

Healthwatch Leicester and Leicestershire

Annual Report 2018-19



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Message from our Chair

I am delighted to be presenting my first Healthwatch Leicester and Leicestershire report. Patient voice has always been important to me. I started my journey 10 years ago when I was elected as Chair of my local Patient Participation Group (PPG). Since then I have been involved in numerous projects to ensure that the patient's perspective is counted when decisions are made about health provision in the City.

Being Chair of Healthwatch Leicester and Leicestershire has given me the opportunity to champion the service user's voice in social care as well as the NHS, with a wider reach in the county. Leicestershire is very diverse, and the patient's needs vary from area to area.

Acting in the role of Chair of not one but two Healthwatches has been an interesting challenge this year due to trying to ensure we have a meaningful relationship across two councils (of different political groups) and three Clinical commissioning groups. This has been both a blessing and a curse. We are able to represent patients with a stronger and clearer voice across Leicester City and Leicestershire County, but we also need to make sure we are engaging with the different communities across our patch.

In Healthwatch, our staff and board members have worked hard to maintain the relationships with key partners, from the previous contracts, and to ensure we are where we need to be as the Health and Care landscape has changed around us.

We have worked closely with our Healthwatch Rutland colleagues even if we have not always approached a situation from the same direction.

Through 2018-19 I feel we have challenged the Health and Care system when it was appropriate, and we have also looked to find opportunities to inform and educate members of the public on how to engage with services more effectively.

This year is likely to see as such change in how services are delivered, and we will continue to champion patients and the public are involved in changes and kept informed on how changes will affect them.

Our priorities for the next 12 months are;

- » Medicines Management - Relationship between GP's, Hospitals and Patients
- » Personal Budgets
- » Social Prescribing
- » Access to Secondary Mental Health Care
- » Supported Living services
- » Lifestyle services



Harsha Kotecha

Chair, Healthwatch Advisory Board



Changes you want to see

Last year we heard from 483 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



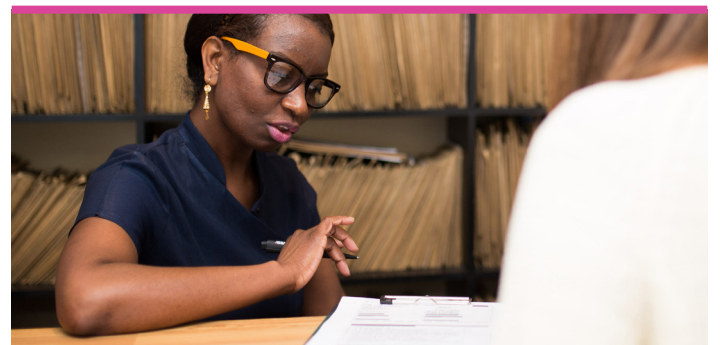
+ Make it easier to see a doctor or nurse quickly



+ Healthcare professionals should have a positive attitude and be empathetic



+ Staff should take the time to speak to people about what to expect next



+ Services should provide information so that people can make informed decisions about their care

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Leicester and Leicestershire, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- » Visiting services to see how they work
- » Running surveys and focus groups
- » Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





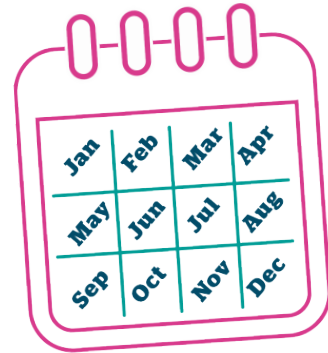
Highlights from our year



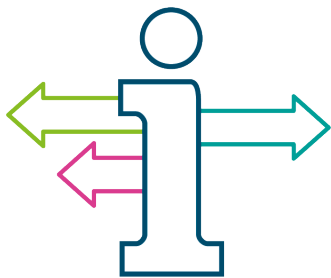
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



483 people shared their health and social care story.



We have **35** volunteers helping to carry out our work. In total, they gave up **1045** of hours.



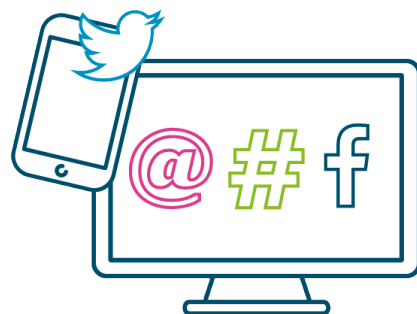
193 people accessed Healthwatch advice and information online or contacted us with questions about local support.



We visited **11** services and **165** community events to understand people's experience of care. From these visits, we made **47** recommendations for improvement.



18 improvements we suggested were adopted by services to make health and care better in our community.



9115 people engaged with us through our website and social media.



**How we've made
a difference**

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Leicester and Leicestershire. We show when people speak up about what's important, and services listen, care is improved for all.

Take a look at an example of a local Healthwatch demonstrating how they have made a difference in their community.

Maternity Workstream

Across Leicester, Leicestershire and Rutland there is a plan in place to transform and improve maternity and neonatal services. NHS organisations and local authorities are working together to put this plan into action.

We have representation on both the Local Maternity Systems (LMS) Board and the Maternity Voices Partnership (MVP) Group. The LMS has a focus on delivering high quality, safe and sustainable maternity services and improved outcomes and experience for woman and their families.

The MVP brings together new mums and their families from across Leicester, Leicestershire and Rutland to create a new social space where they can meet other mums and discuss their experience before, during and after birth with the people directly involved in the running of the services. There are currently 18 members of the group. Regular meetings are held, and a virtual group has been set up so that the people who are unable to meet in person can feed into discussions.

Some of the achievements of the MVP:

- » Attendance at a regional event to meet other MVPs within the region.
- » A local leaflet was developed and devised to advertise our Maternity Voices Partnership - distributed through several avenues including 'walking the patch'.

- » A 'frequently asked questions', 'terms of reference' and an 'MVP one pager' was developed.
- » Advertised our MVP on the UHL Maternity Services website, Facebook pages for the birth centres, leaflets distributed within the hospitals, children's centre, through word of mouth and the Leicester City CCG website.
- » We hold bi-monthly meetings in children's centres (requested by the users that attend).
- » The MVP attends a regional forum which meets every six months to share practice and tips, usually with user representation as well as our communications and engagement team.
- » Good engagement from the Head of Midwifery and hospital trust.
- » Healthwatch engagement and presence at all our meetings.
- » Engagement from the Perinatal Mental Health team and Public Health with our MVP to develop their pathways and actively engage with our users and co-produce our services locally.

We have also been commissioned by the MVP to organise an away day for the members to celebrate the achievements of the group, to show appreciation for their engagement and enable them to meet the wider MVP team.



“Healthwatch Leicester and Leicestershire have been extremely supportive of Leicester, Leicestershire and Rutland (LLR) Maternity Voices Partnership (MVP). They have supported the MVP through excellent representation by Healthwatch at all MVP meetings as well working in partnership with Leicester City Clinical Commissioning Group to deliver a Team Building

Day for the valued users or our MVP. Gemma Barrow has been brilliant with her engagement with our MVP.”

Jasmine Cajee - Midwife Programme Support Officer for Better Births

Public views of access to GPs in Leicester and Leicestershire

Building on the survey work completed by Healthwatch Leicestershire (Your views about GP services - Nov 2017) we wanted to understand the public support for how GP services will change in the coming years. A survey was created by Healthwatch Leicester and Healthwatch Leicestershire to gather people's experiences of accessing GP services.

Our overarching aims were to assess; access to appointments, patient choice and to look at ways to improve the service for patients. During July - September 2018, we attended meetings, festivals and events across the city and county to speak to people about their GP services and to complete the survey.

The survey was made available online and cascaded to all Healthwatch contacts and other networks. The survey was also promoted via social media. 211 surveys were completed.

Key Findings

Booking appointments was predominantly carried out by telephone with almost 75% of respondents using telephone booking. Perhaps as a result of the dominance of telephone booking, improvements to the telephone systems of practices were a common theme suggested by respondents with comments about being cut off and being on hold for long periods of time. There were also comments about the difficulties of getting through and then there being no appointments left.

There was a relative lack of online booking and suggested improvements were around making more appointments available including next day appointment. 45% of respondents said that they were not offered a choice of practitioner when they booked an appointment, but continuity of care was an area for improvement for a number of respondents, particularly in relation to those with ongoing health conditions such as mental health concerns.

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Although 62% of respondents said that they were either completely satisfied or satisfied with their practice opening times, there were some that raised opening times as an area for improvement. Suggestions were generally in relation to practices being open for longer in the evenings and opening at weekends in order to accommodate the working patterns of some patients and make appointments more accessible.

When accessing out of hours primary care, respondents opted for a range of services. Promisingly less than 5% said that they would turn to A&E rather than using another primary care service.

Improvements suggested by respondents other than in relation to the process of booking appointments or accessing a preferred practitioner covered a range of issues, including increasing staff at all levels to improve services, providing better training for reception staff to provide better customer service and environmental improvements such as increased car parking.

The report findings were shared with the CCGs and GP Practices across Leicester and Leicestershire.

We developed a poster to be displayed in all GP Practices highlighting our findings.

“We valued the support that Healthwatch Leicester and Leicestershire provided to health and care partners to involve patients, carers, staff and the public in the redesign of community services. Their expertise in gathering insights and experiences from people and understanding what matters, means we have a reach seam of

qualitative information, that is helping us to shape and improve the health and care services delivered.”

Sue Venables - Head of Communications, Engagement and Involvement for Better Care Together



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchll.com

t: 0116 2518313

e: enquiries@healthwatchll.com

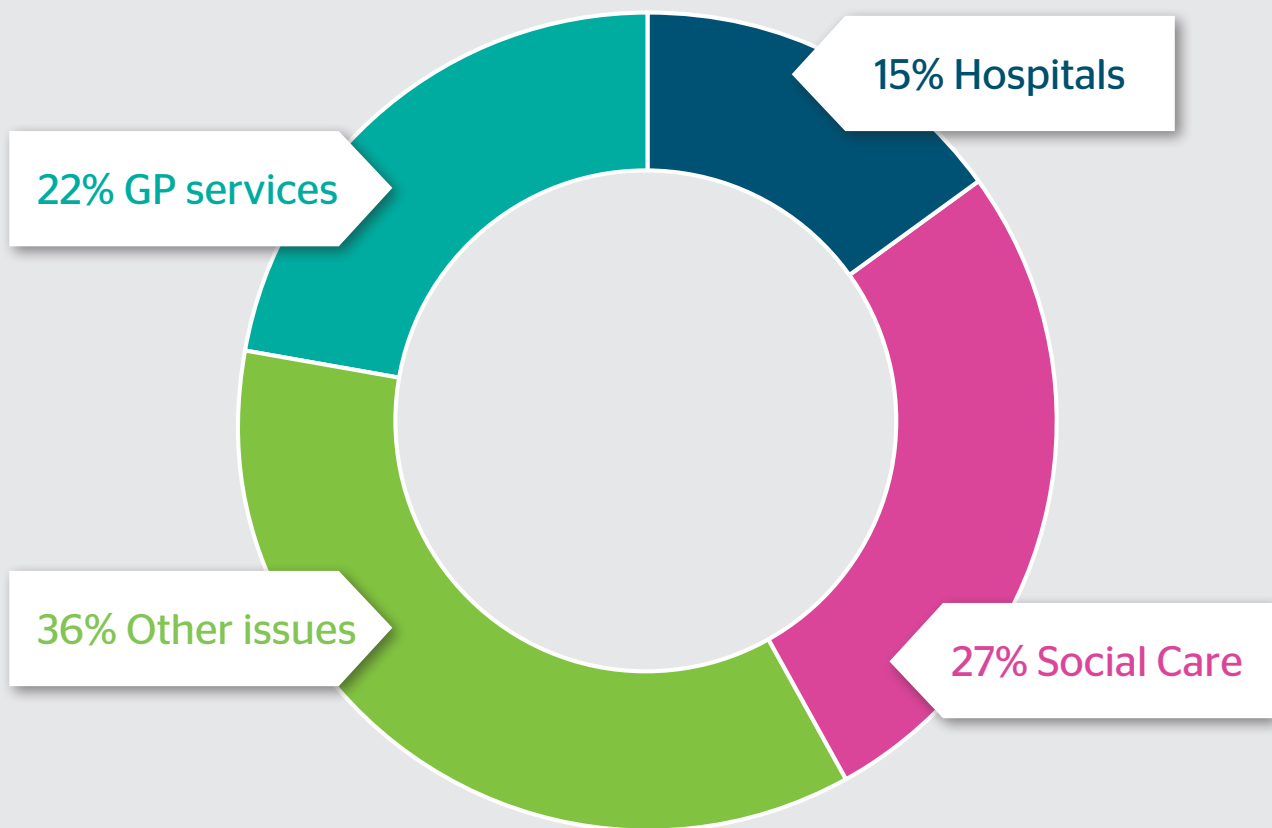


**Helping you find
the answers**

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 193 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- » Specific advice and information blogs online
- » Our contact us form
- » At community events
- » Promoting helpful services across our social media channels
- » Over the phone



Charles's story :

I was really worried that my brother was going to be moved to a hospital far away from my family and I was worried that there was nothing we could do to stop it. So, I contacted Healthwatch Leicestershire to find out what my options might be.

'Thanks to Healthwatch Leicestershire for your advice and I'm glad it was sorted out at the first point of call, but I'm also pleased that you provided further options for us if that wasn't successful.'

Winter Health Messages

We identified winter health messages as one of our work priorities. We wanted to consider the messages that members of the public have seen and their effectiveness in supporting people to look after their health in winter.

Three focus groups were undertaken during December 2018 and January 2019, with two being undertaken in Leicester City Centre and one taking place in Loughborough.

Focus groups were chosen as they give an opportunity to explore the experiences and opinions of the participants in more depth than is possible using quantitative survey methods. Over the three focus groups there were 17 participants.

Some of the themes discussed were flu vaccinations, keeping warm and the use of pharmacies. The most common themes that participants discussed related to the flu vaccine. This suggests that the messages about having the vaccine have been amongst the most effective winter health messages.

However, participants raised issues that suggest that whilst the message about having the flu vaccine has been broadly effective there are other issues with the information that the public receive about the flu vaccine. Participants spoke of past campaigns that they were aware of including 'keep warm, keep well'. Keeping warm was a key point for participants in terms of what they could do to keep well in the winter, and most were aware that there was an optimum temperature for their homes to be kept to.

The use of pharmacies instead of the GP in the first instance was recognised as a message that a number of participants had seen and acted upon. However, the feedback on their experiences of using the pharmacists instead of the GP was mixed.





Library Drop-Ins - Leicester City

Leicester City Council has a total of 22 Libraries across the City one for each of the 22 wards they have in the City.

During the months of October - December 2018 we visited and held Drop-Ins at all 22 libraries. Some of them were stand-alone libraries but with the decline in the interests in libraries over the last 20 years and the increases in technology, a lot of the libraries have now been incorporated into Leisure and Community Centres across the City.

One particular Library in Leicester which has a bit of a following is what they call the "Pork Pie Library" which sits on the edge of two of the largest council estates in Leicester City and is a classic 1930's style building now recognised as a listed building along with another which is in another area of the city called St Barnabas Library.

At more than one there were groups of people who meet there on a regular basis whom we had

good conversations with and whilst promoting Healthwatch, also picked up some issue, mainly around their local GPs.

With Leicester being such a diverse City, we met lots of people from different communities all with different experiences. The most prolific in terms of numbers was the City Centre Library where we met with more than 20 people, but generally we would engage with anything from 6 up to 20 over the time we would be there.

Every Leicester City Library now has Healthwatch information available.



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatchll.com

t: 0116 2518313

e: enquiries@healthwatchll.com



Our volunteers



How do our volunteers help us?

At Healthwatch Leicester and Leicestershire we couldn't make all of these improvements without the support of our 35 volunteers that work with us to help make care better for their communities.

- » Raise awareness of the work we do in the community
- » Visit services to make sure they're meeting people's needs
- » Support our day to day running e.g. governance
- » Collect people's views and experiences which we use in our reports



Volunteers work with local services to highlight patient concerns with GP services

Following on from several concerns raised by members of the public, Healthwatch working alongside the quality team of the Clinical Commissioning Group in Leicester City undertook a visit to talk to patients based at a City GP practice. Through speaking to patients, we were able to identify several improvements - from changes to the telephone service used to changes to the waiting area of the practice.



Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Kim Marshal-Nichols

Kim

My name is Kim Marshal-Nichols I started volunteering many moons ago and I have been with Healthwatch since the change over from Local involvement Networks (LINKs - Healthwatch predecessor) in Leicester 2010 I enjoy my role as an Authorised Rep and like the way in which it has evolved over the last 13 months with the Engaging Community Staffordshire take over, which collected Leicestershire en route, it has enriched my role making it challenging and rewarding, I love speaking to people and I certainly do that I engage with people from 16 - 101! On a regular basis, and sometimes my team friends have to drag me away! I have made many friends volunteering and would encourage everyone to do it.

It certainly has enriched my life.

Mark

I have always been driven by wanting to help other people to have their say about public services. As a Healthwatch Board Member, it is my role to represent the views of service users, carers, family and friends to NHS and Social Care. At a strategic level, I am currently involved with Leicestershire Partnership NHS Trust and the Learning Partnership Board for the City.

Leicestershire and Leicester are very diverse communities, so I am also driven by wanting to help engage traditionally unheard communities have their say, for example, championing the voice of LGTBQI people or those experiencing social isolation due to rural poverty. I work to ensure those voices are heard and what they say is acted upon.

In my role at Healthwatch, I can effect positive changes to NHS policies and services. I really enjoy getting out and about to meet people to better understand what they want from service providers, policy setters and commissioners. Volunteering with Healthwatch has therefore given me a positive boost to my self-confidence and self-worth.



Mark Farmer

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at Leicester and Leicestershire.

w: www.healthwatchll.com

t: 0116 2518313

e: enquiries@healthwatchll.com



**‘The views and stories
you share with us are
helping to make care
better for our local
community’**

Mike Smith
Healthwatch Volunteer



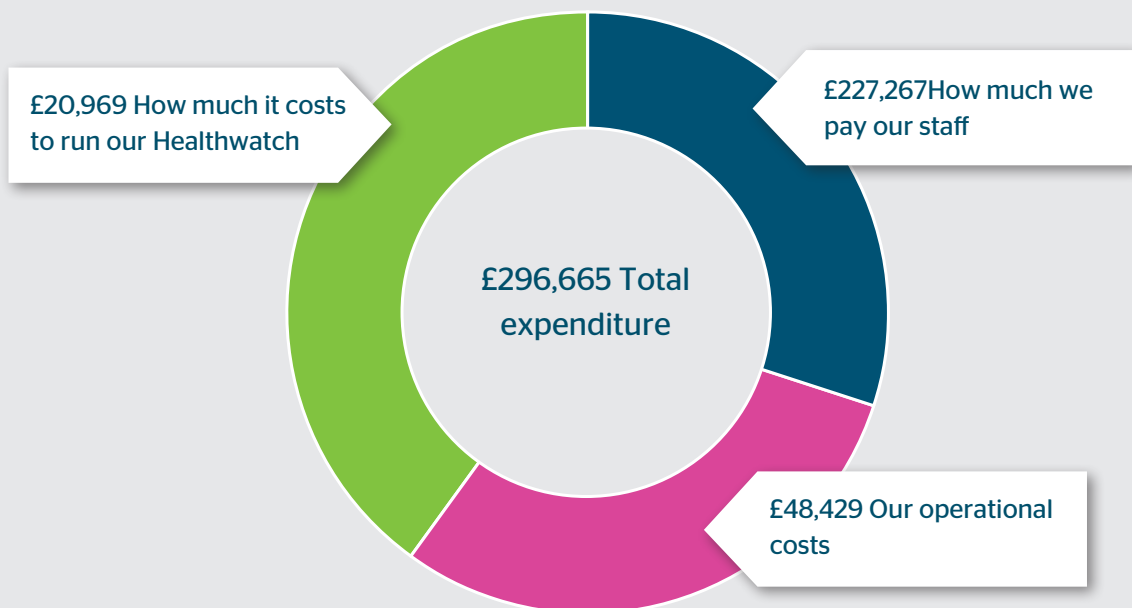
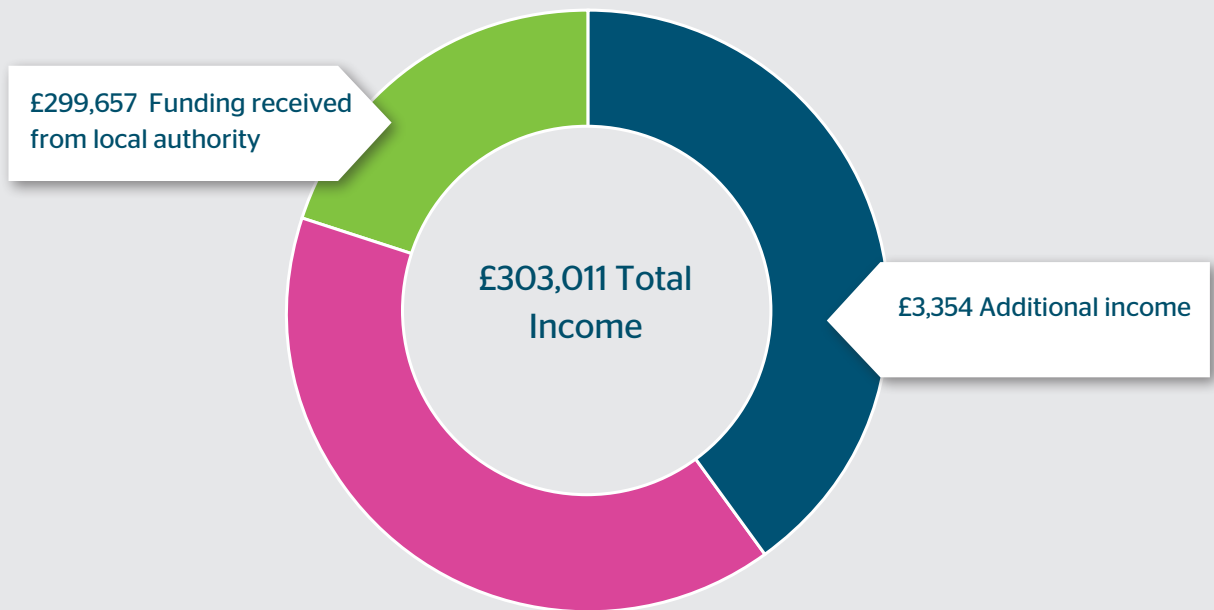
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £296,665.

We also received £3,354 of additional income from other sources.





Our plans for

next year

Message from our Manager

Looking back

Through 2018-19 has been an “interesting” year with delivering two Healthwatch contracts and acting on behalf of patients in the two very different areas. This was coupled with moving to a different way of working under Engaging Communities Staffordshire, however through the hard work and effort of our Advisory Board, Authorised Representatives and staff team we have maintained and built on the work of the separate Healthwatch organisations.

Looking ahead

Our role of the voice of local people is only going to be more important as the pace of service review and change. As well as the voice we need to act as the eyes and ears of the public and ensure they are kept up to date with how changes will affect their “patient experience”

Often, we are challenging Health and Care services to set clearer expectations to those using services. Some areas of focus for us next year will be –

- » Community Mental Health Services
- » What does “Social Prescribing” mean to the person on the street?
- » Personal Budgets – Have they improved the lives of those on the

Barriers and opportunities

With a changing staff team, it has been difficult to build up the momentum we would have hoped but we have been lucky to have had wonderful team members. They have moved onto new pastures and we wish them the very best in the future.

A challenge going forward is to ensure we keep a constructive and meaningful relationship with those delivering, commissioning and scrutinising services. As we hear more from patients and their families about how services are struggling, we need to make sure their lived experience is passed on in the most effective way possible.

As the services change, we are presented with the biggest barrier as well as the biggest opportunity, to ensure we are in the right place to have the biggest impact.

Thank you

To our Advisory Board – Harsha Kotecha (Chair), Mark Farmer, Shireen Bharuchi, Rita Patel and Colin Norman (Resigned). I would like to thank them for their continued efforts in representing the public in an ever-growing number of meetings, absorbing all the different issues raised by members of the public and turning that into priorities.

To our Authorised Representatives – Who have taken the change of pace and deliver of Enter and View visits in their stride. They have done everything we’ve asked of them and more.

To our staff team – TUPE’d or not TUPE’d...that is the question. Well not quite but to all staff members who have moved across into the new contract and to those who have joined us since then. It is only through their passion and commitment to what Healthwatch can achieve and how much they care about patient and public involvement that we have delivered what we have this year. Each one is a credit to our ongoing mission.



A white rectangular box containing a handwritten signature in blue ink that reads "M. Smith".

Micheal Smith
Healthwatch Leicester and Leicestershire

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- » Members of the public who shared their views and experience with us
- » All of our amazing staff and volunteers
- » The voluntary organisations that have contributed to our work
- » We want to thank everyone across the Health and social care services and the voluntary sector who have supported us in our work

“Healthwatch in Leicester and Leicestershire has established a strong and productive working relationship with the University Hospitals of Leicester in many different ways in 2018-19.

Be it through the regular meetings between senior UHL board members to share the lived patient experience or across the table in scrutiny meetings challenging how services are changing across Health and Social Care services.

Healthwatch in Leicester and Leicestershire continues to act in the best interested of patients and the public. Their meaningful contribution to shaping and influencing local services demonstrates why patient and public involvement remains so important in the times ahead. “

Mark Wightman - Director of Strategy and Communications University Hospitals of Leicester NHS Trust



Contact us

Address and contact as of 31/03/2019.

- » **Contact number:** 0116 2518313
- » **Email address:** enquiries@healthwatchll.com
- » **Social media:** @HealthwatchLeic
- » **Website:** www.healthwatchll.com

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Contract holder's address and contact details of as of 31/03/2019.

Engaging Communities Staffordshire CIC (ECS)
Unit 42, Staffordshire University Business Village
Dyson Way
Stafford
ST18 0TW

- » **Contact number:** 01785 887809
- » **Email address:** www.ecstaffs.co.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.





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