

**HEALTH AND WELLBEING BOARD: THURSDAY 1 DECEMBER 2023**

**REPORT OF HEALTHWATCH LEICESTER AND LEICESTERSHIRE**

**HEALTHWATCH ANNUAL REPORT 2021-22**

**Purpose of report**

1. The purpose of this report is to present to the Health and Wellbeing Board Healthwatch Leicester and Leicestershire's (HWLL) Annual Report for 2021-22. The report provides a summary of the activity HWLL has undertaken this year as a jointly commissioned contract.

**Recommendation**

2. It is recommended that the Health and Wellbeing Board notes Healthwatch Leicester and Leicestershire's Annual Report 2021-22.

**Policy Framework and Previous Decision**

3. The County Council, in line with 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, as well as monitoring and scrutinising the quality of provision of local services. HWLL are also members of the Health and Wellbeing Board.

**Background**

4. The purpose of HWLL is to promote improvements in local health and social care services – improving outcomes for local people in Leicester and Leicestershire. HWLL believes that the best way to do this is by designing local services around the needs and experiences of local people.
5. 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.
6. The report gives examples of the work undertaken with statutory partners and illustrates how Healthwatch has worked to support the public in accessing information about Health and Social Care services.

**Consultation/Patient and Public Involvement**

7. Over 25500 people came to HWLL last year to seek information or to share their story. HWLL:
  - published 10 reports about the improvements people would like to see to health and social care services.
  - attended 36 events and engaged directly with over 2420 people during our summer tour. 350 shared the challenges they faced accessing their GP practice.
  - resumed their Enter and View programme and using the text messaging service, 1138 patients shared their experiences of Latham House Medical Practice in Melton Mowbray.
  - reviewed GP practice websites to see how informative and accessible they are for people.
  - attended 14 carers groups, hearing from 123 carers and 14 staff and volunteers.

- shared our dentistry findings with BBC East Midlands. Our Chair was invited by the BBC to be on the evening news to share our report findings. We received an increase in the number of calls from the public about dentistry throughout January 2022 as people were struggling to find NHS dentists. We work very closely with the Dental Community and participate in their Local Dental Committee covering Leicester and Leicestershire to improve local dental services. The evidence on dentistry that has been collected locally has been taken forward by Healthwatch England to influence service change.
- worked in partnership with Equality Action and Vita Minds to create and produce a music soundtrack and lyrics based on the thoughts of young people about their mental health and wellbeing.
- explored what support is available to homeless people when they are discharged from hospital and post-discharge care. The report was published in September 2022.
- <https://healthwatchll.com/wp-content/uploads/2022/09/Healthwatch-LL-Homelessness-Final-report-September-2022-1.pdf>

### **Officer to Contact**

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### **Appendix**

Healthwatch Leicester and Healthwatch Leicestershire's Annual Report 2021-22.

### **Relevant Impact Assessments**

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

8. HWLL 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.
9. Engaging Communities Solutions (ECS)/ HWLL is committed to reducing the inequalities of health and social care outcomes experienced in some communities and believes that health and social care should be based on a human rights platform. HWLL is committed to utilising the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.