

Presentation to Health Scrutiny Committee

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Local Environment....**Significant** challenge:

- 1.47 million residents
- **NHS: 8 NHS Trusts:**
 - University Hospitals Morecambe Bay
 - Calderstones Partnership NHS FT
 - East Lancashire Hospitals Trust
 - Blackpool Teaching Hospitals
 - Lancashire Teaching Hospitals
 - Southport & Ormskirk NHS Trust
 - Lancashire Care NHS FT
 - NWAS
- **Social Care:** drastic funding reductions.
- **Robust Regulation (CQC, Monitor, TDA):**
- **6 (8) Clinical Commissioning Groups**
- **.....Small Healthwatch Lancashire Team**

Our Responsibilities

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services

How do we comply?

- Trained a cohort of volunteers (resident in Lancashire)
- PULSE – young people group
- NHS Engagement Days / Patient Journeys
- Enter and View Project – Care Homes, GPs
- Surveys, Consultations, Campaigns
- Healthwatch Lancashire Website
- Healthwatch Lancashire Quarterly Newsletter
- E Newsletters
- Social Media
- Database of c6000 residents / organisations who we involve in our work
- Attendance / Membership of CCG Governing Body, Clinical Quality & Safety and Primary Care Commissioning meetings. Also NHS Board Meetings, Health and Wellbeing Board, GB: One of the Exec Leads – Healthier Lancashire Programme



Our Responsibilities

2. Enabling local people to monitor the standard of provision of local care services..... and influence how local care services could and ought to be improved

How do we comply?

- Enter and View – Care Homes
- Specific Projects eg:
 - Age UK Day Centres
 - ‘Your Care & Getting There’
 - ‘Your Dentist....Your Say’
- NHS Engagement Days
- PLACE (Patient Led Assessments of the Care Environment)
- Feedback reports eg to NHS Trusts, CQC
- Mock CQC assessments
- Mystery Shopping
- Consultations : eg Better Care Together (N Lancs) Vanguard, Non Emergency Patient Transport



Our Responsibilities

3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known

How do we comply?

- Surveys eg
 - 111 Survey - CCG Commissioners, NWS
 - Your Dentist, Your Say - NHS England
 - Calderstones - Lancashire 'Fast Track' Steering Group
- Enter & View Projects eg Care Homes - NHS and LCC Commissioners, CQC,
- Engagement Days - Blackburn Royal Hospital, Royal Lancaster Infirmary, Blackpool Teaching Hospitals, Ormskirk Hospital - Trusts and CQC
- Patient Journeys - Trust, CCG and CQC
- 'Real People of Lancashire' campaign
- Mock CQC assessments
- Membership of 'Patient Voice / Patient Experience' Groups / Council of Governor membership @ UHMB and LCTH. CCG Governing Body meetings. NHS Trust Board Meetings. Healthier Lancashire Leadership Team member – Executive Lead for Communications and Engagement

Our Responsibilities

4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England

How do we comply?

*****All Healthwatch Lancashire reports are made public*****

- Patient Journeys – Hospital Trusts, CQC
- Enter and View – Care Homes, Commissioners (LCC and NHS), CQC
- NHS Trusts - Feedback to Trusts & CQC
- Mock CQC assessments
- ‘Your Dentist – Your Say’ – NHS England
- Other surveys being planned
eg Access to 7 Day Primary Care services
- Access to routine healthcare for the LGBT community – CCGs and NHS Trusts

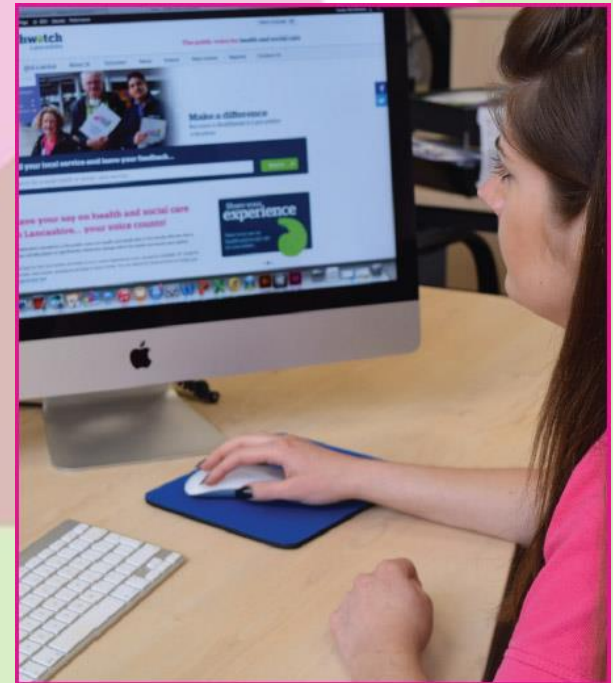


Our Responsibilities

5. Providing advice and information about access to local care services so choices can be made about local care services

How do we comply?

- Website – signpost to services
- On line help and advice eg Complaints, advocacy
- Increased use of social media – Twitter, Facebook Weekly ‘TweetChats’
- Interaction with local media – press, radio
- Face to face contact – engagement events
- Enter and View reports
- Health Melas, galas, community events
- AHSN ‘Know your Pulse’ – Stroke Awareness and other campaigns
- Roadshows – in conjunction with Macmillan Cancer Care - seldom heard groups



Our Responsibilities

6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England

How do we comply?

Healthwatch Lancashire is taking a very proactive approach to 'Enter & View' at a time when the NHS and Local authority no longer have sufficient intelligence regarding the quality of the service(s) being commissioned or provided.

Our reports provides intelligence on the quality of service from the users perspective....which is often very different to that of the provider....or the commissioner



Our Responsibilities

7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues

How do we comply?

- Respond to information requests from Healthwatch England and attendance at relevant meetings / seminars / consultations / workshops
- Produce reports for CQC, attendance at stakeholder events

Hi Gill

Many thanks for the information - that's all very relevant to us.

Kind regards

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Our Responsibilities

8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively

How do we comply?

We share reports, press releases, research information with Healthwatch England

Healthwatch Lancashire also attend various Healthwatch England national and regional meetings and seminars to share information and provide insight into local and national themes eg Vanguard sites, Healthwatch Quality Statements

Further examples of our projects / work

- Safeguarding Boards – active membership;
- Health and Wellbeing Boards – active membership;
- Morecambe Bay NHS Trust / CCG's and Cumbria on implementations of the Kirkup Report;
- NHS England's Quality Improvement Board for Calderstone's Partnership NHS FT (Post CQC assessment);
- AHSN / LCC Raising Quality Standards in Residential Care
- Housing Association – assisted living and health / social care provision project;
- Lancashire Care NHS Trust – Care Hotel and the Harbour;
- Lancashire Teaching Hospital – Transformation Programme inc scrutiny of transformation programme
- University Hospital Morecambe Bay Hospital – Mock CQC assessments – approx 50 wards /services assessed by Healthwatch Lancashire.
- Lancaster University Health Hub.
- More engagement work in East Lancashire.
- COMMISSIONED WORK**

...and finally



...its not my view, its not Healthwatch Lancashire's view

... Its what our residents tell us that really matters !

Thank You

&

Any Questions ?