



# Guided by you

**Healthwatch Leicester and Healthwatch Leicestershire  
Annual report 2019-20**

# Contents

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Message from our Chair	3
About us	6
Highlights from our year	8
How we've made a difference	10
Helping you find the answers	16
Our volunteers	22
Our finances	24
Our plans for next year	26
Thank you	28
Contact us	29

# Message from our chair

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I am very pleased to present the Annual Report for Healthwatch Leicester & Leicestershire (HWLL) for the year 2019 - 2020.

The Healthwatch Advisory Board (HAB) meets monthly and we have held our meetings at venues across the City and County. We were sad to see Colin Norman leave the board earlier in the year. We have appointed a new member, Joe Johal, who has taken responsibility for representing us at Leicester City Clinical Commissioning Group. He has previously led the Board of Directors of a County Health Authority in the USA, been trained in health procurement and has a thorough knowledge of the care sector. Members of the HAB attend board meetings held by providers and commissioners across Leicestershire. They represent HWLL, ask questions, scrutinise and ensure that issues affecting patients and the public are taken into consideration.

The past 12 months have been very busy for us and we have now settled properly as a countywide organisation. We have successfully worked on a range of priorities, completing some excellent work on patient experiences of the Discharge Lounges at Glenfield Hospital and Leicester Royal Infirmary, which highlighted some inconsistencies. We had planned further visits as part of our Enter and View programme but have had to reschedule due to the Coronavirus outbreak.

We have examined access to GPs and reviewed the experiences of patients using the Healthcare Hubs and made recommendations.

We have also undertaken three research projects to take the experience of users of the services. The first was to evaluate the impact of changes made to the Children and Adolescent Mental Health Service (CAMHS).



# Message from our chair

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Our second project was to explore the experiences of children identified with Special Educational Needs and Disabilities who use dental services.

The third project explores the experiences of looked after children (LAC) in managing their own health and wellbeing and how the care system prepares them to do so when living independently.

During the Coronavirus pandemic, Healthwatch has continued to work albeit in different ways. We have added a page to the website about where to get information and the support that is available to the community. While working from home, our team members have increased our local involvement to offer support to our Health and Social care colleagues and to the voluntary response, for example, delivering food parcels.

As a result of the Coronavirus disease, this year is seeing many changes to how services are delivered. We will continue to champion the patient voice and ensure that they are kept informed on how the massive changes are affecting them.

Our priorities for the next 12 months are:

Examining the impact of COVID-19  
Domiciliary Care  
Mental Health Care at the point of crisis

May I take this opportunity to thank all who have engaged with us at Healthwatch Leicester & Leicestershire in the last twelve months, shared their experiences and those that have made changes as a result of our feedback.



Harsha Kotecha  
Healthwatch Leicester and Healthwatch Leicestershire Chair

# Our priorities

Last year 3001 people told us about the improvements they would like to see health and social care services make in 2019-20. These were our six priorities for the year based on what you told us.



- Medicines Management – Looking at the patient experience of prescription as part of their discharge from Hospitals, then their GP



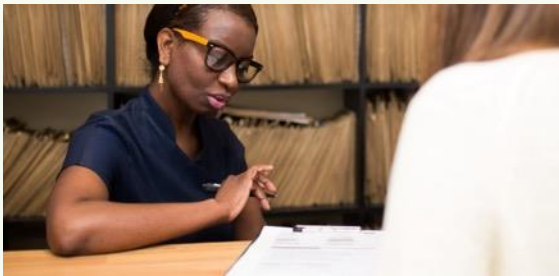
- Personal Budgets – What has been the impact of personal budgets on those using them since their introduction?



- Patient Discharge from Hospital – Understanding what is the lived experience of being discharged from the different acute hospital sites in Leicester



- Social prescribing – How much does the wider public understand the concept of "Social Prescribing"?



- Lifestyle services – Following substantial review of Lifestyle services in Leicester and Leicestershire, we want to understand what impact these changes have had on the service.



- Supported Living – Following feedback from residents in supported living we want to build a better picture of what it's like to live in Supported Living locations locally.

“It has been great to see Healthwatch Leicester and Leicestershire continue to drive change for the better in health and social care. Close working with local communities, strong commitment from volunteers and focused reports on issues such as medicines management and hospital discharge are some of the key ingredients that are really making a difference.” - **Cllr Louise Richardson, County Council Cabinet Lead Member for equalities, community engagement and rural partnership**

# About us

## Here to make care better

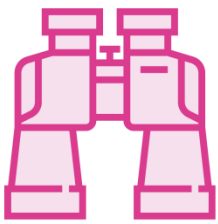
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

**Sir Robert Francis – Healthwatch  
England Chair**





## Our vision is simple

Health and care that works for you.

People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

**Website:** [www.healthwatchll.com](http://www.healthwatchll.com)

**Twitter:** @HealthwatchLeic

**Facebook:** @HealthwatchLL

# Highlights from our year

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Find out about our resources and the way we have engaged and supported more people in 2019-20.





## Health and care that works for you



### 21 volunteers

helping to carry out our work. In total, they gave up 964 number of hours or just over 40 days.

We employed  
6 staff

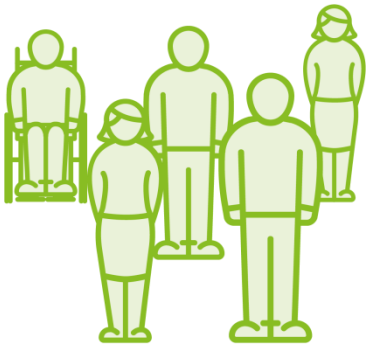
100% of whom are full time equivalent, which is a 20% increase from the previous year.

We received

### £296,657 in funding

from our local authority in 2019-20, which is unchanged from the previous year.

## Providing support



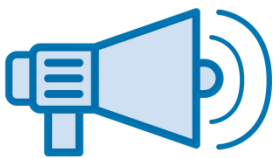
### 3001 people

shared their health and social care story with us, 600% more than last year.

### 351 people

accessed Healthwatch advice and information online or contacted us with questions about local support, 80% more than last year.

## Reaching out



### 4607 people

engaged with us through our website, 2541 people engaged with us through social media, and 3001 people engaged with us at community events.

## Making a difference to care



We published

### 11 reports

about the improvements people would like to see with their health and social care, and from this, we made 27 recommendations for improvement.

# How we've made a difference

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**Speaking up about your experiences of health and social care services is the first step to change.**

**Take a look at how your views have helped make a difference to the care and support people receive in Leicester and Leicestershire.**

## Being discharged from Hospitals in Leicester

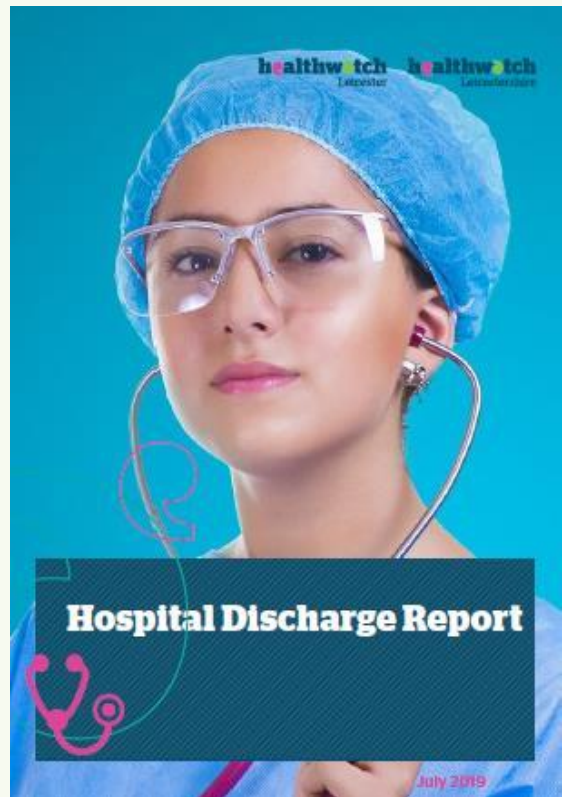
Speaking directly to patients and their families who are about to be discharged from hospitals we wanted to understand how involved they had felt in planning their discharge and how ready they felt to be discharged.

Through 1-2-1 interviews with patients and their families across the main discharge lounges we found the following themes:-

- Patients did not feel involved in their discharge or kept informed
- Felt frustrated by delays on the day of discharge

We also found an unexpected difference of experience between the discharge lounges of the Leicester Royal Infirmary and Glenfield Hospital Sites.

Reporting through a joint NHS and Council Group focused on Patient Discharge our findings were strongly supported. University Hospitals of Leicester(UHL) have accepted our recommendations and an action plan has been designed, taking forward our recommendations. We continue to work with UHL to highlight and improve the patient discharge pathway.



Whilst I am saddened what the report is saying it is helpful in reinforcing what we already know. The involvement of patients, families and carers in the discharge process is a key element to this work stream. - **Gill Staton – Head of Nursing/Patient flow and discharge**

Our report can be found at - <https://healthwatchll.com/our-reports/>



### Thames Abulance Service Ltd (TASL) – Providing Non-Acute Patient Transport in Leicester and Leicestershire

#### Non Emergency Patient transport – Getting to Renal Dialysis

Local Patient transport provider TASL approached us to engage with patients and understand what is important to patients being transported to their appointments for Renal Dialysis. Working in partnership with TASL, the local Renal Dialysis service based at Loughborough Hospital and Healthwatch Rutland we designed a short survey asking patients to rank different factors of

their transport experience. Through our report we were able to confirm to TASL that patients felt being picked up before and after their appointment was mattered most to them.

This work was undertaken to better inform TASL in their planning for patient transport and their newly formed – Innovation team, dedicated to develop new ideas for the delivery of patient transport services in a way that meets the priorities of patients.

The feedback within this report will be used by the TASL Innovation Team while preparing future operational models. We would like to thank Healthwatch, volunteers and the patients at Loughborough Renal Unit for taking time to contribute and compile this report. - **Paul Willetts**  
**Associate Director of Business Development**

Our report can be found at - <https://healthwatchll.com/our-reports/>



## Medicines Management – The difference between prescribing in hospitals and GPs

After receiving feedback from members of the public about problems obtaining medicine from their GP after being prescribed it as part of their discharge from hospital. We completed some work to find out what was the reality for patients.

Through a survey and reviewing responses we were able to show that It did show that there were some concerns that patients felt prescriptions covering a longer time would help.

We presented our findings to Leicestershire County Council Health Overview and Scrutiny Committee. Feedback was received from the senior pharmacists of the local NHS trusts and they confirmed that patient experience did not, consistently, meet their prescribing policy of the NHS. Accepting our findings our report has been taken to STP Prescribing Board to take forward recommendations. They were reviewing clinical practice to develop plans for more consistent prescribing in reaction to report.

Our report can be found at - <https://healthwatchll.com/our-reports/>



### Share your views with us

If you have a query about a health and social care service or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

**Website: [www.healthwatchll.com](http://www.healthwatchll.com)**

**Telephone: 0116 2518313**

**Email: [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)**

# Long Term Plan

**#WhatWouldYouDo**

## Highlights



More than 40,000 people shared their views nationally with Healthwatch.

With 597 responses from Leicester, Leicestershire and Rutland



Our network held over 500 focus groups reaching different communities across England. We held 10 focus groups in Leicester, Leicestershire and Rutland



Healthwatch attended almost 1,000 community events.

## NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

The top issues that people told us they wanted services to focus on is:

- Access to help and treatment when they want it.
- Choosing the right treatment is a joint decision between me and the relevant health or care professional
- Those living with a Long Term Condition - Communication is felt to be inconsistent across services patients' access as part of their treatment

Working with Healthwatch Rutland we asked people #WhatWouldYouDo to improve the NHS locally.

Our report and findings have been shared with the local NHS and Social Care services and has been used in the refresh of the LLR Sustainability and Transformation Plan, as well as being used to influence our local priorities.

"I should be at the centre of my care and given the right information about my illness so I can make the right decision about my illness. Having a named GP is important." –

**Patient feedback**

# Helping you find the answers

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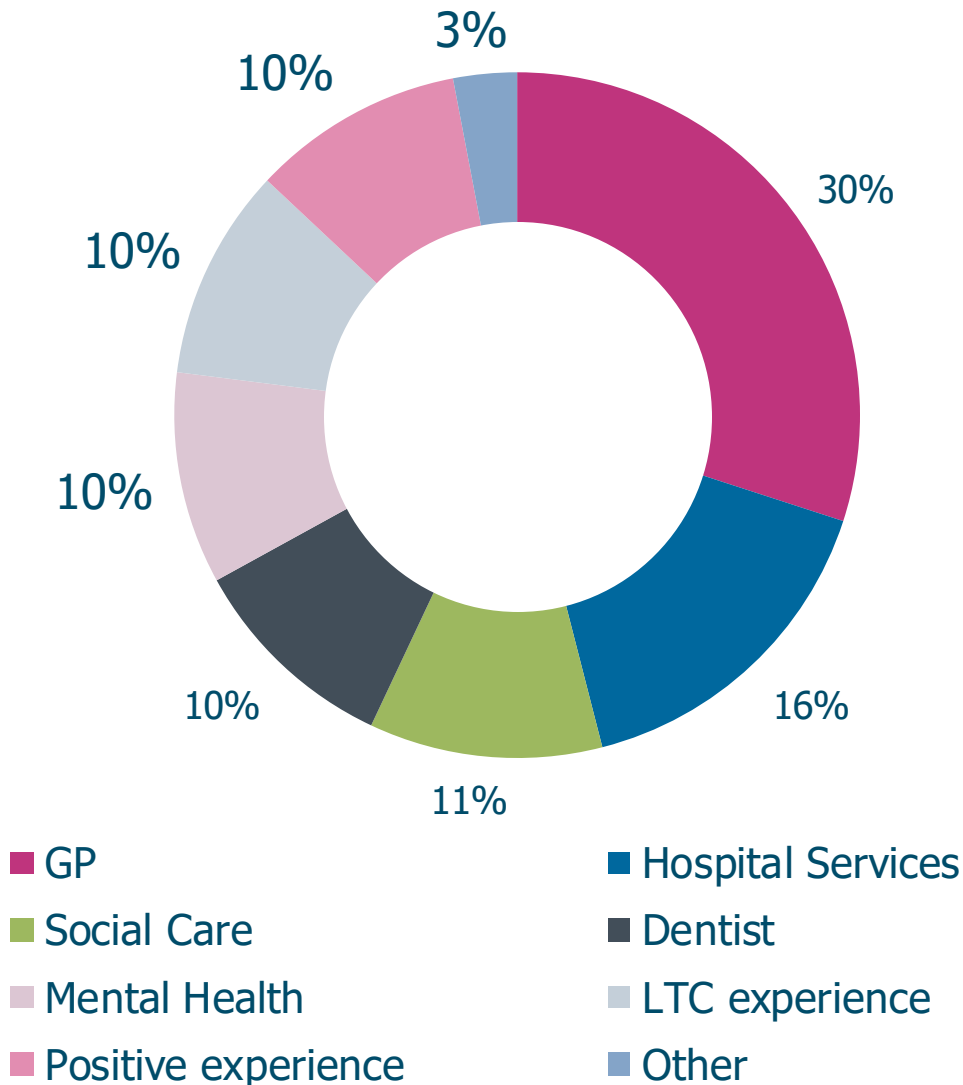


**Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.**

This year we helped 351 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Holding community drop in clinics in community hubs
- Promoting services and information that can help people on our social media.

**Here are some of the areas that people asked about.**



## Case study: Information about Hidden disabilities

From feedback received from attending community groups and from our findings from the Long Term Plan work we realised that an important area, not only to raise awareness of, but to help signpost people with hidden disabilities to services that are able to offer support.

A total of 17 community groups and support services were able to take part in the market stall event and among those taking part were The Alzheimer's Society, The Carers Centre, Fibro Friends, Macmillan and LOROS.

Feedback from members of the public about the event was very positive, with people sharing that they were unaware of many of the services that took part and others requesting for similar events to be held regularly. People shared a variety of difficulties they have encountered such as not knowing how to make applications for adaptations to their home, social exclusion which has a negative impact on their mental health, and concerns about losing their independence and the implications of this, such as having to leave their own home to live in residential care.

Stalls and members of the public from our Hidden Disabilities event





## Involvement Centre Drop in

To get a better understanding of the first hand experience of those using Mental Health Services. We have been working with our Mental Health Trust (Leicestershire Partnership Trust) and have a regular drop in clinic at their Involvement Centre based in the Bradgate Unit.



## Summer Road show events

Through out summer our Community Outreach leads attended local events all over the County speaking to many members of the public to find out what their local issues are. Through these events we have spoken to more than 3000 people.



## Living with Lipoedema

Attending community groups who offer support to those living with long term conditions, is an important way for Healthwatch to capture their lived experience.

One of the groups we visited this year is those living with Lipoedema who experience prejudice because of how their condition manifests physically.



### Contact us to get the information you need

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**Email:** [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

# Volunteers

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**At Healthwatch Leicester and Healthwatch Leicestershire we are supported by 21 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.**

#### This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

### Maternity Voices Partnership – Celebrating their involvement

In 2018 we supported the recruitment of volunteers to be a part of the Maternity Voices Partnership, involving young Mums and Dads in reviewing maternity services in Leicester and Leicestershire.

These volunteers act as a sense check for the developments to services and have been instrumental in making sure the service user voice is a part of strategic review for services locally.

As a way to thank the volunteers we were asked to arrange a day of activities for the volunteers and their young ones. As you can imagine, trying to arrange something for both parents and children to take part in was a challenge but our Community Outreach Leads were able to arrange and host a day for making and decorating pottery.



Two of the MVP members painting their pottery



#### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Leicester and Healthwatch Leicestershire.

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**Telephone:** 0116 2518313

**Email:** [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

# Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



## Lynne, 58

The reason I volunteer for Healthwatch, is after being part of the NHS for 30yrs and knowing what a difference it makes to peoples lives and their families, I feel I still have in some small way something to give.

## Howard, 64

After several years being Secretary of my GP Practice's PPG, a position I still hold today, I had been considering joining the Healthwatch Enter & view team. I considered the knowledge I had learnt over the years of how GP surgeries are or should be run would be useful to Healthwatch.

As an Enter & View team member, it's been interesting visiting other GP surgeries with the opportunity to speak with both the patients and the Practice team. Once a month I meet up with other members of the Enter & View team to review the visits of that month and to plan the next couple or so visits. In addition to being part of the Enter & View team, I attend some of the health promotion events that Healthwatch participate in.

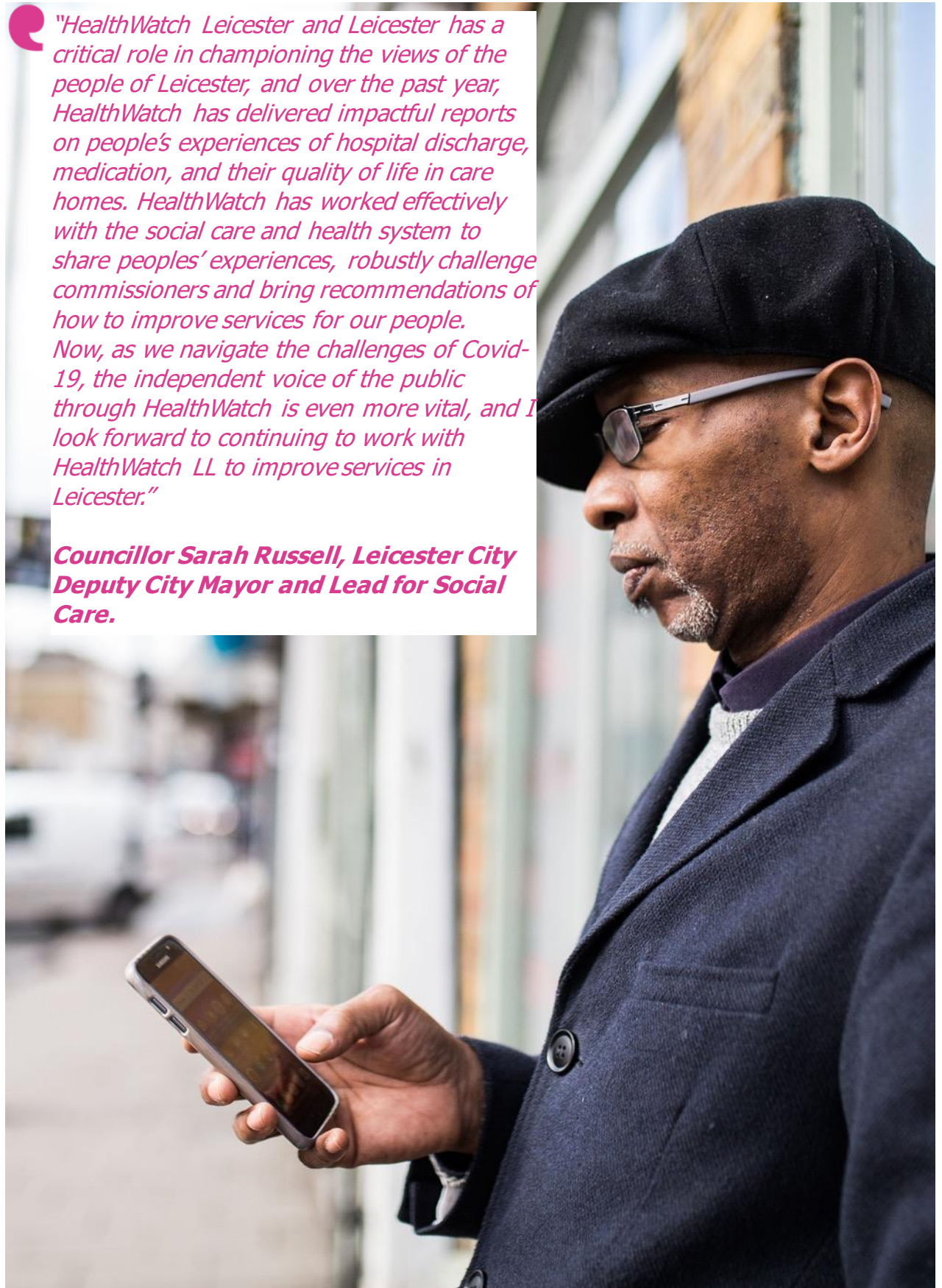


## Moraig, 68

I have been a member of the Enter & View team for a number of years now. I enjoy the experience of going to different places, meeting people and seeing if we can make a difference.

*"HealthWatch Leicester and Leicestershire has a critical role in championing the views of the people of Leicester, and over the past year, HealthWatch has delivered impactful reports on people's experiences of hospital discharge, medication, and their quality of life in care homes. HealthWatch has worked effectively with the social care and health system to share people's experiences, robustly challenge commissioners and bring recommendations of how to improve services for our people. Now, as we navigate the challenges of Covid-19, the independent voice of the public through HealthWatch is even more vital, and I look forward to continuing to work with HealthWatch LL to improve services in Leicester."*

***Councillor Sarah Russell, Leicester City Deputy City Mayor and Lead for Social Care.***



# Finances

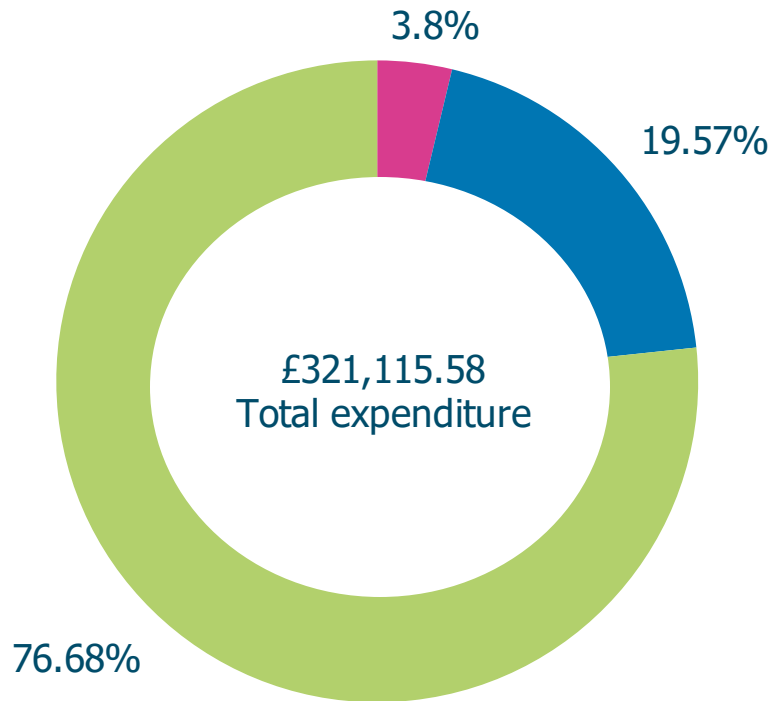
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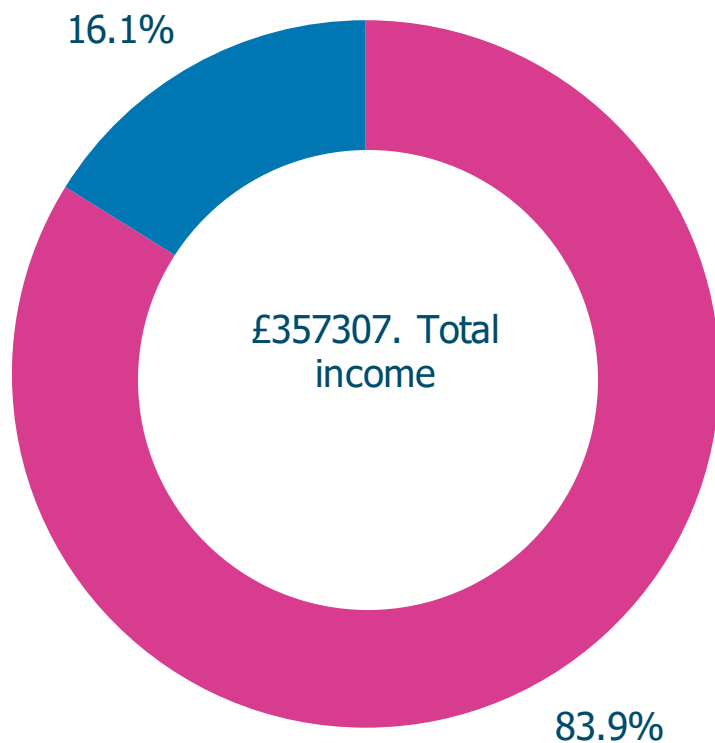


**We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £321115.58.**

- How much it costs to run our Healthwatch
- Management costs
- Staff costs



- Funding received from Local Authority
- Additional Income



# Our plans for next year

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# What is in our future?

## Looking ahead

- We have already begun working with the NHS services to understand how services are changing due to Covid 19 and what changes the public want to stay.
- Our focus is also on the why the BAME community has been more impacted by Covid 19
- In addition to how Covid has changed our lives, we will be looking into –
  - i. Domiciliary Care – Receiving care in your home
  - ii. Mental Health Care at the point of Crisis

## Thank you

- To my dedicated staff team who have shown just how adaptable they can be
- Our HAB members- who represent, you, the public with passion and tenacity.
- All our Authorised Rep volunteers – who have stuck with us through some challenging times.

This year, as always, has been a mixture of celebration and frustration. Adding into the mix living through something few would have predicted.

Our work priorities has seen us highlight some key issues which have been taken on by the Health and Care sector in Leicester and Leicestershire, we have been unable to finish some work due to a lack of engagement around Social Care services. But what has been a consistent has been our good working relationship with the providers and commissioners of Health and Care services.



Micheal Smith - Manager

Understanding how the Covid 19 Pandemic has changed our lives will be an ongoing focus. We want to understand what has changed for the better and how we can support the public to engage in the most effective way.

That is not to say this will be our full focus, what we need from the NHS and Social Care services hasn't changed but in partnership we can bring together what we need with how lockdown has shown different ways of using those services.

Micheal Smith  
Senior Manager

# Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Our staff team past and present – Gemma, Louise, Mukesh, Gillian, Nazmin, Ana and Bryonie
- Our Volunteers – Howard, Kim, Kash, Moraig, Lynne, Janina, Naina, Merhunissa, Chris, John, Ana, Nigel and Margaret
- Our Advisory Board members – Harsha, Mark, Shireen, Rita, and Joe
- All our stakeholders and partners in Leicester and Leicestershire.
- And finally each and everyone who shared their experiences – we can't do this without you.



# Contact us

Address and contact details as of 31/03/2020.

Contact number – 0116 2518313

Email address – [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

Social media -  @HealthwatchLeic

 [www.facebook.com/HealthwatchLL](https://www.facebook.com/HealthwatchLL)

 healthwatchleic

Website – [www.healthwatchll.com](http://www.healthwatchll.com)

Healthwatch Leicester and Healthwatch Leicestershire

Clarence House

46 Humberstone Gate

Leicester

LE1 3PJ

Address and contact details of the organisation holding the Healthwatch contract as of 31/03/2020.

Engaging Communities Solutions  
Unit 42, Staffordshire University Business Village,  
Dyson Way, Staffordshire Technology Park,  
Stafford, Staffordshire, ST18 0TW.  
Contact – **01785 887809**  
<http://www.weareecs.co.uk/>

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

England & Wales (08026718)

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