

# healthwatch

## Blackburn with Darwen

Newsletter Issue 3

November/December 2013

### Contents

Healthwatch Bwd Corporate Structure .....	1
New Board Director .....	1
Keogh Review .....	2
CQC Update .....	2
Healthwatch NW Joint Chairs Meeting .....	2
Task Group Update .....	3
Can you help with Healthwatch Bwd .....	3
Become a member of Healthwatch Bwd CIC .....	4
Events .....	4
Next Board Meeting .....	4
Contact Details .....	4



### Healthwatch Bwd Corporate Structure

The Healthwatch Blackburn with Darwen Board have received two training sessions from an independent organisation to help them choose the corporate structure for Healthwatch.

With help from facilitators and experts in the area the Board agreed to form a Community Interest Company, and from April 2014 will be known as Healthwatch Bwd CIC. This was passed at the Public Board meeting on 9th October

### New Board Director

A warm welcome to our new Board Director Ian Clark. Ian is the Managing Director for the Lancashire Region of the Together Housing Group directly responsible for 3 housing associations and over 15000 tenants in East Lancashire. In Blackburn and Darwen, the local housing association is Twin Valley Homes. Ian has worked in the housing sector for 25 years. He is on the Lancashire Health and Wellbeing Board, and a governor for the Darwen Aldridge Enterprise Studio School.



Through close family, he has been a regular user of a wide range of health services in Blackburn and East Lancashire over the last 6 years and feels his professional and personal life will allow him to make sure Healthwatch is an active consumer champion for Health Service users in the Borough.

# What have we been up to

## Keogh Review

Sir Bruce Keogh, NHS Medical Director conducted a review into 14 Hospital Trusts with a higher than usual mortality rates. East Lancashire Hospital Trust was amongst the 14. The report published in July 2013 raised a number of issues about governance processes and systems, addressing the high readmission rates with a poor complaints process and lacked a compassionate approach. The review team also considered staffing levels were low when compared to national standards.

Following this review Rineke Schram, Medical Director at East Lancs Hospital Trust, attended our August Board meeting and provided an update on the Action Plan in place including engagement with staff, and the nurse staffing review. An external review of staffing levels had also been commissioned, together with weekly ward meetings which shared good practice. A newly refurbished escalation ward had opened. Assurances were given that they would aim to be more patient-friendly.

The Chair and Vice Chair of Healthwatch BwD met with the Chief Executive of East Lancs Hospital Trust, Mark Brearley to discuss this further and we are now involved in reshaping the complaints procedure at the Hospital Trust.

## CQC Update

Dawn Hodgkins from the Care Quality Commission attended our board meeting in October and explained about their work. They look at Clinical Practice under the Health and Social Care Act through unannounced inspections in hospital, care and nursing homes, etc. Inspections are at least once a year, with domiciliary care agencies being given short notice (48 hours) unless there is a particular risk. The public will be able to see what services deliver basic care and higher standards. Dental practices will be inspected by end of the year.

## Healthwatch NW Joint Chairs meeting



*Healthwatch North West Joint Chairs*

On 11th September 2013 Healthwatch Blackburn with Darwen hosted the inaugural Healthwatch North West Joint Chairs meeting. The meeting was attended by 10 of the North West Healthwatch Chairs and proved to be an informative meeting on the work each Healthwatch is carrying out within their respective budgets.

There was also a presentation by Annie Coppell from National Institute for Clinical Excellence, which provided an overview of their aims, objectives and quality standards.

Agreed the next Joint Chairs meeting would take place in Bolton in December



*Attendees at Healthwatch BwD October Board Meeting*

## Task group Update

### Hospital and Community Care Task Group

The Task Group is currently reviewing the East Lancs Hospital Trust Complaints Policy along with the measures they have put in place for Winter Pressures and Friends and Family test.

They are also monitoring the closure of the Borough's Council run care homes.

### Mental Health Task Group

The task group is continuing its discharge work with Lancashire Mind commissioned to carry out the research. They are now looking at young peoples' mental health. The task group have also taken part in the Safetalk suicide awareness training. Also looking at Young Peoples' Mental Health in Partnership with Blackburn College

### Engagement Task Group

The Engagement Task Group is currently undertaking its next Small Area Engagement in the Shadsworth area. The research will be completed by the end of the year and report published early next year. Another Small Area Engagement is planned for Darwen early next year.

The Task Group is also working closely with Blackburn College on this years research project "Young peoples views of the Local NHS Services". The research will be completed in January and the presentation to Healthwatch and other Health & Social Care Professionals will be in April 2014

## Can you help Healthwatch Blackburn with Darwen?

Healthwatch Blackburn with Darwen is looking for volunteers to get involved. Have you used your GP, A&E, Urgent Care, Dentist or 111 service? - we want to hear your views.

We also need people to come to our meetings and get involved in the work of our task groups .

If you feel you can help in any way please get in touch with us, contact details are on the back page.



All volunteers are provided with the necessary training and support needed.

If you would like to become a member of Healthwatch Blackburn with Darwen we have enclosed a membership form with this newsletter. Becoming a member will enable you to vote at our meetings and participate in our task group work.

There are two new keeping warm in winter events being held during December arranged by Blackburn with Darwen Council & Healthy Communities Partnership.

16th December at Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ from 1-3pm

17th December at Shadsworth Wellbeing Centre, Rothesay Road, Blackburn, BB1 2HR from 12-2pm

If you receive a copy of this newsletter by post but have an email address please call 01254 504985 or email the address below to update your details. Every penny we can save on postage will be put towards community engagement to help us bring about positive changes to your local Health and Social Care Services



## Next Board Meeting

Our next board meeting details are as follows:

Wednesday 18th December 2013  
at  
Darwen Valley Community Centre,  
Sudellside Street, Darwen, BB3 3DL  
from 2-4pm

## Healthwatch Blackburn with Darwen Support Office Contact Details

Address: Suite 20 Blackburn Enterprise  
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