



Healthwatch
Together

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

We heard, we did

October – December 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 what we have heard in:

- **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.

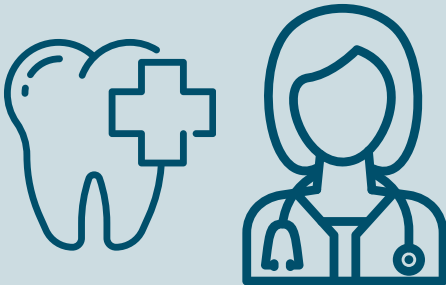
We analyse the feedback we receive to get an overview of the most common themes within health and social care and work collaboratively as Healthwatch Together to support our local residents to be heard on a ICS level.

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...

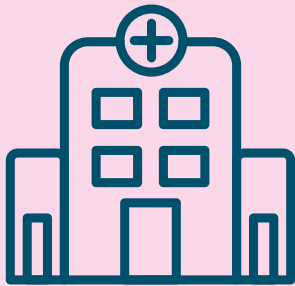


**We engaged with
2,738 people.**



We heard the most about:

- **Dentistry**
- **GP Practices**



**Other services we heard
about included:**

- **Mental Health services**
- **Hospitals**



438

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

Healthwatch Blackpool



We engaged with 329 people.



We heard the most about:

- **Community Mental Health Services**



Other services we heard about included:

- **Access to patients records**
- **Hospital communication**
- **NHS Dentistry**

Themes:

- Lack of understanding between VCFSE and clinical mental health services
- Inconsistencies in communication from hospital services
- Lengthy wait times for both appointments and responses from services
- Lack of routine NHS dentistry
- People enquiring regarding their rights and how to access their records

Our actions were:



68

People were signposted to the right place for further assistance & support.

Action 1:

Healthwatch Blackpool's Vaping landing page and co-production resources have been used as examples of best practice across Lancashire and South Cumbria. Our team presented at the Smoke Free comms workshop to representatives from across the ICB footprint.

Action 2:

Presented our menopause project at Health and Wellbeing Board, resulted in partnership discussions between ourselves and LSCFT to drive forward improvements for individuals experiencing perimenopause/menopause within an employment context.

Action 3:

Attended regular INT meetings and monthly catch ups with senior leaders across our place to influence the agenda based on patient feedback and current themes from residents.

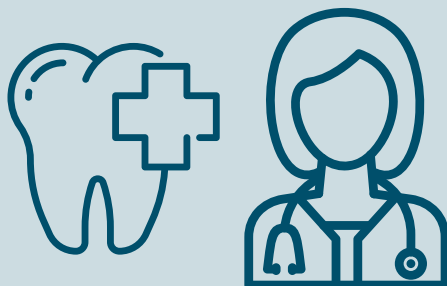
Action 4:

Sharing voices from Enter and Views with the CQC and Quality Monitoring team to celebrate what is working well within local regulated care settings and highlight areas for improvements.

Healthwatch Blackburn With Darwen



We engaged with 345 people.



We heard the most about:

- **GP Practices**
- **Dentistry**
- **Hospital**



Other services we heard about included:

- **Adult social care**
- **Mental health services**

Themes:

- **Access to services**
- **Quality of care**

Our actions were:



25

People were signposted to the right place for further assistance & support.

This includes directors of services where appropriate.

Action 1:

Project reports:

Support for bereavement

People's Experiences of mental health attendances at Royal Blackburn Emergency Department

Action 2:

Enter and View reports:

Branch Court Care Home

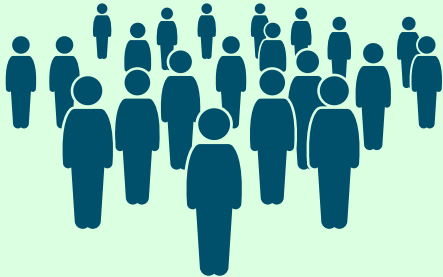
Andrews Court Care Home

Primrose Bank Medical Centre

Shadsworth Surgery

Healthwatch Cumberland

Millom

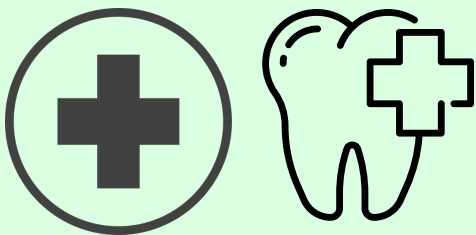


We engaged with 41 people.



We heard the most about:

- **Transport barriers**



Other services we heard about included:

- **Health Service**
- **Dentists**

Themes:

- Insufficient transport links and the rural nature of Millom
- Hospital appointments that are not near but are also not serviced by public transport

Our actions were:

Action 1:

Ageing well report focused on Millom as one of 15 areas in Cumberland. Millom specific part of the report has been fed back to Cumberland Council.

Action 2:

A new venue has been found for the Listening Café due to the original venue closing.

Healthwatch Lancashire



**We engaged with
1,307 people.**



We heard the most about:

- **GP Services**



**Other services we heard
about included:**

- **Pharmacies**
- **Dentists**

Themes:

- Lack of access to services, particularly dentists.
- Difficulty getting an appointment, including long waiting times and appointments being taken up quickly in the morning.

Our actions were:



101

People were signposted to the right place for further assistance & support.

Action 1:

In October 2024, we launched **Action for Wellness**, a mental health campaign for young people in partnership with the NSPCC. The campaign will provide information, support, advice, training, and workshops throughout Lancashire, benefiting professionals, young people, and parents. The initiative builds on our **Waiting for Wellness** report, which revealed that many people, including healthcare professionals, are unaware of what mental health support is available for young people. As part of this campaign, we will be hosting a series of 'Lunch and Learn' events from January to March 2025. Additionally, we are organising a major event in Chorley this February, bringing together key mental health charities and stakeholders to raise awareness of mental health support.

Action 2:

In December 2024 we published our **'Inside Out'** report, which explored experiences of healthcare following release from prison. The report presented testimony from several personal experience case study interviews we conducted, which highlighted some of the difficulties former prisoners can face accessing healthcare. The report also provided signposting information on support services.

Action 3:

In October we began conducting Enter and View visits at pharmacies across Lancashire, primarily to examine how the Pharmacy First initiative was working. Pharmacy First was launched by NHS England in January 2024, and enables patients to be referred to pharmacies if they have minor illness or to receive urgent repeat prescriptions. The idea is to reduce pressure on GPs services. A summary report of our findings will be published in early 2025.

Healthwatch Westmorland and Furness

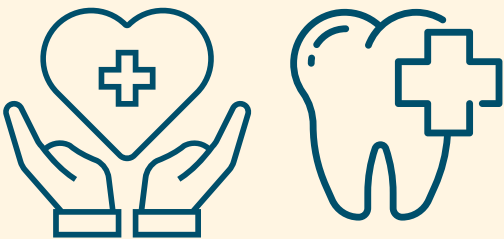


We engaged with 634 people.



We heard the most about:

- **GP Services**



Other services we heard about included:

- **Women's health**
- **Dentistry**

Themes:

- Access to treatment
- Quality of services

Our actions were:



238

People were signposted to the right place for further assistance & support.

Action 1:

Met with women's groups of women in Barrow, Eden and South Lakes to learn about what matters to them on women's health as part of our women's health project. We spoke with women with learning disabilities, a multicultural group, older women, those with endometriosis and fibromyalgia, women experiencing peri-menopause.

Action 2:

Published our report on the work we did with Alfred Barrow Health Centre, in Barrow, on reasonable adjustments for users of mobility scooters.

Action 3:

In partnership with Vision Support Barrow and District held a World Kindness Day campaign promoting inclusion for people with disabilities.

Action 4:

Held our regular Community Forum on health and social care

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 websites and shared via social media and our newsletters.

We publish an annual report every year highlighting our achievements from the previous year and our priorities for the year ahead.

Our reports from the **October - December** period are as follows:

Healthwatch Blackpool

Enter and View Reports

<https://healthwatchblackpool.co.uk/new-victoria-nursing-and-residential-home/>

<https://healthwatchblackpool.co.uk/elmsdene-care-home/>

Healthwatch Blackburn With Darwen

Project Reports

<https://healthwatchblackburnwithdarwen.co.uk/wp-content/uploads/2025/03/ED-mental-health-engagement-report-1.pdf>

<https://healthwatchblackburnwithdarwen.co.uk/wp-content/uploads/2025/02/Bereavement-support-report.pdf>

Enter and View Reports

<https://healthwatchblackburnwithdarwen.co.uk/wp-content/uploads/2023/05/Final-Branch-Court-1.pdf>

<https://healthwatchblackburnwithdarwen.co.uk/wp-content/uploads/2024/10/Andrews-Court-Report.pdf>

<https://healthwatchblackburnwithdarwen.co.uk/wp-content/uploads/2025/02/Primrose-Medical-Centre-Enter-and-View-report.pdf>

<https://healthwatchblackburnwithdarwen.co.uk/wp-content/uploads/2024/11/Shadsworth-Surgery-report.pdf>

Healthwatch Cumberland

You Told Us Reports

<https://healthwatchcumberland.co.uk/report/you-told-us-report-october-2024-2/>

<https://healthwatchcumberland.co.uk/report/you-told-us-november-2024/>

<https://healthwatchcumberland.co.uk/report/you-told-us-december-2024/>

Healthwatch Lancashire

Project Reports

[Inside Out: Experiences of Healthcare Following Release from Prison](#)

Enter and View Reports

[The Glen Care Home](#)

[Springfield Manor Gardens Care Home](#)

[Irwell Medical Practice GP Surgery](#)

[Whittle Surgery in Chorley](#)

[Haslingden Hall in Rosendale](#)

[Well Pharmacy Longridge](#)

[HBS Pharmacy in ISSA Medical Centre](#)

[Tarleton Group Practice](#)

You Told Us Reports

[October 2024](#)

[November 2024](#)

[December 2024](#)

Healthwatch Westmorland and Furness

Project Reports

<https://healthwatchwestfurn.co.uk/report/adult-autism-pathways-report/>

You Told Us Reports

<https://healthwatchwestfurn.co.uk/wp-content/uploads/2024/11/HWWF-YTU-report-October-2024.pdf>

<https://healthwatchwestfurn.co.uk/wp-content/uploads/2025/12/HWWF-YTU-report-November-2024.pdf>

<https://healthwatchwestfurn.co.uk/wp-content/uploads/2025/12/HWWF-YTU-report-November-2024.pdf>



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