

## Blackburn with Darwen Local Involvement Network

### REPORT to Blackburn with Darwen Children and Health Overview and Scrutiny Committee 21<sup>st</sup> March 2012

Task Group	Meetings Held	Actions	Outcomes
<b>Hospital and Community Care</b>	April 26 <sup>th</sup> May 4 <sup>th</sup> May 17 <sup>th</sup> (CQC) June 21 <sup>st</sup> July 6 <sup>th</sup> July 26 <sup>th</sup> Aug 12 <sup>th</sup> Sept 5 <sup>th</sup> Oct 13 <sup>th</sup> Nov 15 <sup>th</sup> Dec 13 <sup>th</sup> Jan 19 <sup>th</sup> Jan 26 <sup>th</sup> Mar 7 <sup>th</sup>	<ol style="list-style-type: none"> <li>1) Enter and View visits completed for Wards B4 and B6 at Royal Blackburn Hospital,</li> <li>2) Enter and View Visit completed of Birchfield Care Home</li> <li>3) Enter and View Visit completed of Cotton Spinners Court</li> <li>4) Enter and view Reports published for visits of Gastroenterology, Stroke Rehab and Stroke Ward</li> <li>5) GP Services Survey Report Published</li> <li>6) GP Patient Information survey completed and report published</li> <li>7) Hospital Patient's Rights Card published</li> <li>8) Care and Nursing Home Client Rights Card drafted</li> <li>9) Questions to Hospital Trust on Hearing loops and staff Equality and Diversity training</li> </ol>	<ol style="list-style-type: none"> <li>1) BwD LINK used as an example of practice by CQC as LINK findings informed 2011/12 Quality Accounts for Hospital Trust</li> <li>2) Meeting with CQC compliance officer to discuss reports</li> <li>3) Improvements in Royal Hospital signposting</li> <li>4) Availability of hearing loops</li> </ol>
<b>Transport</b>	June 23 <sup>rd</sup> July 21 <sup>st</sup> Aug 31 <sup>st</sup> Nov 8 <sup>th</sup>	<ol style="list-style-type: none"> <li>1) Patient Transport Survey published</li> </ol>	<p>Hospital agreed to investigate:</p> <ol style="list-style-type: none"> <li>1. If at least some outpatient activity can be moved to 'off-peak' peak to avoid traffic congestion, particularly between 1-3pm</li> <li>2. Publicising that Blue Badge holders may park for free on the main car park</li> <li>3. That there is more public information on Community Wheels and Voluntary Drivers schemes.</li> <li>4. Bus shelter replaced at Blackburn Hospital</li> </ol>
<b>Small Area Engagement</b>	Apr 12 <sup>th</sup> May 11 <sup>th</sup>	<ol style="list-style-type: none"> <li>1. <b>LINK Your Health Your Care Your Voice Household Survey</b> covering Darwen residents of</li> </ol>	<p>Information gathered to inform work plan.</p> <ol style="list-style-type: none"> <li>1. 28%-44% of residents not</li> </ol>

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<p>June 13<sup>th</sup>          July 27<sup>th</sup>          Aug 22<sup>nd</sup>          Sept 19<sup>th</sup>          Oct 25<sup>th</sup>          Dec 15<sup>th</sup>          Jan 19<sup>th</sup>          Feb 29<sup>th</sup></p>	<p>Anyon Street, Laurel Avenue, Ash Grove, Ivinson Road, Lilac Grove, Linden Crescent, Oak Grove, Holden Fold, Hawthorn Avenue and Pothouse Lane.</p> <p><b>2. LINK Your Health Your Care Your Voice Household Survey</b> covering Blackburn residents of Chester St, Dartford Close, Cranwell Close, Bristol Close, Brunel Drive, Sussex Drive, Leeds Close, Oxford Close, Reading Close, Durham Close, Stirling Drive, Cambridge St, Cambridge Close, Higher Audley St, River St, Bridgemill St, Town View, Cicely Court, Cicely St</p> <p><b>3. Total</b> of 263 residents provided survey responses</p> <p><b>4. Your Health Your Care Your Voice</b> Engagement Event held at St James Primary School Darwen</p> <p><b>5. Your Health Your Care Your Voice</b> Engagement Event held at St Matthews Primary School Blackburn</p> <p><b>6. Groups involved with Events</b> Community Re-Start Team, Oral Health, Women’s Centre, Children’s Centre, Carers Service, Health Trainer’s, Healthy Living Team, NHS Direct, Barnados, Lancashire Care NHS Trust Drug and Alcohol Team, Twin Valley Homes, Sustainable Neighbourhoods</p>	<p>registered with a Dentist</p> <p>2. % Residents using services in last year</p> <ul style="list-style-type: none"> <li>Out of Hours Service 10%</li> <li>Emergency Dept 35%</li> <li>Urgent Care 13%</li> <li>NHS Direct 26%</li> <li>Ambulance Services 25%</li> <li>Social Services 6%</li> <li>Outpatients 29%</li> <li>GP 95%</li> </ul> <p>3. % using the service thinking it good</p> <ul style="list-style-type: none"> <li>Out of Hours 63%</li> <li>Emergency Dept 67%</li> <li>Urgent Care 94%</li> <li>Outpatients 94%</li> <li>Ambulance 97%</li> <li>GP</li> </ul>
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			74%
			4. Service signposting to many local residents- mainly BME women
<b>Mental Health</b>	April 21 <sup>st</sup> June 2 <sup>nd</sup> Aug 2 <sup>nd</sup> Sept 20 <sup>th</sup> Oct 21 <sup>st</sup> Dec 14 <sup>th</sup> Feb 13 <sup>th</sup>	<ol style="list-style-type: none"> <li>1. Questions to Lancashire Care NHS Trust to ask about bed occupancy levels and in particular at Pendle View</li> <li>2. Enter and View of Pendle View completed and report published</li> <li>3. Meetings held with Mental Health Commissioners and Service Providers to discuss community mental health services, hospital discharge policy and bed occupancy, crisis/respice care, service user feedback, dementia services</li> <li>4. Question to Social Services on commissioning of mental crisis/respice accommodation for disabled mental health service users</li> </ol>	<ol style="list-style-type: none"> <li>1. Participation in developing Operational protocol for Hope Street Mental Health Crisis /Respice</li> <li>2. Progress towards ensuring comprehensive Crisis /Respice accommodation to include provision for disabled service users</li> </ol>
<b>HealthWatch Committee</b>	Apr 19 <sup>th</sup> May 17 <sup>th</sup> July 5 <sup>th</sup> August 3 <sup>rd</sup> Sept 9 <sup>th</sup> Dec 19 <sup>th</sup> Jan 23 <sup>rd</sup>	<p>Representation on HealthWatch Pathfinder Transition Group</p> <p>Representation on Pathfinder Health and Well Being Board</p>	<ol style="list-style-type: none"> <li>1. Contribution to HealthWatch Pathfinder Engagement including making of HealthWatch DVD</li> <li>2. Contribute to development of Health and Well Being Board</li> </ol>
<b>Steering Group Meetings</b>	April 20 <sup>th</sup> June 1 <sup>st</sup> July 13 <sup>th</sup> Sept 7 <sup>th</sup> Oct 26 <sup>th</sup> Dec 7 <sup>th</sup> Feb 1 <sup>st</sup>	<p>Public Engagement on:</p> <ul style="list-style-type: none"> <li>• Interventions of limited clinical priority</li> <li>• HealthWatch</li> <li>• 111 number to access non emergency NHS Healthcare</li> <li>• Dental Services</li> <li>• Oral Surgery</li> </ul>	