

Your healthwatch Leeds

Weekly Check 7

Click on the image to the right to read the latest weekly real time check in. Week commencing 18th May 2020

How does it feel for me during Covid 19?
This week, we asked unpaid carers to share their experiences of looking after their loved ones, as well as themselves. 42 people responded to our survey on 18th and Wednesday 20th May.

Weekly Check 6

Click on the image to the right to read the latest Check In. Week commencing 11th May 2020

How does it feel for me during Covid 19?
Weekly real-time report. We continued to ask people about lockdown and how they were coping. 959 people shared their experiences with us, as well as 47 young care leavers. One of the questions we asked was "how has lockdown affected your mental health?"

Weekly Check 5

Click on the image to the right to read the latest Check In. Week commencing 4th May 2020

How does it feel for me during Covid 19?
Weekly real-time report. This time, we launched three surveys, all looking at how people were coping during lockdown. One was for people aged 11-25; one was specifically aimed at care leavers; and the third was for the general population. Total of 1,200 responses in 2 weeks in total.

Weekly Check 4

Click on the image to the right to read the latest Check In. Week commencing 28th April 2020

How does it feel for me during Covid 19?
We wanted to know how it felt for you during lockdown, what problems you were dealing with them, we continued to ask you how it was accessing services via telephone.

Weekly Check 3

Click on the image to the right to read the latest Check In. Week commencing 21st April 2020

How does it feel for me during Covid 19? Weekly real-time report. We spoke to health and care support services about what they were hearing from their members, we also continued the survey asking people what it was like accessing care digitally, through telephone or online.

Weekly Check 2

Click on the image to the right to read the latest Check In. Week commencing 14th April 2020

We spoke to Community Groups about their concerns and we ran a short survey in Leeds if they had to access health and care via Skype, Zoom or telephone.

Weekly Check 18

Click on the image to the right to read the latest weekly real time check in. Week commencing 5 October 2020

How does it feel for me during Covid 19?
In this weekly check-in we hear from older people about how they have been accessing services and how they feel as winter approaches. We also hear from two organisations that support those that have been bereaved to find out how they have been for them.

Weekly Check 17

Click on the image to the right to read the latest weekly real time check in. Week commencing 14 September 2020

How does it feel for me during Covid 19?
This week we take an in-depth look at how shielding people and people of different ages are experiencing everything from digital healthcare to keeping fit and healthy and staying safe. We also hear from two of the city's bereavement organisations about how people have been experiencing loss under lockdown.

Weekly Check 17

Click on the image to the right to read the latest weekly real time check in. Week commencing 31st August 2020

How does it feel for me during Covid 19?
In this week's edition, we take a look at the findings from our Big Summer Check In. We explore everything from mental health to digital services. We also catch up with the team at Autism Services to find out how people with autism have been affected by the pandemic.

Weekly Check 16

Click on the image to the right to read the latest weekly real time check in. Week commencing 17th August 2020

How does it feel for me during Covid 19?
With summer well underway, we caught up with a few of the organisations we spoke to in lockdown to see how they and their service users are adapting as the coronavirus restrictions start to ease. We also launched our new Big Summer Check In.

Weekly Check 15

Click on the image to the right to read the latest weekly real time check in. Week commencing 3rd August 2020

How does it feel for me during Covid 19?
Over a few weeks in July, we heard about the communications people in Leeds who provide health services since the pandemic took hold and what it's like to be waiting for care treatment under lockdown.

Weekly Check 14

Click on the image to the right to read the latest weekly real time check in. Week commencing 20th July 2020

How does it feel for me during Covid 19?
The majority of people who have received communications about their paused medical treatment say that this has been helpful. What action can we take to build on the work we have already done to ensure people are informed about when paused medical treatment resumes?

Weekly Check 13

Click on the image to the right to read the latest weekly real time check in. Week commencing 13th July 2020

Weekly Check 26

Click on the image to the right to read the latest weekly real time check in. Week commencing 24 May 2021

How does it feel for me during Covid 19?
The Covid-19 pandemic has meant that some people are experiencing delays in treatment and care. We wanted to hear from people who have had their treatment/appointment paused or experienced delays to their care for non-COVID conditions over the last year.

Weekly Check 25

Click on the image to the right to read the latest weekly real time check in. Week commencing 8 March 2021

How does it feel for me during Covid 19?
From 23rd February to 8th March, we asked people to tell us about their experience of shielding during the pandemic. We wanted to hear both from people who have been asked to shield in the past 12 months and those who have only recently received shielding letters.

Weekly Check 24

Click on the image to the right to read the latest weekly real time check in. Week commencing 8 January 2021

How does it feel for me during Covid 19?
As we entered a new year and a third national lockdown, we realised it was more important than ever to ask people in Leeds how they were doing in terms of their mental health. Over 600 people shared how they were feeling, what had been impacting on their wellbeing the most and how they had experienced support from services. We also caught up with a selection of community organisations to hear their perspective on how people in Leeds are coping.

Weekly Check 23

Click on the image to the right to read the latest weekly real time check in. Week commencing 14 December 2020

How does it feel for me during Covid 19?
In our final instalment looking at how people in Leeds feel about getting their COVID jobs, we highlight some of the key themes we've heard over the past month. We also take a closer look at the views of women, parents and health and care workers and report on what we've heard about how to support people with dementia and learning disabilities to get vaccinated.

Weekly Check 22

Click on the image to the right to read the latest weekly real time check in. Week commencing 7 December 2020

How does it feel for me during Covid 19?
It's week 3 of our vaccination survey, and we've heard from over 3000 people! In the latest edition of the Check In, we take a closer look at the kind of information people want to know about getting their jobs. We also hear from some of Leeds' communities and get a sense of their hopes and questions about the vaccine.

Weekly Check 21

Click on the image to the right to read the latest weekly real time check in. Week commencing 30 November 2020

How does it feel for me during Covid 19?
This check-in is the second summary from our survey to learn more about how people in Leeds felt about getting their COVID-19 vaccine. This check-in looks at the 2881 responses we received in the first ten days of the survey, with a particular focus on how factors such as age, ethnicity and gender correlate with intentions to get the jab.

Our work during COVID-19





Your award winning Healthwatch! Healthwatch Leeds win prestigious national award!



We won the 'The impact our team makes' category in a major national award. The award recognises our team, Board Directors and volunteers for 'outstanding' work to improve the access local people have to mental health crisis support.

We are absolutely delighted to win, and the award shows our passion and commitment to the people of Leeds to make sure that their voice is heard by all health and care services.

Healthwatch Leeds was one of only three local Healthwatch to win an award, this was out of a total of 152 Healthwatch organisations across England.

We were also shortlisted for a second award for a video created by volunteers that highlighted the difficulties visually impaired people had finding their way around a hospital. You can watch here.

<https://bit.ly/seethingsdifferent>

Thank you for your messages of support as well! We made a video of them you can watch here:

<http://bit.ly/awardwinningHWL>

Contents

Message from our Chair	4
Weekly Check Ins	5-6
Care Homes	7
Digital Inclusion	8-9
How Does it Feel For Me?	10
Bereaved Carers / End of Life / Supporting people to become more involved in their health and care	11-12
People's Voices Group	13-15
Information and Advice	16
Socially Speaking	17
Inclusion For All Hub	18-19
YouthWatch Leeds	20-21
Volunteering	22-24
Finances / Glossary	25
A message from Hannah	26
Statutory Statements	27
Our Work Plan 2021/22	28
What people are saying about Healthwatch Leeds	29
Did you know...	30-31

Message from our Chair



In our last annual report we were at an early stage of the first lockdown. We hoped then that a period of isolation from our friends and colleagues would mean that later in the year it would be safe to mix more freely again. But alas what followed was brief moments of small freedoms followed by more periods of lockdown as the country tried to control the virus and stop our health and care services becoming overwhelmed.

With the ceasing of all face to face engagement, it could have meant that all Healthwatch Leeds activities would grind to a halt. However, that is not how this Healthwatch works. Instead, our wonderful staff and volunteers took up the challenge and even increased the work undertaken. With the changes to accessing health and care services, they looked into the effects of over reliance on digital and who it would exclude. They created the Weekly Check Ins which have served as a real time finger on the pulse of how the city was coping with the pandemic.

A couple of pieces of work that stood out for me are “How does it feel for me” which has identified where service provision is going well and also where it could be improved to meet people’s needs better, and the report into effects of Covid on the residents in care homes and their families. Both pieces of work achieved national recognition.

As you read through the pages of this year’s annual report you will see further examples of the work that has been undertaken during the past year. And on our website you will find the full reports produced as a result of the studies undertaken.

I cannot end without mentioning that Healthwatch Leeds won a prestigious national award in November 2020 and were shortlisted for another. I am full of admiration to all our staff who have undertaken the hard work under the direction of Hannah Davies, our Chief Executive. My thanks go to each one of the team, also to the numerous volunteers, including those in YouthWatch, who have stepped up and responded to all the requests made for help in so many ways.

Finally, I want to express gratitude to the members of the Board who have continued to ensure that Healthwatch Leeds has the strategic vision to ensure that it remains one of the best local Healthwatch in England.

John F Beal, Chair, Healthwatch Leeds

Our work during Covid

Last year was a year like nobody could have imagined and the pandemic brought with it many challenges. As we adapted to new ways of working we did everything in our power to ensure people's voices were at the heart of service changes.



Talk to us...

Your **healthwatch** Leeds

How does it feel for me during COVID-19?
Shielding

Tell us about your experience of shielding during the pandemic. We want to hear both from people who have been asked to shield over the past 12 months and those who have only recently received shielding letters.

FIGHT AGAINST COVID-19

Weekly Check Ins

Lockdown forced us to change the way we engaged with the public - but we knew it had become even more important than ever that we heard how people in Leeds were experiencing health and care.

With this in mind, in early April we set up a mechanism for collecting people's experiences in real time. Every week, we publicised a new online survey via our social media and networks, focussing on everything from mental health to vaccination and carers' wellbeing.

Many surveys got hundreds - even thousands - of responses, but we were aware that not everyone could get online, so we connected with dozens of community organisations to find out how things were going for the people they worked with. Thank you to all the amazing organisations that fed back to us and continue to do so. Read the [Weekly Check Ins here](#).

"In the middle of a fast moving situation like a pandemic where there is little time to effectively consult in our normal way it is doubly important to get a sense of the impact on local people of the changes being made. The reports produced by Healthwatch Leeds have been a significant contribution to that understanding and we share them widely with our commissioning leads. As well as helping us collectively as partners consider immediate corrective action they have also helped identify some issues that will require longer focused pieces of work."

Tim Ryley, Chief Executive, NHS Leeds CCG

"Healthwatch's work has been invaluable. From the beginning of the pandemic LCH was concerned to ensure we heard the voice of the citizen and particularly those voices that are seldom heard. Healthwatch was one of the main routes we utilised to hear real people in real time. You have been invaluable"

Thea Stein, CEO, Leeds Community Healthcare

Weekly Check Ins

Here is a breakdown of subjects and numbers from some of the Check Ins we have done throughout Lockdown.

Mental Health

"Anxiety has flared up, particularly in the first few weeks of lockdown. Isolation makes depression harder to manage. More difficult to be optimistic."

1636
responses



Children and young people

"I have struggled with anxiety and depression all my life, and was starting to recover before lockdown. Now I am back to having very poor mental health."

854
responses



Shielding

"I think the measures are being lifted too quickly, especially given the likelihood of new variants arising."

625
responses



Paused treatments

"Don't know if I will be recontacted when they restart services or if I need to contact them or re-referral?"

222
responses



Older People

"Trapped indoors. Have already lost quite a lot of walking ability. No transport, daren't use buses, expense of taxis."

78
responses



Vaccination

"I trust the science - it will get the country back to any sort of normality and reduce the stress on the health services (and protect me)"

4305
responses



Unpaid carers

"very hard no escape from caring, day centre closed, not wanting to wake up some mornings knowing what lies ahead again, life not worth living at the moment no respite no help."

102
responses



Remote services

"Very efficient phone call and much quicker than usual, far less time needed to travel and no waiting."

123
responses



Cared for people, their carers and relatives

"I feel anxious every day and fear the phone ringing as it might be bad news" (care worker)

51
responses



Our Work During Covid

**“Covid might not kill them ...
...but loneliness possibly will”**

During the pandemic, care homes have had to provide care and support in the most extreme and challenging circumstances. However very early on in lockdown we started to hear from relatives of people who lived in care homes. We heard about the impact isolation was having on people living in care settings. Many described their concerns about loved ones' deteriorating mental and physical health, lack of communication and barriers faced by residents with dementia and sensory loss.

Working closely with Carers Leeds, the third sector support organisation for unpaid carers, we compiled a report about the emotional impact of lockdown on care home residents, told through the eyes of their relatives. Read the report here, <https://bit.ly/HWLeedsCareHomereport>

Our recommendations stressed the need for a change in guidance to focus on how restricted visiting impacted on wellbeing, as well as the need for an individualised approach to be adopted across Leeds. Over the year we worked closely as part of the Leeds Covid Response Planning Team to bring the experiences of relatives and residents into those discussions. We also worked closely with Healthwatch England as they sought to influence national policy and decision making on care homes.

More recently, we have been working with partners to focus on how we can enable and measure meaningful visiting in Leeds' care homes as we move out of and learn to live with Covid. This has included many components such as raising awareness about the 'Essential Care Giver' role via videos filmed with relatives and carers.

Families have received a leaflet about where they can get support,



Video link: Andrew talking about his experience of being an 'Essential Care Giver'.

<https://youtu.be/1ZFNKB44lo8>

and we have also worked with Leeds City Council to create targeted pages on their website, available to read using this link, <https://bit.ly/relativesandfriendscarehomeresidents>

Our focus on this will not stop and this year we will be working alongside Leeds City Council and care homes to hear the voices of residents and relatives as the city works together to ensure that people have the best quality of life in care homes. If you have a relative living in a care home, we would love to hear from you. Telephone the team on 0113 898 0035 or email info@healthwatchleeds.co.uk

Follow the link to read the report hearing the voices of those incredible teams on the front line in care homes <https://bit.ly/carehomestafffb>

"Working on the Meaningful Visiting in Care Homes in partnership with Healthwatch resulted in a real positive coming together of like-minded people to represent the voice of families affected by the pandemic care home visiting restrictions.

By working with Healthwatch to find out what matters to families we support, we have been able to champion the voice of unpaid family carers and that has made a difference to many people's lives in Leeds. And that is what its all about."

Val Hewison, Chief Executive Carers Leeds

Digital Inclusion

When lockdown came into place, one of the biggest changes we all had to face was health and care services moving to a much more remote way of operating. Very early on in lockdown, through our Weekly Check In programme, we heard that digital inclusion was going to be a key issue for some people.

We started working with our other health and care involvement colleagues through the city via the People's Voices Group (PVG) to pull in all the feedback we were all getting about this important issue. People in Leeds told us about lots of reasons why they couldn't get online. In some cases it was financial; for others, they didn't know how, they didn't want to or they didn't have a private space in their home.

In June 2020, working with our PVG colleagues, we pulled this into our first report, called Digitising Leeds. This highlighted the barriers but also some of the ways in which remote services were working for some people. It also made an important set of recommendations for the city about



how it needed to ensure that people were not excluded from accessing health and care services by this move to digital.

This report went into the heart of Covid planning and as a result, Beeston & Middleton became the first pilot community that would look at how to become a digitally enabled community, led by 100% Digital in Leeds. The report's findings were also used individually by health and care organisations in Leeds as a key tool to think around how they would tackle digital exclusion in their organisation. It was shared widely nationally and used across different health and care systems in England.

“The Digital Inclusion citywide work and reports have been so useful in bringing insights and experiences together for us to understand as a City and agree positive and consistent actions to support Digital Inclusion. For LCH this has provided real-time experiences that have had a direct impact on how we have planned and delivered our services digitally, and has helped to ensure our patients and carers remain at the centre of this. We have all been on a learning journey for Digital Inclusion over the last 12 months and the reports have supported us to ensure that our approach to digital is as inclusive as possible.”

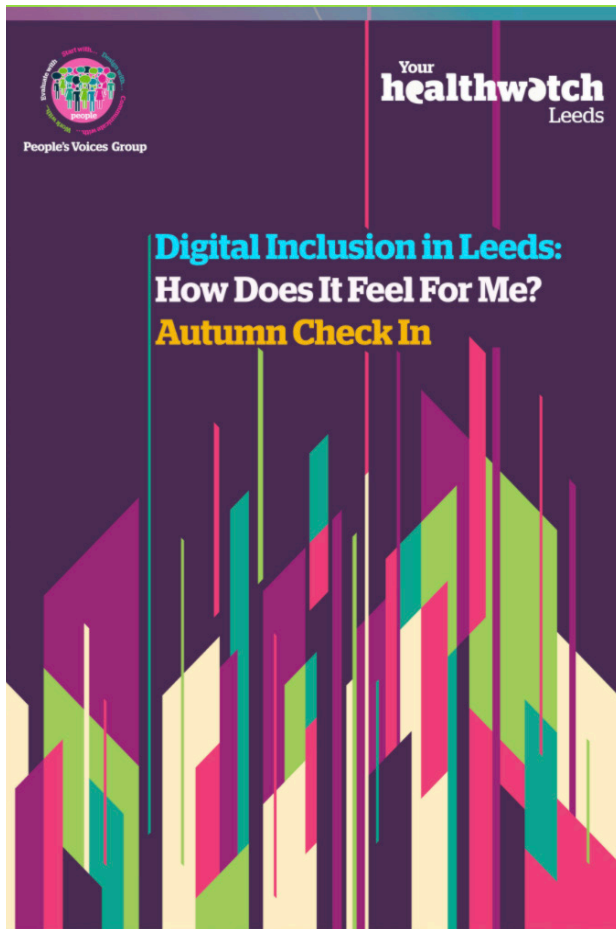
Heather Thrippleton, Patient Experience and Engagement Lead, Leeds Community Healthcare NHS Trust

Knowing how important this was for health inequalities, we continued this work, bringing together PVG partners every month to not only share feedback but also to work together and share how each part of health and care services was taking action on this issue.

Making sure we were hearing and highlighting the voices of the different

communities experiencing the greatest health inequalities has been a focus of this work.

Working with the Forum Central



Communities of Interest network that brings together 22 of the communities facing the greatest health inequalities in Leeds, such as unpaid carers, LGBTQ+, refugees and asylum seekers, culturally diverse communities, older people and younger people, we developed our next report, called Digital Inclusion Leeds - How does it feel for me? which showed

the barriers but also the opportunities.

This second report again received a lot of attention, both reports being cited in work by national bodies including the Department of Health and Social Care, Healthwatch England and National Voices. We have been invited to speak about this at multiple events including the first West Yorkshire and Harrogate Inequalities conference and the NHS England engagement conference.

One of our main priorities going forward will be ensuring digital inclusion stays high on the agenda and is managed coherently across Leeds.

Our focus will have two key questions:

- how are health and care services ensuring that their services are accessible to all in light of the significant move to digital services?
- how are services ensuring that digital is only part of the solution when it works for the people of Leeds?

Read both the reports here, <https://bit.ly/digitalleeds>

Share your views with us



What is your experience of accessing services digitally? Does it work for you? Get in touch with the team and tell us more.

 <https://healthwatchleeds.co.uk>

 **0113 898 0035** textphone: **07717 309843**

 info@healthwatchleeds.co.uk

We didn't let Covid stop us

As well as introducing new ways of working, we wanted to keep a steady focus on the plans we made pre Covid. It was too important to the people of Leeds that we continued, with some adaptations.

How does it feel for me?

Understanding people's experiences of how health and care services are joined up is the focus of the How does it feel for me? programme. We have worked with health and care organisations to develop a number of channels to do this, including real time interviews.

Throughout the pandemic, we were unable to continue filming Joyce's experiences, but we did speak to her by phone every month.

We are very grateful to Joyce for sharing how the pandemic was affecting her and her husband, Edgar, who was in and out of hospital during that time.

The insights we have gained from Joyce's perspectives and ideas for improvement will continue to influence the new Integrated Care Partnerships structure, which aims to make sure the health and care system works more effectively, with people's experiences at its core.

Although we weren't able to go out to meet people, we really wanted to go back to the video diary format, as 'seeing' individuals tell their story has such an impact. Halfway through the year we were able to recruit three new participants - Gemma, Mark and Megan - whose experiences we recorded by video call.

We couldn't have produced all the videos without our brilliant film maker volunteers Bethany, Rodrigo and Polina who have spent hours editing the footage.

This work has not only been recognised within Leeds but also nationally and we have been interviewed by the Kings Fund around this new and innovative way of understanding people's experiences of joined up health and care. The work has also been used widely across health and care decision making meetings, and is featuring in training for health and care staff.

A big thank you to Joyce, Edgar, Mark and Megan for sharing their experiences, and if you would like to be part of this groundbreaking work please contact us on 0113 898 0035 or email info@healthwatchleeds.co.uk To find out more about the project, go to <https://bit.ly/hdiffme>

"The leadership and support by Healthwatch Leeds for the How Does it Feel for Me? work has been exemplary. The findings are really owned by the whole system and have led to genuine changes to services. There is a deeper sense of partnership openness and focus on people's experiences of care. It was invaluable to see the approach flexed during COVID informing the ongoing vaccine and shielding responses."

Paul Bollom, Head of Health and Care Development, Leeds Health Partnerships Team



Picture of Joyce on the summary report

Our Work During Covid

What's end of life care like in Leeds?

Over the last year we've contributed to ensuring people's experiences were at the centre of two pieces of work looking to improve end of life care in Leeds. The first project focussed on the experience of end of life care for people in hospital, in a hospice and at home, whilst the second focussed on community settings.

Project 1 - Bereaved Carers Survey

We worked with [Leeds Palliative Care Network](#) to find out what friends and relatives thought about their loved one's end of life care in hospital, community setting or hospice. Our report is now available to read on [our website](#).

Overall, there were high levels of satisfaction across all services, with care in hospices being rated most highly. The vast majority of people felt their friend or relative had died in the right place.

Many people told us they had valued the kindness and compassion of staff and excellent care that had been provided during their loved one's final days. An action plan has been developed following the publication of the report. The survey will be repeated next year to ensure there is ongoing public/patient feedback and check that any areas of concern have been addressed.

"All providers value feedback so that we can continue to learn and improve the care we offer to our patients and their families. We are committed to respond positively to this report and actively make changes to the areas it has highlighted this year".

Leeds Palliative Care Network

Some of the things that have changed:

- There is joint review of the information provided to patients and their families to ensure consistent

information is provided by Leeds Community Healthcare and primary care to include information on accessing support out of hours

- The Hospital Trust have updated their supporting care leaflet to indicate that if a side room is requested they will try to provide one but this is not always possible.
- The **SUPPORT** poster was updated to bring the information in line with the Covid restrictions in the hospital.
- The end of life education plan continues to be delivered to hospital staff, currently available virtually and as e-learning, for all nursing, medical and allied health professionals.

Project 2 - End of Life Care in the Community

As part of a system-wide project called 'Leeds Dying Well in the Community' (that is assessing how well the current system is working and redesigning it if necessary), we led on some work in partnership with Leeds Palliative Care Network to ensure that people's experience of end of life care in a care home or hospice or in their own home was at the heart of this project.

We produced a [report](#) based on our online survey completed by people who had cared for a loved one at the end of their life.

"District nurses very kind but often in a hurry and we didn't want to keep them as [we] knew they had other patients as when phoned for help they weren't sure when they could come."

"They have received end of life care. It was communicated to us very insensitively by the care home and very matter-of-fact by the GP saying,



'They've seen it all before' and that our loved one had days to live.'

We also carried out 15 case studies over Zoom, email and the phone. These personal accounts were compiled into a storybook and shared with people who can influence and make changes to services in Leeds.

We have been reassured that this information will form a crucial part of the next stage of the project. Here is some of what people told us:

<https://bit.ly/endoflifecareleeds>

We want to say a big thanks to all those that contributed to this work and shared their personal experiences at what was an extremely emotional time.

If you have experiences of end of life care in Leeds and you would like to share your experience please get in touch with us by telephoning the team on 0113 898 0035 or email, info@healthwatchleeds.co.uk



Our Work During Covid

Supporting people to become more involved in their health and care

We worked in partnership with Leeds City Council (Public Health) and other organisations to find better ways to support individuals and their carers to understand information about their healthcare.

We wanted to find out what would make it easier for people to understand information they were given by health professionals and feel involved in decisions about their care and treatment. We focused on those groups

who experience disproportionately low health literacy. In total we engaged with 96 people, this included:

- disadvantaged socioeconomic groups
- migrants and people from ethnic minorities
- older people
- people with long term conditions or disabilities

"As a carer, I find that if information is provided in an accessible format, it reduces the stress for both myself and my mum when it comes to understanding and explaining information. A leaflet would be helpful so my mum will know what questions she can ask to get the most information about her care and as a carer I can use this leaflet too."

Gemma

One of the outcomes from our discussions was confirmation that it would be helpful for people to have a resource to help them ask questions during appointments. Participants told us this would boost their confidence when talking to a professional and help them make informed decisions about their health and care.



Supporting people to become more active participants in their health and care. Read the report here, <https://bit.ly/supportingpeoplehc> and read the action plan here <https://bit.ly/supportingpeoplehcap>



The People's Voices Group member organisations

People's Voices Group

People's Voices Group

The Leeds People's Voices Group (PVG) brings together involvement leads from across health and care organisations in Leeds to work together as one health and care listening team. Chaired by Healthwatch Leeds, it was established by the Health and Wellbeing Board to support the city in putting the people at the heart of health and care planning.

As a lot of organisations found, Covid highlighted strengths and weaknesses. Because we had already done lots in Leeds to work together as one health and care people's voices team through the People's Voices Group (PVG), we could quickly organise to think about how to help make sure those with the greatest inequalities weren't left even further behind. We worked together on new Covid-orientated projects such as the Weekly Check In listening programme and the digital inclusion work but we also came together to develop weekly intelligence reports about people's approach to taking the vaccine.

In addition to all this, we were ambitious and didn't want Covid to stop our pre pandemic plans. You can read more about these on the [PVG page](#). Here are a few examples of our planned work:

Insight repository - bringing together all the different engagement and involvement activities in one place so we don't keep asking people and

communities the same questions over and over again. It will help health and care decision makers to make sure that people's insight is part of the development of services, plans and strategies.

The Leeds Clinical Commissioning Group (CCG) is leading on this, working with a PVG sub group.

Communities of Interest network - one of the PVG's central ambitions is that the voice of people experiencing inequalities is integral to health and care planning. We know that if we keep on doing what we have always done we will get the same results, that of widening inequalities.

During Covid, Forum Central (the health and care third sector network in Leeds) worked in partnership with the Communities Team at Leeds City Council, Voluntary Action Leeds (VAL) and Healthwatch Leeds to form the Communities of Interest Network.

The network brings together 22 communities to provide a real time mechanism for hearing their voices and experiences.

It is a brilliant platform for Leeds' community organisations to build on coming out of Covid.

Local Care Partnerships (LCP) - health and care planning is becoming much more local, rather than seeing Leeds as one homogeneous place.

With over 800,000 people living in Leeds, it's been recognised that we need to understand and work with local communities to best design health and care services that work for them. These are being led by Local Care Partnerships (LCPs). There are 15 covering the whole of Leeds. Working with the LCP development team, we are supporting them to put the voice of local people into those partnerships.

Covid has impacted this work but we have recruited PVG members (including many members of the Healthwatch team) to sit on each of the LCPs and help them think how to put local people's voices into their planning, especially that voice of people experiencing inequalities. Here are a few examples of the learning happening this year.

The Community Health Equalities Pilot (CHEP) is trialling an approach to bring community members together with health professionals within the York Road Local Care Partnership, to build relationships and explore issues of health inequalities. The approach is based on the [Leeds Poverty Truth Commission](#) that has run in the city since 2014.

It builds relationships of trust and understanding first and organically and collaboratively tackles poverty related issues over an 18-month period.

CHEP is a small-scale pilot working with 6 community participants who live (or attend a GP surgery) within the LCP, and 6 professionals working within health and social care in the LCP or at strategic regional level.

The pilot is facilitated by a team of 3 'hosts' from [Together for Peace](#), who

host the Poverty Truth Commission and are experienced in bringing people across the city together to forge relationships and solutions. Also on the facilitation team are 2 staff members from the LCP and Healthwatch Leeds.



The project was initially planned to start in spring 2020 but was delayed by the pandemic. In the autumn of 2020, we challenged our initial feelings that the process would not work online and decided to let trialling an online version be part of the experiment.

We then set about recruiting participants and attempting to overcome digital exclusion issues (with support from Leeds City Council 100% Digital team) and began meeting with the community participants in March this year (2021).

The project is due to be completed by the end of July 2021, and we will be gathering learning about the process that will hopefully feed into opportunities for similar approaches across the LCPs in Leeds.

LS25/26 Local Care Partnership (LCP)

Before the pandemic began, the LS25/26 LCP had taken healthy lifestyles and obesity as one of its priorities. In autumn 2020 the LCP commissioned Healthwatch to explore how Covid-19 had impacted local people's lifestyles. The survey was carried out in September and

November. It aimed to get a sense of how the pandemic had changed people's attitudes and lifestyles and inform the next steps that would help the partnership support people living with obesity.

A fantastic total of 1693 people completed the online survey. The top five factors people said affected their health and wellbeing were:

- poor mental health
- long term conditions
- levels of physical activities
- concerns about their weight
- work commitments

“Healthwatch have been an integral partner in LCPs by bringing the voice of local people to the forefront and allowing LCP partners to use this in shaping priorities. As an example, last year LS25/26 LCP wanted to know how healthy lifestyles in the area had been impacted by the pandemic. By using the expertise of Healthwatch, the LCP got an unbiased response which has been used as the basis of the LCPs’ working plan in response to the local needs identified”.

Kate Frost, Local Care Partnerships Development Programme



We were delighted by the response we got to this survey and look forward to collaborating with LS25/26 and other LCPs again over the next year.



Your Health, Your Leeds
#BigLeedsChat

We are also looking forward to bringing back the chat! Keep an eye out on the website for updates on where the local Big Leeds Chats will be happening, <https://bit.ly/bigleedschat>



“Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone’s views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people’s lives.”

Sir Robert Francis QC, Chair of Healthwatch England

Information and Advice



We have been able to help or advise 474 people who have contacted our information and advice service this year. That is an increase of 196 from the previous year. Due to Lockdown, there was a sharp decrease in calls and emails in the first quarter of 2020-21 (as was the case across all health and care services), but they then rose again substantially.

There were some key themes in our enquiries and, unsurprisingly, Covid was one of them. Connected to this was an increase in contact about paused or delayed treatment compared to previous years.

Care homes, and in particular rights around visiting, was another issue and you can read about some of the work we've done on this elsewhere in the annual report.

Two other significant themes that have arisen in the latter part of the year relate to accessing GPs and mental health. Both of these appear to be consequences of the Covid pandemic and lockdown.

By far the highest number of contacts we've had relate to access to dentistry, with 265 people wanting help or information about getting NHS care. We have raised the issue with NHS England both locally and regionally and are working with them to see what can be done to better support people and what information to share.

We don't just hold on to all of this information. It is shared with the NHS in Leeds and relevant health and care provider organisations. We also have regular meetings with the Care Quality Commission to highlight any areas of concern that we have found.

- 96% of people said they found the information we gave them useful.
- 100% said that the information was clear.
- 96% said that the information will help them to take the next steps.

“Sharanjit emailed often and kept me updated with who she was contacting, why, and what she was expecting. Even when I got the information she kept me updated with further progress and why things hadn't worked out well in the first place. I felt like she really cared and wanted to get things sorted for me”

“Anna made an effort to understand my query, thoroughly research it and then respond in the stated timeframe. I was so impressed that should you have any need for volunteers, I would be happy to volunteer.”

“Parveen gave me a new way to search using the nhs website which was not really an obvious navigation technique - but more than that she remembered a dentist that was taking on new nhs patients.”

“I was going round and round in circles, yours was the only site that made sense. The information given was very quick and understandable.”

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.



 <https://healthwatchleeds.co.uk>

 **0113 898 0035** textphone: **07717 309843**

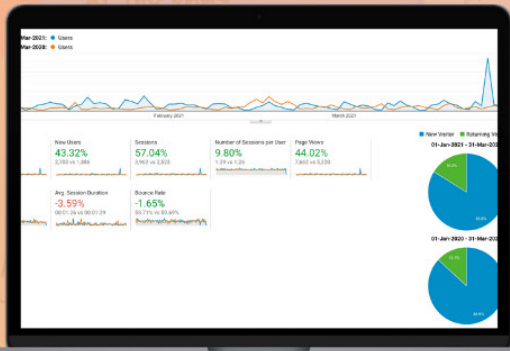
 info@healthwatchleeds.co.uk



Socially Speaking

MEASURING OUR IMPACT DURING LOCKDOWN

April 2020 - March 2021



Website visits have increased from Quarter 4, 2020 to Quarter 4, 2021
USERS 2859 vs 1999 **43% increase**
SESSIONS 3962 vs 2523 **57% increase**

Socials in numbers



Your healthwatch Leeds

2070

YouthWatch our voice counts! Leeds

399

Your healthwatch Leeds

991

YouthWatch our voice counts! Leeds

665



You Tube

14,269



Your healthwatch Leeds

10,435

YouthWatch our voice counts! Leeds

1272



Your healthwatch Leeds

2353



954

subscribers to our newsletter
An increase of over 150

Since Lockdown began we have produced a citywide newsletter called #TogetherLeeds. Created in partnership with Leeds CCG, Forum Central and Health Partnerships team. An invaluable resource for the voluntary sector to share with their members. Read it by clicking on the link <https://bit.ly/togetherleeds17>

Inclusion For All Action Hub

The Inclusion for All hub is a citywide initiative led by Healthwatch Leeds, putting inclusion and accessibility into all areas of health and care. The hub is based on collective action, bringing people with lived experience together with health, care and third sector professionals to focus on how we can improve accessibility for all.



Over the last 15 months, the Hub has been focussing on the Accessible Information Standard (a law that aims to make sure people with a disability

or sensory impairment are given information they can understand, and the communication support they need) and how its implemented.

We are pleased to report that all our statutory partners and third sector organisations involved in the Hub have made improvements to people's communication experiences. There is still a long way to go but it's good to see change happening. Here are just a few examples:

Leeds Teaching Hospital Trust

The Trust has made a lot of progress in improving its systems in relation to communicating to people with a wide range of differing needs and preferences. The upgrading of their patient administration system and new patients' portal should play a significant role in making sure individuals' needs are met.

Leeds City Council

The Council is continuously looking to identify areas for development on their information system. An equality assurance exercise was carried out to improve the information being

recorded about adult social care service users.

Leeds Community Healthcare NHS Trust (LCH)

LCH have made all versions of their Friends and Family Tests 'Easy Read' as the standard format. The communication template on their patient system is being updated to include up to date communication preferences/needs and digital accessibility.

They are also developing 'How to' guides for staff to ensure they are equipped with the knowledge and skills to meet the communication and accessibility needs of their patients/ carers.

"We worked closely with partners and Healthwatch Leeds in particular as part of the Inclusion for All Action Hub in Leeds to improve access to the services we deliver. We have made significant improvements at an operational level and a strategic level with the development of our Third Sector and Health Equity strategies but there is still more to do. The Inclusion For All group has helped us with identifying what we need to do and been a valuable resource in checking out our actions."

Maureen Drake, Assistant Director of AHPs, Patient Experience and Engagement, Leeds Community Healthcare NHS Trust.

Leeds and York Partnership Foundation Trust (LYPFT)

LYPFT has AIS compliance services and a specialist service which produces easy to understand information. It has an AIS plan in place which includes many key elements such as staff training and an AIS self-assessment tool.

Leeds Clinical Commissioning Group (CCG)

In September, Leeds CCG launched a new Access for All Group which brings together representatives from different teams. It oversees services' compliance with the AIS and identifies development needs across all commissioned healthcare services using its AIS Good Practice Checklist.

The Third Sector (voluntary sector organisations)

Many third sector organisations have worked tirelessly to ensure that the messages about Covid were made available in accessible formats and in different community languages. This was to ensure that when each wave of new guidance was issued, people with a disability, impairment/sensory loss or English as a second language were not left behind.

Healthwatch Leeds

We have developed a [guide](#) (pictured right) to help health and care professionals make their communication with service users more accessible and inclusive. It not only

outlines the accessibility issues that people with a sensory impairment and/or disabilities face, which we have collected, but also lists the ways in which these barriers can be tackled. In January, the hub started to take a closer look at the experiences of people with English as a second language. The experiences that people shared yet again highlighted some big challenges people are facing in our communities. The March hub was dedicated to solutions and actions that would address these issues.

“Thanks to the work of Healthwatch and the Inclusion For All hub, the implementation of the Accessible Information Standard has been brought to the centre of discussions. We’re pleased to hear that good progress has been made. However, we still received calls from individuals with visual impairments about receiving letters or not having the right equipment for their appointments. So it’s important everyone continues to work on this to ensure people’s communication needs are met.” Mary Naylor MBE, Chair
Hilary Adolfson SRN SCM Secretary National Federation of the Blind



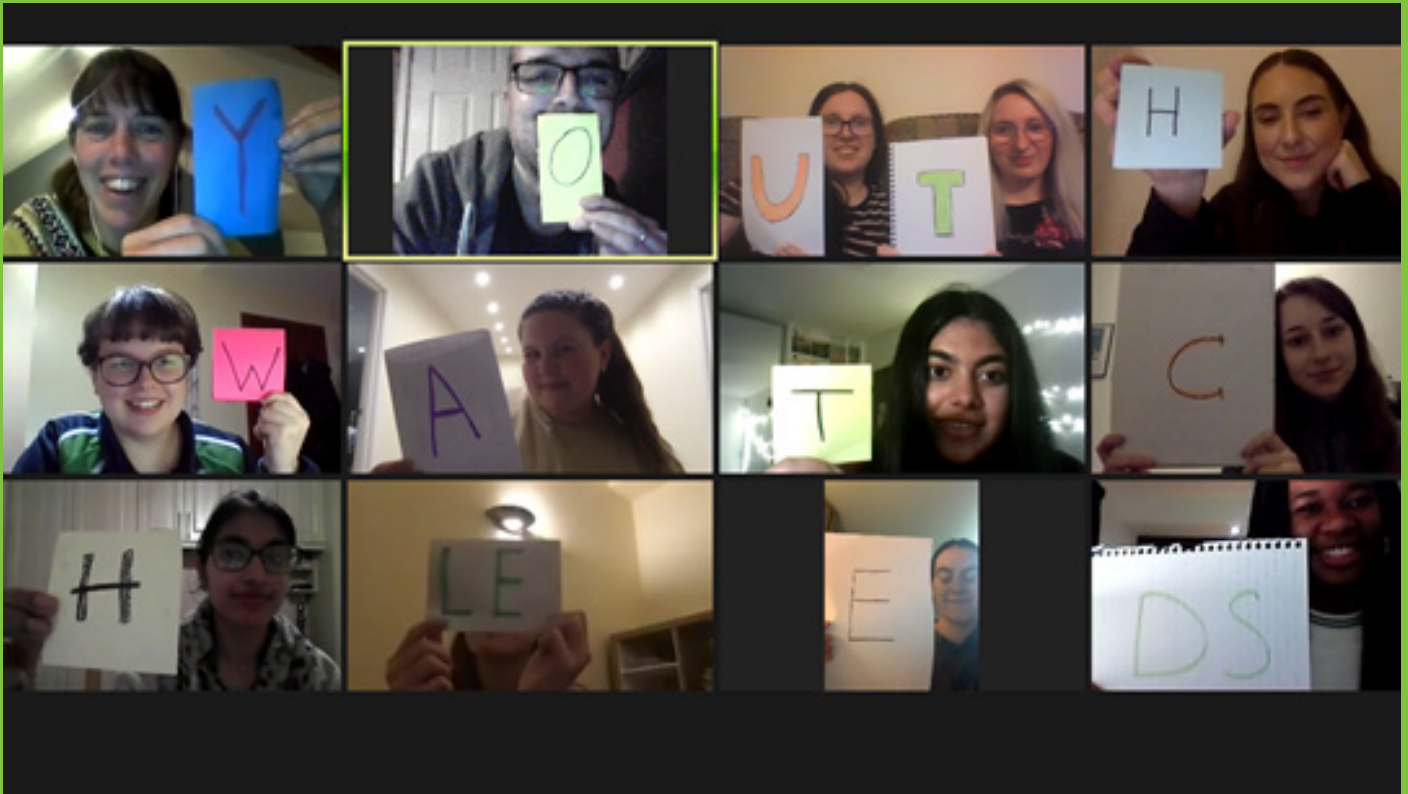
Share your views with us

Do you know of a service that goes above and beyond to support you? Do you know a service that could do with some advice about being inclusive?

<https://healthwatchleeds.co.uk>

0113 898 0035 textphone: 07717 309843

info@healthwatchleeds.co.uk



What a year it's been for all of us! Like everyone else, we were thrown in the deep end in having to make YouthWatch work virtually.

Although we definitely miss seeing people face to face, it's actually meant that meetings have become more inclusive for a couple of our volunteers who wouldn't have been able to participate in face-to-face meetings. This is something we'll definitely be factoring in going forward.

YouthWatch volunteers have been amazing at getting stuck into helping out with parcel drops and food banks during the height of the pandemic, as well as doing lots of virtual volunteering with us and other partners.

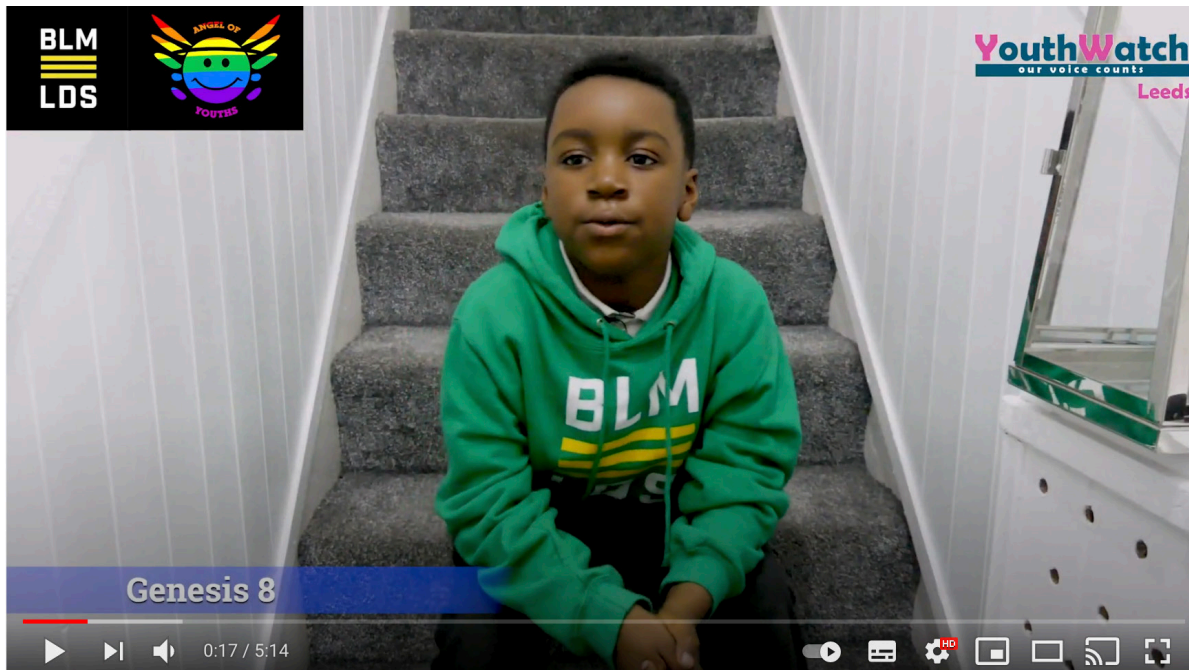
One of the highlights of the year was the amazing 'Being Black and Being Me' video that Tamirah led on, and Gemma produced. You can read her blog here:

<https://www.mindmate.org.uk/being-black-and-being-me/>

Looking forward to next year, we have recently recruited not one, but THREE new YouthWatch Board reps - Joanna, Will and Lily - who will be joining Natasha to sit on the Healthwatch Leeds board.

In addition to this, the reps have decided that they want to take more of a leadership role in our YouthWatch meetings which is very exciting.

Being Black and Being Me



Young volunteers from YouthWatch Leeds and Black Lives Matters Leeds launched **'Being Black and Being Me,' a powerful short film** about what it's like to be a black child or young person living in Leeds. We used this film to start conversations about issues faced by the black community and how people and services can respond effectively.

We could not have done this without our YouthWatch volunteers including Leah and all the young people who put themselves across so well on camera.

The video also featured in the Yorkshire Evening Post, you can read it here

<https://bit.ly/beingblackandbeingmeyep>

'Being Black and Being Me': Inspiring young people speak out on racism, mental health and being black in Leeds

An inspiring group of children have launched a new film about what it's like to be a black young person growing up in Leeds.

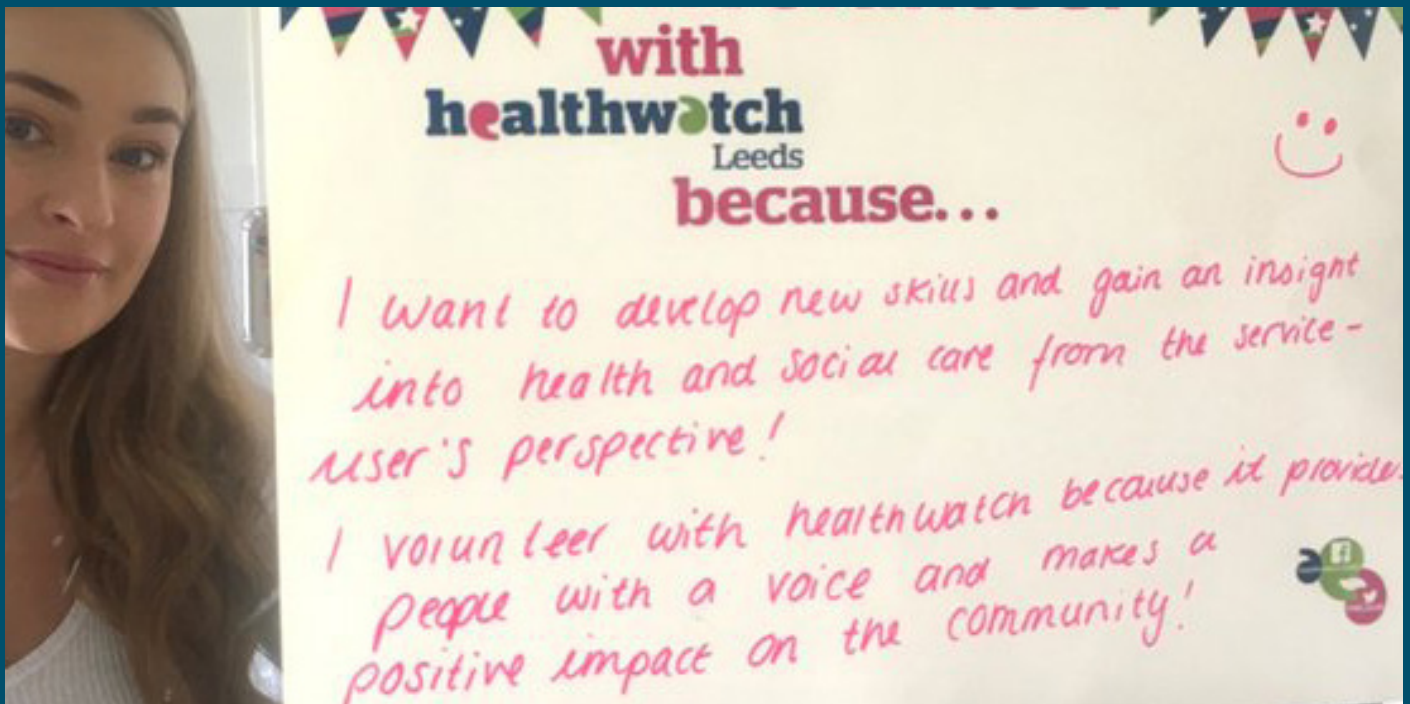
By Abbey Maclure
Thursday, 10th December 2020, 11:46 am



"I cannot understate the contribution our volunteers made and continue to make during the Covid-19 pandemic. We could not have heard and shared, so many vital patient experiences, and influenced positive change, without the hard work and dedication of our volunteers!"

John Beal, Healthwatch Leeds Chair

Volunteers



When lockdown came into force back in March, the impact was huge and immediate. Services had to take unprecedented steps to protect both us and them from the Covid-19 virus and the staff team quickly began working from home.

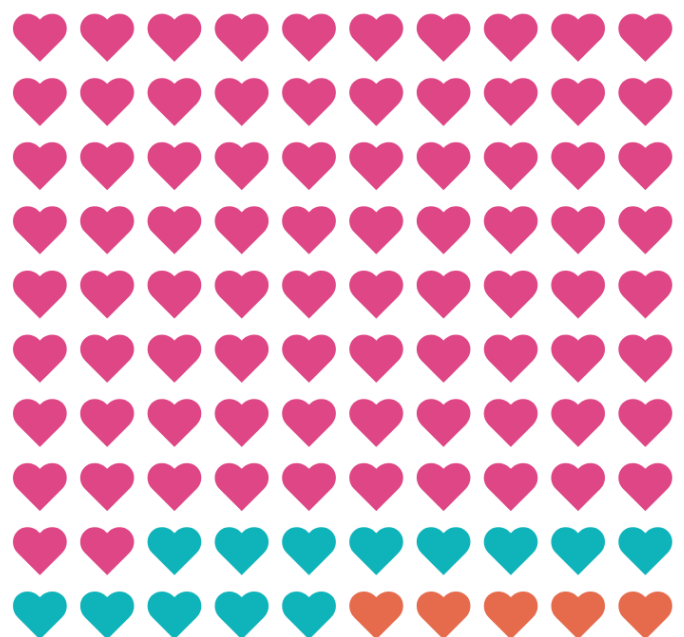
We knew it was more important than ever that people's voices continued to be heard, and that we influence services' responses to the pandemic. To achieve all this, our volunteers were going to be essential!

Unfortunately all public engagement events and Enter and View visits to health and care services ceased immediately and we had to develop new ways of working with volunteers in double quick time.

Volunteers were crucial to how we responded, so we switched to offering virtual volunteering opportunities immediately.

Impressively, during 2020/21, our team of 81 volunteers helped out about 792 times (which equated to over 2100 hours of volunteering). The majority of this was virtual, home-based volunteering.

Breakdown of volunteering activity



81.5% Virtual Volunteering / working from home

12.5 Outreach community support

6% Office based when restrictions allowed

Healthwatch Leeds goes global!

Three of our student volunteers even worked with us from outside Leeds. They were at home in Wolverhampton, Jordan and Bermuda and continued to support us remotely with the help of a good Wi-Fi connection and WhatsApp voice calls.

With lockdown measures now beginning to ease, we hope there will be more opportunities for people to return to our office, as well as some socially distanced, Covid-safe public engagement taking place soon.

Volunteer manager Craig would like to say a huge thanks to all our amazing volunteers who have adapted to the new 'virtual volunteering world', ensuring that people's voices continued to be heard during the pandemic. Thank you for your flexibility and commitment, we literally could not have managed without your help!

Welcome Gemma!

This year we welcomed Gemma to our team. 24 year old Gemma is a Fine Arts graduate and one of our longest serving volunteers, having been with us for six and a half years!



So, when you phone the office, you will probably speak to Gemma. She is a talented team member who has volunteered for both YouthWatch and Healthwatch.

She also helped create some of the amazing films you've probably already seen, one of which was shortlisted for a national award! Watch the video here <https://bit.ly/seethingsdiff>

Our volunteers' impact during the pandemic: Carers Leeds Partnership

Healthwatch Leeds volunteers went the extra mile for isolated carers. At the start of the pandemic our volunteers sprung in to action to help Carers Leeds to ensure some of their most vulnerable carers were supported during lockdown.

Our amazing volunteers Brad, Zahra, Emma, Paul, Mike and Eliza helped over 20 local families with essential shopping trips, collecting prescriptions and other requests during the first lockdown. We received some great feedback about how invaluable the volunteers were:

"I'd go hungry if it wasn't for your wonderful volunteers".

"I'd have to go to the shop myself, which when you've got two sick people to care for isn't practical".

"Things are getting serious now, aren't they? and I do think about the others who are walking down the street, I am so lucky to have you!"

WOW! Highly Commended!

Two of our volunteers with visual impairments felt that filming their experiences would be a powerful addition to our report about the Accessible Information Standard. The aim was for staff, providers and commissioners to experience the barriers that are often in place for people with visual impairments.

"Seeing things Differently" was a volunteer produced film about accessing health care with a visual impairment, we were shortlisted for the Celebrating our Volunteer Team award and we were one of ten Healthwatch organisations out of 152 nationally who were **Highly Commended**.



A volunteer's journey

My name is Hannah and I have been a volunteer at Healthwatch Leeds since October 2018. I first got introduced to Healthwatch at a volunteer fair at Leeds Trinity University, where I was studying psychology. After chatting with Craig, the volunteer manager, one role I was particularly interested in was the outreach volunteering role. Healthwatch is a very inclusive organisation and does not require any experience to be a volunteer there. Training and briefings are given before each project.

During my time I have been involved in projects such as Homecare, NHS 10-year plan and Maternal mental health. The one I found the most interesting was the mental health crisis project. Mental health is something I am interested in, and I gained valuable experience from helping with this project. It was rewarding to read the final report on this project as I knew I had contributed towards it. Once I had completed the required 60 hours of volunteering I needed for my university course, I wanted to continue volunteering as I had really enjoyed the variety of opportunities. Volunteering has given me real life experiences of going out

to different groups and representing an organisation. My knowledge and understanding of health and social care improved as well as my skill set.

One of the main factors that has made my volunteering enjoyable has been the staff who are part of the Healthwatch team. From my very first day and even now the staff go out of their way to look after their volunteers by making sure there are plenty of opportunities to get involved in. I have been able to work with most of the staff on different projects which makes you feel more included and part of the team.

Healthwatch gave me a reference which has helped me secure a job soon after finishing university.

Hannah now works as a teaching assistant at a secondary school for pupils with severe and profound and multiple learning difficulties aged 11 - 19 and continues to volunteer on a virtual basis in her free time.



**Are you feeling inspired?
Volunteer with us**

We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch.



www.healthwatchleeds.co.uk

0113 898 0035

info@healthwatchleeds.co.uk

Finances

We are funded by the local authority under the Health & Social Care Act (2012)

In 2020-21 we spent £347,729

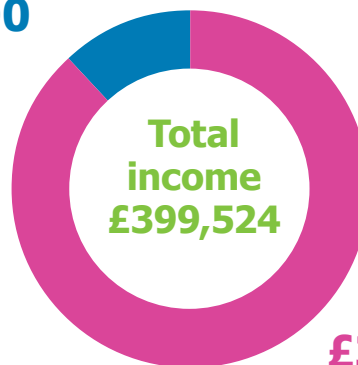
- Total income - £399,524
- Total expenditure - £347,729

Income

■ Funding received from local authority

■ Additional funding

£25,000



Expenditure

■ Staff costs

■ Operational costs

£46k



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.

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.

A message from Hannah

This past year, as we know, has been a year like no other. Very early on as Covid lockdown started we knew that we wanted people's voices and experiences to be heard and at the centre of Covid planning for Leeds. I would like to take this opportunity to say an enormous thank you to all the people, community organisations and health and care partners who have supported us to do this during the past year.



As a team, we developed our new listening programme, the Weekly Check In, which asked a key question each week both online but importantly linking in with our third sector and community partners to make sure we were hearing the voice of people experiencing inequalities. A number of key themes emerged which we have done significant work on throughout the year. These included the impact of moving to remote services and digital exclusion, the experiences of people living in care homes and the devastating impact not having family contact had on people's mental health and life outcomes, people's approach to the vaccines and the significant negative impact of Covid on health inequalities.

As well as these Covid-related issues, we also kept our focus on the work that was still so important to people's health and care outcomes. We continued our initiatives around services' accessibility to people with the greatest health inequalities, the experiences of people moving across health and care services, mental health and our role as chair of the People's Voices Group, which works as one health and care listening team for Leeds. Doing all this during the pandemic, the Healthwatch Leeds team, volunteers, Board and partners have been incredible, working differently in such an agile way, all with their own Covid story going on in the background, but all totally committed to and passionate about the voice of people going into health and care planning in Leeds.

Looking ahead many of our focus areas remain the same: access, inequalities, mental health, care homes and the ambitious work we want to do together as a People's Voices Group. We are just starting the planning for the Big Leeds Chat 2021. This will give decision makers a realtime opportunity to have conversations with the people of Leeds as we come out from the pandemic.

In light of the White Paper on health and care, the world around us is changing too in terms of structures to influence, so we will adapt and change with them to ensure that people's experiences remain at the centre of the new West Yorkshire and Harrogate system and Integrated Care Partnership for Leeds.

Above all, we will continue our work to ensure that people's voices and experiences - especially the voice of inequalities - are at the centre of the plans coming out of Covid for Leeds, highlighting the issues that people in Leeds tell us matter and working with our health and care partners to be the best city for health and wellbeing.

Hannah, CEO, Healthwatch Leeds



Statutory statements

About us

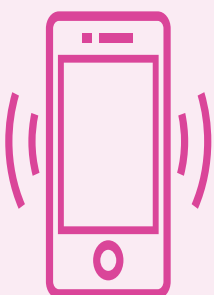
Healthwatch Leeds Community Interest Company, Ground Floor, Old Gipton Fire Station, Gipton Approach, Leeds, LS9 6NL

Healthwatch Leeds uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Our [Healthwatch Board](#) consists of 12 Volunteer Board Directors, 2 staff members and 4 YouthWatch Board Reps. Our Board Directors and Youthwatch Reps bring a wealth of experience and knowledge of health and social care in Leeds as well as an abundance of enthusiasm, ideas and a desire to ensure that we all contribute to improving health and care for the people of Leeds.

[The Board](#) provides direction, oversight and scrutiny to our work, meeting every other month to review the progress and discuss the important issues that you tell us about. We ensure wider public involvement in deciding our work priorities. For this year's work plan (Page 28) we looked at the feedback we had collected from our information and signposting service. We also had input from our Board, health and care partners but most importantly asked members of the public and our volunteers what they thought we should be working on through a 360 review of our service.



Contact us to get the information you need

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.



<https://healthwatchleeds.co.uk>



0113 898 0035 textphone: **07717 309843**



info@healthwatchleeds.co.uk

**COMING
OUT OF COVID**

Workplan 2021/2022

COVID RECOVERY

WEEKLY CHECKINS - VACCINE
PAUSED TREATMENTS -



ACCESS TO HEALTH & CARE

DIGITAL INCLUSION - GP ACCESS
INCLUSION FOR ALL - DENTISTRY



RESIDENTIAL SETTINGS

CARE HOMES - SAFEGUARDING



ADDRESSING INEQUALITIES

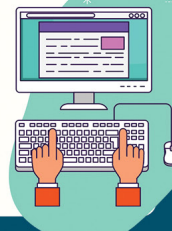
"IMPROVE THE HEALTH AND CARE EXPERIENCE OF
PEOPLE WITH THE GREATEST HEALTH INEQUALITIES"

ADULT SOCIAL CARE - LISTENING WORK -
VARIATION - CULTURALLY DIVERSE COMMUNITIES



FOLLOW UP

ON OUR REPORTS AND RECENT WORK



MENTAL HEALTH

CITYWIDE CHECK-IN- CRISIS - MENTAL
HEALTH STRATEGY



PEOPLES VOICES GROUP

LISTENING AS ONE HEALTH AND CARE SYSTEM
HOW DOES IT FEEL FOR ME? BIG LEEDS CHAT
- LOCAL CARE PARTNERSHIPS



What people are saying about Healthwatch Leeds...

What some of our Health and Care partners in the city have said about our work this year.

"Healthwatch Leeds added value from the breadth of experiences captured as part of the weekly check-in and Community of Interest work to be able to understand and guide how we deliver services during the Covid-19 pandemic. This also massively helped to start to understand the experiences of vulnerable communities and how we can provide services and information that is/are more inclusive of these groups of people."

"we used the insight to work with partners on strategic plans for supporting older people throughout the pandemic and supporting commissioned services"

"Inclusion for All" and Digital - two very powerful initiatives and the newsletters and regular check in reports helped in our strategic and operational aspects of planning and implementation during "restart and reset"

"At LTHT we were able to create an awareness video about Carers using the feedback from the weekly check in"

"Healthwatch Leeds has supported all our work. Lots of proactive work to support the insight repository. The PVG is a great platform for the city."

"Healthwatch Leeds have been close and valued allies in much of the work I have been involved in - One example being the digital exclusion work and collaboration through the communities of interest network. Healthwatch's collation and reporting of information has been hugely impactful resulting in numerous, tangible pieces of work including the Beeston and Middleton Digital Pilot project."

"Added value through bringing the voices of people to senior health and care leaders to support a focus on people rather than on pathways / service offer"

"Healthwatch has been particularly useful this past year. Covid has caused huge issues for all of Leeds Communities. Healthwatch is uniquely positioned to get insight from those communities quickly and easily through their existing networks."

"Willingness to support Covid-19 initiatives across the city. A commitment to collaboration and efficient ways of working."

"Understanding of how important people's voices are to change. Willingness and skill to be leading this."

"Your weekly reports on the impact of Covid-19 on your local community have been really useful. Did you know your weekly reports on Covid vaccinations got mentioned in a DHSC publication on vaccine rollout progress?"

"Bringing partners together on joint pieces of work with shared aims and objectives. Supporting the sharing of learning and experience. Taking a lead in ensuring the people's voice is embedded within decision making. The reach that Healthwatch has for engagement is great the numbers of people responding to the weekly check-ins and capturing this regularly has really helped to understand experiences of all communities and where there are gaps in these experiences. Healthwatch are really supportive and approachable to the work across the city."

Did you know...

...we were invited to speak at a national workshop run by NHS England and NHS Improvement. We shared messages around the barriers to accessing care and treatment, digital inclusion and paused treatment. This patient voice experience really complimented the statistical information that they were looking at.

...that we produced a West Yorkshire and Harrogate wide report mapping engagement across the region. This has been used by the West Yorkshire and Harrogate Partnership and local commissioners to influence future work plans.

...we asked care home staff how they felt things had gone during the pandemic. The main themes from the 117 responses were the need for clearer guidance; more access to Covid testing, quicker access to PPE and that staff morale was also an issue. This was shared with bronze command regularly during the pandemic.

...that our CEO, Hannah, was on the panel at the Kings Funds integrated care systems and place-based partnerships conference. Hannah offered insight into the 'How Does it Feel for me' work that we lead on.

...that our YouthWatch volunteers helped with a short MindMate video reminding people that help was still available during the pandemic.

...we highlighted the continuing issue of access to dentistry for people with HIV and raised it as a potential national concern with Healthwatch England.

...we worked with Leeds Community Healthcare (LCH) to understand people's experience of paused services. *"Thank you for the feedback, this will be used to support our recovery and reset work. We want to work with service users as together we can listen and co-create. We are committed to ensuring clear patient communication and engaging with them about a range of service delivery methods based on the patients clinical and personal needs."*
Community Dental Service, LCH

...Magpie and Leeds City Council partnered up to create a campaign around the 'five ways to wellbeing'. Crucially, it has been co-created with the public and partners across the city. The project prided itself on gathering insight from the public and ensuring all of Leeds' diverse population was represented during focus groups and interviews.

"Healthwatch Leeds were able to support the recruitment of individuals for this insight and they delivered above and beyond what we had asked for. There were 20 people recruited, all offering very different perspectives on wellbeing, producing rich conversations and important qualitative data for us to reference throughout our campaign planning."

Kate Dalton - Campaign Manager

... that we have a YouthWatch rep that sits on the Future in Mind: Leeds Board

...that we took a lead on collating weekly citywide feedback on the Covid vaccine roll-out and have been sharing this at the weekly citywide vaccine inequalities group.

...one of our YouthWatch volunteers is now sitting on the West Yorkshire and Harrogate health and care partnership youth board.

...we've taken a lead in pulling together and presenting feedback from local Healthwatch organisations to the West Yorkshire and Harrogate System and Oversight Assurance Group (SOAG).

...that YouthWatch did a 'takeover' of the University of Leeds Students' Union's Instagram stories to raise awareness amongst students about how they can access support for their mental health. Off the back of this, both ourselves and other youth mental health services have been asked to provide leaflets and a video outlining the services and support available for student mental health - these are being promoted to new students in Freshers week 2021.

...our volunteers helped with a video about hand hygiene for Leeds CCG -
"Thank you so much to you and the lovely Healthwatch crew for helping share the opportunity. Naeem and Josephine were both absolutely great."

...we received a request from Leeds Community Healthcare for help on engaging with adults with Learning Disabilities in an accessible way. We shared some tips and spoke with People in Action who agreed to help them with this.

...we were approached and have helped the Hospitals Trust to write a letter to patients (explaining where the Trust is in terms of hospital safety and delayed treatments etc.), making it more accessible/user friendly. *"this is really helpful feedback. I will share this with the team and we will look at options for communicating these messages to those that don't have internet access."*
LTHT Communications Team

...that our YouthWatch volunteers gave feedback about the publicity for the new young people's health advocacy service. One of our volunteers is helping with the design work for the leaflet.

Your
healthwatch
Leeds

Ground Floor,

Old Gipton Fire Station

Gipton Approach

Leeds LS9 6NL

<https://healthwatchleeds.co.uk>

Community Interest Company (CIC)

9542077

info@healthwatchleeds.co.uk

 [@HWLeeds](#)

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

 [instagram.com/healthwatchleeds/](https://www.instagram.com/healthwatchleeds/)

 [linkedin.com/in/healthwatchleeds/](https://www.linkedin.com/in/healthwatchleeds/)
