

healthwatch

Blackburn with Darwen

Public meeting
Kings Court

17th July 2018

Your spotlight on local services

 @HealthwatchBwD

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Welcome

Agenda

- 👂 Welcome and introductions
- 👂 Brief update on Healthwatch BwD
- 👂 Guest speakers
 - 👂 Harry Catherall (Chief Executive BwD Borough Council)
 - 👂 Dominic Harrison (Director of Public Health BwD Borough Council)
- 👂 Overview of workplan 2018/19
- 👂 Healthwatch collaboration (Lancashire & South Cumbria)
- 👂 Healthwatch Northwest Network update

Some changes, same focus

- Some new faces
- New location
- Same commitment
 - Improved patient and user experience.
 - Improved communication.
 - Improved satisfaction with health in local area.
 - Greater patient and public involvement in health and social care.
 - Strong relationship with commissioners, the Health & Wellbeing Board and the Health and Social Care Overview and Scrutiny Committee
 - Improved access to services.
 - Improved people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights
 - High public Awareness/Profile of Healthwatch.
 - Good image/trust of Healthwatch with the public.



Team & Directors

Current Team

- Chloe Dobson - Senior Administrator
- Saliha Bax - Signposting & Amplify Project Worker
- Sharon Hardman - Enter and View & Volunteering Project Worker
- Sarah Johns - Project Manager
- Abdul Mulla - Chief Officer

Board Directors

- Sir Bill Taylor - Chair
- Vivienne King - Vice-chair
- Barbara Clay
- Ian Clarke
- Mohammed Tayyab Sidat



Guest speakers

- Harry Catherall, Chief Executive, BwD Borough Council
 - Update on the Pennine Integrated Care Partnership Developments
- Dominic Harrison, Director of Public Health, BwD Borough Council
 - Key messages on Health priorities for the people of BwD



BLACKBURN
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BOROUGH COUNCIL

TOGETHER
A HEALTHIER FUTURE
The Integrated Health and Care Partnership
for Pennine Lancashire

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Projects

- GP accessibility and experience
- Hospital discharge of dementia patients
- Adult offenders access to health
- Asthma awareness
- Dental health of children and young people
- Young people in supported housing & access to health
- Young people and mental health



Projects

- Hospital discharge of dementia patients – HW will be working closely with the Quality and Safety directorate of ELHT to consult with patients with dementia and in particular their families into how the complaints management process could be improved, taking into account the duty of candor that all trusts have to abide by now
- GP accessibility and experience – Working with the BwD CCG, HW will be targeting key GP practices highlighted by the CQC and patient satisfaction surveys to carry out extended focus groups, patient questionnaires and enter and views to ascertain where improvements and recommendations can be made.



**Your GP,
Your Say!**

Projects

- HW will be working with children and parents around the quality of service and awareness provided to families who have children with asthma and poor dental health, this work is being done in partnership with the CCG and will also involve many of the primary schools in the borough.
- Young people and mental health has been highlighted as one of the top three priorities by young people with the work that was carried out by BwD YPS in last years take over challenge. HW will be working with the youth MP and key service providers to engage with young people and towards the remodeling of the CAMHS service.



Projects

- HW will be working with the probation service and BwDBC amongst others to get a picture on the standard of health care access that is available to adult ex-offenders, in particular those who reside in homes of multiple occupancy. This is a follow up on the engagement that HW carried last year with offenders but with a much narrower focus.
- HW will be leading on a project that will look at access to health for young people living in supported accommodation in partnership with the CCG, LCFT, BwDBC, social landlords and third sector providers of youth housing provision. This will take a social action approach placing young people at the heart of not only engaging with their peers but also with service providers and commissioners.



Enter and View

- 👂 We will be carrying out 15 enter and views in 2018/19
- 👂 These will include: -
 - 👂 Royal Blackburn Hospital
 - 👂 GP practices
 - 👂 NHS dentists
 - 👂 Young people's mental health services

**Enter
and View**

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Join us!

Volunteering

- Volunteers will continue to play a crucial role
- Assist with Enter and views
- Assist with signposting events
- Young people continue to as Amplify champions
- 4 volunteer intakes planned for 2018/19
 - Wednesday 6th June (5 people applied, 2 new volunteers have been recruited and are being trained)
 - Thursday 20th September 2018
 - Tuesday 27th November 2018
 - Wednesday 6th February 2019

VOLUNTEER

GET INVOLVED!



Amplify

- Amplify continues to gather pace and attention from stakeholders
- Negotiating closer working links with schools
- Agreeing an Memorandum of Understanding (MoU) with Blackburn college
- Young people will be trained to carry out peer engagement
- Young people will play leading role in all youth health projects



Healthwatch Collaborative

- We are working closely with are Healthwatch partners in Lancashire and South Cumbria
- Current projects include: -
 - Digital access to health services –Engaging around 2000 people in the Lancashire and South Cumbria to understand the barriers faced by people accessing online services to healthcare. Commissioned by the joint CCGs in Lancashire and South Cumbria.
 - Have been instrumental in delivering workshops around the Lancashire and South Cumbria area towards the development of the THRIVE co-production model and will be carrying out further engagement with young people and parents in the Autumn commissioned by the Midlands and Lancashire CSU
 - NHS England have commissioned the HW collaborative in engaging with people with Learning Disabilities (LD) and their families and carer’s to develop a toolkit that will increase awareness of cervical and breast screening for women with LD

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Healthwatch England

- Healthwatch BwD continues to lead on the northwest network of Healthwatch's
- Sir Bill Taylor chairs the network made up of 20 Healthwatch's from the Northwest
- The network will: -
 - Explore ways in achieving greater consistency between Healthwatch's
 - Highlighting inequalities from a national perspective
 - Invite key speakers from the public sector
- Next meeting scheduled for the 30th August 2018



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Thank you
Any questions?



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