



Together

we're making health
and social care better

Annual Report 2022–23

Your
healthwatch
Leeds

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“In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better.”

Louise Ansari, Healthwatch National Director

Message from our Chair

In last year's report, I used the word 'listening' as the key to what Healthwatch Leeds does. This has continued over the past year but in reading this annual report I want to draw attention to the way in which Healthwatch has worked together with such a wide variety of other people and organisations.

Healthwatch has not only produced a variety of reports but has brought those from diverse communities, or with a variety of needs, or with the poorest health and greatest health needs together with the service providers either in person or through videos so that they can work together to identify ways of improving the services provided and improve the health and wellbeing of the local community.

The report looks back at some highlights of 10 years of Healthwatch Leeds which show some of the ways in which working together has led to real changes in service provision. It also looks at how Healthwatch has been able to influence the Leeds (place) Committee of the Integrated Care Board, and together with other Local Healthwatch, it has been able to influence the newly formed West Yorkshire Integrated Care Board.

None of this would have been possible without the dedication of the staff, led by Hannah Davies, our Chief Executive Officer, all our volunteers, including those in Youthwatch and our Board members. It is only by working together that we can be sure to make a real difference.



"We are incredibly lucky to have Healthwatch Leeds in the city. They are in a very influential position and independent. We need to absolutely maintain high-quality services but also make them better for the people who need them and Healthwatch Leeds plays a key role in sharing their insight."

Victoria Eaton, Director of Public Health

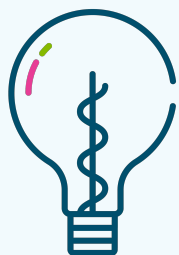


Dr John F Beal
Healthwatch Leeds Chair

About us

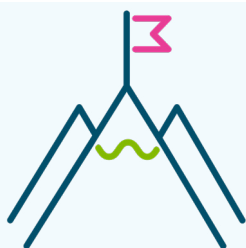
Healthwatch Leeds is your local health and social care champion.

We make sure NHS and social care leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice. You can find out more about us on our website www.healthwatchleeds.co.uk



Our vision

Leeds will be a healthy and caring city for all ages, where people who are the poorest will improve their health the fastest.



Our mission

To make sure people's experiences help make health and care better.



Our values

- We are **independent** and work on the things that the people of Leeds tell us matter.
- We are **inclusive**, making sure we capture the voices of people experiencing inequalities.
- We work with partners to provide challenge and **support** to get health and care services right.
- We know **collaboration** with partners is key to ensuring people's voices are heard.

Year in review



2,558 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

329 people

came to us for clear advice and information about topics such as dentistry, GP access and mental health.

We published

86 reports, briefings and videos

about the improvements people would like to see to health and social care services.

Our most popular report was

Leaving hospital

which highlighted people not feeling involved in their or their relative's discharge and what happens afterwards.



We're lucky to have

50 volunteers

who gave up 1,466 hours to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£374,000

the same as the previous year.

We currently employ

10 staff

who help us carry out our work.

How we've made a difference this year

Spring



The Planned Care Delivery Board are looking at how IT systems can keep patients up to date on waiting times after we checked in with people about [delays in treatment](#).



We highlighted that people were referred to hospital Patient Advice and Liaison Service regarding Primary care. Our intervention lowered non-hospital enquiries by 28%.

Summer



We shared health literacy resources, co-created with service users, with all GP practices in Leeds via the NHS. The resources can be ordered, found in GP practices or on [our website](#).



Carers receive more support after we raised themes following a carers coffee morning at a local GP practice. The practice manager took action to improve the areas we identified.

Autumn

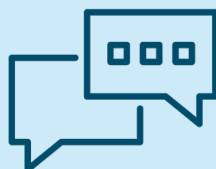


We created a service user and carer group for Leeds Trinity University that shaped the new Nursing and Allied Health Programmes.



We shared people's feedback about GP access directly with the Leeds Integrated Care Board who were able to help individuals resolve issues.

Winter



Services improved end-of-life care by giving patients and families information, and staff training in hospitals following [our Bereaved Carers work](#).



We supported [King's Fund](#) (a national organisation improving health and care) in its [digital inclusion research](#). Healthwatch Leeds and our volunteers were referenced in this work.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, we have empowered people to share their experiences, good and bad, to help improve health and social care. A big thank you to everyone who has shared their voices so far, our amazing volunteers and health and care organisations that have listened to your voice and made changes as a result of our recommendations.



Some of our staff team have been with Healthwatch since the beginning and many not long after. We asked them what their favourite memories were over the years.



"My favourite memory would be the buzz of the first Big Leeds Chat, it sums up everything we are trying to do in Leeds."

Hannah Davies, Chief Executive Officer

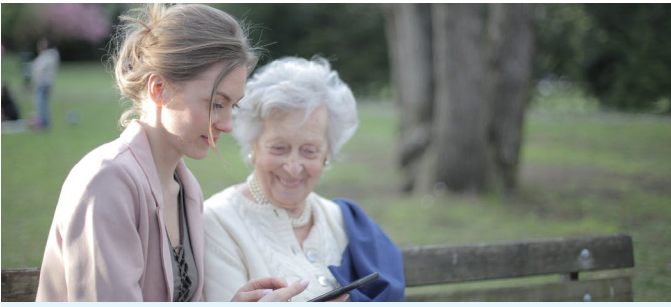
Big Leeds Chat is a city-wide event that gets decision-makers out in communities to listen to what matters to them. It has gotten bigger and better since it started in 2018. Because of our work, the Big Leeds Chat model is being replicated nationally.



"My favourite memory is filming and producing the See Things Differently video. I had so much fun reenacting different types of visual impairments through a camera lens and learnt a lot."

Gemma O'Connell, Communications Manager

The video, alongside **a report**, kickstarted Leeds services' review of how accessible they are to people with communication needs. This fun project made a big impact. The video was also shortlisted for a national award.



"I'm proud of our work on **care home visiting** during the pandemic, how we relentlessly worked with our partners to keep the issue of resident wellbeing on the agenda and worked together to minimise the impact of visiting restrictions."

Harriet Wright, Community Project Worker

Following this, it became national law that care home residents could have at least one visitor. This work was close to Harriet's heart and resulted in us winning a national Healthwatch award.



"The **prison's health care project** was my favourite. We spoke with prisoners about their experience of using health care services in prison. We then made recommendations to the Governor and the head of the healthcare based on what the prisoners told us."

Tatum Yip, Community Project Worker

This work highlights how we ensure that everyone accessing health and care can share their voice.



"I enjoyed our **Gipton & Harehills project**, where we teamed up with colleagues working at the Old Fire Station and Public Health to find out how COVID had affected people in our local area."

Anna Chippindale, Community Project Worker

We created **video stories** that supported the report. As a result we work closer with partner organisations in the Old Fire Station to support communities.



"Without a doubt my favourite memory since joining Healthwatch Leeds was the Youthwatch Showcase event. It was incredibly empowering to be able to share the work Youthwatch were involved in."

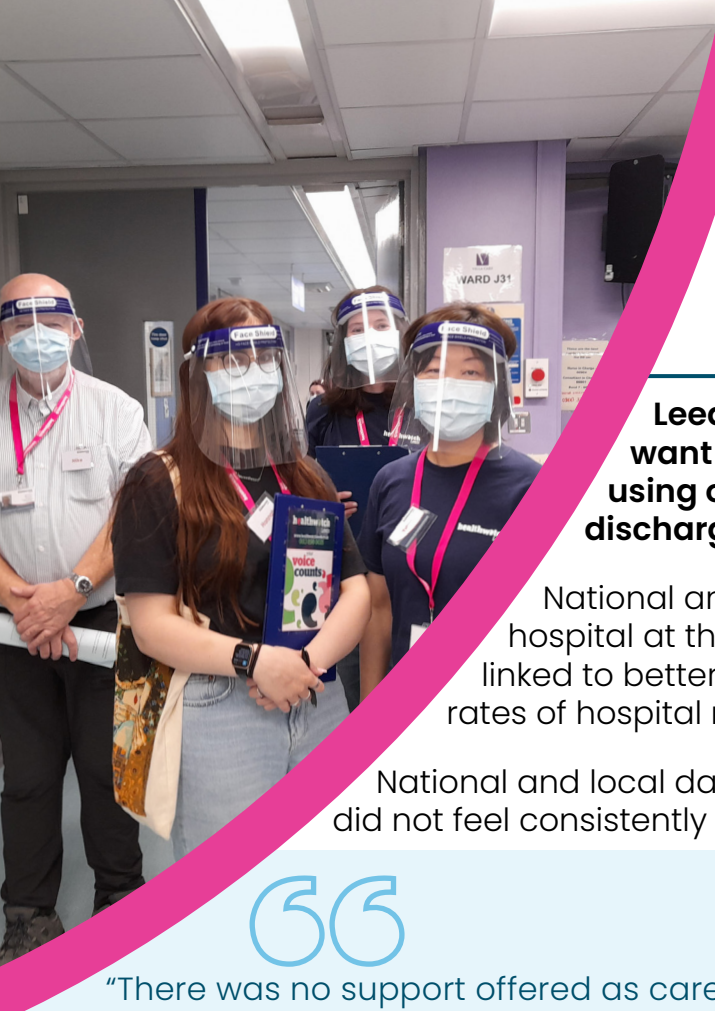
Rameesah Ahmed, Community Project Worker and Youthwatch Lead

This event raised the Healthwatch Leeds and Youthwatch Leeds profile, enabled Youthwatch to form partnerships with other youth forums and engaged professionals in listening to children and young people's experiences.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority.



Improving people's experience of leaving hospital

Leeds Teaching Hospitals NHS Trust and partners want to improve the hospital discharge process using our feedback from over 200 recently discharged patients and families.

National and local data showed being discharged from hospital at the right time and being involved in the process is linked to better health outcomes, independence, and reduced rates of hospital readmissions.

National and local data revealed that patients and family members did not feel consistently involved or informed about hospital discharge.



"There was no support offered as carers, at all. We'd have just liked somebody to sit down with us and say, "Right, this is what is happening with your dad, we're going to do this, that and the other." We got nothing."

Heather, a carer for her mum, South Leeds

Changes to the hospital discharge process

Thanks to **our recommendations** based on people's feedback, Leeds Teaching Hospitals NHS Trust announced changes including:

- hiring a dedicated discharge workforce and development of a discharge coordinator role alongside a dedicated central training and education programme.
- using a standard way of working called "Better conversations for better outcomes for patients" that makes sure that multi-disciplinary meetings are asking the right questions and that people are kept informed.
- implementing a carer's passport and leaflet which helps to identify and support unpaid carers to be involved in a person's care.

What difference will this make?

These changes will help patients be more consistently involved in discharge plans and provide support for unpaid carers. The result will be improved health outcomes and decreased chances of hospital readmission.



"We often focus on the numbers and processes when getting people home from hospital. Healthwatch's report illuminated areas where we need to focus our improvement."

Tim Riley, Accountable Officer, Leeds Health and Care Partnership

Influencing the future of home care services

We made it easier for people who use home care services to share their experiences. As a result, their feedback is changing the way Leeds City Council will transform home care services into a new Community Health and Wellbeing Service over the next couple of years. The service is expected to be more personalised, flexible, and locally delivered care by teams of care workers with improved pay and conditions.

We met with 21 people who either used home care themselves or were family carers. Some were unable to get out of the house independently and don't use computers, so we trained our volunteers to support people to access online meetings from their homes.

This was a great success and people were able to share their views and expertise through a series of five virtual meetings on a variety of themes relating to how home care services may look in the future.

We made **26 recommendations** covering everything from personalised care, health and care services working together, billing, complaints and pay, conditions and training for care workers and future involvement of people with lived experience.



"Good use of technology to allow me to have my say."

Steve, panel member

"I had a chance to say it like it is. It was helpful to hear other people's experiences and to be able to speak directly to decision makers about issues and concerns affecting me as a disabled person."

Alice, panel member

What's next?

Our work doesn't stop here! We are going to keep working with Leeds City Council and panel members to make sure care at home keeps getting better and measure progress.

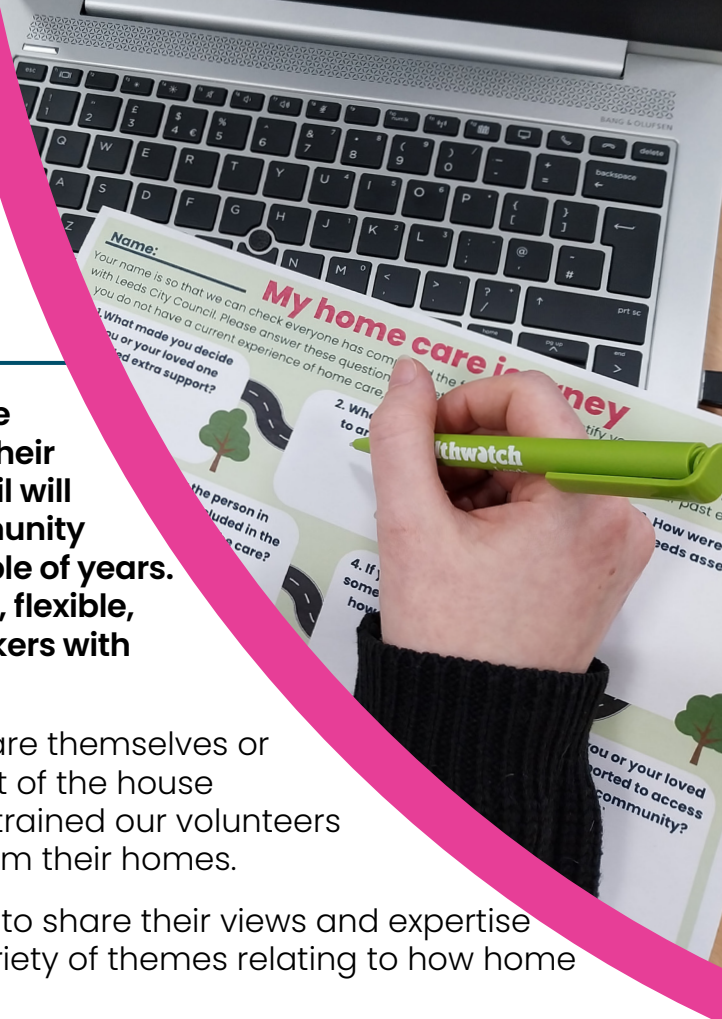


"The recommendations from the Healthwatch report are now the bedrock of our commissioning intentions."

Kate Sibson, Commissioning Programme Manager, Adults and Health Directorate, Leeds City Council

Some individuals' names have been changed to protect their identity.

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Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



Creating empathy by bringing experiences to life

Hearing personal experiences and their impact on people's lives gives services a better understanding of the problems.

Our [How Does It Feel For Me](#) work documents the lives of individuals in Leeds over a 6-month period, who tell us if their care is well communicated, coordinated and delivered with compassion. Videos and reports go right into the heart of Leeds health and care decision-making and quality world. In one example, Emma and Adam influenced the Mental Health Partnership Board and the delivery of mental health services to be more joined up for a better experience of care.



Getting services to involve the public

Services can improve by involving local people.

Community feedback improved visual branding and service information for the Leeds Community Healthcare NHS Trust Enhanced Care at Home service. Amy Thompson, Communications Lead for the project fed back that "As a direct result of the engagement work with Healthwatch Leeds, changes include renaming the overall programme and 5 out of 6 service offers. All the visual graphics were changed to be clearer, more relevant and in more accessible colours."



Improving care over time

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

A common issue that we raise is people's struggle to access their GP practices, especially those who face health inequalities. GP practices are the "front door" to health and care. Over time we've worked with the Primary Care team to aim for everyone to get timely, effective access which suits their needs. We created a set of questions that were included in the Quality and Outcomes Framework for each GP. Surgeries' responses will provide the basis for better communication with patients.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from different communities within Leeds. We consider it vital to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard so that services can meet their needs.

This year we have reached different communities by:

- Speaking to Gypsies and Travellers about GP access
- Speaking to people from some of the most deprived areas of Leeds about how the cost of living crisis is affecting their health and wellbeing
- Ensuring that local NHS leaders have heard the voice of diverse communities by ensuring that our people's experience films or audios are shown at their decision making meetings
- Hiring language interpreters to speak to people whose first language is not English about end of life care



Improving vaccine uptake in Bangladeshi and Pakistani communities

After finding out there were [concerns in the Bangladeshi and Pakistani communities](#) about Covid-19 and flu vaccination, NHS England took action.

We spoke to people from both communities and found that when sharing vaccine information with Muslim communities, information about whether they are halal and halal alternatives should be clearly communicated.

“We have shared this with national and regional colleagues on the vaccination programme and with systems and our stakeholders. One key bit of feedback was the challenges around engaging with Bangladeshi communities.”

Priyanka Tamang, Senior Equalities Manager, National Covid-19 Vaccination Programme, NHS England

As a result of this national project, NHS England promoted vaccines and health with Bangladeshi media outlets and hosted a vaccination event in an East London Mosque. It hopes to host similar events across the country.

Inspiring health and care leaders to improve the accessibility of information

Imagine being unable to access vital health information because it is not in a format that you can understand. For some people, this is their reality. That is why we inspired health and care leaders to improve the accessibility of their services for people with communication needs.

By law health and care services must provide information in an accessible format. This could be large print for someone who has impaired vision, a British Sign Language interpreter for someone who is deaf or easy-read information for someone with learning disabilities.

We created a series of impactful videos featuring people with different communication needs. The videos were shown at the Leeds Health and Wellbeing Board workshop, urging leaders to act. These videos can be found on our [YouTube channel](#) and [website](#).

“The video is brilliant! I am hoping to use it to support staff who are being trained to add communication flags to our patient administration system to understand the importance of this work. Plus I think there will be opportunities to use it more widely to raise awareness of the difficulties people face.”

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





Worried about the rising cost of living?

Rising costs are affecting people’s health and wellbeing.

Whether the costs are from food, transport, technology or treatment, we found that it is having a negative impact on people’s ability to manage existing health conditions and their mental health.



“My energy bill is doubled. I dare not switch on the heating. I feel cold and can’t sleep. I have cancer and lots of other long-term conditions. Living in a cold house has made the conditions worse.”

Sue, Beeston

“I won’t go for medical appointments unless essential due to cost of public transport.”

Paul, Harehills

We looked at what support is already out there and what third-sector and charity organisations are doing to help the people who access their services.

By listening to people, we were able to make recommendations to organisations to better communicate existing support, highlighted gaps in information about financial help relating to health and care and we can now better signpost people for help.

Raising the profile of communities facing health inequalities

We partnered with Forum Central to deliver the Communities of Interest Network (COIN). This grouping of over 100 community and voluntary sector organisations is raising the voice of third-sector leaders.

As Healthwatch, it is our job to make sure people and communities are at the heart of health and care decision-making, so COIN is one of the many great mechanisms we have to ensure leaders understand how local policy impacts on Leeds residents facing health inequalities.

One example of our work with COIN this year was inviting the Primary Care team to hear about communities’ experiences of accessing GP services.



“Healthwatch does invaluable work, gathering views and experiences which influence decision-makers in the health and care sector. Your efforts improve services for everyone, but especially those from our most marginalised communities.

Pip Goff, Director, Volition and Forum Central



Some individuals’ names have been changed to protect their identity.
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Advice and information

If you feel lost, or don't know where to turn as you navigate the health and social care system, Healthwatch Leeds is here for you.

We provide a confidential information and advice line to help you understand your options and give you guidance on things like how to make a complaint, what your dentistry options are or how to access social care services. We're here to help!

This year we've helped 329 people by:

- Giving people clear advice on accessing dentistry (including developing an advice page on our website that was accessed 2,210 times)
- Offering help and advice on hospital and social care services
- Giving information on different ways to access GP services



Helping people following a change to orthodontic services

This year we heard from lots of families that were impacted by the change to the contract for delivering Orthodontic services in the area. The feedback we received was about a lack of communication and young people being left in pain without treatment.

People didn't know where to go for further information or how to complain about this. We shared feedback on a regular basis with NHS England and managed to get help and support for a number of young people and their families.



"I'm delighted to report that we had a call on Saturday and my son now has an appointment. Thank you for your assistance in this matter, I really appreciate it"

Jo, Armley

Empowering patients to make their GP practices a more comfortable place

Sarah was able to make a change at her GP practice after we told her about her rights and how to make a formal complaint.



"I was being made to shout my personal problems in front of a busy waiting room and was left feeling embarrassed. I had asked to speak to the receptionist privately, but was rejected".

Sarah, Bramley

After writing a letter to the practice manager, the reception was fitted with microphones so that patients do not have to speak loudly and the receptionist attended a compassion training course.



"I feel more confident going to the GP now, thanks to Healthwatch Leeds!".

Sarah, Bramley





Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we can understand what is working and what needs improving in health and social care.

This year our volunteers:

- Visited people in hospitals, care homes and recovery hubs as part of our Enter and View visits.
- Made observations of locations to support the Patient-Led Assessment of the Care Environment (PLACE).
- Supported the Emergency department at Leeds General Infirmary to listen to patients' experiences of the service during Listening Week.
- Were trained to support people to share their experiences in an online meeting from their own homes.
- Filmed and edited videos of patients' and family carers' stories.
- Collected experiences and supported communities to share their views as part of our community check-ins.
- Attended focus groups to co-design Leeds Trinity University's Nursing degree.

Francis

After volunteering for over 5 years Francis recently joined the board while working at the University of Leeds.

“In my role as a researcher, I can see the connection between having conversations with the public, patients, and service users and how this makes a difference and how it has a meaningful impact on helping organisations like Healthwatch to help improve the quality of health and care in Leeds.”



Denise

Denise has always worked in healthcare and started volunteering after she retired.

“Volunteering with Healthwatch gives me the opportunity to still make a positive contribution.

Healthwatch opens doors for further conversations with members of the community who cannot speak for themselves. Healthwatch is the voice of the people.”



Rachael

Starting in 2023, Rachael volunteers as part of her placement for university to gain more experience.

“No two days are ever the same! I am always learning, always wanting to improve. Healthwatch Leeds has improved my ability to be naturally selfless by exposing me to a variety of volunteering opportunities.”

Rachael is so inspired that she wants to continue to volunteer after her placement is completed.



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchleeds.co.uk/about-us/volunteering/



0113 898 0035



craig@healthwatchleeds.co.uk

Youthwatch Leeds

Youthwatch is a group of volunteers aged 14 to 25 who ensure the voices of children and young people improve health and care services. The volunteers meet up throughout the year to help services cater for younger people and plan future projects.

The difference Youthwatch made



Young Board Reps

Only 5% of board directors in the UK are aged 18 to 24. We invited Youthwatch volunteers to become board directors, so that 30% of the board represent young people.

Friendly language

Youthwatch helped organisations develop information that is young people friendly. These include Leeds Teaching Hospitals Trust's website, Barca's mental health information, Forum Central's trauma-informed language guidance and Leeds Mind's new young person support service.



Get your rights on TikTok

Youthwatch produced [TikTok videos](#), educating young users about their rights in the NHS.

Oral health

Youthwatch is currently working on dental injustice to increase access and education for children and young people.

Black Children Matter

Tamirah, a Youthwatch volunteer, was shortlisted for the Child Friendly Leeds Award for her involvement in the [Being Black Being Me film](#), an impactful film about black children and young people's mental health in Leeds.

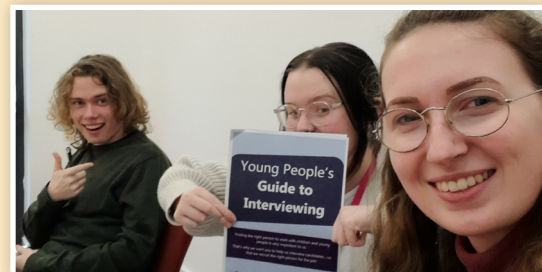


SafeZone Crisis Support

Youthwatch volunteers' feedback led to changed opening times and face-to-face support.

Neurovoice

Volunteers met with Touchstone to examine how neurodiverse children navigate the system. We encouraged services to use simpler language and communicate in an accessible way.



Interview panel

Youthwatch volunteers turned the table by forming a young people's interview panel to recruit our newest staff member. This opportunity boosted volunteer confidence for their future job applications.



Working together in West Yorkshire

The 6 local Healthwatch in West Yorkshire have collaborated for over 7 years, learning from each other, and coordinating activities. With new NHS decision-making at a West Yorkshire level, Healthwatch has ensured people's voices and experiences are heard. The Integrated Care Board (ICB) recognised the crucial role of Healthwatch and created a West Yorkshire Healthwatch coordinator role to build on local work.

Together we have:

- Produced and shared reports about what people told us is important to them when accessing health and care services.
- Fed into the refresh of the 5-year strategy.
- Developed a People's Panel for West Yorkshire.
- Held engagement sessions on key topics such as GP access and dentistry with members of the ICB.
- Attend West Yorkshire boards and committees.
- Carried out work to find out about people's experience of specific services across West Yorkshire.

In partnership with West Yorkshire Health and Care Partnership and other local Healthwatch in West Yorkshire, we have...

Helped to shape the strategy refresh

Healthwatch played a key role in helping to refresh the West Yorkshire Health and Care Partnership 5-year strategy. As part of the working group, we shared our insight report highlighting local people's issues.

This plan will shape how health and care services will work together to ensure people have long and healthy lives.

Launched the West Yorkshire Voice

We developed and launched the West Yorkshire Voice, a panel that brings together local people and organisations to ensure their voice influences health and care decision-making.

We asked people about what they thought this panel should look like, how they would like to get involved and what it should be called, naming it West Yorkshire Voice.



"Healthwatch is a key partner within West Yorkshire and ideally placed to do this essential work on our behalf. We really want to reach as many people as possible to make sure people's feedback and experiences of local services are heard at the highest level. This is ultimately all about making the right decisions and ones that make a positive difference to everyone's lives".

Cathy Elliott, Chair of the NHS West Yorkshire Integrated Care Board

Shared your voice at a West Yorkshire level

We produced reports and videos, listened to you and invited people to come along and talk to members of the Integrated Care Board (ICB) on topics including:

- GP access
- Children and Young People's Mental Health Support
- NHS Dental services

People's stories and experiences have contributed to key discussions in the ICB meetings. We will also provide feedback on how this makes an impact.

Listened to your experiences of Palliative and End of Life Care

We looked at how well end-of-life care services are looking after people and what they can do better. We hope that the final report and people's stories will contribute to better services and support for everyone.



"We are committed to learning from people experiencing palliative and end-of-life care. We are especially interested in hearing from people who may find it hard to access services and people experiencing health inequalities. We are so pleased Healthwatch is leading discussions about how support and services could be improved."

Charlotte Goulding, Palliative and End of Life Care Programme Manager, West Yorkshire Health and Care Partnership



Do you want join the West Yorkshire Voice?

Get in touch to find out more and how you can get involved.



www.healthwatchleeds.co.uk/west-yorkshire/



0113 898 0035



info@westyorkshirehealthwatch.co.uk

Workplan 2023/24

Priority areas for the year

Methods of working

Social care	GP access	Digital	Mental health	Inequalities
Hospital wards	Accessible information standards	Self-management of long-term conditions	10 year anniversary	Feeding back to the public
Neurodiversity	Areas of social injustice	Big Leeds Chat	Community Mental Health Transformation	End-of-life care
Recording impact	Governance	Children's oral health	Care homes	How does it feel for me? programme
Volunteers	Communication Coordination Compassion	Wellbeing service (home care)	Discharge from hospitals	System flow

- Community Check-ins
- Enter and view
- People's Voices Partnership
- Inclusion for all
- Working together in West Yorkshire
- Communities of Interest Network
- Youthwatch
- Real-time videos
- Information and advice service

Finance and next steps

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and our work is more important to ensure that people's voices are heard so that everyone gets the health and care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackle inequalities and work to reduce the barriers people face when accessing care. The diagram above illustrates our workplan for 2023-24, which includes our priority areas and methods of working.

Finance

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£374,400	Expenditure on pay	£375,386
Additional income	£130,118	Non-pay expenditure	£117,064
		Office and management fee	
Total income	£504,518	Total expenditure	£492,450

Additional funding is broken down by:

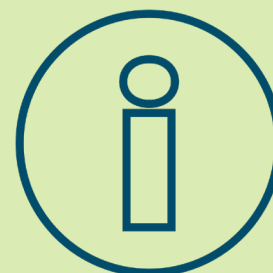
Value	Source	Description
£56,000	West Yorkshire Integrated Care Board (WY ICB)	West Yorkshire Associate Director post and West Yorkshire insight work
£23,823	WY ICB	Health Inequalities Project
£15,987	WY ICB	West Yorkshire Voices
£6,102	Health Partnerships (LCC)	Big Leeds Chat Report publication and circulation
£6,000	Health Partnerships (LCC)	Project Work – (Discharge from hospital)
£4,700	Health Partnerships (LCC)	Focus Groups on Mental Health
£2,960	WY ICB	Project Work – Access to Emergency Departments
£3,848	Pinpoint	Project Work – Pinpoint Cancer Testing engagement
£3,214	Leeds Trinity	Project Work – Nursing and Allied Health Programme engagement
£2,728	NHSE	Project Work – Vaccinations in the Bangladeshi and Pakistani Communities
£2,500	Local NHS Trust	Organising patient Engagement Panel
£1,250	Healthwatch England	Social Care Project
£1,006	Various	Payments from external attendees on a training course

Future priorities

In all of the work that we do, three themes consistently emerge. We believe that people's experience of having joined-up, person-centred health and care will drastically improve if services work on these three areas. Our top three priorities for what we want to see happening in Leeds in 2023–24 are:

Communication

- Clear, understandable information; no jargon
- Keeping people informed through all stages of health and care
- Fully implementing Accessible Information Standard
- A comprehensive, effective communication training offer for all health and care staff
- Prioritise communication with family and unpaid carers



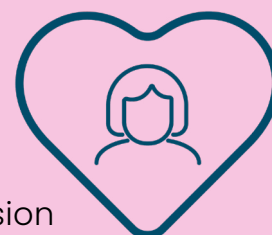
Coordination

- Services working together to avoid duplication
- One shared care record
- Model of individual care coordination tailored for lower and higher complexity of care
- Integration of physical and mental health records



Compassion

- Agree shared culture and commitment to celebrating compassion
- Change collective system approach to encourage specific comments on compassionate experience
- Focus on ensuring staff are cared for
- Having a trauma-informed approach



Leeds Principles for delivering person-centred care and support

1. Focus on addressing health inequalities
2. Respect for people's values, preferences and needs
3. Effective communication and good quality conversations
4. Skilled and confident workforce
5. Systems working together



Statutory statements

Healthwatch Leeds, The Old Fire Station, Gipton Approach, Gipton, Leeds, LS9 6NL.

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

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 12 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board met 8 times throughout the year to ensure that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

We ensure the wider public are involved in deciding our work priorities. We use the insight we have collected over the year from our engagement activities, our information and advice service, the People's Voices Partnership and our health and care partners to shape our work plan. We also carry out a 360 review, asking our volunteers and the public to tell us what they'd like us to work on in the coming year.

Methods and systems used to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, text, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and copies in alternative formats are available on request.

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that your views and feedback is heard by people who can make decisions about services.

We do this in many ways but importantly by being active members of the key health and care decision-making groups in Leeds. We also chair our own groups including:

- How does it feel for me? looking at individuals' experiences of whether health and care services are working together.
- Inclusion For All action hub, ensuring services are adhering to the Accessible Information Standard and improving communication for people facing communication barriers.
- People's Voices Partnership, a partnership between organisations putting people's voices at the heart of what they do and working together as one system in Leeds.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

Enter and View is a statutory right that Healthwatch organisations have whereby trained authorised representatives can visit premises where health and care is provided, to observe the nature and quality of the services.

This year, we made 10 Enter and View visits.

Locations

- Wards 30 and 31, St James' Hospital (Villa Care)
- Bilberry Ward and Heather Ward, Wharfedale Hospital (Villa Care)
- Green Lane Intermediate Care Centre and Harrogate Lodge (Four Seasons Healthcare)
- East Leeds Recovery Hub, North-West Leeds Recovery Hub, South Leeds Recovery Hub (Leeds City Council)
- Elmet House, a unit that has 12 'step-down' beds. Step-down beds are for people who are ready to be discharged from hospital but are not ready to return to their former home or level of independence

All of these visits were part of our work on peoples' experiences of leaving hospital. We completed the survey face-to-face with people staying at these facilities.

Community care settings are places that provide rehabilitation to people discharged from hospital to help them become as independent as possible before returning home.

What we did

We made a series of recommendations based on these visits and accompanying surveys and focus groups. We also made a series of videos where people shared their or their loved one's experiences of being discharged from hospital.

Leeds Teaching Hospitals NHS Trust responded to the recommendations we made in our report by writing an action plan.

You can read the report, watch the video case studies and read the response to our recommendations on our website.



Health and Wellbeing Board

Healthwatch Leeds is represented by Hannah Davies, CEO of Healthwatch Leeds, and Dr John Beal, Chair of Healthwatch Leeds, on the Leeds Health and Wellbeing Board, Leeds Health and Care Partnership Executive Group (bringing together all the Chief Executives for health and care) and the Leeds Committee of the West Yorkshire Integrated Care Boards. During 2022-23, Hannah and John have effectively carried out these roles by ensuring the voices of people and communities are heard by system leaders and decision makers at the highest level.

Healthwatch Leeds is represented on the West Yorkshire Integrated Care Board and Population Boards for Leeds. Population boards focus on health and care for specific groups – Children and Young People, Healthy Adults, People with Long-Term Conditions, People Living with Frailty, Planned Care, People with a Learning Disability or Neurodiverse Condition and the End of Life Population Board. We are represented on these boards by various members of the Healthwatch Leeds staff team and board directors.

We also provide strategic leadership and challenge in other meetings. Just a few examples of where Healthwatch Leeds is being represented on are the Leeds Mental Health Partnership Board; Leeds Moving More Leadership Board; Adults, Health and Active Lifestyles Scrutiny Board; Quality of People's Experience Committee; Community Mental Health Transformation Board; How Does It Feel For Me?; People's Voices Partnership; 24/7 Same Day Response Group and the Strategic Communications Network.



“Healthwatch consistently bring the voice of the citizens of Leeds to the fore in a way which is incredibly person-centred and impactful. Following our citizens’ journey over time as they navigate the complexities of the health and care system, across all sectors really highlights the areas where we need to keep our focus on integration to improve the experience for all.”

**Dr Sara Munro, Chief Executive Officer,
Leeds and York Partnership NHS Trust**



“Healthwatch Leeds is a key member of Team Leeds. They remind us, if we ever forget, to ensure that patients and their real voices are at the centre of our thinking and our work. We would be a poorer city without their input and challenge. We are better because of them.”

**Thea Stein, Chief Executive, Leeds
Community Healthcare NHS Trust**



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