatch Together Strategic Leads Meetings.
- Blackpool CCG Governing Body Meeting in Public.

Have your say!



The Blackpool Community is at the heart of everything we do!

A requirement of Healthwatch Blackpool is to offer an information, advice and signposting service to people who live in Blackpool. As a champion of the public voice, it is important that you consider sharing your experiences and having your say. Our communities view's come first, especially those who find it hardest to be heard. Healthwatch Blackpool want to find out what matters to you and help to make sure that your views and experiences shape future support and service changes.

healthwatch
Blackpool

Have you got something to say about health and social care services in Blackpool?

If so, help make a difference by contacting us at:

Have your say

0300 32 32 100 (option 4)
enquiries@healthwatchblackpool.co.uk
www.healthwatchblackpool.co.uk

Empowerment Base, 333 Bispham Road, Blackpool FY2 0HH
f @HealthwatchBpl

healthwatch
Blackpool

Volunteer with us!

Volunteer with us to help local people to have their say in how health and social care services are delivered in Blackpool.

Are you passionate about quality care?

Would you like to be part of influencing services for the future?

Would you like to be part of a team undertaking exciting activities within community, health and social care settings such as Hospitals, GP surgery's, Care Homes, Pharmacies & Community venues?

Help make a difference today by contacting us at:

Have your say

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enquiries@healthwatchblackpool.co.uk
www.healthwatchblackpool.co.uk

Empowerment Base, 333 Bispham Road, Blackpool FY2 0HH
f @HealthwatchBpl



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Telephone: 0300 32 32 100

Email: enquiries@healthwatchblackpool.co.uk

Volunteering

At Healthwatch Blackpool we are supported by invaluable volunteers who help us learn about people's experiences of health and social care services across Blackpool. They support us to find out what is working well, not so well and what improvements could be made. We could not undertake the level of engagement without our enthusiastic and experienced volunteers.

Volunteers are fundamental to our work and operation.
This year our volunteers gifted 436 hours of their time.

- Raising awareness of the work we do at events, with health and care services within our community
- Representing Healthwatch at local meetings offering their knowledge and expertise
- Being a critical friend, and supporting our work plan and day-to-day operational tasks
- Visiting services to make sure they are providing people with the right support
- Listening and collecting people's views and experiences to help shape the focus of our work plan
- Carrying out Patient-Led Assessments of the Care Environment locally
- Completing Enter & View training and visits

Thank you



We would like to say a special thank you to our volunteers for all their hard work, dedication and commitment; Kim Rushton, Sylvia Smith, Mike Verity, Harry Blaza, Alistair Blaza and Julie Huttley. If you would like to join our team of wonderful volunteers, please contact Healthwatch Blackpool.

Julie:

"I looked at various volunteer opportunities and knew of Healthwatch, this felt like a good fit for me with my healthcare background giving me an opportunity to hear what it is like for the public accessing healthcare and hopefully be able to use this opportunity to make a difference for future care and services. I was made to feel very welcomed by not just the Healthwatch Team but also Empowerment. I have enjoyed the various projects that I have been involved with and felt I have been part of the team and my input has been valued. Thank you all for the opportunity."

Kim:

"I enjoy volunteering for Blackpool Healthwatch. It is interesting and varied. We find out about people in Blackpool's experiences and expectations of the health and social care. The information gathered, hopefully helps to improve any changes in the provision of the services"

What our volunteers say:

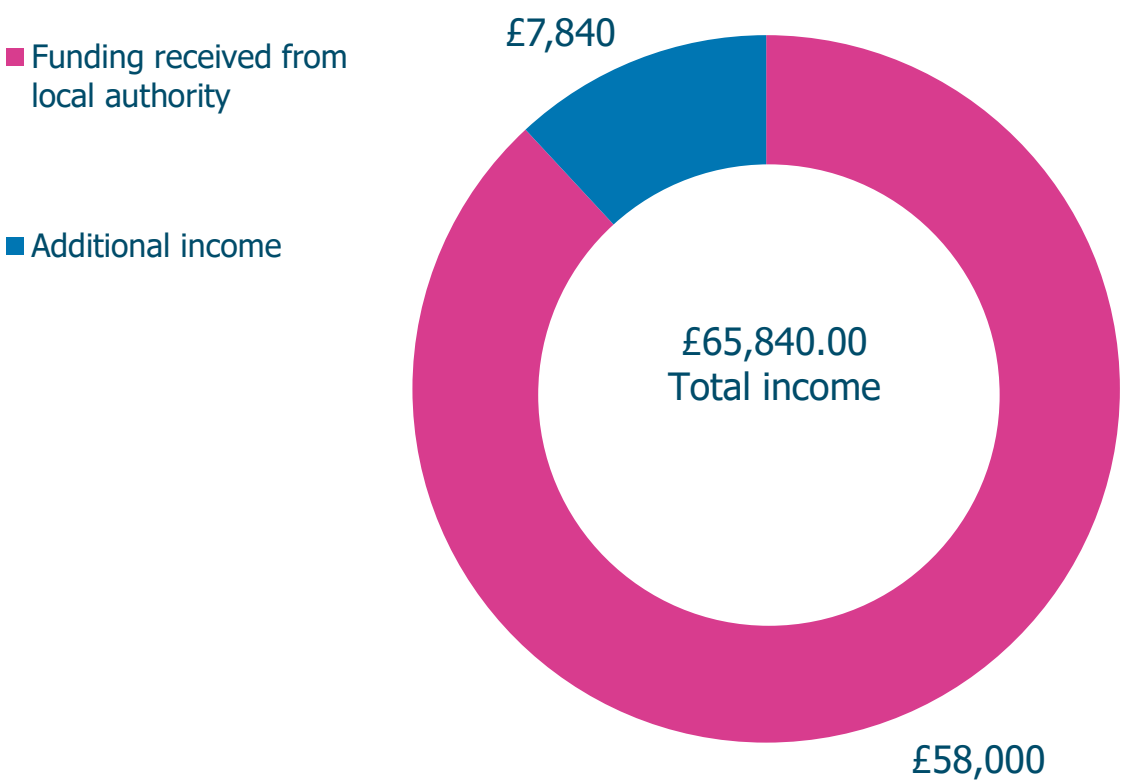
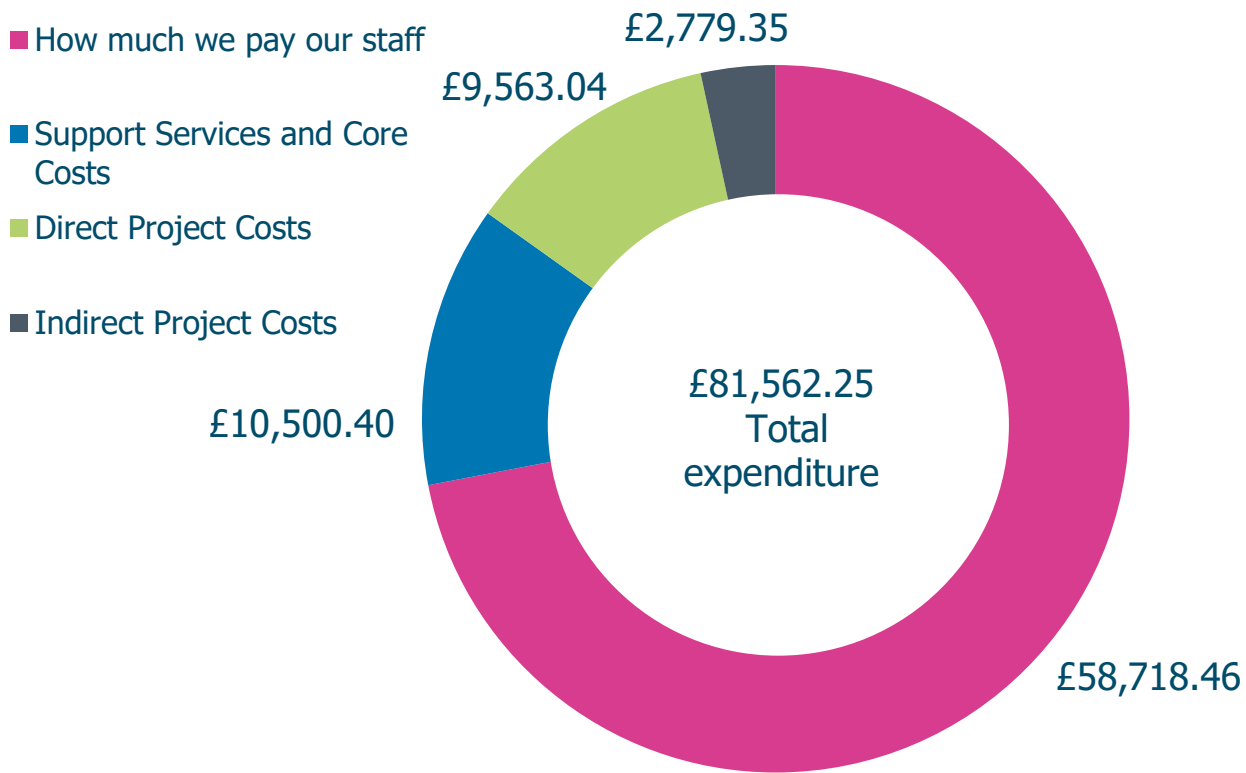
Mike:

"I volunteer with Healthwatch Blackpool because I want to make a positive contribution to improving the provision of healthcare and social services in my local area. The Healthwatch Blackpool team are a great bunch of people to work with and I am given the opportunity to directly help and support local service users."



Finances

We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £81,562.25.



Looking Ahead

A Final Message from Mike Crowther CEO

We are very excited about Healthwatch Blackpool's future priorities, as ever these will focus on those in our community whose voices are not being listened to. We will focus our attentions on Blackpool's Care Homes, people with Dementia, people experiencing Multiple Disadvantage (homelessness, mental health issues, substance misuse and offending) and our local Syrian community.

We look forward to working in close partnership with our Health and Social Care partners whilst retaining our independent status. We seek to bring about a renewed emphasis on impact in 2020-21, listening to the voices of our local community is only one side of the coin, bringing about real and meaningful change to local health and social care services is ultimately what we are most passionate about. Healthwatch Blackpool are keen to support the Health and Social Care system to improve, using the lessons learnt during the Covid-19 pandemic.



Thank you

I would like to thank personally our fantastic Healthwatch Blackpool team of staff and volunteers who have worked so hard during the year. Special mention also to Sheralee Turner-Birchall who left us for pastures new in December 2019. Sheralee's passion and dedication for Healthwatch Blackpool was outstanding.



Mike Crowther
Chief Executive Officer

Thank you

To everyone who is helping us put people at the heart of health and social care in Blackpool, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations and groups that have contributed to our work.

We look forward to the year ahead and encourage our community to speak up and get involved!

Follow us:



Contact us

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A: Empowerment Base
333 Bispham Road
Blackpool
FY2 0HH

Website: www.healthwatchblackpool.co.uk
Twitter: @Healthwatchbpl
Facebook: @Healthwatchblackpool

Empowerment Charity

T: 0300 32 32 100
E: admin@empowermentcharity.org.uk
A: 333 Bispham Road
Blackpool
FY2 0HH

Registered Charity No: 1155897

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Note: Please include your charity or company number here.
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