

I'm excited that real change is now happening

I'm worried about the increasing pressure in society

I'm excited that all our services and some service users are here today listening

I'm worried that the energy and enthusiasm might not translate to action. What makes this time different?

I'm worried about poverty impacting the mental health crisis

I'm worried about not being understood

I'm excited to see developments in mental health services in Leeds

I'm worried about not being able to speak out

Annual Report 2019–20

Putting people's voices at the centre of Health and Care services in Leeds



Glossary

Commissioning: Planning, paying for and monitoring services. Choosing what to buy, who to buy from and checking you got a good deal.

Provider: An organisation directly delivering health or care services.

Clinical Commissioning Group (CCG): A group of medical professionals who make decisions about what is needed and what to buy in Leeds. As of 1st April 2018, the three previous CCG's changed into one citywide CCG.

Health and Well-Being Board (HWB): The HWB is in place to oversee improvements in health and care for the people in Leeds. It makes strategic decisions about health and care services. The Board includes: local councillors, representatives from Children and Adult Social Care, the Clinical Commissioning Group, Public Health, voluntary organisations and Healthwatch Leeds.

Enter and View: Every local Healthwatch across the country has a statutory power to carry out Enter and View visits which involve visiting publicly funded health and social care services to see what is going on.

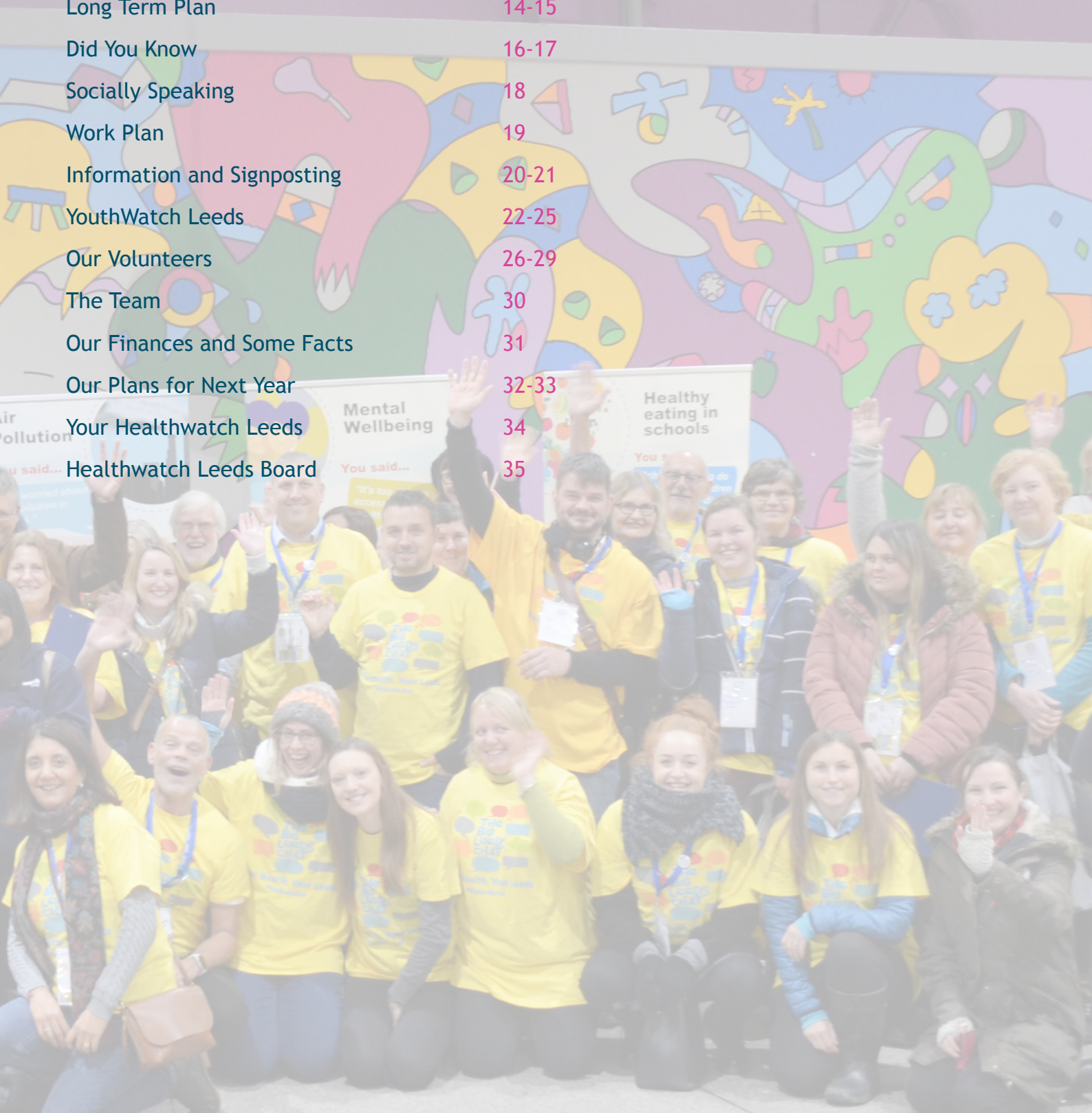
Scrutiny Board (Adult Social Services, Public Health and NHS): This Board reviews and scrutinises (examines in detail) the performance of local NHS, Adult Social Care and Public Health. It also scrutinises decisions made by the main decision making body of the Council (Executive Board) relating to Adult Social Care.

Integrated Care Systems (ICS). Integrated care: NHS organisations and local councils in England are joining forces to coordinate services around the whole needs of each person. Their aim is that people can live healthier lives and get the care and treatment they need, in the right place, at the right time.



Contents

Message from our Chair	4-5
Highlights from the Year	6-13
Long Term Plan	14-15
Did You Know	16-17
Socially Speaking	18
Work Plan	19
Information and Signposting	20-21
YouthWatch Leeds	22-25
Our Volunteers	26-29
The Team	30
Our Finances and Some Facts	31
Our Plans for Next Year	32-33
Your Healthwatch Leeds	34
Healthwatch Leeds Board	35



Message from our Chair



John Beal - Healthwatch Leeds Chair

The last year has been a very positive one for Healthwatch Leeds. We have reinforced and built on our previous work and have increased our profile across the City of Leeds. A number of examples can be seen in here.

Last year we talked about the initiative the 'Big Leeds Chat'. This was recognised nationally by being awarded Highly Commended at the annual Healthwatch England conference. This year, with our health and social care partners, we developed the Big Leeds Chat further by holding not only one

central Chat in Kirkgate Market but smaller local Chats across Leeds. This helped us to find out what is good about where they live and how it can be improved.

Another Healthwatch initiative has been the 'Real Time stories' where a number of residents have been recorded, describing their health and the care that they receive, on a regular basis. This reporting of 'How does it feel for me' has been shown to those responsible for the planning of services - putting people at the centre of decision making continues to be a passion of Healthwatch Leeds!

We have produced a number of reports over the year, one of which - on Mental Health Crisis - was most timely as it coincided with the development of a refreshed Mental Health Strategy for Leeds.

We have also taken a regional lead in co-ordinating responses to evaluate the newly published NHS Long Term Plan and what issues people thought should be addressed as priorities. A great piece of work and well worth a read.

Sadly the year has ended with the Covid-19 pandemic and lockdown. This has meant staff working from home and all of us learning new skills with Zoom

and other digital platforms. However, our staff have adapted their work schedule.

Some projects have gone ahead with amendments to take into account the situation. Others, such as Enter and View, have had to be postponed. We have made it a priority to hear the voices of those whose lives that have been most impacted by Covid-19. We have played a pivotal role in feeding people's experiences at this time into health and care decision makers' response to the pandemic.

At this time a year ago we were in the process of recruiting new members of the Board. I am very pleased to report

that the standard of applicants was so high that the Board agreed to increase the number of Directors by co-option, including a YouthWatch member, to reflect the views of younger people.

Lastly I want to thank Hannah and all our staff for their continued commitment to Healthwatch and carrying on their work in spite of the difficult situation we have faced nationally, our volunteers (many of whom have found new roles to further our work) and to all the Board Directors for their support in providing strategic guidance to further the important role that Healthwatch Leeds plays within the City of Leeds.

John Beal Healthwatch Leeds Chair





Real time video diaries

Kari - "How does it feel for me?"

Following a Care Quality Commission visit to Leeds in autumn 2018 which looked at older people's experiences of moving in and out of health and care settings, we wanted to understand what people's experiences were. So, in July 2019, we started a project that involved following the experiences of people in Leeds who had complex health needs and were accessing multiple health and care services. Each month we recorded their experiences by video or written testimony and shared them with senior decision makers to reflect and act on.

Key to its success is partnership with strong buy-in from all partners from the outset. The project is being run by Healthwatch Leeds and Leeds Clinical Commissioning Group with support from: Age UK Leeds, Forum Central, Leeds Community Healthcare NHS Trust, Advonet, Carers Leeds, Leeds City Council, Leeds Teaching Hospital NHS Trust and St Gemma's Hospice.

The working group meets monthly to review the films and decide on actions to take. The films are also shown at the monthly Partnership Executive Group (PEG) attended by Chief Executives of

all local NHS Trusts, the local authority, Healthwatch and the third sector.

"There is nothing more important or powerful than bringing the patient's voice, authentically, right into the room of a group of people charged with making decisions for a city. For Leeds, having the video diaries played at the beginning of many of our executive meetings in Leeds has grounded us back in the reality of the people we serve, galvanised us again and again to do better and always reminded us that we are servants of the people of Leeds. We are better because of them and I can't imagine ever not having them as a powerful tool in our work"

Thea Stein, Chief Executive of Leeds Community Healthcare Trust and member of Partnership Executive Group

So far, we have followed two people, Kari and Joyce, over a six-month period, you can watch their stories on our website. It's been so successful that we've decided to continue this work into next year. Healthwatch England have also used this piece of work to produce one of three 'how to' guides

to highlight innovative methods of engagement nationally.

What difference has it made?

Each health and care partner from the group is beginning to report back on how the learning has been used and what actions for improvement will be taken. Examples so far are:

- NHS Trusts have shared the videos with relevant teams within their services as a professional development tool.
- Yorkshire Ambulance Service and Leeds Teaching Hospitals Trust have said they are going to use the videos in their training.
- The University of Leeds is interested in including the videos in the medical education curriculum.
- A city-wide piece of work around the respect form used with Do Not Resuscitate (DNR) patients is going to be started.



Joyce - "How does it feel for me?"

- Films have not only been shown within the Leeds health and care system but are being used as best practice examples regionally.



HOW DOES IT FEEL FOR ME?
Joyce / November 2019

HOW HAS YOUR HEALTH BEEN IN THE LAST MONTH?

Not good, obviously I think its worry, stress about my daughter (having been critically ill in hospital). It's not being able to talk to anyone on my own which would help. I can't walk very far, the pains in my legs are just the same. I am run down and if I'm not careful I really do think I'll have a breakdown.

YOU WANTED TO TELL ME ABOUT YOUR DAUGHTER'S CARE IN ST JAMES' HOSPITAL...

All I can say is thanks to the Resus, the ICU, and obviously the ward she's been on in Jimmy's (J10, then moved to J12). They never left her side, and ICU were coming up to see her twice a day, sometimes three times a day to make sure she was OK. She had wonderful treatment.

WHAT ABOUT HEALTH PROFESSIONALS YOU'VE SEEN FOR YOURSELF?

I think I've seen Jenny (Community Matron) who is very good, Richard (who takes the blood) and spoken to the doctor yesterday.

WHAT MAKES JENNY, THE COMMUNITY MATRON GOOD?

She's straightforward, honest, she explains. She's always at the end of the phone if we need her. She makes every effort to come out or get one of the team to come out day or night to see us if we phone. She's always, always in touch with the doctor after a visit and I think the quality of her care is outstanding.



HOW DOES IT FEEL FOR ME?
Kari / August 2019

COULD YOU TELL US A BIT ABOUT YOUR EXPERIENCE OF HEALTH AND CARE SERVICES IN THE LAST MONTH?

I've been in hospital again (St James). I was very poorly this time with my heart which was full of fluid. It was different this time. I have a DNR (Do Not Resuscitate) that I've had in my notes for quite a while and they put it 'active' this time and I knew something had moved on. I thought my time had come, I really did. I had to fill in a 'respect DNR form' (see overleaf) and the consultant said, "Don't you worry, I will respect your 'respect DNR' form. Just because we can't resuscitate doesn't mean there's not a lot we can do". I told him, "Well you've got a scale on your form, it needs changing, it's very black and white and not easy for your family to understand, it doesn't say a lot".

Andrew [Community Matron] was going on holiday and the agreement we had was that if I needed extra water tablets, I should go to the doctors. I got to the surgery and the doctor said, "Kari, you know where you're going", and it was 999 from the surgery. That's how it always is when Andrew's on holiday (he's not ever allowed to go on holiday again!), it shows how much his role means to me.

[When I arrived at A&E], I remember the nurse said, "You're in resus, in Casualty" and all that was going through my head was, "I'm in resus, and I'm 'Do Not Resuscitate', someone's screwed up here."

When I got to the ward (J12, respiratory), I was in the Hollywood suite, I had a room of my own with ensuite bathroom and telly, and I thought, they either know about Healthwatch or I'm very, very ill! The care was brilliant.

When I was on the ward, the heart consultant told me the Heart Failure Team (an outreach team who see people in their own homes) is going to come and see you. The lady from that team, she promised me the earth I felt, I asked her a lot of questions and she answered them, and said, "this can be done and that can be done, we'll catch up with you next week", and then when I get home Andrew comes and says the Heart Failure Team aren't keeping you on because it's the right hand side of your heart, and there's nothing they can do. I felt dumped, that was cruel, they shouldn't tell you a load of stuff while you're in hospital knowing they're not even going to see you at home. Who benefits from that? I don't. Even if they came to see me to say there's really not much we can do, they could tell me about other places, there must be a voluntary organisation that can help. It's happened before, and they did it to me again - the Heart Failure Team have failed me because there's nothing they can do.

Mental Health - What is it like to have a mental health crisis in Leeds?



Picture from the Crisis Summit

This year, as part of our focus on mental health, we started by looking at what it is like to have a mental health crisis in Leeds. We wanted to hear from people who have had support and from those who have never been in touch with any services. The main focus of this work was to find out if people knew where to go for help when in crisis, if they were able to get help when they reached out and what the support was like was once they received it.

We worked in partnership with key organisations in the city who provide mental health services and support to help us decide the best approach to this project. Through these partnerships we were able to reach a wide range of people and get feedback from almost 700 individuals and/or those that support them. Some of the key messages that came out of the report included:

- People not knowing where to go for help
- Previous poor experiences stopping people from seeking help
- The importance of kindness and compassion in all services and

support

- Variations in the support received from different sectors and services
- A need for more support before crisis and for ongoing support after crisis

The report was well received by key organisations across the city and a commitment made to take forward the recommendations individually but also as a city. It was agreed to bring together a mental health collaborative to take forward key work around mental health. A large event was organised on the back of the report to look at the next steps and practical solutions to the issues raised. The event brought together those that funded and provided mental health service and people with lived experiences to start thinking about what needed to happen to make things better.

This work is ongoing and we are dedicated to helping to make a real change in the city. We will continue to bring the voice of people to the discussions taking place and will carry out follow-up work to check if things have got better for those having a mental health crisis in Leeds.

“Thank you to the Healthwatch Team for producing such a comprehensive overview of crisis services in Leeds...”
Fiona Venner, Chief Executive, Leeds Survivor Led Crisis Service

“NHS Leeds Clinical Commissioning Group (CCG) recognises the current gaps and shortfalls that have been highlighted within this report and will

work with partners in terms of ensuring that as a system we respond to the recommendations.....” Penny McSorley, Deputy Director of Nursing and Quality NHS Leeds CCG

“...The intelligence this report shares will enable us to work in partnership with service users and carers as well as other providers of care and support to make the improvements people are asking for.” Joanna Forster Adams, Chief Operating Officer Leeds and York Partnership Foundation Trust (LYPFT)



Room shot from the Mental Health Crisis Summit

“We welcome the work carried out by Healthwatch Leeds on mental health crisis. Leeds as a system is fully committed in terms of improving access and response to people experiencing mental health crisis, subsequently, this is now a key a priority within the new mental health strategy for the city and priority within NHS Long-term Plan. In February 2020, following on from the work done by Healthwatch Leeds, the CCG supported Healthwatch Leeds and other partners in the city to run a Crisis Summit that brought people with lived experience and partners together. The powerful stories, discussions and ideas that were shared were amazing and we are all keen to keep the momentum going. The outputs from the event will help to inform an action plan that ensures our crisis offer is responsive to local needs and meets national standards. We hope to share the action plan by the end of June.”

Kashif Ahmed - Head of Commissioning Mental Health & Learning Disabilities Leeds Clinical Commissioning Group (CCG) Partnership

Inclusion for all - Making our health and care services accessible

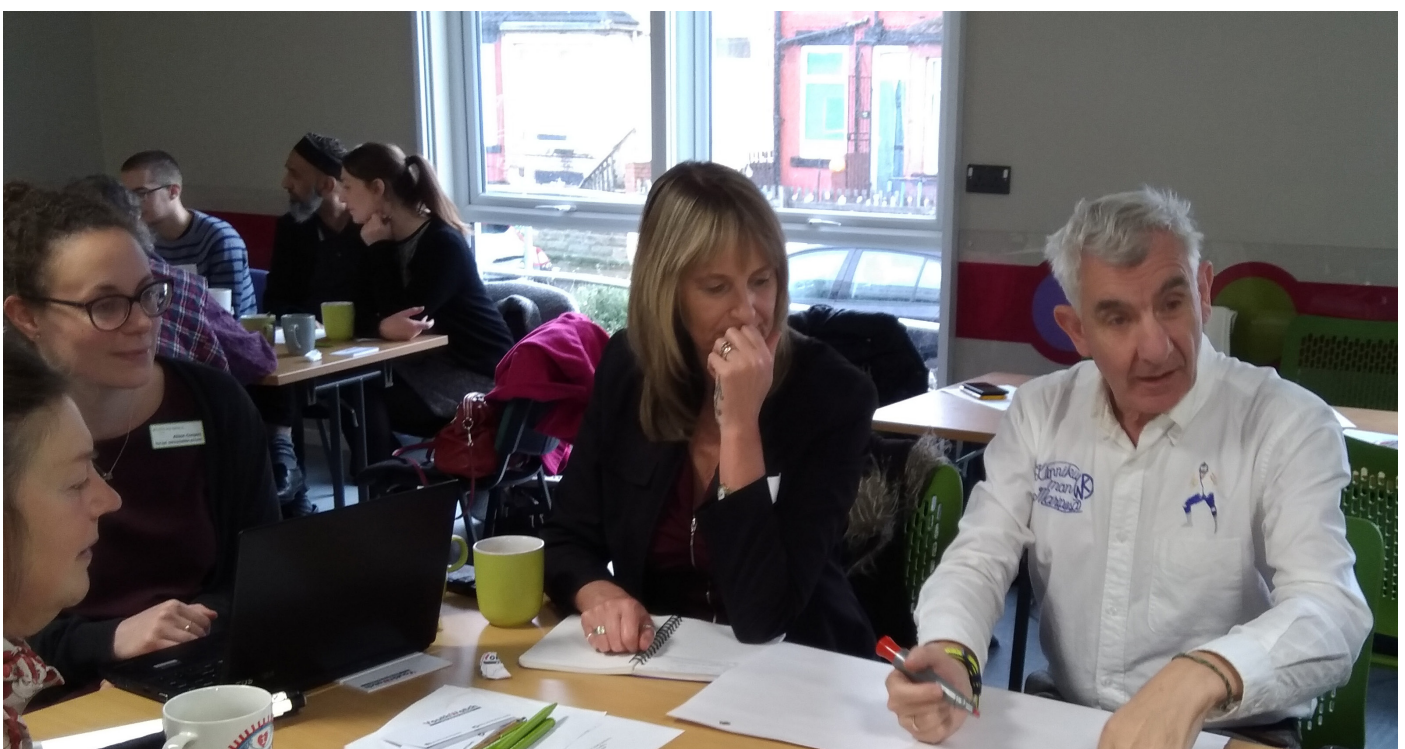
The Inclusion For All hub is new for 2020. Led by Healthwatch Leeds, it brings together representatives from health and care organisations across the city alongside individuals with lived experience to really think about how we make health and care services accessible for all.

It follows on from our report highlighting the challenges faced by visually impaired people when trying to access health and care services.

The hub recognises the challenges people with sensory impairments, learning disabilities or English as a second language face when accessing services in Leeds. These challenges can be overcome if the Accessibility Information Standard (AIS) is implemented fully across the city. The AIS became law in 2016 but there is

still work to be done to make services accessible for all. The goal is to work with services to help them achieve the AIS standard. The group includes representatives from organisations such as Leeds City Council, Leeds Clinical Commissioning Group, the NHS Trusts in Leeds, third sector/voluntary organisations and most importantly people with lived experience.

During lockdown, the hub has not paused its work and continued to meet virtually. Each of the action hubs has focused on the issues facing one community of interest. The hub has so far looked at collective actions for the visually impaired and Deaf communities. AIS was only a starting point. The hub intends to broaden out to include other inclusion challenges later.



Inclusion For All Hub meeting (pre lockdown)

What difference has the hub made?

We have started to see the impact of this work. For example, recently a blind person told us that he had started to receive phone calls instead of letters from St James' Hospital with details of his future medical appointment.

Another example followed on from an Inclusion For All hub meeting where we invited members from the Deaf community to share their experiences of accessing health and care services. One of the stories highlighted some challenges that Deaf people faced when using hospital services during the pandemic. We shared the story with the Head of Patient Experience at Leeds Teaching Hospital Trust and received the following message from her:

“We are doing lots on raising awareness about issues for deaf people, particularly at this time, following you sharing Jason’s story. The patient’s experience team is working on a video to communicate difficulties being faced and are also running a short virtual workshop later this month with senior nursing staff. We will additionally have a piece going out in the Trust bulletin which reaches all staff.”

Krystina Kozłowska - Head of Patient Experience, Leeds Teaching Hospitals NHS Trust

The enthusiasm and desire to make change and to share good practice is one of the best things about the Inclusion for All Hub and we are confident that by working together we can make a real change to how people access health and care across the city.

“We deliver the British Sign Language contract for the hospitals, and on the back of you sharing this feedback we have begun delivering a mentoring service for the hospitals on a trial basis, to support deaf people facing isolation. It is really fantastic that this feedback has led to lots of positive activity.

This is brilliant news and it really shows the commitment to making positive changes.”

Charis Green - Chief Executive Officer of Leeds Society for Deaf and Blind

“I was extremely pleased to receive a phone call recently from St James’ Hospital with details of my future medical appointment. This was a welcome change from the usual letters which I cannot read and which have, in the past, led me to miss appointments. On the phone it was noted by the person that she had the information that I could not access printed material which gives me hope for the future that this could be repeated.”

Karl, person with lived experience



Inclusion for All logo codesigned by the action hub

Big Leeds Chat

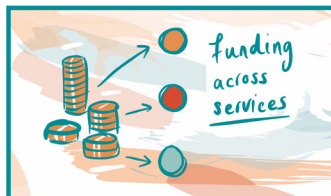
One City - One health and care system - In conversation with the people of Leeds



Discussion on the talkeoke

Following the success of the previous year, this year's Big Leeds Chat was again hosted at Leeds Kirkgate Market but also rolled out across the city so that local communities would also get the opportunity to chat.

The Big Leeds Chat went to where people are and focussed on listening to residents with the greatest health



Illustrations from the day from Buttercrumble artists

inequalities. In total we had 13 local chats across Leeds and listened to over 350 people.

Working with the Local Care Partnership (LCP) team we took the chat to the local market in Otley, shopping arcade in Morley and Town Hall in Wetherby.

We went to local groups in Hunslet with Tony Cooke (Chief Officer, Health Partnership) and Meanwood with Thea Stein (Chief Executive, Leeds Community Healthcare Trust) and heard from people visiting the food bank, attending the breakfast club, and a patient coffee afternoon.

“The Big Chat exercise helps us shape both the strategic and tactical priorities for commissioning, as much in how we look to deliver services (integration, linked to wider determinants) as in the actual service priorities themselves.”

Their is real value in meeting people away from a hospital or other official base and hearing their stories as one human being to another.”

Tim Ryley - Chief Executive, NHS Leeds CCG

Care at home - How was it for you?

People receiving homecare can be some of the most isolated and vulnerable in society. We received views from 185 people as part of our follow-up to previous year's work and to feed into the redesign of the new homecare contract.

Some of the things people told us included:

- **Not always knowing the care workers that visited** *"New carers suddenly turn up on a weekly basis. One weekend she had 12 different carers"*
- **Issues with communication and involvement in the care** *"The regular carers that come out are really good but the agency is poor and do not communicate and seem disorganised and chaotic"*.
- **A lack of consistency in care** *"I would prefer the same carer if possible to come as having different ones is awkward as they don't know where things are and what to do."*

Although we found that overall satisfaction levels had dropped significantly from our findings in 2016 and 2017 there were lots of positives about the care received:

"We have a team of lovely carers who come and make it so we can cope with mum at home. Without them, we would by now have had to look into permanent care homes which she would hate. The care they provide is helping us to keep the family at home together for as long as possible. Thank you."

Relative of older person receiving home care.

"We welcome the findings of the report, as this enables us to have an independent view of the services. We appreciate the service users and family members who have taken the time to complete the survey."

We will be working with Healthwatch and the Homecare contracted providers in Leeds to focus on the recommendations for areas needing improvement, for example: consistent care from the same team of care workers, improved organisation and improved communication between agencies and people receiving care.

We are pleased to note that the report has shown improvement in some areas which the 2017 report highlighted: meeting service user required times and clarity for care workers around care task and delivery.

We will review the findings and, working in partnership with Homecare providers, undertake developments to address the points raised within the report. Due to the current emergency Covid 19 situation, this work has been delayed whilst we support the sector to maintain

continuity of services during this challenging time."

Gwen Wagner-Adair,
Commissioning
Manager (Homecare),
Contracts &
Commissioning -
Adults and Health.



Long Term Plan

#WhatWouldYouDo



In 2019 the NHS launched their Long Term Plan and Healthwatch organisations across the country were asked to work together to understand what matters to people.

The six local Healthwatch organisations (Bradford District and Craven; Calderdale; Harrogate; Kirklees; Leeds and Wakefield) carried out work to understand people's views of the ambitions set out in the NHS Long Term Plan and, in particular, what people felt was important to them in terms of their health and care. Healthwatch Leeds co-ordinated the work with a focus on reaching different communities and groups of people who may not ordinarily get their voice heard, and who may also experience the greatest health inequalities. We received over 1800 responses.

The West Yorkshire and Harrogate Health and Care Partnership have told us that the findings from the report were used throughout the development of their 'Better health and wellbeing for everyone: Our five year plan', with particular focus on issues like the role of technology in supporting people. They have helped to inform and identify gaps and needs for future public involvement and engagement as part of the Partnership's big ambitions

to improve health and wellbeing for the 2.7 million people living across West Yorkshire and Harrogate.

"I would like to thank Healthwatch colleagues for producing this important report, which has reached so many diverse groups of people. As a Partnership we have consistently developed our work based on the views of public and people, alongside evidence on population health. It's interesting to note that people said they wanted to be: 'listened to, trusted and taken seriously as experts of their own bodies'. This is central to the work we are doing on personalised health care and joined up services. Working alongside partners, stakeholders and the public in the planning, design and delivery of all our work is essential if we are to get this right."

Rob Webster, CEO Lead for West Yorkshire and Harrogate Health and Care Partnership

"This is a really useful report that will help when we take forward developments in the (hospital) Trust. It provides insight into what the public feel about a range of issues relating to healthcare which can be taken into account in future planning. It also prevents us undertaking an

exercise to ask the same questions, as it has already been done and with a large enough sample size of people to feel representative.”

Krystina Kozłowska, Head of Patient Experience, Leeds Teaching Hospitals Trust

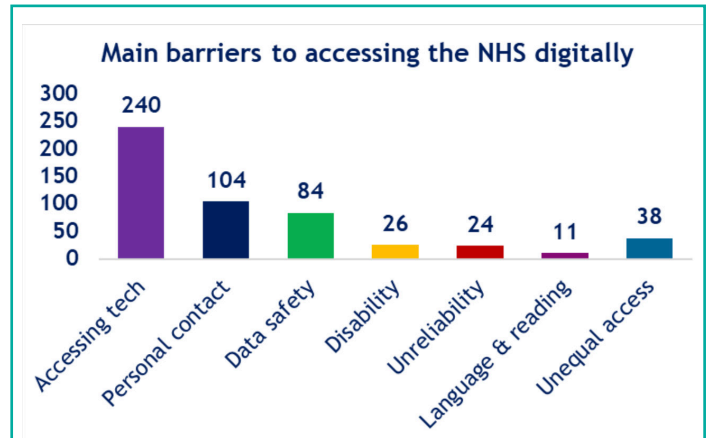
Some of the findings

Mental health was a recurrent theme running throughout responses to many of the questions in the survey.

The main findings were:

- People wanted mental health services to be more accessible for people of all ages, with shorter waiting times and easier and quicker assessments.
- People felt that the waiting times for counselling and therapy were far too long, risking a detrimental effect on a person's mental health during the wait.
- We were told that there needs to be better emergency support for people in mental health crisis, and current services are not working well.
- Mental health services need to be more appropriate and accessible for people with autism, deaf people and speakers of other languages who may need an interpreter.
- There should be more investment in community support before people reach crisis point.
- People want to see more of a focus on prevention of poor mental health through raising awareness around looking after your mental health and how to help yourself (e.g.: running mental health first aid courses and general awareness sessions in schools and communities).
- Children and young people's mental health services were highlighted as an area of concern. Respondents said

in particular that referral thresholds were too high and waiting lists too long, and they also cited concerns about the detrimental effects of children having to travel to inpatient units out of area.



Communication came up throughout the survey responses as key to good personalised care. Primarily people told us they wanted to be listened to and spoken to as individuals, as well as treated with dignity, care, compassion and respect. Particular communication issues were raised by people with sensory impairments around making information accessible and adhering to the Accessible Information Standard.

Whilst the majority of people were in favour of having the option to access the NHS digitally, more than 500 people (41% of respondents) told us about barriers to using online services. These included access to digital technology (e.g.: not having a suitable device or internet access) and a lack of skills and confidence. People were concerned that too much dependence on digital technology could create inequalities in the system, where particularly older or disabled people and those on low incomes or with language or literacy issues were disadvantaged.

orks for y

to make car

hwatch.c



Did you know...

...we were approached by Leeds Community Healthcare NHS Trust (LCH) to help provide an independent review of their engagement processes. We shared our report and findings with them and they are now creating a strategy around engagement and using our report headings for this.

“The report is fantastic and so well written, we are really pleased with it. We are already working on our patient engagement strategy, it just feels like this work is going to go from strength to strength. Thank you.”

Steph Lawrence - Executive Director of Nursing and Allied Health Professionals, LCH

...we are active members of the Health and Well-Being Board, Oversight and Scrutiny Committee and Partnership Executive Group, with regular attendance at all and strong leadership of the People's Voice message throughout these meetings. We are recognised as a valued and respected partner providing robust challenge and people's experience insight into health and care decision making in Leeds. We take a strong leadership approach to working to our vision that people are at the centre

of health and care decision making in Leeds as evidenced in our leadership of the People's Voices Group (PVG), the citywide complaints group, the development of the Big Leeds Chat and the chairing and leading of the 'How does it feel for me' work. We have also developed our model to be focused on supporting impact so we no longer simply produce reports but actively drive forward improvements and change as evidenced in the mental health crisis work and the Inclusion for All work.

...we were 'Highly Recommended' in the 'Helping more people to have their say' category (for our work on the Big Leeds Chat) at the Healthwatch England awards. We also presented two workshops and received lots of interest from other Healthwatch organisations about replicating our Big Leeds Chat approach within their local areas.

...we were invited to be the Healthwatch representative speaking at a national online conference viewed by over 1000 people around population health management. The conference was organised by the King's Fund, a highly influential health and social care policy think tank.

...other local Healthwatch have heard about our citywide Complaints Group and approached us to get advice on setting up a Complaints Managers Meeting “I have been reliably informed that Leeds Healthwatch chair a meeting on this subject which is very successful and I wondered if you had any advice on setting up the group”. We were happy to advise!

...we are getting more requests to help out with external engagement events, this year we assisted with a medicines event, Advancing Dental Care and a new Cancer Pinpoint Test. *“The participants whom you invited via Healthwatch Leeds were fantastic and provided us with valuable feedback and insight”* - Advancing Dental Care, Health Education England.

“I just wanted to thank you directly for all your help with our two workshops. I’m so delighted that we found Healthwatch. You’ve helped us achieve something that we couldn’t have managed half as well on our own. Particularly with the numbers attending and the screening of participants that you did. The process was all very smooth. It’s really brilliant for us.” Dr. Rosie Ferguson (B.Sc., PhD), Chief Operating Officer, Pinpoint Data Science, Visiting Associate Professor, University of Leeds

...we are working with the Poverty Truth Commission and Local Care Partnerships on a piece of work called the Community Health Equalities Project. This project is to help people working in health, social care and charities listen and work together with local people who have experienced

challenging issues around health and well-being. By building relationships together, professionals and community members will begin to explore and tackle some of the underlying causes and issues around health and well-being in East Leeds.

...we produced a report mapping all of the engagement activities that have taken place across the region last year. This was work in partnership with the West Yorkshire & Harrogate Health and Care Partnership team. This will inform their plans for future engagement and also provide a summary of what people have said about health and care over the last 12 months.

...we were one of only three Healthwatch organisations in the country to succeed in a bid for a commissioned piece of work from Healthwatch England to produce a ‘How to’ guide on engagement. Our guide and useful tool examples are around the ‘real time patient experience’ work that we have done. The guide is now available to every local Healthwatch in England.

...we set up a mechanism to gather real time experiences of people as soon as Covid-19 meant that we were all on lockdown. This is called the Weekly Check-in and it has been a brilliant way of being able to communicate people’s experiences to the health and care leaders that are responding to the outbreak. You can see all of the Weekly Check-ins on our website.

...now you know.

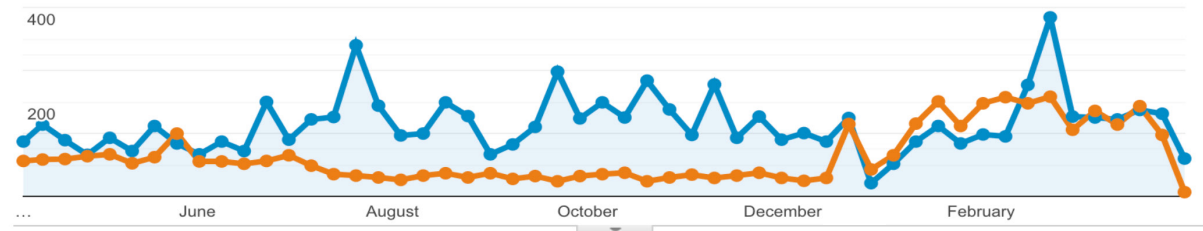
Socially Speaking

April 2019 - March 2020

Measuring our impact

Website stats - 2018/19 vs 2019/20

01-Apr-2019 - 31-Mar-2020: ● Users
 01-Apr-2018 - 31-Mar-2019: ● Users



Increase of 86% of users of the website on previous year
Increase of 71% of sessions on previous year
Increase of 79% page views

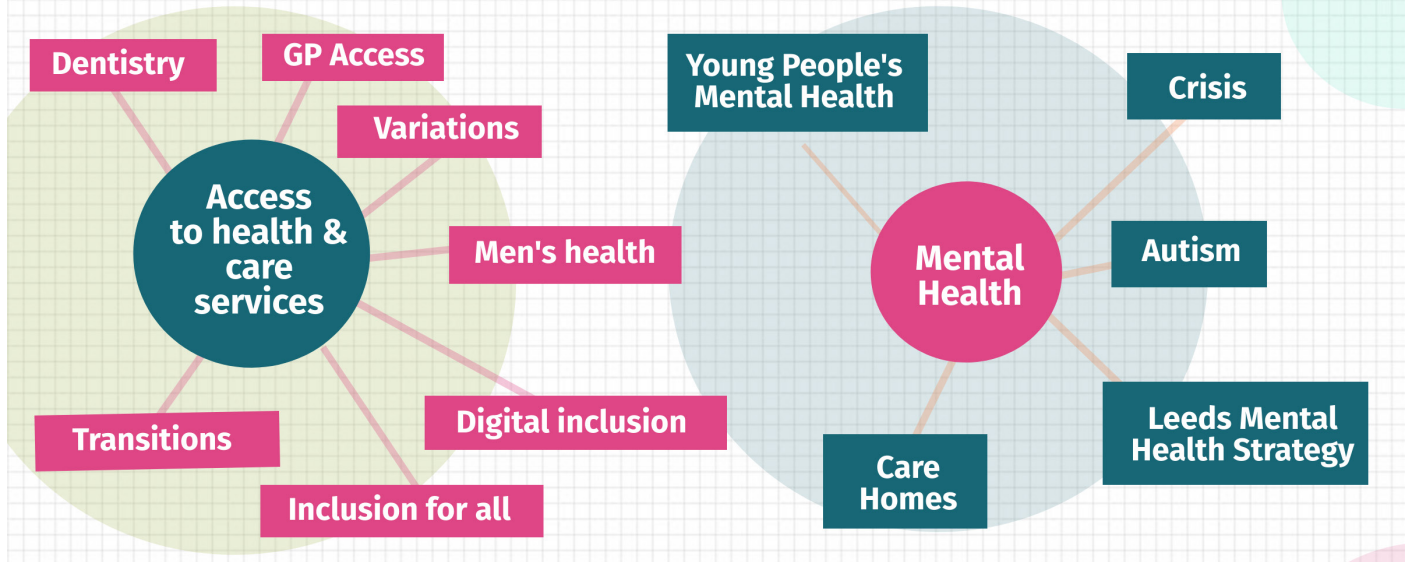
- LinkedIn:** 2293 Friends, increase of 364
- Instagram:** healthwatch Leeds: 668 Friends, increase of 198; YouthWatch Leeds: 484 Friends, increase of 157
- Facebook:** healthwatch Leeds: 1723 Friends/followers, increase of 62; YouthWatch Leeds: 434 Friends/followers, increase of 102
- YouTube:** 9411 Views, increase of 3770
- Newsletter:** 795 Subscribers, total audience 871, increase of 112
- Twitter:** healthwatch Leeds: 9372 followers, increase of 1300; YouthWatch Leeds: 1223 followers, increase of 95

We also help health and care organisations and our 3rd sector partners spread the word about their work. Helping with language and getting the message across in a simple and easier way.



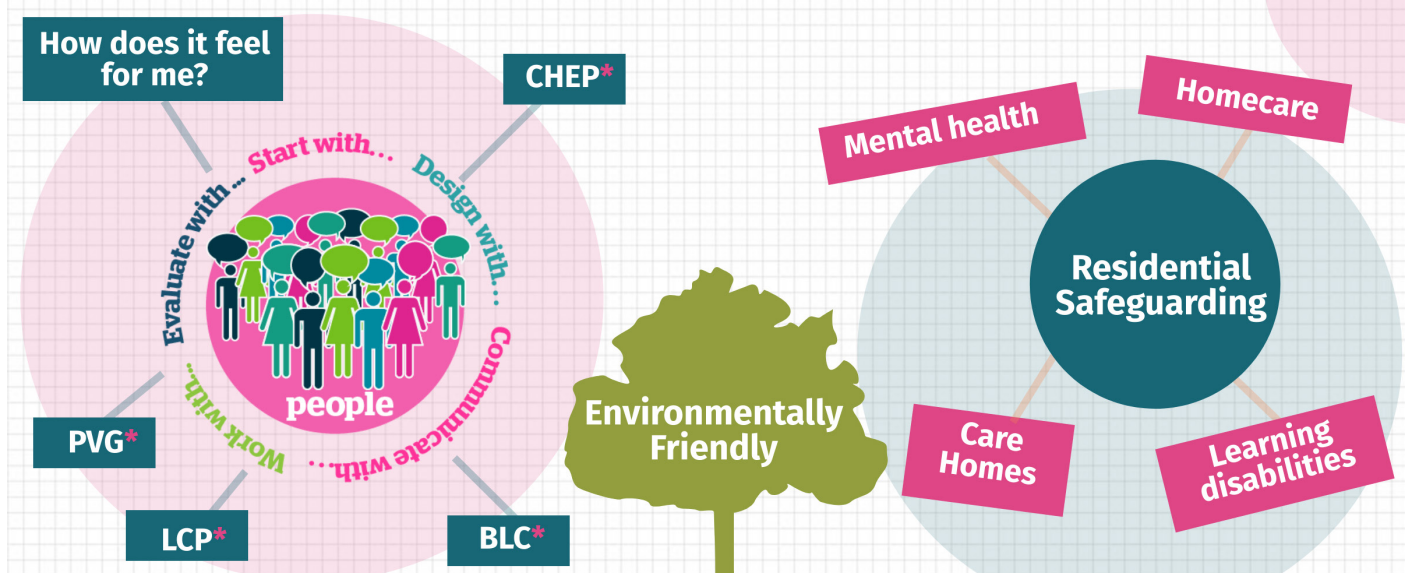
Work Plan during Covid-19 2020-2021

Your independent watchdog ensuring people's voices are at the heart of shaping health and care services in Leeds.



Putting people at the heart of Health and Care decision making during Covid-19

Focussing on reducing the inequalities gap during covid-19



*PVG - Peoples Voices Group LCP - Local Care Partnerships BLC - Big Leeds Chat CHEP - Community Health Equalities Project

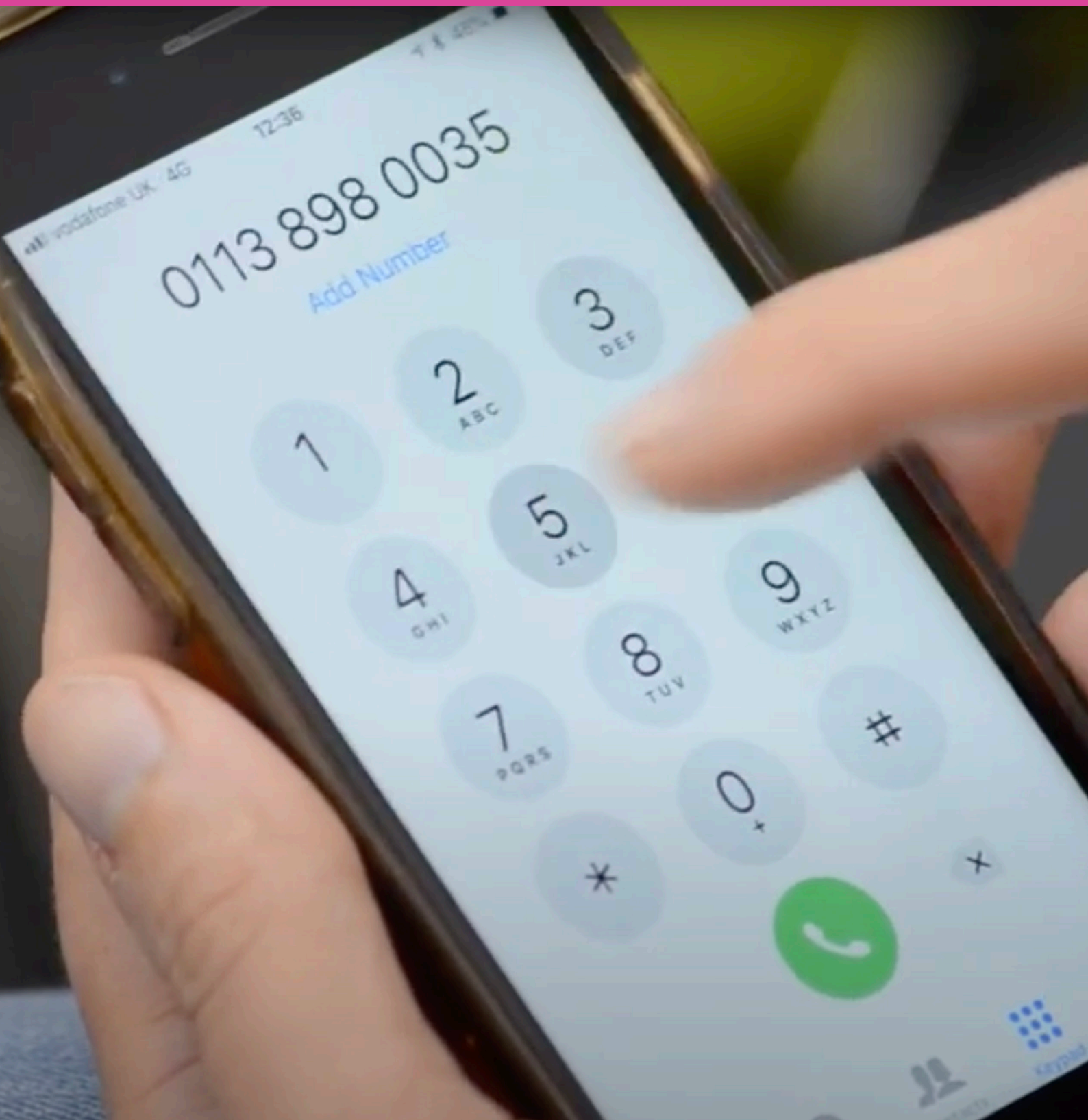
Business as (un)usual during Covid-19 Enter & View Representation

Information provision for all **Volunteers** Networks

Impact YouthWatch Your Healthwatch

Helping you find the answers

“You’ve been amazing and without you I don’t think I would have actually had the courage to make the complaint!”



“It can be difficult to navigate the internet so getting some clear information was a relief”

We have been able to help 278 people who have contacted our information and advice service this year. The main things people ask us about are, as in previous years, how to make a complaint and how to find a dentist (calls about this have massively increased and this is an area of work we want to focus on in the coming year). Some of the other things we've been able to provide advice on have included; mental health, carers support, medication, fees, prison healthcare, disability support, maternity, safeguarding, a wide range of social care issues and even finding help for someone to take their dog to the vets!

The information we gather is anonymised and shared with providers and commissioners of health and care in Leeds to ensure that the themes we're picking up are addressed.

- 96% of people that we asked said they found the information useful.
- 96% of people that we asked said that the information was clear.
- 96% of people we asked said that the information will help them to take the next steps.

Are you looking for help?

If you have a query about a health and social care service, or need help with where you can find further support, get in touch. Don't struggle alone. We are here for you.

w: <https://healthwatchleeds.co.uk> t: 0113 898 0035

e: info@healthwatchleeds.co.uk

“Listened to what I had to say and gave me the information. Actually gave me more information than I asked for. Excellent”

“You gave me the best advice and called me when you said you would call me”

“You've been amazing and without you I don't think I would have actually had the courage to make the complaint!”

“Thank you so much again for your help and support with our situation. I will be forever grateful!!”

We're a self-led group of volunteers aged 14-25 that are part of the Healthwatch Leeds team



“YouthWatch members provided a valuable insight into the development of the young women’s mental health event and supported the charring function on the day and co-facilitation of table discussions, bringing a real energy to the conversations as well as a crucial young person’s perspective.” Michelle Kane - Health Improvement Principal - Young People’s Resilience Adults and Health Directorate | Leeds City Council



Young Women's Mental Health Event

On 5th March, 12 of our brilliant YouthWatch volunteers along with two of the MindMate ambassadors got stuck in to being first up on stage to chair this important event, as well as facilitating all the table discussions.

The event was the culmination of YouthWatch spending the last few months working with Leeds City Council colleagues to plan the event. It was attended by around 120 people with a really good turnout from young women. All of the ideas and views shared at the event are going to be fed into the Future in Mind: Leeds Programme Board and All Age Mental Health Strategy for Leeds.

"I loved the table that I had to facilitate because we were having a really good conversation throughout the night, we all felt the same way about actions that are taking place for young women's mental health and the changes that could happen."
YouthWatch volunteer

"Well done to the amazing volunteers from MindMate and YouthWatch. We had some really in depth and emotive discussions on our table and the two young women from YouthWatch who were facilitating were really great at listening and showed incredible kindness and compassion for people."
Karen Fenton, Forum Central

Unjumbling jargon

YouthWatch filmed and produced a couple of videos this year, unpicking the mass of jargon that is still used in health and care. The videos set out to highlight the need to use clearer language and explanations so that everyone understands. One of the videos was made to help Yorkshire and Humber Care Record review its jargon when talking about how it wants to share people's medical records.

"Engaging our younger members of society is tricky, but thanks to YouthWatch Leeds and their incredible efforts and creativity we were able to hear first hand what their understanding of words and phrases that we often use within the digital health and data sector. Gaining this understanding has meant that we can ensure our language is better understood."
Rebecca Nichells, Communications and Engagement, Yorkshire & Humber Care Record



Still from the brilliant video created by YouthWatch Volunteers - Unjumbling Jargon -
Can be watched here https://youtu.be/rjQbxm_b4WE

Young volunteers making a difference

In the last 12 months we have formed an ongoing relationship with one of our local secondary schools, Corpus Christi Catholic College, located in Halton Moor.

We regularly attend health fairs and give talks to year 9 and 10 Health and Social Care students who are looking to volunteer or work in the health and care sector in the future. We have recruited several young people to our volunteer programme as a result.

“Healthwatch volunteers facilitated an engaging session for 40 Health and Social Care year 10 students at Corpus Christi. Our students really enjoyed getting to know the current volunteers and what they do at YouthWatch and were eager to be involved. Corpus Christi hopes to

work with Healthwatch in the next academic term, to learn about NHS rights and ways they can improve their healthcare service in Leeds.”

Suzanne Pedro - Careers Adviser - Corpus Christie Catholic College

“Thanks so much for running an amazing stall at our Health Fair. It was great to see our young people so engaged and enthused and to hear that some of them have expressed an interest in volunteering with your Healthwatch Leeds”. Amy Thompson | PSHCE Co-ordinator - Corpus Christi Catholic College

If you would like to be involved with YouthWatch Leeds - Get in touch with the team!
0113 898 0035 - or email info@healthwatchleeds.co.uk

Our YouthWatch volunteers at the Gipton Fire Station day.



MindMate Champions - what happened as a result of our work last year?

Just over a year ago, YouthWatch carried out a piece of work to find out staff and students’ views about MindMate Champions, a programme designed to improve the emotional health and wellbeing of children and

young people in schools. We went back to the Health and Wellbeing Service who run the programme to find out what progress they’d made in relation to our recommendations. We were pleased to say they’d really listened to what we said. You can see some of the things they’ve done in the table below.

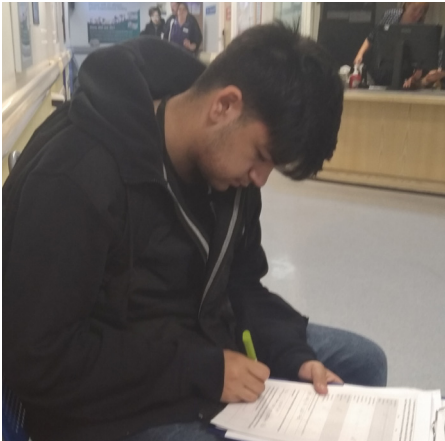
Our Recommendation	What has the Health and Wellbeing Service done in response?
Continue to promote the MindMate brand and its different services amongst young people. Consider using schools to help do this with the MindMate Champions programme.	Amongst other things, Health and Wellbeing Service’s consultants continue to offer support visits to all schools across the city, part of which involves promotion of the MindMate Champions programme and MindMate website. The MindMate website is also promoted in their training sessions and events for school staff, as well as events for children such as the Youth Summits.
Look at how the MindMate lessons and resources can be made more appropriate for children and young people with special educational needs.	The Health and Wellbeing Service are working with Space2 and a number of schools on a MindMate Ambassadors toolkit which will give schools a guide full of ideas and resources to empower their students to lead and evaluate SEMH (social, emotional and mental health) provision in their schools. Once distributed, it will enable them to give tailored support to schools.
Ensure that MindMate lessons are regularly reviewed and kept current and ensure that the views of staff and students are incorporated into this process.	A consultant is currently in the process of reviewing all the resources and lesson plans and a newly launched online Knowledge Hub will serve as a network for PSHE teachers and schools to feedback improvements on the lessons.
Ensure that schools are clear about the support available from the MindMate Consultants to help them go through the MindMate Champion process.	They created a MindMate Guidance pack and got in touch with all schools to make clear the offer of support provided with MindMate Champions process. They also offered several MindMate Champions guidance sessions across the academic year.

Did you know that our YouthWatch volunteers not only help us with our work, but also get involved in lots of other things which are about listening to young people’s voices in health and care? Some of the things they have done this year include:

- Recording podcasts with MindMate about young people’s mental health
- Writing blogs for the MindMate website
- Sitting on the Future in Mind:Leeds Programme Board
- Being part of interview panels for Leeds Community Healthcare NHS Trust and the Teen Connect service at Leeds Survivor Led Crisis Service
- Contributing nationally to BeatFreeks ‘Isolation Diaries’ during lockdown
- We were also shortlisted as one of five organisations in the Child Friendly Leeds Awards ‘Best Youth Group’ category.

Our volunteers

Healthwatch Leeds volunteers play a vital role in helping people have their say on health and social care services. Volunteering with Healthwatch can help you develop skills, gain experience and make a difference to your community.

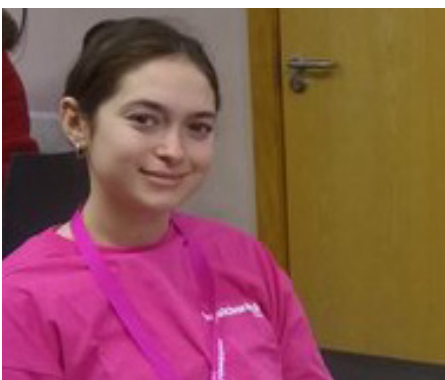


Nadeem

“Volunteering for YouthWatch gave me an opportunity to go to places I would not otherwise have gone to. It gave me the chance to learn new skills and it challenged me to do different activities which improved my confidence.”

I am thankful to have been given the opportunity to become a volunteer in the first instance and to know that somebody believed in me and knew I could show my full potential and help others.”

After volunteering with YouthWatch, Nadeem became a volunteer at CATCH - ‘Community Action To Create Hope’, a registered charity based in Leeds. Nadeem passed his GCSE’s and is now due to start A-levels in Law, Psychology and Sociology, after which he hopes to follow his dream of becoming a mental health counsellor.



Ruby

“I have really enjoyed volunteering with Healthwatch Leeds and am very grateful for the research opportunities and the experience I have gained from them. It was great to read the finalised Mental Health Crisis report!”

I recently secured a job as a project officer at the Royal College of Psychiatrists - my experience on the Healthwatch Mental Health Crisis project really helped me at the interview.

I came away from my time with Healthwatch Leeds with more skills, more confidence, and a real sense of having made a positive contribution to improving health and care services. It was great to be involved in a project from start to finish and see the results of our efforts!”

In the past year volunteers have been central to many of our achievements. When we say we couldn't manage without them it's absolutely true. We and the city value the contributions of all our volunteers.

Our team of 70 volunteers kindly gave 2455 hours of their own time in this year to help improve health and care in Leeds.

That's almost 7 hours every single day of the year! This really compliments and enhances the capacity of our staff team and allows Your Healthwatch Leeds to achieve so much more than we could do on our own!

What do our volunteers do?

We like to keep it interesting for the volunteers and match them to opportunities where possible. There are a wide variety of tasks they undertake. For example:

- **Help us to collect people's views and experiences about health and care services, by running surveys and focus groups.**
- **They visit services to see how they work and make sure they are meeting people's needs.**
- **They go out in the community and raise awareness of the work we do.**
- **Some of our volunteers are Board Directors and support our day to day running, governance and representation by, for example, representing the public at strategic meetings and bringing their voices to those that design services.**



“The volunteer programme is well run, good liaison, well organised training & briefing sessions, clear information about the role in each project, extremely supportive & friendly staff. The team spirit was fantastic. I felt extremely valued as a volunteer co-worker”

Alison - Healthwatch volunteer who is now a Senior Consultant at The Right Agency

Volunteer ins and outs during 2019/20: We were joined by 30 new volunteers with 23 people moving on to higher education, finding employment after volunteering or moving out of the area.



Julian Hartley Chief Exec. Leeds Teaching Hospitals Trust with Healthwatch Leeds volunteers at the Listening Week

Working together with Leeds Teaching Hospital Trust

We worked with the Hospital Trust and provided Healthwatch volunteers to assist with their second 'Listening Week' (an idea borne following the success of the Big Leeds Chat). Our volunteers spoke with people in the Emergency Department.

An impressive 18 out of 24 slots were filled by 13 of our volunteers, sometimes between 5-7am and 10pm to midnight, representing 50 hours of work - now that's commitment! 117 pieces of patient feedback were gathered and are being used to make improvements within the department.

Jenny Wilson, Patient, Carer & Public Involvement Services & Projects Manager, said a huge thank you to all the Healthwatch volunteers who helped:

"I just wanted to say a huge thank you to you and your team for helping us with Listening Week, from recruiting the right people, coordinating the training and supporting with all practical aspects such as t shirts and ID badges. You made it all that bit easier for us so thank you."

Seeing things differently

Volunteers were thinking about a novel way to highlight the issues people with visual impairments faced when visiting health settings. Making this film was important on a number of levels. Not only did it give health and care providers the opportunity to see the world through the eyes of people with limited vision, it also led to the creation of a citywide group that is now aiming to improve accessibility in services for all.

The 'Inclusion for All' hub is now making sure inclusion and accessibility are on the agenda for all health and care services.

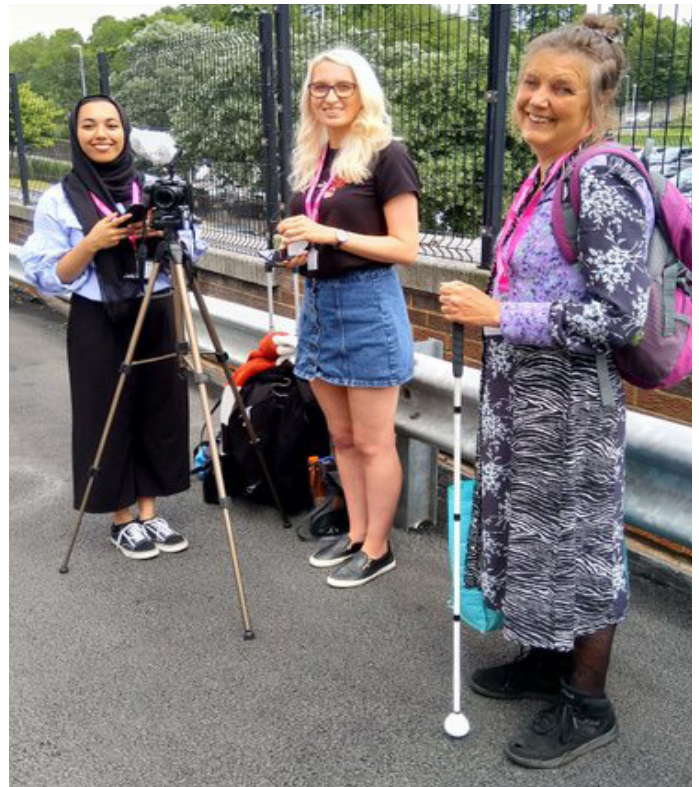
Making the film threw up some challenges for our volunteers, Shanjida and Gemma, but was worth it and both were really happy with it.

"I did the film because I have experienced my parents having difficulty accessing health and social care services and hoped that the video would encourage change to be made to help everyone with accessing services. One of the challenges while making the film was trying to cover the lens to mimic different types of eye conditions while filming at the same time."

"I think my creative skills helped with considering the ways we wanted the film to be seen. During the process I learnt how to use various video editing software."

Gemma Healthwatch volunteer

Alison, one of the stars of the film and Healthwatch Leeds volunteer said, *"Working with the two very capable media volunteers was amazing, they*



Volunteers Shanjida and Gemma shoot the 'Seeing things Differently' video with our 'actress' Alison

achieved such a lot. Knowing LTHT use the video for training is reassuring, as it will help offer a patient's view."

Fellow volunteer Jane who also stars in the film added, *"There is always, always, always something to be thankful for. I'm glad I've inspired change in healthcare and been able to put out a voice for those who couldn't be heard, including myself. The project has been a privilege and hope it inspires others to speak out when it comes to health because it matters."*

As you can see, volunteering for Healthwatch Leeds is a very varied role where you can learn new skills and also make a real impact on people's lives!

If you would like to find out how you can join the volunteering team. Contact the Volunteer Manager
Craig: 0113 898 0035

or email:

craig@healthwatchleeds.co.uk

The Team



Harriet



Dex



Tatum



Stuart



Craig



Parveen



Anna



Sharanjit



Hannah

We are funded by the local authority under the Health & Social Care Act (2012). In 2019-20 we spent £360,424.



WE'VE ENGAGED WITH NEARLY 5500 PEOPLE THROUGH OUTREACH, EVENTS AND IN YOUR COMMUNITY. YOUR EXPERIENCES CONTINUE TO HELP INFORM HEALTH AND CARE DECISIONS IN LEEDS.

WE HAVE BEEN ABLE TO SHARE INFORMATION ON 38 SERVICES WITH THE CARE QUALITY COMMISSION PRIOR TO THEIR INSPECTIONS.



VOLUNTEER



GET INVOLVED!



Our volunteers have contributed a whopping 2455 hours to the work of Your Healthwatch. A huge thanks to all of you!

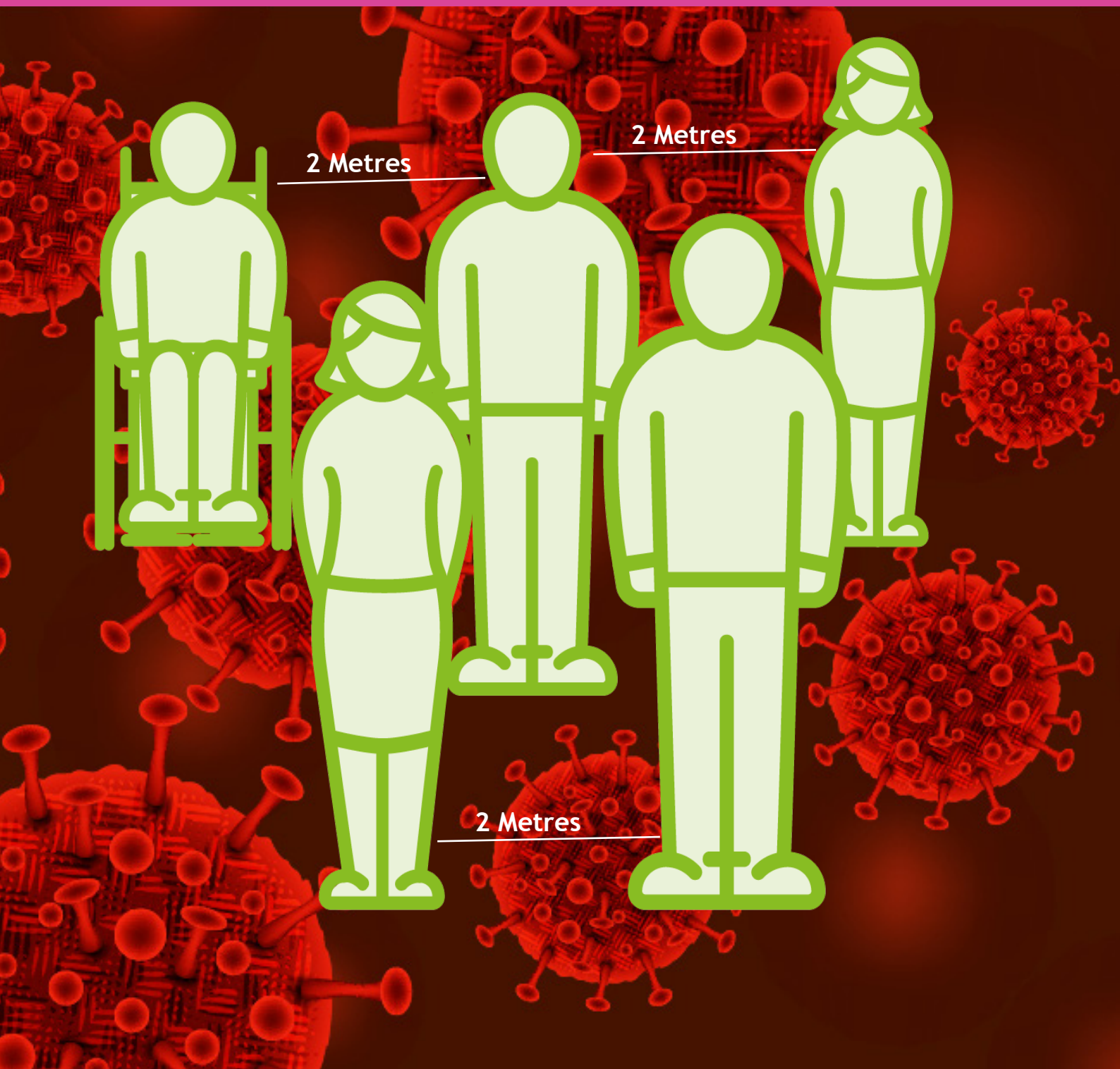
WE HAVE RECEIVED NEARLY 300 ENQUIRIES TO OUR INFORMATION AND ADVICE LINE. THAT'S A LOT OF PEOPLE THAT WE'VE HELPED THIS YEAR.



WE'VE PRODUCED 10 REPORTS THIS YEAR, AND WE'LL CONTINUE TO MONITOR THE ACTIONS TO OUR RECOMMENDATIONS TO ENSURE THAT THINGS REALLY DO CHANGE.

Our plans for next year

Looking ahead to next year, with the impact of Covid as our backdrop, our work plan surprisingly remains the same as we had developed before the pandemic. Our focus on hearing the voice of inequalities feels as important as ever. How do we support Leeds to be a city where we see inequalities reduce during covid, not increase further.



Hannah Davies, CEO Healthwatch Leeds



A key part of our role in this is to ensure and champion that the voice of people, especially those with the greatest health inequalities is heard.

Within Leeds, the People's Voices Group (PVG) gives us a great opportunity to continue to make this a reality and we look forward to working with all our health and care partners over this year to really make sure that the voice of people is heard in the design, delivery and evaluation of our health and care services, whether that be through the How does it feel for me?, the Big Leeds Chat or our new Weekly Check In listening programme we have developed in response to Covid.

In terms of themes of our work, mental health continues to be a core priority. We will build on the work from last year and really play our part to drive forward making the Leeds mental health strategy a reality in the city, we will be providing our usual energy and drive to the Inclusion for all work, aiming to make services accessible for all.

Hearing the voice of people in residential settings especially during Covid will form an important part of our work. We will work hard to ensure that we hear the voice of those who are often heard the least.

And then as an organisation we will continue to be out there in possibly new ways to listen to the people of Leeds and their health and care experiences. We will also be thinking about our carbon footprint and really looking at the way we work and how we can make our own contribution to making Leeds carbon neutral.

I would also like to say a big thank you to everyone who has shared their experiences with us over the last year, every call and email we receive is used to feed through our work.

And finally a big thank you to the Healthwatch team. Everyone involved with Healthwatch Leeds is absolutely committed and passionate about making Leeds the best city for health and wellbeing and it is a huge privilege to be part of that team. Please do get involved with our work, whether by sharing your experiences, volunteering for us or just telling your neighbour about our information and advice telephone line.

All the best,
Hannah and the team



Your Healthwatch Leeds

- getting the message out

Your Healthwatch is the independent watchdog that works with you to help the city design and improve health and care services.



Mike - Volunteer lead on visits to Leeds City Hubs.

In January 2019 we launched 'Your Healthwatch Leeds' with the aim of continuing to raise the profile of the organisation with the wider public and build connections with new and existing organisations in Leeds.

The re-launch was also an opportunity for volunteers to take a leadership role on a project and work independently and at their own pace within the set timeframe.

"It was great to meet you this morning and the information that you delivered at our team meeting was most helpful. Thank you very much for sending through further information so we can display on our social media as well."

Inner & Outer South Leeds Team

Mike, one of our volunteers, was very keen to take on the job of visiting all of the 23 Leeds City Council hubs and

One Stop offices across Leeds. These offices provide the public with access to council services, as well as other support services (Such as the Credit Union; debt and benefit advice, etc.).

Health and care related queries come up frequently so they were very keen to find out about Healthwatch and the work we do.

Don't forget to head over to our website at <https://healthwatchleeds.co.uk> to see all our current reports and opportunities to get involved.



Big thanks to Mike for his amazing work in getting the message out about 'Your Healthwatch Leeds'
Hannah - CEO Healthwatch Leeds



Healthwatch Leeds Board

We are fortunate to have such an active and experienced group of Board Directors, most of whom have joined in the last year or two and have brought a new energy and drive to the work that we do. The current Board, including Co-opted Directors, provide the strategic oversight to our work and have a key role in decisions about finance, governance and quality.

Our Board of Directors

Joanna Barszczak
 John Beal (Chair)
 Oliver Corrado
 Hannah Davies (staff member)
 Josephine Magoola
 Oliver Mansell
 Andy Morgan
 Paul Morrin (Deputy Chair)
 Stuart Morrison (staff member)
 Jonathan Phillips
 Graham Prestwich
 Angie Pullen
 Richard Taylor
 Denise Wall

Co-opted Directors:

Susan Morrell
 Hayley Greenwood
 Natasha Lambert
 Eileen Mitchell

We are lucky that our Board Directors are very hands on and get involved in a number of projects, this is what some of the Directors who started with us this year had to say.

“I am enjoying working with the other directors and staff team. Healthwatch has an excellent and supportive organisational culture, which enables everyone to contribute using their unique skills, knowledge and experience. I have been able to contribute to board discussions and took an active part in the Big Chat event”

Susan Morrell

“The Big Leeds Chat, mental health project, YouthWatch... all driven by enthusiastic and skilled staff and volunteers. It's been so inspiring to be a part of such a lively organisation giving voice to the people of Leeds.”

Jonathan Phillips

“Working with the team and volunteers I have experienced a real commitment to engaging with people and enabling them to have a voice about how services are provided across Health and Care.

Equally I see Healthwatch using the information gained from engagement with local people to influence decision makers and as a result, the health and wellbeing of citizens. Within this, the desire to reduce inequalities is always at the forefront of all work. I look forward to working with the team and volunteers in the next 12 months and continuing to make a difference for people in Leeds and beyond.”

Paul Morrin

Healthwatch Leeds

Ground Floor Old Gipton Fire Station

Gipton, Leeds

LS9 6NL

<https://healthwatchleeds.co.uk>

t: 0113 898 0035

e: info@healthwatchleeds.co.uk

 @HWLeeds

 [Facebook.com/HealthwatchLeeds](https://www.facebook.com/HealthwatchLeeds)

Poem written and performed for the
Leeds Mental Health Crisis summit

Let's be the change

Language connects us all, it starts with human
communication
Deep conversations, connecting organisations
It starts with words, words and expression
And how first-time impressions are so important
How listening is the key
To changing the past and re-creating a new mental
health legacy
It starts with empathy, the first source of
connection
Of building relationships and new directions
Making a difference, not just a new system
It's time to listen and find solutions
A new evolution, planting the seeds of new
beginnings
Being that first point of contact
When people are drowning not swimming
Trying to reach the shore

Not falling, nor sinking or feeling ignored

Mental health is an illness,
An invisible sickness of the mind, body and soul
When you as a person are not fully in control of
how you feel
And any cry for help is a cry to heal
It's these long waiting lists, waiting times to be
assessed
That delayed appointment leads to crisis
It's about branching all the roots and linking
networks together
So the trees you create can withstand any change
in the weather

Seasons change just like our mental wellbeing
And mental health is not all seeing
Recovery takes time, when trying to heal the mind
It starts with a simplifying points of contact
And making services easier to find

It starts with people seen as people
Human interaction not clinical
Seeing as visible, being recognised as priority
Looked beyond an image, visually
Being heard, it starts with practitioners keeping
their word
Not repeating same old patterns
Let's not let that happen

And in this room is where it starts
Using your knowledge and experience but thinking
with your hearts
Today is where change starts

© Sharena Lee Satti