



Healthwatch
Together

Blackburn with Darwen, Blackpool,
Cumberland, Lancashire and Westmorland
and Furness working in partnership

We heard, we did

April–June 2024

Lancashire and South Cumbria ICB Public Involvement
and Engagement Advisory Committee Report



Healthwatch Together

Healthwatch Together (HWT) is the collaboration of five local Healthwatch based in the Lancashire and South Cumbria Integrated Care System (ICS). HWT works in partnership to effectively operate over the whole footprint and consists of:

- **Healthwatch Blackburn with Darwen**
- **Healthwatch Blackpool**
- **Healthwatch Cumberland**
- **Healthwatch Lancashire**
- **Healthwatch Westmorland and Furness**

Local Healthwatch's role, defined by the Health and Social Care Act 2012, is to:

- Gather the views of people about their needs and experiences of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.
- Make reports and make recommendations about how those services could or should be improved to decision-makers on how to improve the services they are delivering, enacting positive change.
- Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Provide information and advice to the public about accessing health and social care services and the options available to them.

Each Healthwatch organisation is independently commissioned by their own local authority area and is their own unique entity, providing a local approach to community engagement. We analyse the feedback we receive to get an overview of the most common themes within health and social care and work collaboratively as Healthwatch Together to support our local residents to be heard on a ICS level.

The intelligence we gather informs our future focus of engagement as well as highlighting any issues that we may need to escalate directly to service providers. We encourage people to share their experiences, and we offer information and signposting people if people need further support or wish to make a complaint.

As a collaborative:



We engaged with 5127 people



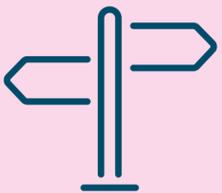
We heard the most about:

GP Practices



Other frequent services we received feedback about:

- **Dentists**
- **Hospitals**



854

People were supported and signposted to the right place to get further assistance and help

Healthwatch Blackburn with Darwen

What have we heard in April- June 2024?



We engaged with 102 people



We heard the most about:

Acute Hospitals



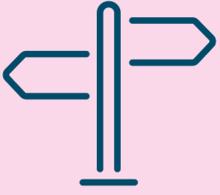
Other frequent services we received feedback about:

- **GP Services**
- **Dentists**

Themes

- Lack of access to services
- Poor levels of care
- Poor communication

Our actions were:



34

People were signposted to the right place to get further assistance and help

Action 1:

Flagged complaints with the Head of Complaints at ELHT

Action 2:

Raised concerns about GP practices with the Quality Lead GP for Primary Care in BwD and the ICB Primary Care Quality Assurance lead for BwD

Action 3:

Flagged concerns with ICB dental commissioning team; made referral to advocacy services

Action 4:

Flagged concerns with BwD Adult Social Care

Healthwatch Blackpool

What have we heard in April- June 2024 ?



We engaged with 975 people



We heard the most about:

GP Services

Other frequent services we received feedback about:



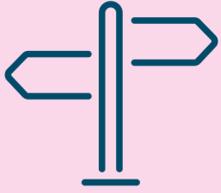
- **Hospital**
- **Dentistry**
- **Mental Health Services**

Themes

- Lack of NHS dentistry
- Struggles accessing GP appointments
- Lack of access to timely Mental Health Support
- Inconsistencies in communication from hospital services
- Lengthy wait times for secondary care appointments

“There is a lack of communication with Doctors at the hospital. I know when my child is extremely unwell but the doctors dismiss me and don't listen to my concerns. I am not taken seriously.”

Our actions were:



42

People were supported and signposted to the right place to get further assistance and help

Action 1:

Regular meetings alongside PCN directors across Blackpool to implement changes as a result of resident feedback.

Action 2:

Regular engagements at BTH to listen to resident voice and feed directly back to the trust

Action 3:

Attending monthly catch ups with ICB colleagues to share feedback, voice concerns and share individual case studies regarding the lack of NHS dentistry locally

Action 4:

Driving forward recommendations based on feedback from residents, alongside Public Health Blackpool, with regards to experience of perimenopause/menopause and the impact of this on wellbeing.

Action 5:

Sharing voices from enter and views with the CQC to showcase the positive care being delivered, alongside areas for development

Action 6:

Ensuring youth voice is heard with regards to the stigma associated with identifying as LGBTQIA+ and how this can be addressed in PSHE lessons, working alongside Public Health Blackpool.

Healthwatch Lancashire

What have we heard in April- June 2024?



We engaged with 2763 people

We heard the most about:



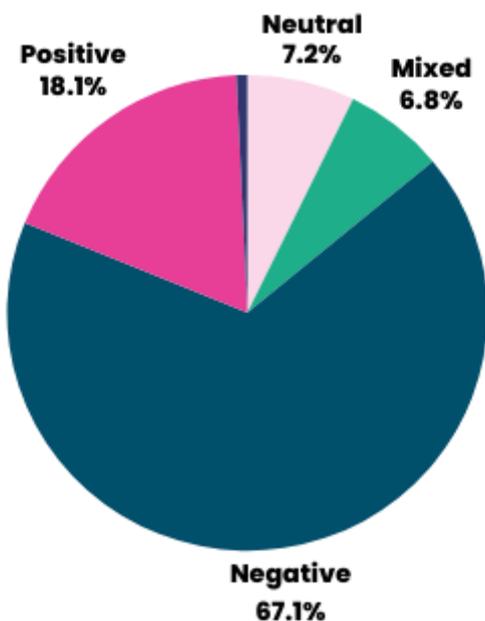
GP Surgeries

- Difficulty getting a morning appointment
- Long waiting times on the phonenumber
- Continuity of care- i.e not seeing the same GP for appointments

Other frequent services we received feedback about:

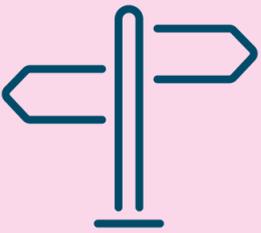


- **Dentistry**
- **Hospital Services**
- **Care Homes**



"I have been with my doctors now for many years and I can't fault them. They went online but let anyone who didn't have access to online still ring and book an appointment. I was very nervous and they reassured me that I could still ring and book in the morning, and there was no pressure to go online."

Our actions were:



165

People were signposted to the right place to get further assistance and help

Action 1:

We use feedback to steer the focus of our enter and view visits, as such we have prioritised Gp Surgeries in order to highlight good practice and identify areas requiring improvement

Action 2:

We regularly provide advice to people requiring an NHS dentist. We are currently in the process of including a dedicated advisory page on the help centre page of our website

Action 3:

In April 2024 we wrote to Paul Jebb, Associate Chief Nurse for Patient Experience, Engagement and Safeguarding at LSCNFT, to raise concerns about Community Mental Health Teams at West Strand House. Our concerns followed feedback received via the online Feedback Centre of our website. We met with Paul and senior LSCNFT colleagues in June to discuss our concerns, and several important outcomes were agreed to improve the patient experience. Rebekah Roshan, the Director of Nursing & Quality (Central and West) wrote to Healthwatch Lancashire in July to thank us for raising these concerns, and to assure us that they have taken our recommendations seriously. This example demonstrates the vital role Healthwatch plays in identifying problems and improving the quality of health and social care at the local level.

Healthwatch Westmorland & Furness

What have we heard in April-June?



We engaged with 1287 people



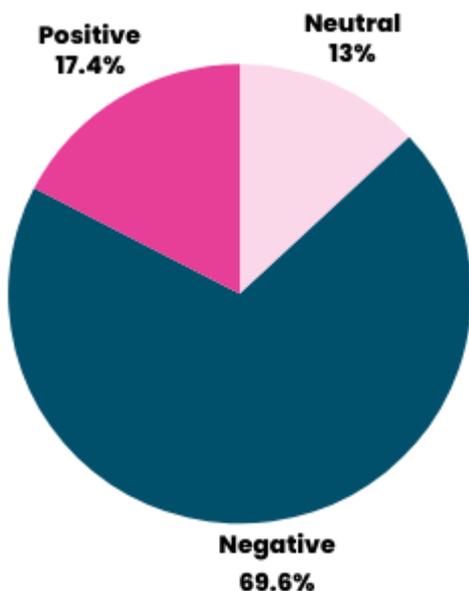
We heard the most about:

Dentistry

Other frequent services we received feedback about:



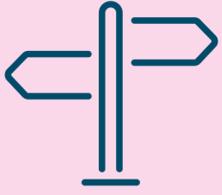
- **GP services**
- **Patient Transport**
- **Adult Social Care**



"Treatment was really quick which was good as from the time I was diagnosed to the date it was taken out my tumour had grown by over 3cm."

Resident feedback on surgery after cancer diagnosis

Our actions were:



613

People were signposted to the right place to get further assistance and help

Action 1:

Following up from information received from patient we contacted health care services at a local health centre for information on reasonable adjustments for patients with limited mobility to access first floor services due to restrictions on certain mobility scooters accessing the lifts.

Action 2:

Referred several people to independent NHS complaints advocacy

Action 3:

Signposted people to the following support:

- Age UK- benefits check and for services
- Neurodivergent groups and service
- SENDIASS
- Dental Choice website
- CQC
- ICB patient experience
- Patient transport services
- 111
- Cancer support groups
- Mental health groups and men's support groups
- Feedback centre

Healthwatch Reports:

Healthwatch regularly write reports based on our engagement findings. These can be project based reports, Enter and View Reports with recommendations and frequent engagement summary reports. All our reports are published on our individual websites and shared via social media and our newsletters.

Every year we publish a annual report highlighting our achievements from the previous year and our priorities for the year ahead. Our 2023/24 annual reports are below:

Healthwatch Blackburn Annual Report 2023/24

[PowerPoint Presentation \(healthwatchblackburnwithdarwen.co.uk\)](http://healthwatchblackburnwithdarwen.co.uk)

Healthwatch Blackpool Annual Report 2023/24

[PowerPoint Presentation \(healthwatchblackpool.co.uk\)](http://healthwatchblackpool.co.uk)

Healthwatch Cumberland Annual Report 2023/24

[Healthwatch Cumberland Annual Report 2023-24](#)

Healthwatch Lancashire Annual Report 2023/24

[Healthwatch Lancashire Annual Report 2023-24](#)

Healthwatch Westmorland and Furness 2023/24

[HWWaF Annual Report 23-24 \(healthwatchwestfurn.co.uk\)](http://healthwatchwestfurn.co.uk)



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