



HEALTH AND WELLBEING BOARD
24 MAY 2018

REPORT OF VOLUNTARY ACTION LEICESTERSHIRE:
HEALTHWATCH LEICESTERSHIRE
ANNUAL REVIEW 2017 -18

Purpose of report

1. The purpose of this report is to present Healthwatch Leicestershire's Annual Report 2017-18 to the Health and Wellbeing Board. This is the final report by Voluntary Action Leicestershire (VAL) as the contract holder for five years spanning the period 2013-2018.

Recommendation

2. It is recommended that Healthwatch Leicestershire's Annual Review 2017 -18 be noted.

Policy Framework and Previous Decisions

3. 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.
4. Under VAL, Healthwatch Leicestershire (HWL) became a trusted and respected member of the Health and Wellbeing Board and participating observer at the Health Overview and Scrutiny Committee where it has been able to present evidence-based insights and findings reflecting patients and the public views of health and social care services.

Background

5. The purpose of HWL is to promote improvements in local health and social care services - improving outcomes for local people in Leicestershire. HWL believes that the best way to do this is by designing local services around the needs and experiences of local people.
6. The Annual Report contains details on the statutory activities undertaken over the last year and demonstrates the impact that these activities have made on the commissioning, provision and management of local health and social care services. VAL also provides Healthwatch England with the intelligence and insight it needs to enable it to perform effectively. VAL has complied with Healthwatch England guidance by using the Healthwatch trademark and reporting on its statutory requirements including meeting the 30 June 2018 submission date.

7. The full Healthwatch Leicestershire Annual Report 2017-18 is available at the short link <https://goo.gl/apQni1> and for ease of reference a copy of the report is also included as appendix 1.

Patient and Public Involvement

8. As HWL, VAL's role was 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.
9. In the past year 2017 -18, HWL was in contact with individuals and communities across different events and activities of Leicestershire. HWL Board members have represented local voices at health and social care meetings and committees such as the County Council's Adults and Communities Overview and Scrutiny Committee, Clinical Commissioning Groups across Leicestershire and NHS Trust Boards for local hospitals and mental health by being a critical friend and speaking 'truth to power' ensuring that local voices are heard at key decision making and commissioning bodies.
10. 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.
11. Throughout the year HWL have produced 6 Healthwatch Leicestershire reports including the Annual Report but excluding Enter & View reports. Each of these reports gives an insight into the patient perspective of the particular service being 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 2017-18:** This report highlights activities over the last year and demonstrates their impact.
 - **Patients experience of Fibromyalgia:** This report captures peoples experience of living with Fibromyalgia and highlights ways to improve local services.
 - **Check-in @ the new Emergency Department:** This survey was designed to allow local patients to share their opinions and experiences of using services at the new £48-million-pound emergency department.
 - **Your views about GP services:** This report focuses on services offered at GP practices such as online services, support for carers and nurse appointments.
 - **In mum's words:** We sought the views and experiences of mothers, mothers to be and healthcare professionals on the woman's journey through services.
 - **I matter:** This report provides an independent insight of local patients, carers and staff at the Bradgate Mental Health Unit.
12. Using statutory powers for **Enter and View**, HWL has produced 2 reports and this year identified two areas of the county to visit the following health care providers within those areas.
- **St Lukes Hospital**
 - **Lutterworth Country House Care Home**

Finance Implications and Timetable for Decisions

13. 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).
14. VAL's HWL contract came to an end 31 March 2018 following re-commissioning and Leicestershire County Council has a new Healthwatch arrangement jointly with Leicester City for Healthwatch Leicestershire and Leicester City. The new provider is Engaging Communities Staffordshire (ECS).

Officer to Contact

Kevan Liles - CEO Voluntary Action Leicestershire
 Telephone: 0116 257 5034
 Email: kevan.l@valonline.org.uk

List of Appendices

1. Healthwatch Leicestershire's Annual Review 2017-18
2. Media Release launch of the Annual report

Relevant Impact Assessments

Equality and Human Rights Implications

15. VAL/ 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.
16. VAL/ 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