

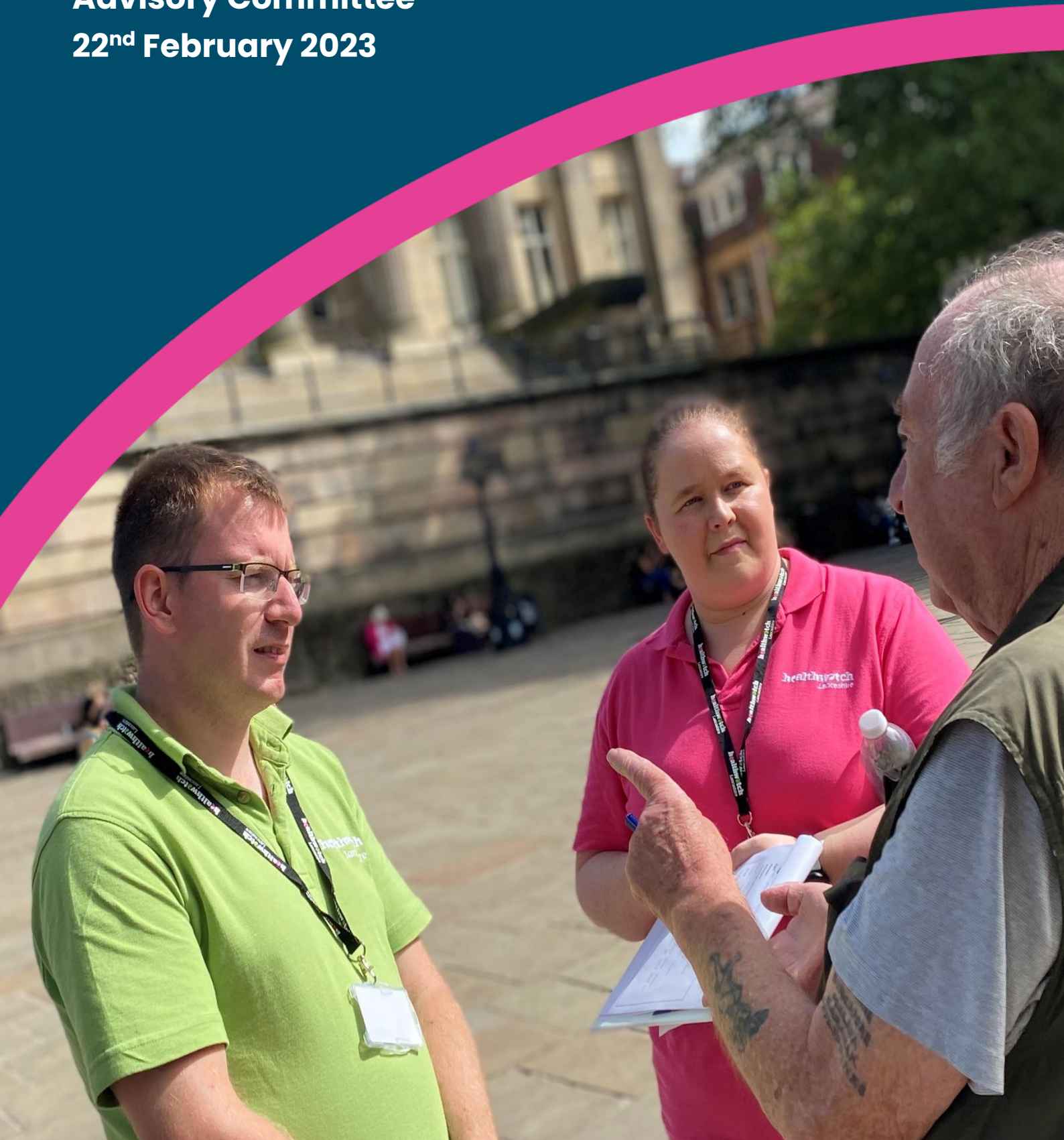


Blackburn with Darwen,
Blackpool, Cumbria and
Lancashire working
in partnership

Healthwatch Together Progress Report

Patient Involvement and Engagement Advisory Committee

22nd February 2023



Introduction

Healthwatch is the independent consumer champion for people who use health and social care services. Healthwatch exists to make sure that those people who do not usually get the chance to share their thoughts and views, are given this opportunity and that their voice is listened to. Through our work Healthwatch aims to influence change by sharing public insights with supporting recommendations.

Healthwatch Together (HWT) is a collaborative of four local Healthwatch working across the Lancashire and South Cumbria Integrated Care System. The collaborative consists of:

- Healthwatch Blackburn with Darwen
- Healthwatch Blackpool
- Healthwatch Cumbria (Healthwatch Westmorland and Furness and Healthwatch Cumberland from 1st April 2023)
- Healthwatch Lancashire

Local Healthwatch, defined by the Health and Social Care Act 2012, have a clear role to:

- Obtain the views of people about their needs and experience 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.
- 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.
- Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion.
- Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern.

Local Healthwatch are commissioned by individual local authorities to undertake a core work programme which is designed and informed by intelligence gathered during our engagement work, national and local scanning, and key performance indicators. In addition to core work Healthwatch can be commissioned to undertake work that falls outside of core work.

Across the country, local Healthwatch are participating and engaging with Integrated Care Systems. In April 2022, Healthwatch Together were awarded £100,000.00 funding from Lancashire and South Cumbria Integrated Care Board (ICB) to amplify public, patient, carer, and community voice during the development of the ICB. This report details activity carried out by the collaborative within this funding envelope.

Activity Report

One Voice engaging with the ICB.

The Integrated Care Board agreed that a proportion of the funding could be allocated to enable Healthwatch Together to engage effectively with the ICB; to strengthen the coordination of HWT and increase capacity for this new way of working.

HWT reviewed options and decided to employ a HWT Strategic Lead. The purpose of which was to provide representation at strategic meetings, act as a conduit for information sharing and provide coordination for shared ICB engagement projects. Recruitment and retention were unsuccessful. Therefore David Blacklock CEO and Lindsay Graham, Healthwatch Lancashire and Healthwatch Cumbria Director have provided and continue to provide this function. Utilising this resource, David and Lindsay have been able to prepare for, attend and contribute to the following meetings:

- ICB Board meetings
- ICB Quality Committee meetings
- Public Involvement and Engagement Advisory Committee meetings
- Integrated Care Partnership Meetings

HWT has attended over 70 separate ICB related meetings since April 2022 providing information, constructive challenge, engagement activity and holding to account on behalf of the people. On average, a minimum of 8 hours input is required for each meeting, including preparation and follow up.

As a result of this engagement, HWT have been able to act as a conduit of information, provide a strategic 'critical friend' and ensure the experiences of residents are considered as part of the ICB decision making process.

Integrated Care Partnership

HWT have provided and continue to provide support to the development of the Integrated Care Partnership (ICP) Strategy. HWT were invited to form part of the Strategy working group which met weekly to drive the development forward. HWT provided accessibility support and increased public participation in developing the priorities through:

- Mapping existing opportunities for the public to engage with the system e.g. patient participation groups, peer support networks.
- Attending ICP priority workshop with system leaders to identify key priorities.
- Undertaking an ICP Priority Engagement Roadshow across Lancashire and South Cumbria. Engaging face to face with a total of 346 in a 3-week period, HWT attended pre-existing groups and facilitated pop-up events in town centres across the area reaching people from the following demographics:
 - People with mental health challenges
 - New and expectant mothers
 - Young people
 - People who are refugees and seeking asylum
 - People with learning disabilities
 - Autistic people
 - South Asian Women
 - Men
 - People who are deaf and hard of hearing
 - Carers
- Filming and producing two 'Talking Heads' videos of Lancashire and South Cumbria residents. The first, residents talking about what is great about living in the area and the second, residents sharing views on what the ICP priorities mean to them.



Place Based Support

HWT agreed to provide engagement support in the development of Place by establishing community forums.

The main purpose of the Forums were to:

- Provide an independent space for facilitated conversations between the community and the ICB.
- Contribute towards the continuous improvement of services by Healthwatch Together ensuring that the views of people are sought, co-ordinated and fed back to the Integrated Care Board.

The panels have not been established in each Place due to the timeliness of the ICB recruitment process and instead discussions have taken place between each Place-

Based Director and their local Healthwatch to design and deliver an engagement piece based on their local area priorities:

South Cumbria

Healthwatch Cumbria are currently delivering 'I Care', a project focussing on the experiences of unpaid carers living in or providing care in South Cumbria and Millom. The goal is to reach 100 unpaid carers of mixed demographics including young carers, to gain intelligence in what is working well and how services can be developed to improve their life and caring experiences. (See Appendix 1)

Blackpool

Healthwatch Blackpool are currently involved in 'Engineering Better Care'. This initiative is a framework for improvement designed by the Department of Engineering at the University of Cambridge and will enable leaders within healthcare systems to deliver improvements in focused areas, tackling wicked problems that result in unsatisfactory outcomes or performance. Healthwatch Blackpool are focussing on respiratory issues and coproduction.

Lancashire

Healthwatch Lancashire have initial meeting planned to move this forward.

Blackburn with Darwen

Healthwatch Blackburn are in the initial planning stages in partnership with their Place based Director exploring 'Dying Well' Focus groups. Healthwatch Blackburn plan to facilitate 8 focus groups then compile a report on their findings.

Summary of Achievements to date.

- A solid Healthwatch Together structure supporting the system to communicate with one Healthwatch voice.
- HWT has attended over 70 ICB related meetings since April 2022.
- Engagement Officers assigned to each Place and Locality.
- 346 people engaged with as part of 3-week ICP Priorities roadshow.
- 2 Talking Heads videos produced to share people's lived experiences at Board level.
- An additional project commissioned to support the ICB to understand the Covid-19 Vaccination programme experiences of 1216 seldom heard individuals from across Lancashire and South Cumbria. This project resulted in 19 recommendations on how the system could improve accessibility, experience, and reach.

Next Steps

Healthwatch Together is committed to being the independent engagement partner of the ICB, supporting:

- Community engagement to identify strengths, needs and aspirations.
- Patient and Carer engagement to co-design, coproduce, monitor and improve services.

It is imperative we are supported by the ICB to enable us to continue in this vital role as recognised engagement partner acting as a conduit of information directly to the public including seldom heard communities. Our next steps as an engagement partner depend on funding support from the ICB. With funding support we will:

- Continue to provide HWT strategic representation at the ICB and its sub/working groups. The representation will have delegated authority to act as a non-voting critical friend, ensuring that community perspectives, user voice and equalities issues are embedded in health and care plans and decision-making activity.
- Continue our role supporting the ICP strategy development and implementation. We are engaged in the Development of the Integrated Care Strategy-Resident Engagement Sub Group, part of the expert reading group and have a further Strategy Engagement Roadshow planned for 6th-24th March 2023 prior to the strategy being finalised. Post this date we see a vital role for HWT supporting the ICB to realise the strategy.
- Develop Community Panels as there is strong evidence that this forum demonstrates inclusivity, and would provide an opportunity to further ensure the views of people and/or carers are representative of the local population and those using health and social care services within Lancashire and South Cumbria Integrated Care System.
- Develop and support Citizen Ambassadors to enable 'lived-experience' to be independently represented in all ICB health and care decision making.

Appendix 1: 'I Care' Project Brief



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'I Care' Project Brief

Hearing the voice of the unpaid carer in South Cumbria

South Cumbria Place-Based Engagement

Lancashire and South Cumbria Integrated Care Partnership (ICP)

December 2022 to March 2023

Healthwatch Together have been tasked with supporting the ICP to undertake bespoke engagement with local residents on health and care topics which are prevalent to them. Jane Scattergood, Director of Health and Care Integration – South Cumbria, has requested our first engagement focusses on hearing the voice of unpaid carers. The purpose of the engagement is to understand experiences of what it is like to be an unpaid carer in south Cumbria, what is working well, and what could be improved to make their lives easier.

Scope

This project will target carers who are unpaid, providing care in south Cumbria (including Millom) whether the carer is resident in south Cumbria or not. We aim to engage with a minimum of 100 carers including young carers and adults providing care to children, young people and adults. We will target those who self-identify as carers as well as those who may not be aware they are providing care.

Methodology

Healthwatch Cumbria (HWC) will establish a project steering group with key representatives from health, social care and the third sector. HWC utilise the following engagement methods recognising that a menu of engagement options will need to be utilised to increase participation and meet different access needs:

Online Survey: This will go live prior to the Christmas period and will run throughout the whole engagement period. The survey will be publicised by HWC and with support from steering group members and their networks.

Focus Groups: HWC will work with local carers organisations to facilitate focus groups to ascertain people’s experiences in a familiar environment. These will be established carer support groups and young carer groups.

One to one Interviews: These will be conducted with people who would like a deeper conversation or would prefer a discussion in a more private setting.

Pop-up Engagement: This will be conducted to target the general population of South Cumbria.

Project Plan

Phase	Timescales	
Mobilisation	December 22	Finalise Project Brief
		Coordinate Steering Group
Delivery	19 th December 22	Online survey goes live
	4 th January – 3 rd February 23	Facilitate focus groups
		Pop up engagement
Analysis and Reporting	3 rd February- 17 th February 23	Analysis and Draft report compilation
	27 th February 23	Draft Report finalised
	3 rd March 23	Final report ready for presentation e.g. Strategic Carer's Partnership group

Impact

This project will look to identify barriers and gaps in service provision and highlight good practice. HWC will make recommendations to the system on improvements and developments that will improve the experience of unpaid carers. These recommendations will be presented in a report.



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