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Welcome from Chair

Welcome to Healthwatch Blackburn with Darwen's October Newsletter! We are pleased to share with you updates from this busy month. On 24th October 2018 we hosted our Annual general Meeting reviewing 2017/18 which was a great success. I would like to thank the staff, directors, volunteers, guest speakers and all who attended for making this year's AGM possible!

We are looking forward to another busy month ahead at Healthwatch BwD!

Regards,

Sir Bill Taylor



Annual General Meeting

Our AGM took place on Wednesday 24th October in Blackburn Library. We reviewed 2017/18 at Healthwatch BwD and listened to guest speakers, Graham Burgess and Kevin McGee, talking about Health and Social Care in the borough. Guest Speaker, Abbie Kearney, also spoke about her ongoing experiences volunteering with Healthwatch BwD, including her involvement in the redesign of Young People's Mental Health service provision.

Thank you to all who attended!

Welcome to Linda!

A warm welcome to newly appointed Linda Brown who has joined the Healthwatch BwD team as one of our Senior Projects Officers.

Linda is a qualified health professional and has also worked in the 3rd sector. Linda brings with her all of the skills and knowledge learnt throughout her career. We are very excited for her to join the team!

To meet the team, please go to our [website](#).



Living Wage Employer

Healthwatch Blackburn with Darwen are proud to now have Living Wage accreditation. The current living wage for the North West is £8.75.

Paying staff over this amount has multiple benefits to employees and also the organisation. It is something Healthwatch BwD believes in and we hope other organisations will join us in signing up to the Living Wage.

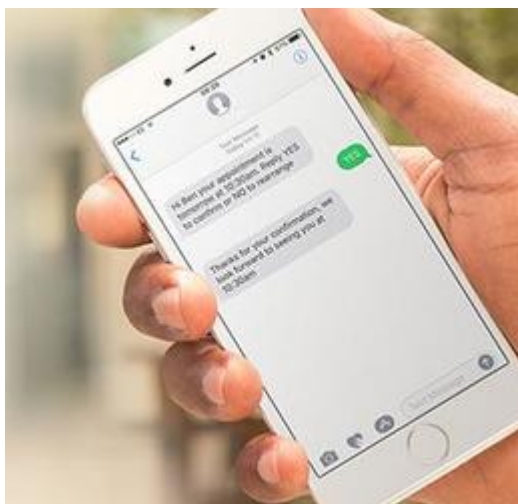
For more information, please visit the Living Wage Foundation [website](#).



Healthwatch Conference

Healthwatch BwD attended the Healthwatch Annual Conference in Stratford on 3rd & 4th October. We attended many sessions, including the Mental Health workshop in which we were mentioned for our successful work with Young People's Mental Health.

It was great to see what other Healthwatches are doing and the challenges they are facing in their local areas.



East Lancashire Hospital Appointment Tech

Starting Monday 22 October, all new pre-op assessment, elective admission, therapy and MSK (musculoskeletal) appointments at East Lancashire Hospitals Trust will be sent direct to the patient's mobile phone, replacing the traditional printed appointment letter those who have registered their mobile number with the hospital. Existing appointments will not be affected. To see more detail, head over to our [website](#).



CANW Youth Council Launch

Healthwatch Blackburn with Darwen attended the CANW Youth Council launch with some of our Amplify Champions.

The theme was Mental Health and focused on Young People being involved in shaping local Health and Social Care Services. Thank you to CANW, it was thoroughly enjoyed by Amplify Champions and staff!

Project Updates

The team has been busy delivering our 2018/19 workplan – here are a few highlights from October 2018!



GP Online: Have your say!

The latest national GP Patient Survey results shows Blackburn with Darwen falls below the England average on the number of patients booking appointments online despite increased difficulties in contacting the practice on the telephone.

Please take 2mins to share your views and experiences of the GP online booking process and service for making appointments and ordering prescriptions. Use this link – <https://bit.ly/2EF2qlm>



Volunteer Recruitment Session

If you are interested in volunteering or would like to find out more about Healthwatch BwD volunteers, come along to our next Volunteer Recruitment Session.

It will be held on Tuesday 27th November 2018 at 6pm in the Boulevard Centre. For more details please see the [website](#).



Healthwatch in the Community

Healthwatch BwD staff and volunteers have been out in the local community at regular access points providing information and signposting to other services in the borough.

To check out where we will be next please visit the [website](#).

Enter and View

Healthwatch BwD staff and volunteers have been busy preparing for our next Enter and View. Keep an eye out for our latest reports [here](#).

Please do [get in touch with us](#) to share your views and experiences of health and social care provision.

Contact us

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