

healthwatch

Blackburn with Darwen

Andy Griffiths, CEO

andygriffiths@healthwatchbwd.co.uk

Highlights from our year - Andy Griffiths

- This year we've reached over 2500 people on social media
- We've signposted over 150 people into services
- We've spoken to over 300 people about local services
- We are working closely with Blackburn College to work with students across a range of subjects
- 60 active volunteers who help us with everything from illustrations to project delivery
- Our reports have tackled issues ranging from Homelessness to Carers
- We've met hundreds of local people at our community events

Case Study Of Our Work

January 2017

Background/Key Issues

A Man at a Foodbank was distressed, saying he didn't want to be here any more. The distress was due to his current financial circumstances and having to pay 'bedroom tax'.

What Action Healthwatch BwD Took

Healthwatch got details of his GP and made an emergency appointment for him with his GP that day, he was with his friend who said he would take him. Healthwatch phoned BwD council and made an appointment for him with an advisor to apply for discretionary housing payment, re: bedroom tax for the following day.

Outcome for Resident

The man has been to see his GP who gave him a sick note, which would enable him to come off JSA and move to ESA. He applied for discretionary housing payment at BwD council.

Feedback from Resident/Services/Other

Really happy with outcome. The man's friend said Healthwatch were worth their weight in gold.

Impact

Reports completed

- Adult Carers Project
- GP Surgeries
- Homelessness Project
- Sensory Impairment
- Exploring Loneliness and Isolation

Things we've been involved in

- NHS Leadership Program
- Future in mind
- British Institute of Human Rights
- Development of Leapfrog Tools
- Healthtalks

Working in partnership

- British Institute of Human Rights
- Schools
- Healthwatch Lancashire
- CQC
- Shelter
- Children Safeguarding Board
- Nightsafe
- Blackburn Youth Zone - LGBT

Also continue to build relationships with CQC, Adult Social Care Team from BwD Council

Current Work

- A & E
- Enter and Views
- Asylum Seekers PTSD
- Eating Disorders
- MHWBTG
- Offenders
- Veterans
- YVYV

Next years Workplan

- Currently engaging with residents, partners and service providers
- Would welcome ideas for projects from the Scrutiny Committee
- Workplan will be launched in April 2018

Next Steps

- Communities of Blackburn
- Increased Enter and Views
- Better partnership working
- Improved report writing and impact - and follow up
- Ensuring residents' views are heard
- Growth of Amplify
- ACE (Adverse Childhood Experiences)
- Ensuring that we are sustainable and value for money
- New board members - Barbara and Mohammed



Any questions??