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Health Watchdog launches its final annual report

Healthwatch Leicestershire is today releasing its Annual Report 2017-18.

Since the launch of Healthwatch five years ago, Healthwatch Leicestershire, commissioned by Leicestershire County Council has delivered a high-quality service run by Voluntary Action Leicestershire (VAL).

From 1 April 2018, there is a new Healthwatch arrangement for Leicestershire and Leicester City and a new provider, Engaging Communities Staffordshire (ECS), will pick up the reins when the contract held by VAL comes to an end.

Rick Moore, Chair of Healthwatch Leicestershire said,

“Our Annual Report 2017-18 is our final report and another great example of the amazing work the Healthwatch Leicestershire team have consistently produced throughout the years. I would like to thank all of the staff, representatives and volunteers who have supported this work. I am extremely proud to have been part of the journey”.

Over the five years, Healthwatch Leicestershire has written over 50 reports and publications of patient experience. This Annual Report highlights the impacts the work of Healthwatch Leicestershire has had at a Local and National level and covers issues around urgent and emergency services, mental health, hospital discharge, Fibromyalgia, GP services and much more.

At a national level, Healthwatch Leicestershire contributed to research released by Healthwatch England that outlines where important steps have been made towards improving the hospital discharge process for patients. At a local level, this led to Healthwatch Leicestershire being part of multiple training seminars to healthcare professionals including consultants and senior nurses, to improve the discharging of patients.

Shining a light on Fibromyalgia, Healthwatch Leicestershire spoke to almost 1,000 people to highlight the issues people face living with this long-term condition that causes pain all over the body. In partnership with The Shuttlewood Clarke Foundation and the University Hospitals of Leicester NHS Trust, a Top Ten Tips

poster for living with Fibromyalgia was sent to all GP Practices across Leicester, Leicestershire and Rutland as an informative tool for GPs.

Kathleen Wass, Support Services Manager at Shuttlewood Clarke Foundation commented;

“We’re pleased Healthwatch Leicestershire are raising awareness of Fibromyalgia and are working to improve the services for people living with the disease. Following a meeting with a representative from the local NHS, facilitated by Healthwatch, we have jointly produced our top 10 tips for living with fibromyalgia, which has been circulated to 28,000 people including 12,000 health professionals; this will certainly help to raise awareness of Fibromyalgia.”

In a statement, University Hospitals of Leicester NHS Trust said,

“We recognise that as this fiscal year draws to a close some of the governance and people in Healthwatch Leicestershire will change, we will miss them as colleagues and critical friends and on behalf of the very many staff who they have worked with over the last few years we wish them well and thank them for their insight, understanding and support”.

Professor Mayur Lakhani, Chair of West Leicestershire Clinical Commissioning Group said,

“As a CCG chair, I have really valued the work of Healthwatch and the effective partnership that we have forged. I have admired their rigorous approach to measuring patient feedback and the quality of their reports is very high. The feedback has been useful to providers in improving services. Another area of success has been their contribution to the governing body of WLCCG.”

Read the full Healthwatch Leicestershire report at:

<http://www.valonline.org.uk/healthwatch-leicestershire-releases-annual-report-201718>

Notes to Editors:

About Healthwatch Leicestershire

Healthwatch Leicestershire is an independent consumer champion for health and social care in Leicestershire. The organisation helps to shape and improve local health and social care in our community. Healthwatch Leicestershire is part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services. <https://www.healthwatchleicestershire.co.uk/>

About Healthwatch England

Healthwatch is the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people’s voices are heard by the government and those running services. As well as seeking the public’s views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

www.healthwatch.co.uk @HealthwatchE