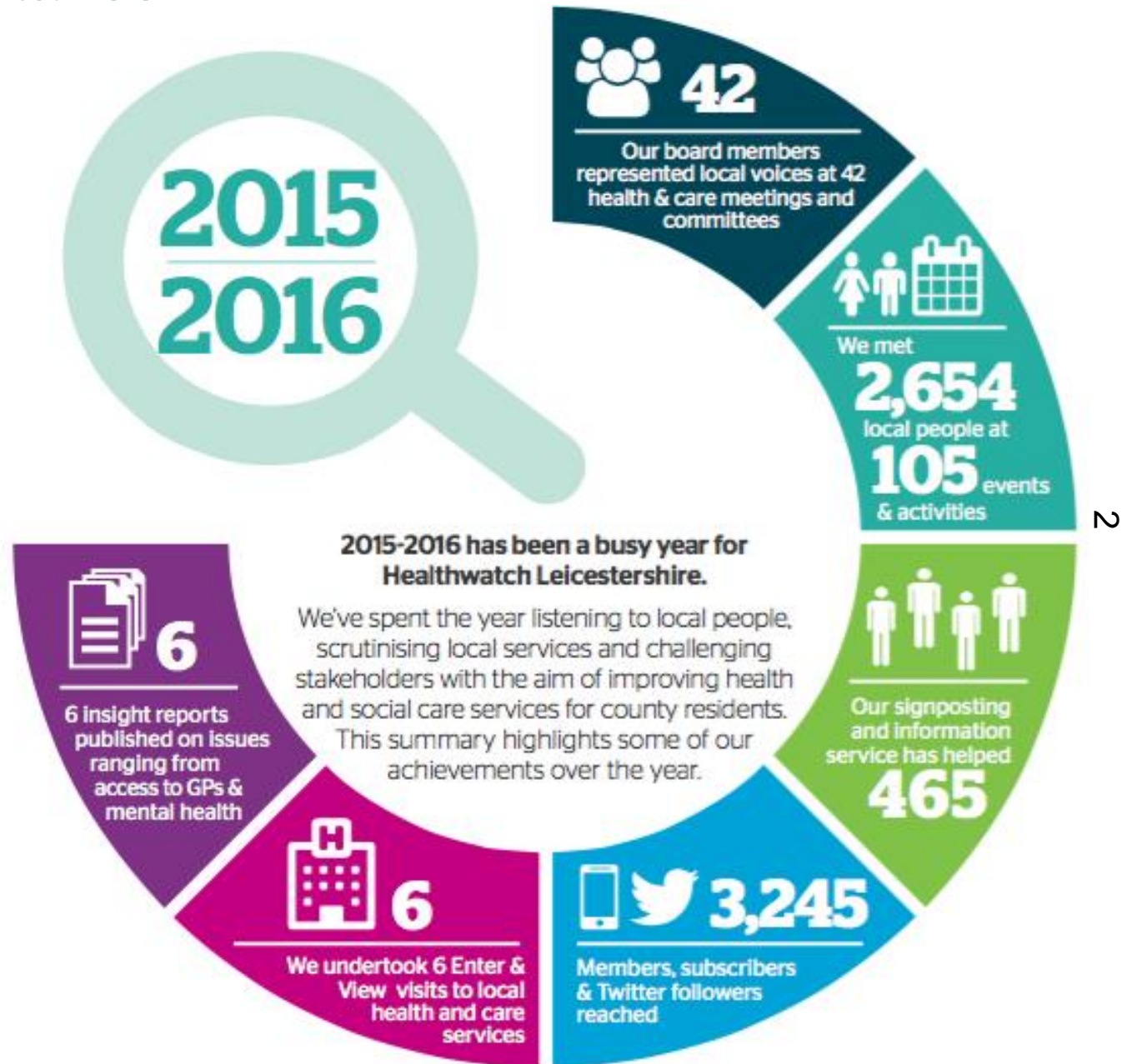




HWL Annual Review 2015 -16
Health Overview & Scrutiny Committee
14 Sept 2016

A Year at a Glance



Gathering experiences and understanding people's needs

Increasing engagement and raising awareness of the information gap around how and where the public access services

3



Giving people advice and information Signposting - Access to GP's for newborns

This year our Signposting and Information Service
handled 465 enquires

Breakdown of enquiries are:

Telephone 322 enquiries
Emails 56 enquiries
Voicemails 43 enquiries
Other 35 enquiries
Website 9 enquiries



How we have made a difference Pathway for Supporting Carers

UNIVERSITY HOSPITALS OF LEICESTER **healthwatch**
Leicestershire

PATHWAY FOR SUPPORTING CARERS

Who is a Carer?

A Carer is a friend or family member who gives their time to support a person in their home, to an extent that the person could not remain at home if this care was not being provided. A Carer can receive Carers Allowance, but not a wage and the care they are giving will significantly affect their own life.

Who	What	Resource / Contact
All Ward Staff	Identify carers of all ages	UHL Carer Leaflet via Patient Experience Team.
Nurse responsible for Admission	Complete Carer Involvement Form with consent from patient and carer(s)	➤ 0116 258 5384
All Ward Staff	Refer to Hospital Dementia Support Service if applicable	➤ 0116 2587519 Internal x7519
Nurse responsible for Discharge	Provide Information	UHL Carer Leaflet
	Refer Carer to Support for Carers (VASL) (County)	☎ 0845 689 9510
	Refer Carer to The Carers Centre (City)	☎ 0116 251 0999
	Refer to CAREFREE if Young Carer. NB Consent requirements	☎ 0116 2867182
	Consider High Risk of Readmission Patient	UHL Carer Leaflet
Nurse responsible for Discharge/ Social Care Team/ UHL Discharge Team	Refer to Support for Carers (VASL) for Carer Assessment (County)	☎ 0845 689 9510
	Refer to Contact and Response Team (City) for Carer Assessment	☎ 0116 454 0550
	Refer to First Contact Plus (County)	☎ 0116 3058240

ON WARD

↓

PLAN DISCHARGE

↓

PLAN AT HOME

Working in partnership we lead on a project to support staff and provide them with a guide that is now used to improve the involvement of carers in the process of discharge



Range of reports

Engagement

GP's CARE HOME

Mental Health

DISCHARGE

Substance Misuse

CAMHS

Insight

Hospital

1. My Voice Counts Winter Tour
2. Community Conversations: Talking to the public about transforming local services
3. Lost in Translation: Findings from Mental Health service users at Richmond Fellowship
4. Quick Poll Survey: Your views about GP services
5. Quick Poll Survey: Your views about Ambulance and Emergency services:
6. Unsafe Discharge for Vulnerable People
7. Quick Poll Survey: Your views about Dental Services
8. Road to Recovery: Voices from substance misuse service users and staff at Swanswell
9. E&V Barrow Health Centre
E&V The Surgery, Ashby
E&V Wymeswold Court Care Home
10. E&V Lyndhurst Lodge Residential Home
11. E&V Coalville Community Hospital
12. E&V Child and Adolescent Mental Health Services (CAMHS) Unit

How we have made a difference Improving patients experience of Ophthalmology



LRI Ophthalmology
created an action
plan in direct
response to our
recommendations



Your Voice Counts



GPs

- Making appointments
- Ongoing care plans
- Out of hours service



Hospitals

- Waiting times
- Treatment
- Discharge



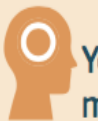
Community Care

- Receiving care services
- Receiving care in your local community



Long term health conditions

- Access to services
- Support available
- Ongoing care



Young people mental health

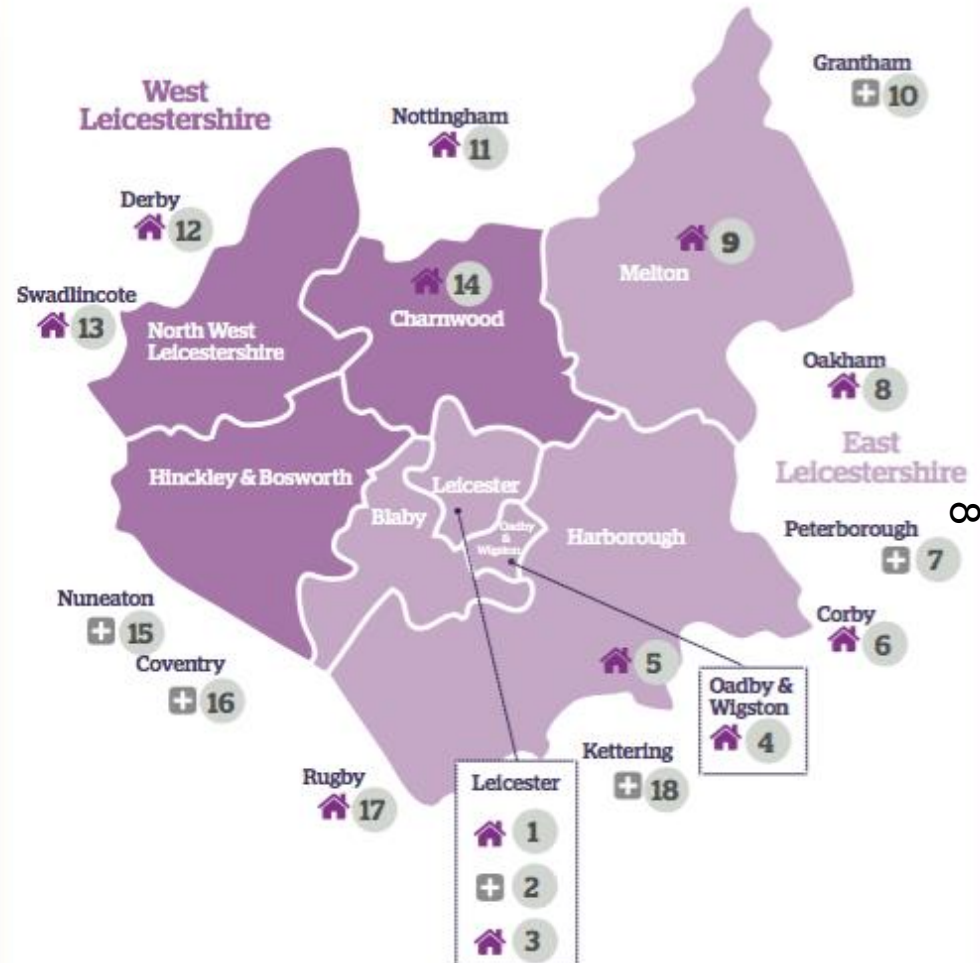
- Access to CAMHS Services
- Available support services



Older People

- Discharge from hospital
- Care homes
- Carers

Find your local Urgent Care Centre (UCC)



Key:

- Urgent Care Centres
- Accident & Emergency

For full details of alternative NHS services visit www.choosebetter.org.uk

The Year so far

April May June 2016

UHL Survey & report - submitted
to inform the CQC Inspection -
77 responses

University Hospitals of Leicester
NHS Trust



6



LLR CCG's Prescribing Survey
821 responses



The Year so far July Aug September

- Summer Tour Engagement
- Healthwatch Booklet
- Young Voices Matter Report
- Parent Quick Poll Report



healthwatch Leicestershire

Quick Poll Survey: Parent Views about Health Services

Introduction
Healthwatch Leicestershire (HWL) wanted to understand how parents with children under the age of 18 years use and experience health and social care services.

Aim
To allow local parents to share their opinions and experiences of health and social care services across Leicestershire.

Methodology
The survey was promoted during February 2016 and April 2016 via our newsletters, website and through social media. We also made the survey available face to face at general engagement events.

Findings
What respondents told us
We wanted to know which services needed to be improved or changed to better support families?

More Informed GPs on Mental Health Issues
GPs are the first port of call for many parents when discussing mental health issues concerning their child. This becomes a bigger issue given that many parents are still finding it difficult to access a timely GP appointment, including non-emergency, same day or appointments that are available for parents after school.

Access to services
Waiting times to access Children and Adolescent Mental Health Services (CAMHS) need to be improved as this may result in the individual problems potentially worsening.

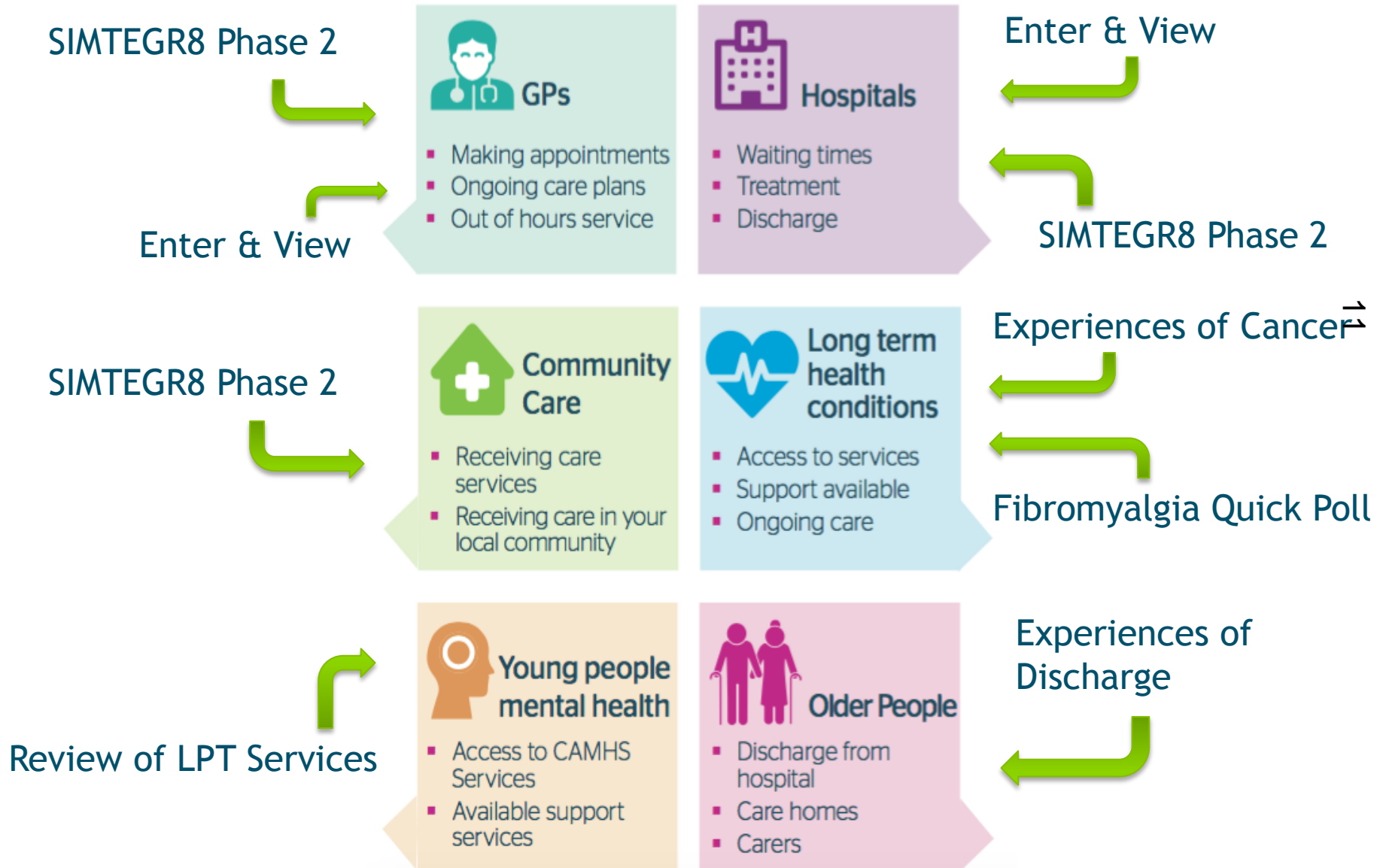
Who we heard from:

- 55 Leicestershire residents
- 8 Leicester City residents
- 2 Out of area residents

65 people responded



October 2016 - March 2017



Looking head to next year onwards



Any Questions



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