

## Lancashire's Voice Newsletter Summer 2016

### “People have a chance to be listened to” say Healthwatch Lancashire volunteers

**Healthwatch Lancashire's volunteers have been sharing why they enjoy dedicating their time to the organisation.**

We have an active group of more than 40 local, experienced and skilled volunteers who help the organisation to be a public voice for health and social care in Lancashire. In the past 12 months, volunteers have helped Healthwatch Lancashire listen to the experiences, views and stories of more than 6,000 people in Lancashire.

Our volunteers make a fantastic contribution to listening to people across the county about their views on how health and social care services are delivered and their experiences of using them by undertaking a range of activities from speaking to people in their GPs to visiting community groups.

We asked our volunteers why they enjoy volunteering for us...

*“It is a professional organisation, well run, where my input is valued. I've been made to feel very welcome and a real part of the team.”*

*It is good that I can choose which activities to take part in so I can fit it around what else I am doing. Thank you to Healthwatch Lancashire.”*

*“I work with a great team of both paid staff and volunteers. Everyone is very friendly and approachable. I have visited some very interesting health and social care establishments. I love meeting some of the service users, it reminds you of the importance of listening to those who use services.”*

*“I get a chance to pass on the patients' views in a structured way and I feel people have a chance to be listened to.”*

*“The engagement activities are varied and worthwhile. I make a flexible commitment doing as much or as little as I want and always feel my time volunteering is appreciated by Healthwatch Lancashire.”*

*“I feel I am contributing to the 'larger picture' and are helping make improvements to services. I am supported throughout by Healthwatch Lancashire and my opinions are valued.”*



### Healthwatch Lancashire shortlisted for Healthwatch Network Awards

**For the second year in a row, Healthwatch Lancashire has been shortlisted for a national award by Healthwatch England in recognition of a programme of work across Lancashire focusing on care homes and for building on their relationship with the Care Quality Commission.**

Healthwatch Lancashire are shortlisted for the 'Working with the CQC' award after carrying out a total of 29 Enter and

View visits in care homes. The visits have supported service improvement, the sharing of intelligence and developed a working relationship with local CQC Inspection Managers between September 2015 and March 2016.

Healthwatch Lancashire has developed a clear key message which supported their innovative programme of 'Enter & View' visits which was that they are a 'mum's test'. They gather views of residents, relatives and staff to provide

an answer to the question: 'Would you want your loved ones to be cared for in this home?' Local Care Quality Commission Inspection Managers commended this approach and stated that the reports add value to their local inspections.



## Healthwatch Lancashire report shows inconsistencies on access to flu vaccinations in pharmacies

**Healthwatch Lancashire has published a report identifying the availability of flu vaccinations within pharmacies across Lancashire in December 2015 and January 2016.**

The report summarises the findings of a mystery shopping activity carried out by 17 Healthwatch Lancashire volunteers and staff who visited 221 pharmacies and asked about the availability of the vaccinations and how information is shared with GP practices. The findings of the pharmacy mystery shopping activity

highlighted variability in the availability of the 2015/16 flu vaccination service by community pharmacies with 38% of pharmacies in Lancashire stating that the flu vaccination was not available.

The report also highlighted the need for a more consistent approach to informing GPs when flu vaccinations have been given by a community pharmacist with 15% of pharmacies saying that they will not inform a person's GP when they have the flu vaccination. NHS England responded to the report thanking Healthwatch

Lancashire for undertaking the project and informing that the findings will be used by the Local Pharmacy Network to learn lessons and improve this service for patients in the future.



## Community engagement feedback published

**The Healthwatch Lancashire team continued their endeavours to get to the heart of communities in Lancashire last week at Accrington Market.**

Healthwatch Lancashire has been visiting a number of community groups, public spaces, hospitals and GPs to make sure the people of Lancashire have the opportunity to have their say on the way services are provided.

Healthwatch Lancashire has published several Community Engagement

Reports, which summarise what people are telling us about health and social care. These reports have been sent to commissioners, managers and regulators across Lancashire for their response.

Please suggest venues or locations where the Healthwatch Lancashire team can listen to your views by contacting the team on 01524 239100.

You can read the report online at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)



## Healthwatch Lancashire contributes to NHS England Person-centred Project

**Healthwatch Lancashire has produced a number of "Real People" videos, which bring to life what matters in relation to health and social care to people living in Lancashire.**

Healthwatch Lancashire's real people videos gave four people the opportunity to have their voice heard and share what it is like for them to live with conditions or to use services. The videos enabled the individuals

to influence service planning and development without having to sit on a committee or make a complaint. Healthwatch Lancashire heard from Len, Elaine, Pam and Debs, who each shared their stories of living with health conditions, living without hearing or experiencing end of life hospice care.

Healthwatch Lancashire intends to gather more "Real People" stories to understand how people would like

services to be delivered to improve their lives. To share your story, please email [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)



## Macmillan Cancer Support teams up with Healthwatch to listen to views on cancer services

**Macmillan Cancer Support teamed up with Healthwatch Lancashire to deliver a series of interactive events, which gave seldom-heard groups the opportunity to discuss their views on cancer, which is estimated that more than one in three people will develop at some point in their lifetime.**

The findings from the events, which captured views of those in the Lesbian, Gay, Bisexual & Trans Friends Group and the Seniors Together In Rossendale group, have now been collated and can be viewed on the Healthwatch Lancashire website.

The reports highlight the findings from the second and final Healthwatch and Macmillan On Tour events, which both took place in March 2016. Members of the groups were asked to share their views and experiences about people's perceptions of cancer and how they feel more people can be encouraged to have their say on cancer services.

These events are part of a neighbouring programme of work with local Healthwatch and Macmillan Cancer support, and follow on from an event which took place earlier in the year where young people at Preston College had their say. Findings from this event 48% of the group said that they didn't feel listened to by health professionals.

The events were delivered with the support of drama-based training company, AFTA Thought, who encouraged the group to share their views using scenarios and real life case studies provided by Macmillan Cancer Support.

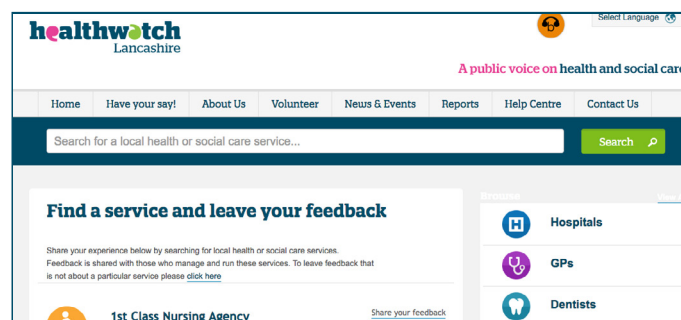
Healthwatch Lancashire is the voice of the public when it comes to health and social care, making sure people's views and experiences are heard by those who run, plan and regulate health and social care services in their area.



## Share your experience online

You can share your experiences of health and social care services on our website. We want to hear your views and experiences about pharmacies, dentists, care homes, GPs, hospitals, and any other services you use in the community.

Please visit [www.healthwatchlancashire.co.uk/services](http://www.healthwatchlancashire.co.uk/services)



## Contact the team

**Helpline:** 01524 239100  
[info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)

**By Post:**  
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**For volunteering contact:**  
01524 230662  
[natalie.cotterell@healthwatchlancashire.co.uk](mailto:natalie.cotterell@healthwatchlancashire.co.uk)

**Community Groups**  
Healthwatch Lancashire is looking for those who manage community groups to express an interest in the 'Care Circle' events so that members of the group are able to share their views and experiences.

Community group organisers can request a visit from the Healthwatch Lancashire team by calling 01524 239100 or by emailing [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk).

**To receive this newsletter by email please email your request [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)**