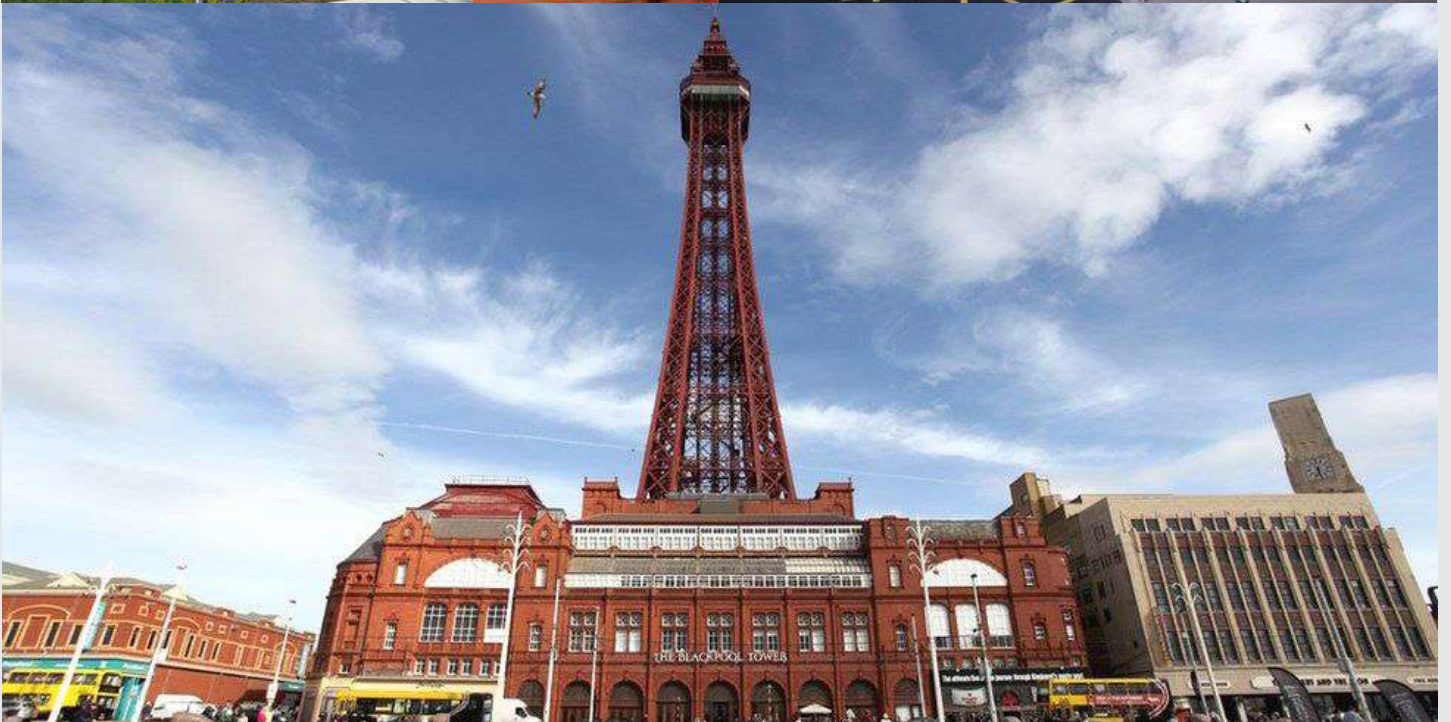


# Annual Report 2018 - 2019





# Contents

Message from our Strategic Lead	1
Message from Healthwatch England	3
How we've made a difference	5
Helping you find the answers	11
Our volunteers	12
Our finances	16
Our plans for next year	18
Thank you	20
Contact us	21



*Kim, Mike and Linzi popping up at The Grange*

# Message from our Strategic Lead

It gives me great pleasure in presenting our annual report, detailing the activities of your local Healthwatch during 2018/19 and I hope you enjoy reading this report.

Everyone at some time in their life uses health and social care services whether it is a hospital, care home, dentist, GP surgery, pharmacy or day care centre.

It is important that all these services are designed and delivered in a way that meets people's needs. This requires the decision makers; those people and organisations' who deliver, commission and scrutinise our services, work in partnership with patients and people who use services along with families and carers' to enable the best health and care outcomes possible.

We are constantly being made aware of the challenges to our health and social care system and we have a town that faces its own local challenges. In addressing these challenges, we now have a vision for the future as outlined in the NHS Long Term Plan.

<https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/nhs-long-term-plan.pdf>

Healthwatch Blackpool has a significant role to play in enabling the people of Blackpool to be part of the health and social care solution by:

- Assisting your participation and involvement in forums where decisions are being made about your care.
- Facilitating opportunities for you to check on the standard of care on offer to you.
- Providing you with the opportunity to talk to us about your experiences, ensuring we meet

you in locations and environments that you are comfortable in.

- Representing your views to the people who make the decisions about your care.
- Providing you with advice and information about local health and social care services.

Healthwatch Blackpool is funded by Blackpool Council. Having limited resources means we need to make every penny count and seek out opportunities to increase funding. One of the ways we maximise our resource is to work with our local Healthwatch colleagues across Blackburn with Darwen, Cumbria and Lancashire on a number of commissioned projects, with details of this contained later within this report.



***Sheralee Turner-Birchall***

Strategic Lead for Healthwatch Blackpool

I would like to conclude my welcome by saying thank you to:

All the people of Blackpool that have taken their time to share their experiences with us.

All the organisations and groups who have worked with us or enabled us to reach those people who are seldom or never heard.

Our dedicated volunteers for the constant enthusiasm and commitment to Healthwatch Blackpool.

The Empowerment Team and Board who have made us feel so welcome in our first year back in Blackpool, in particular the Support Services Team who provide us with the 'back office' support we need to operate effectively and efficiently.

Lastly and not least, Sarah Thornley and Linzi Cason, our Project Officers who have worked

tirelessly in delivering projects and activities in the furtherance of a better health and social care system for Blackpool, without you none of the work detailed in this report would have been possible.

HEART FELT THANKS !

*Sheralee*

**Sheralee Turner-Birchall**  
Strategic Lead for Healthwatch Blackpool



# Message From Healthwatch England

## Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Blackpool, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'. The signature is stylized and fluid.

**Sir Robert Francis QC**  
Healthwatch England Chair

## 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 that 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.



# People at the heart of everything we do

We play an important role bringing individuals, communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work by undertaking enter and view visits, patient engagement days, mystery shopping and participating in annual PLACE activities (Patient Led Assessment of the Care Environment).
- Running surveys and campaigns.
- Conducting care circles and pop ups in community settings.
- Gathering peoples' in-depth stories.
- Cascading information about opportunities for people to be involved in events and activities delivered by providers, commissioners and regulators.
- Creating opportunities for local people to volunteer with us.

- Offering a website which can be accessed to provide on-line feedback.

Peoples concerns and examples of great experience are shared with health and care decision-makers so that they can improve support across Blackpool and the wider Fylde Coast. The evidence we gather also helps us recommend how policy and practice can change for the better.

In addition to talking and listening to the people of Blackpool, it is important that we create great working relationships with as wide a group of interested parties across Blackpool and the Fylde Coast. This includes local community, voluntary and faith sector organisations, the council, local care providers, NHS England, the local safeguarding board, commissioners of health and care services and the Care Quality Commission are some to mention. This does not mean we compromise our independence, as having effective and trusting relationships creates a bed rock for holding difficult conversations and exploring solutions to fulfil better health and social care services for today and the future.





**How we've made  
a difference**

At the heart of Healthwatch is the fundamental belief that understanding the public's views and experiences of health and social care is necessary for providing effective services.

Local Healthwatch have been set up to find out the public's views on health and social care. But it does not stop there, part of our job is make sure these views help shape services and support.

Understanding the difference people's voices make can be hard at the best of times.

Within this section of the report we aim to highlight the small and larger scale differences that the voice of the people of Blackpool have made to shape services for the future.

During this year we have undertaken two projects in partnership with the three local

Healthwatch operating across Blackburn with Darwen, Cumbria and Lancashire. These projects have enabled us to give those people who are seldom or never heard a voice and making a difference for these groups.



*Sarah undertaking a patient engagement day at Glenroyd Medical Centres*

## Healthwatch Together

**healthwatch**  
Blackpool

**healthwatch**  
Cumbria

**healthwatch**  
Lancashire

**healthwatch**  
Blackburn with Darwen

Healthwatch Blackpool is a member of Healthwatch Together, a partnership of four strong, independent and innovative local Healthwatch organisations:

- Healthwatch Blackpool
- Healthwatch Blackburn with Darwen
- Healthwatch Lancashire
- Healthwatch Cumbria

Healthwatch Together was developed with a core objective to work together so that we can engage and represent our communities to drive forward meaningful change in health and social care provision.

We are a professional partnership working effectively with our partners to facilitate change, we need to speak with one voice and to provide real solutions to the challenges we face across Lancashire and South Cumbria together.

Healthwatch Blackpool, working in collaboration with our neighbouring Healthwatch, will empower health and social care professionals to engage local people in co-production opportunities.

This year has seen Healthwatch Together combining their resources and expertise in delivering two major projects as detailed on page seven.



## Project 1

### Access to breast and cervical screening for women with learning disabilities

Our 'access to breast and cervical screening for women with learning disabilities project' provided us with the opportunity to speak with women with learning disabilities, their families and carers to find out their views and experiences of breast and cervical screening. This project resulted in the development of a toolkit for professionals to enable appropriate communications and to support them when engaging with women with learning disabilities.

Ultimately, the aim is to increase the numbers of women with learning disabilities attending screening appointments and therefore preventing late detection of cancer.



*Our team preparing for a coffee morning for ladies with learning disabilities*



## Project 2

### Have your say: digital health report

The aim of our digital health project was to explore how local people currently use technology to manage their health and wellbeing and that of their families and those they support or care for. Healthier Lancashire and South Cumbria wanted to learn about the challenges people might face when using digital technology, to understand how the health and care system can better support people to use digital tools and to hear their ideas about improvements for the future.

Almost 2,000 people got involved in the conversation about digital health. In February 2019 we published our report 'Have your say: digital health' report which can be found on our website:

<https://healthwatchblackpool.co.uk/wp-content/uploads/2019/02/Your-say-digital-health-report.pdf>



Healthier  
Lancashire &  
South Cumbria

*Have Your Say Digital Report*

## Healthwatch Blackpool Projects and Activities

### Care at Home service users have their say

Blackpool Council's Care at Home service delivered at a single residential dwelling at Geldof Drive, and a complex of eight bungalows within a gated community on Crichton Place and Greystoke Place was to be recommissioned with the new contracts to be in place by the 1st of April 2019.

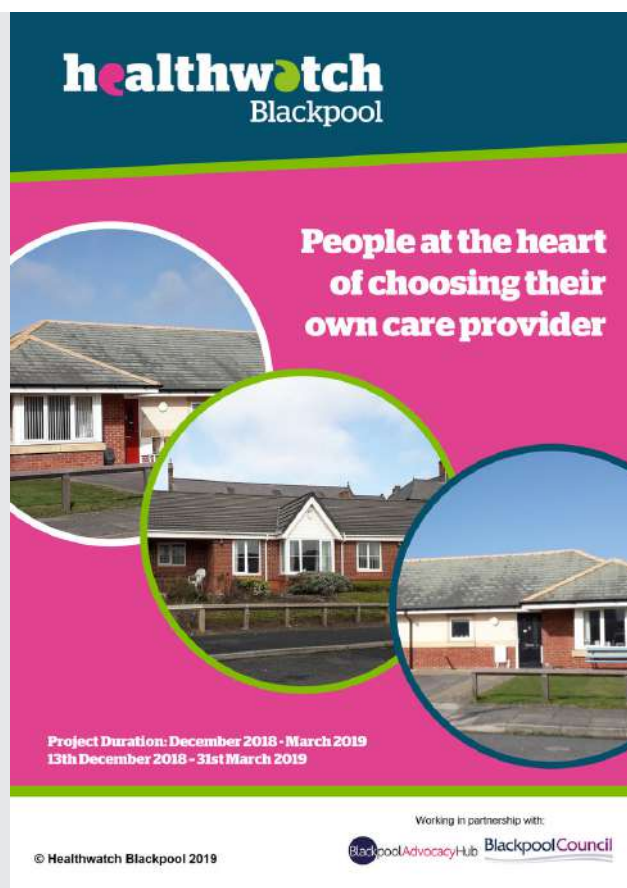
The dwellings provide independent living to twelve adults who have physical disabilities, a number with complex needs.

The provision that is part of the Care at Home contract had been held for five years and was about to expire. It had been determined that the services are to be delivered as 'stand alone' contract(s) due to the uniqueness of the service offered at both sites and to better meet the needs of residents'.

### The aims and objectives of this project

The aim of the project was to directly involve the twelve service users in a process by which they have a voice and a decision making role in the recommissioning of the Care at Home service they receive. This innovative new way of working aimed to provide a means where the service users can share the power and take shared responsibility for choosing their own care provider to offer personalised care and aid independent living.

Blackpool Council as part of the tender process, is required to undertake a rigorous selection process which often presents as bureaucratic and inaccessible to service users. Undeterred the commissioner wished to involve the service users to have 'their say' by enabling them to share their individual likes, dislikes and care needs to aid the commissioner in achieving the best outcome for the service that will be delivered to them from the 1st April 2019.



*Geldoff Report*

### What we did

This project brought together the twelve service users receiving care under the current Care Watch service contract, Healthwatch Blackpool, Blackpool Advocacy Hub and Blackpool Council's Commissioning Team.

From December 2018 to March 2019 Healthwatch Blackpool proactively engaged with the Care at Home service users to gather 'Pen pictures' (short discrete descriptions) of individual service users likes, dislikes and their care and support needs. The information gathered was used to inform the presentations delivered by potential new providers at the 'provider choice events'. Healthwatch Blackpool also acted as the conduit to the local Blackpool Advocacy Hub and to bridge conversations with the council as the commissioner. In addition, we supported the coordination of the service users, their families, representatives and advocates attending the Provider Choice events.

On the 14th of February the service users met with their potential new providers at the Provider Choice Events and scored the individual presentations. Through consensus the new providers for both sites was agreed, with new providers being awarded the Care at Home Contract. On the 28th February the outcome of the contract award was formally published.

## So What?

It was important for all parties involved to evaluate the outcome of this new approach. During March 2019 Healthwatch Blackpool carried out evaluation with the service users, their families and representatives

We wished to find out whether the service users felt they were meaningfully involved in the tendering of their service. We also wished to understand the effectiveness of the whole process and gather learning for future service user involvement in commissioning of services.

We also wanted to identify what value Healthwatch Blackpool added to the process and to enable this process to be robust and have integrity, we called on the services of an impartial evaluator.

Summarising the evaluation, the service users, their families and representatives told us that as a 'first step' towards co-production the approach can be judged as a success by the fact that at both sites the service users had the final say on selecting the care providers they felt would be best for providing their service. This is best reflected in the service users' feedback, with 9 out of 10 who responded saying that they felt involved in the provider choice event. Healthwatch Blackpool's involvement in this area was appreciated with the following comments being received:

*'I did understand the process and what was asked of me because Healthwatch Blackpool helped me understand and were patient with me and gave me a voice'*

*'They are nice people and helped me understand. I wasn't alone.'*

*'Healthwatch Blackpool let me join in to ask all of my questions and helped me lots, I did not need an Advocate.'*

*'I feel that Healthwatch Blackpool talked the whole process through with me and made me feel much more comfortable.'*

*'I was happy to see Healthwatch, they kept me up to date. I would like Healthwatch involved again, everything they did was helpful. They care about us and listened to me.'*



## So What Next?

To support the service users during the transition period, Healthwatch Blackpool have committed to scheduling regular on-site visits for six months commencing from the 1st April 2019, to meet with service users to gain feedback on their experience of the new contract. Healthwatch Blackpool to feedback to Blackpool Council's Quality Monitoring Team comments and feedback from service users.



## What else have we been doing in 2018/19?

Our main projects and activities have involved us undertaking the following:

- Care circles and pop ups in community venues across Blackpool
- Gathering of peoples 'in depth' stories
- Our young people's peer research project - exploring what it is like to be a young person with lived experience of domestic abuse
- Our 'care at home service users having their say' project - as highlighted on page 8
- Recruited six volunteers
- Trained our staff and volunteers in undertaking Enter and View visits
- Involving our volunteers in 27 activities with over 74.5 hours of volunteer time being gifted to us
- Generated a database of 392 interested people and organisations who have asked to be kept informed of our work
- Cascaded 291 new stories through our website, social media and through e-bulletins to people on our contacts database
- Attended 49 formal meetings and 83 networking forums
- Provided information to the Care Quality Commission to support their inspections
- Raised four safeguarding alerts where we have heard about or observed concerns
- Signposted people to a number of services
- Published 3 new reports
- Undertook 115 activities to hear about 'what matters most', engaging with 104 seldom heard groups
- Representation at the following meetings and forums:

***Blackpool Safeguarding Adults Board***

***Lancashire and South Cumbria Quality Surveillance Group***

***Fylde Coast Clinical Commissioning Groups Patient Participation Involvement and Engagement Group***

***Blackpool Health Scrutiny Committee***

***Mental Health Partnership Board***

***Blackpool Teaching Hospitals Patient and Carer Involvement Group***

***Lancashire Care Foundation Trust Patient Engagement Meeting***

***Fylde Coast Mental Health Pathways***

***Healthier Lancashire and South Cumbria Integrated Care System Partnership Forum***

***Healthwatch Together Strategic Leads meeting***

# Helping you find the answers

THAT WAY



## How we provide people with advice and information

A requirement of Healthwatch Blackpool is to offer an information, advice and signposting service to people who live in Blackpool. We do this through:

Our 'Help Centre' on our website <https://healthwatchblackpool.co.uk/help-centre/>

Our dedicated email address [enquiries@healthwatchblackpool.co.uk](mailto:enquiries@healthwatchblackpool.co.uk)

Ringling us on 0300 32 32 100 (pressing option 4)

THIS WAY



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

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

t: 0300 32 32 100 (option 4)

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



# Our volunteers



## How do our volunteers help us?

At Healthwatch Blackpool we could not undertake our work without the support of our seven dedicated volunteers that work with us to help make care better for their communities.



*Our team out and about recruiting volunteers*

## OUR VOLUNTEERS ARE:

*Dean Beswick*

*Alistair Blaza*

*Karen Cunday*

*James Page*

*Kim Rushton*

*Sylvia Smith*

*Mike Verity*

They support us in:

- Raising awareness of the work we do in the community.
- Visiting services to make sure they are meeting people's needs.
- Supporting us in planning our work programme.
- Offering their local knowledge and expertise.
- Collecting people's views and experiences which we use in our reports.
- Analysing the feedback we receive.
- Providing back office support.

## Volunteers help shape Healthwatch Blackpool's work programme for 2019/20

Thanks to the involvement from our volunteers, Healthwatch Blackpool has developed the forthcoming years' work plan.

On the 9th April 2019 our staff and volunteers came together at our Healthwatch planning day, held at the 1st Bispham Scout and Guides Hut. Throughout the day we planned our programme of work for 2019/20, as detailed on page 19.

"Co-designing our work plan for 2019/20 from the outset with our volunteers has been a fantastic experience. The ideas and challenge that they bring has ensured that the activities and projects to be delivered will help to bring about improvements both to Healthwatch Blackpool and to change things for the better for people of Blackpool".



**Mike Verity**

*"I volunteered for Healthwatch Blackpool because I wanted to be part of an organisation that is focused on sustaining and improving quality in health and social care. I find enormous satisfaction in volunteering with highly dedicated people dealing with a wide spectrum of the public with different care needs and have discovered an amazing range of services that exist to support them."*

**Sylvia Barry**

*"Just to say that as a retired person volunteering gives me a sense of purpose and Healthwatch Blackpool is a very worthwhile organization to volunteer for as it gives the people of Blackpool a voice not to mention that the staff there are so lovely and the atmosphere is great."*







**Our Volunteer Development Day**



**Volunteer with us**

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch

w: [www.healthwatchblackpool.co.uk](http://www.healthwatchblackpool.co.uk)  
t: 0300 32 32 100 (option 4)  
e: [volunteering@healthwatchblackpool.co.uk](mailto:volunteering@healthwatchblackpool.co.uk)







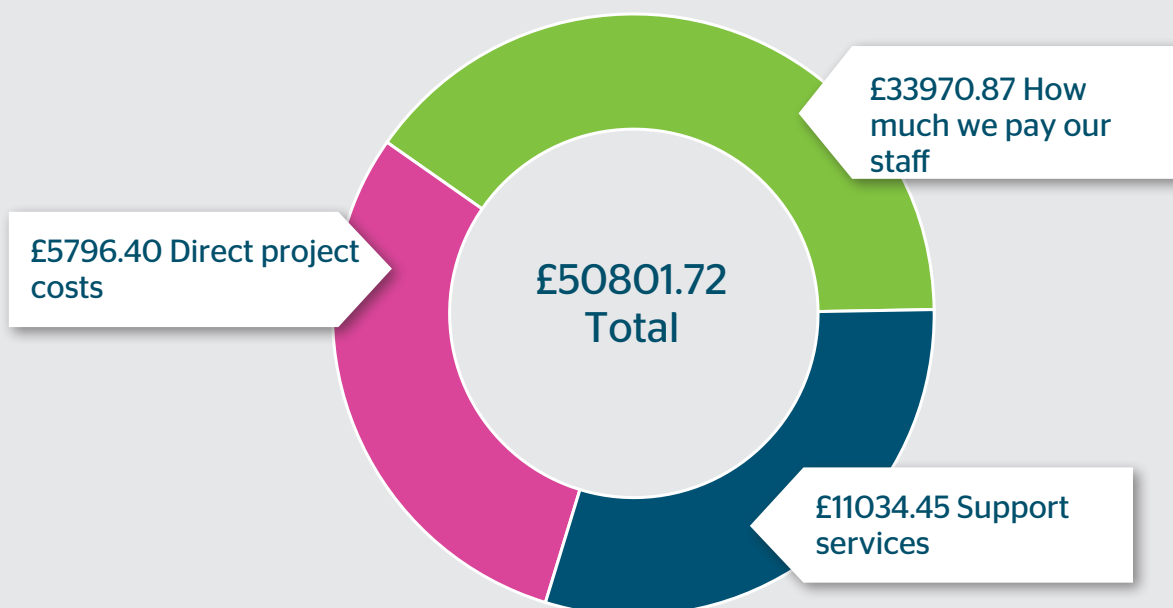
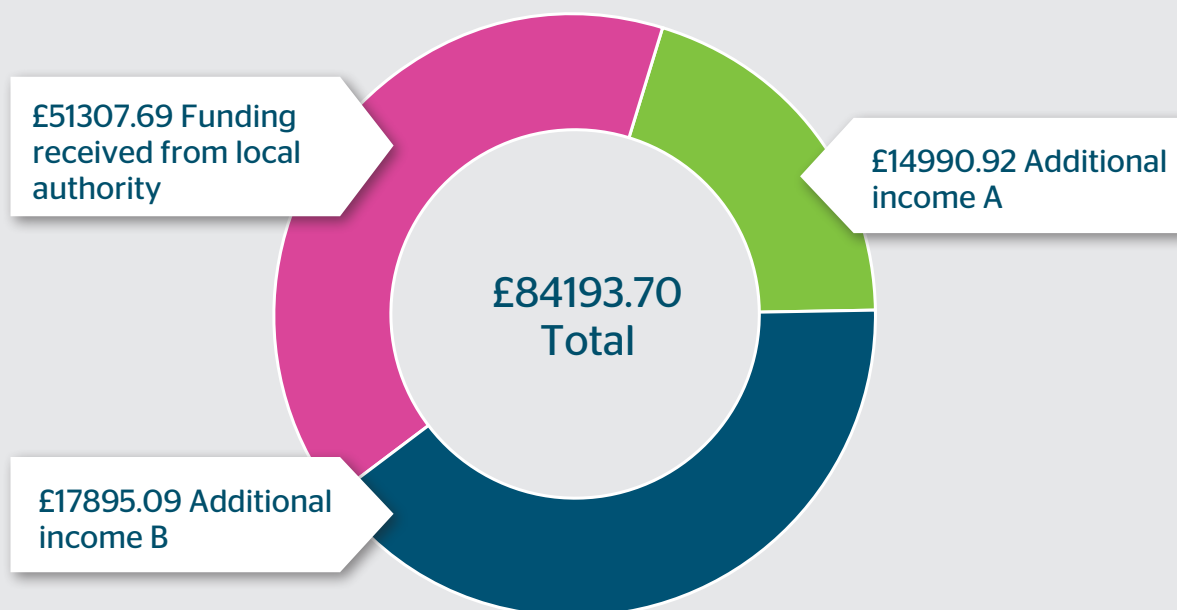
## Our finances

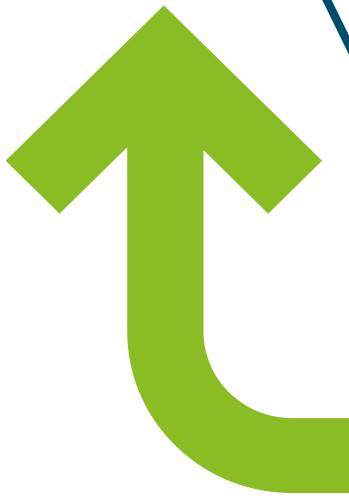


## How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £50,801.72.

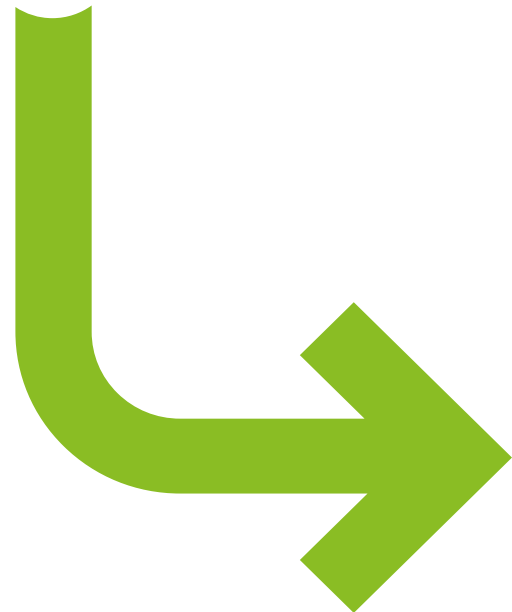
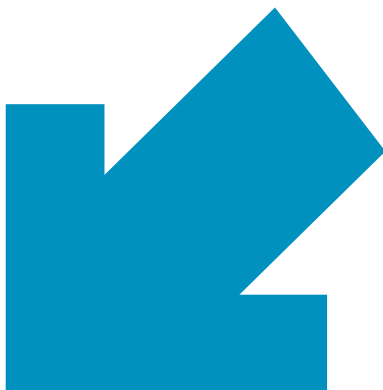
We received a total of £84,193.70 of income from the local authority and additional income sources.





**Our plans for**

**next year**





## Looking ahead, 2019/20 will see Healthwatch Blackpool focusing on the following projects and activities:

Let's talk about health and social care, continuing our programme of work of care circles, pop ups in community settings and visits to health and social care settings to find out about your experiences and needs.

- Creating a library of peoples in-depth stories.
- THRIVE, Children and Young People's Emotional Wellbeing and Mental Health Transformation Project
- Continue the conversation about the NHS Long Term Plan.

And exploring the following topics:

- Mental health.
- Dementia.

- Alternatives to GP services.
- Social isolation and loneliness.
- Supporting PLACE (Patient Led Assessments of the Care Environment) at Blackpool Victoria and The Harbour.
- Introducing the 'Healthwatch Blackpool Pledge' encouraging people share their experiences.
- Engaging local businesses and their workforce in talking to us about how the health and social system is meeting the needs of people in work.
- Recruiting additional volunteers.

Working with Healthwatch England on testing the new 'Making a Difference Toolkit' so that we can demonstrate the impact of our projects and activities.

## Final Message from Sheralee

It's time for the health and social care system to do things differently. Differently means 'the system' embracing having local people at the heart of the decision making and being part of the solution in shaping services now and for our future.

The role of Healthwatch Blackpool is to provide you with the opportunity to be heard and be involved in the conversations and decisions that are being make about your services.

I would wish to invite you to be part of this by 'Having your say' !

To do this you can become a volunteer by emailing us at: [volunteering@healthwatchblackpool.co.uk](mailto:volunteering@healthwatchblackpool.co.uk)

Or

Joining our growing contacts database by signing up through the web link:

<https://healthwatchblackpool.co.uk/newsletter-signup/>



Thank you for the time in reading our annual report.

Kindest regards

*Sheralee*

**Sheralee Turner-Birchall**

Strategic Lead for Healthwatch Blackpool

# Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

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

**Thanks!**



# Contact us

**Address:**

The Empowerment Base,

333 Bispham Road,

Bispham,

Blackpool,

FY2 OHH

Tel: 0300 32 32 100 (option 4)

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

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

Twitter: [@healthwatchbpl](https://twitter.com/healthwatchbpl)

Facebook: Healthwatch Blackpool

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Healthwatch Blackpool confirms 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 license agreement.

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

Note: Healthwatch Blackpool is delivered under contract with:

The Empowerment Charity

Registered Charity No: 1155897

**healthwatch**  
Blackpool

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