

**HEALTH AND WELLBEING BOARD**  
**20 JULY 2017**

**REPORT OF HEALTHWATCH LEICESTERSHIRE**  
**ANNUAL REVIEW 2016 -17**

**Purpose of report**

1. The purpose of this report is to present Healthwatch Leicestershire's (HWL) Annual Review 2016-17 to the Health and Wellbeing Board. Healthwatch Leicestershire's purpose is to promote continuous improvements in local health and social care services - improving outcomes for local people in Leicestershire. We believe that the best way to do this is by designing local services around the needs and experiences of local people.
2. In our Annual Review, we report on our statutory activities over the last year and demonstrate the impact that these activities are having on the commissioning, provision and management of local health and social care services. We also provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively. We have complied with Healthwatch England guidance by using the Healthwatch trademark and reporting on our statutory requirements including meeting the 30 June 2016 submission date.
3. The full Annual Review (Appendix 1) is available at <http://alturl.com/g6jo6>

**Policy Framework and Previous Decisions**

4. The County Council, following the Health and Social Care Act 2012, is required to directly commission a local Healthwatch. The local Healthwatch in turn has a set of statutory activities to undertake, such as gathering local views and making these known to providers and commissioners, monitoring and scrutinising the quality of provision of local services and a seat on the Health and Wellbeing Board.
5. HWL has become an established member/ participating observer of the Health Overview and Scrutiny Committee and the Health and Wellbeing Board where we are able to present evidence-based insights and findings reflecting patients and the public views of health and social care services.

**Patient and Public Involvement**

6. As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.
7. In the past year 2016 -17, HWL was in contact with **3017 individuals** across **202 different events and activities** and exceeded its performance targets. HWL Board

members have represented local voices at **94** health and social care meetings and committees and our sign posting and information service helped **242** people.

8. A key focus for HWL's work is capturing evidence and insights from patients and the public and these are in reports and publications, which have been well received by stakeholders and Healthwatch England. The Commissioners have also commented positively on the production of these reports for their readability, accessibility and quality of the findings.
9. Throughout the year we have produced 6 Healthwatch Leicestershire reports including the Annual Report but excluding Enter & View reports. Each of our reports gives an insight into the patient perspective of the particular service we are scrutinising. All reports are based on evidence and include recommendations for improving the service. Here is a list all the reports published this year.
  - **Annual Review 2016-17:** This report highlights activities over the last year and demonstrates their impact.
  - **Summer Tour - 'Local People, Local Experiences:** This report captures peoples last experience and also asked local people what they would change or improve about their local services.
  - **Quick Poll Survey - Parents views on health services:** This survey was designed to allow local parents to share their opinions and experiences of using services with and for their families.
  - **Listen To Me #YoungVoicesMatter:** This report focuses on services children and young people use, predominantly Child and Adolescent Mental Health Services and Sexual Health Services.
  - **'Where do I go?' Experiences of Cancer patients and their carers:** We sought to engage with patients and carers through the support groups of Coping with Cancer.
  - **The Lived Experience of Hospital Discharge:** This report provides an independent insight into some of the issues of hospital discharge that remain important to local patients, carers and staff.
10. Using statutory powers for **Enter and View**, HWL has produced 6 reports and this year identified three areas of the county to visit the following health care providers within those areas.
  - **Hinckley & Bosworth Community Hospital**
  - **Station View Health Centre, Hinckley and surrounding area**
  - **Enter & View - 4 Urgent Care Centres across Leicestershire**
11. All of our Enter & View reports are available at [www.healthwatchleicestershire.co.uk/enter-view](http://www.healthwatchleicestershire.co.uk/enter-view)

### Finance Implications and Timetable for Decisions

12. Voluntary Action Leicester (VAL) successfully tendered for the delivery of Healthwatch functions and statutory activities. VAL has established a strong and successful partnership including the appointment of Rick Moore as Chair leading the voluntary board working alongside a dedicated staff team employed by VAL. The role of the HWL Board is to drive the strategic direction for HWL and ensure engagement with all

segments of the local population in order to provide a representative voice for as many residents and health and social care service users as possible in a way that promotes better outcomes for all.

13. The current HWL Agreement expires on 31 March 2018. The Council will then be recommissioning the service from April 2018.

### **Recommendations**

- (a) Notes and receives Healthwatch Leicestershire's Annual Review 2016 -17.

### **Officer to Contact**

Name and Job Title: Vandna Gohil, Director

Telephone: 0116 257 5040

Email: [Vandna.g@healthwatchleics.co.uk](mailto:Vandna.g@healthwatchleics.co.uk)

### **List of Appendices**

1. Healthwatch Leicestershire's Annual Review 2016-17

### **Relevant Impact Assessments**

### **Equality and Human Rights Implications**

1. HWL is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.
2. Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.

This page is intentionally left blank