



HEALTH OVERVIEW AND SCRUTINY COMMITTEE:
11th SEPTEMBER 2024

REPORT OF HEALTHWATCH LEICESTER AND HEALTHWATCH
LEICESTERSHIRE

HEALTHWATCH LEICESTER AND LEICESTERSHIRE UPDATE

Purpose of report

1. To update the Leicestershire Health Overview and Scrutiny Committee (HOSC) on the work of Healthwatch Leicester and Leicestershire (HWLL), its delivery and impact.

Policy Framework and Previous Decisions

2. This report is presented following actions agreed at the HOSC meeting of 6th March 2024.
3. The report is delivered by Hardip Kaur Chohan from Voluntary Action Leicestershire (VAL) in their capacity as Head of Operations and Services for the HWLL Contract.
4. The Health and Social Care Act 2012 introduced statutory duties on local authorities to deliver effective local Healthwatch services. Healthwatch England is a statutory committee and regulated by the Care Quality Commission (CQC). Local Healthwatch (including HWLL) is equally a statutory function and funded by and accountable to local authorities.

Background

5. The HWLL contract is held by Leicester City Council on behalf of itself and Leicestershire County Council under a formal joint working agreement.
6. A 3 year contract was awarded to Voluntary Action LeicesterShire (VAL) in April 2023.
7. The service delivery cost for the joint Leicester and Leicestershire Healthwatch service is £299,428pa. The County Council contribution is £156,990.10 pa (52.43% of the contract cost).
8. Department of Health funding for Healthwatch and associated contracts (Independent NHS Complaints Advocacy Services and Deprivation of Liberty Safeguards in hospitals) is provided to the council via the Local Reform and

Communities Voices Grant. There is no additional council financial provision above the grant funding we receive.

9. The main statutory functions of HWLL are set out below:
 - a. Gather and share the views of members of the public who use health and social care services.
 - b. Influence the planning, commissioning, delivery, re-design and scrutiny of health and social care services.
 - c. Assess the standard of local health and care provision and make recommendations for improvement based on the views of service users.
 - d. Help people access and make choices about health and care services.
 - e. Is representative of local people, representing the diversity of the community it serves and different users of services in the way in which it exercises its functions.
 - f. Has powers to request information from commissioners and providers of health and social care and to enter health and social care premises, known as “Enter & View” visits.
 - g. Has a seat on Leicester City and Leicestershire County Health & Wellbeing Boards (HWB)
 - h. Signposts people to information about local health and care services and how to access them.
 - i. Is able to alert Healthwatch England (HWE), or the Care Quality Commission (CQC) where appropriate, to specific care providers, health or social care matters. Has a duty to produce an annual report on their activities and finance and send a copy of their annual reports to NHS England, relevant Clinical Commissioning Groups/Integrated Care Systems (ICS) and HWE, among others specified in previous legislation
10. The contract is monitored through joint Quarterly Leicester City Council and Leicestershire County Council Commissioner Meetings. Outcome indicators and Key Performance Indicators are submitted as part of this process (A copy of these KPI’s is available at Appendix A).
11. HWLL maintains key departmental links within the County Council including Public Health, Adult and Children’s Social Care etc.
12. In order to deliver its statutory obligations 2024/25 HWLL maintains links with other key stakeholders including having a representative on the Integrated Care Board and Integrated Care Service and attending relevant meetings across Leicester and Leicestershire (See Appendix B) also referencing and contributing to the following plans:

- City and County Health and Wellbeing Board;
- Leicestershire Joint Health and Wellbeing Strategy;
- Leicestershire County Council, Delivering Good Health and Services 2022-2027;
- Integrated Care Board (ICB) Five Year Plan;
- Leicester Leicestershire Rutland HWB Partnership 2022-2027;
- ICB Strategy 5-year plan;
- University Hospitals Leicester Strategy 2023-2030;
- Leicestershire Partnership Trust Strategy 2021-2024.

Progress

13. Since March 2024 HWLL and VAL have engaged with Leicestershire County Council Cabinet Lead Member for Health, Leicestershire County Council Head of Service – Delivery for Public Health, Health and Wellbeing Board Manager and County Commissioners to advance both the work of HWLL and its impact and to strengthen relationships.
14. The following actions have been implemented as part of an ongoing review process:

Action	Outcome
A. Streamlined processes internally to make operations more efficient.	Improved frequency of in-house data analysis both weekly and monthly reports. Please refer to Appendix A June Monthly Intelligence Report.
B. Healthwatch Advisory Board (HAB) recruitment	Three new board members to the HAB have been recruited with a new recruitment process so that the board is up to 10 members by Dec 2024 and 12 members by Dec 2025.
C. Updated Business Plan	Reviewed with four main aims, this will be a working document to be reviewed throughout the year. Presented to the HAB, County Commissioners and Cabinet Lead Member for Health before final sign off. Please see Appendix B
D. Annual Review	We have produced our Annual Review with 12 published reports. Please refer to Appendix C
E. Priority Setting	Priority themes were weighted and presented to the HAB, County Commissioners and Cabinet Lead Member for Health before final sign off.
F. Stakeholder Survey	Stakeholder Survey – a draft Stakeholder Survey is in place and will be launched in October 2024. This survey will target our stakeholders to comment on our relations, our evidence and areas of improvement.

15. During the priority setting for the financial year 2024/25 8040 individuals provided evidence of their experiences of health and social with HWLL via a range of methodologies including:
- a. Online survey and Consultation;

- b. Targeted outreach through the Voluntary, Community and Social Enterprise Sector including partner events;
 - c. Engagement with members of the public through our signposting service and via the team Outreach/Engagement plan i.e., public events and tailored community events;
 - d. Media Campaign;
 - e. Summer Tour – information sharing and gathering intelligence of key issues and of topics within the health and social care system.
16. This data was analysed, additional exploratory work undertaken, and the emerging themes and trends identified. These informed our business plan and work programme for the coming year.
17. The following priorities were approved with a split between County and City activities to enable a distinction between urban and rural issues. All priorities will overlap with social care:
- GP Services;
 - Young People;
 - Dentistry.
18. All priorities will have planned activities including:
- Enter and View Visits;
 - #SpeakUp Events (targeted and topic-based community focus groups);
 - Surveys and engagement with Stakeholders and Voluntary Community and Social Enterprise Sector.
19. Expected outcomes for the priorities include:
- Increased Understanding;
 - Identification of service gaps and barriers;
 - Identifying and understanding patient need;
 - Quality improvement;
 - Building trust empowering the public/patients and engaging with service providers.

Impact

20. HWLL has published its Annual Review and 12 additional published reports each with recommendations to the relevant sector around findings and improvements. The annual report and additional reports page on the website can be found via the following links: <https://healthwatchll.com/wp-content/uploads/2024/07/Healthwatch-Leicester-and-Healthwatch-Leicestershire-Annual-Report-2023-24-FINAL.pdf>
- <https://healthwatchll.com/our-work/our-reports/>
21. Although the function of HWLL does not require a ‘You Said, We Did’ approach where possible we have adopted this approach locally. The findings and recommendations from our ‘Living with Dementia in LLR’ have fed directly into the LR Dementia Programme Board’s revised Dementia Strategy 2024-2029 to help improve care for dementia patients. Please refer to <https://www.healthandcareleicestershire.co.uk/living-well-with-dementia-strategy-2024-2028/>

22. The University Hospitals of Leicester (UHL) Emergency Department Patient Experience demonstrates this method. HWLL visited the department in September 2022 and again one year on in September 2023. The UHL action plan presenting progress updates against the HWLL recommendations can be found in the full report. Please refer to <https://healthwatchll.com/news/adults-emergency-department-at-leicester-royal-infirmary-one-year-on/>
23. 17 Enter and View visits took place in 2023-2024 with 54 recommendations being made. There are requirements for service providers to respond to recommendations and only then can HWLL publish an Enter and View report.
24. A planned list of 34 Enter and View visits is scheduled for 2024-25 with built in capacity to increase visits based on intelligence and critical issues. We have 12 trained Authorised Representatives with 24 planned visits. Enter and view schedules are decided based on intelligence received and in consultation with council departments as well as other key stakeholders.
25. HWLL planned and delivered the RU OK campaign for World Mental Health Day. The campaign engaged directly with the public, focusing on promoting early help and urgent support options. Targeted events were planned in partnership with the Voluntary, Community and Social Enterprise (VCSE) sector across Leicestershire and public events at Loughborough and Market Harborough train stations engaging with 1000 commuters to gather valuable primary evidence. This data will be used to inform the work we are currently undertaking with Leicestershire Partnership NHS Trust/LLR Mental Health ICS Team with regards to assessing the current mental health services across LLR.
26. The County Health and Wellbeing Board was presented with a report on young people's mental health with six recommendations for improvement. LPT and The Children's and Young People's Mental Health and Emotional Wellbeing Design Group reviewed and approved the recommendations and will take this forward in their forward planning. We will continue to build on this work in 2024/25 as part of a collaborative approach.
27. Healthwatch took part in the review of Supported Living in Leicestershire – as part of HWLL ongoing commitment to ensuring the quality and accessibility services. This involved meeting and talking to current users, gathering insight through a questionnaire, attending formal and informal meetings with users, meeting commissioners and providers. This work is still in progress but we have gathered key insights and will be setting out recommendations of how to improve the service from a user perspective.
28. HWLL have worked with VAL Lead for Communications to improve the social media presence and raise the profile of HWLL. The data shows that engagement is steadily increasing. This along with campaigns such as “you Said” “we did” on Instagram have helped and will continue to increase awareness of the role of HWLL.

Conclusion

29. HWLL has taken on board previous comments from HOSC, implemented the above actions (paragraph 13-19) and reports the above updates and impacts (paragraph 20-28).
30. HWLL would ask that HOSC note the update provided today.
31. HWLL would welcome the opportunity to report back again with a further update once the 2024/2025 work programme is completed.

Background papers

32. Health Overview and Scrutiny Committee – Wednesday, 6 March 2024 2:00pm
<https://democracy.leics.gov.uk/ieListDocuments.aspx?MIId=7433>

Circulation under the Local Issues Alert Procedure

33. None

Equality Implications

34. VAL is committed to promoting equality and welcomes diversity in all aspects of its service delivery. We operate in a diverse community and our aim is to harness the talent within the community to help improve our service provision further. We understand that our services have to be delivered in a different way to meet the legitimate needs of different communities.
35. We are committed to preventing and eliminating discrimination, harassment and victimisation of any form, fostering good relations between all our people, advancing equality of opportunity for all and welcoming diversity.
36. We operate an Equality and Diversity Policy in service delivery and employment. VAL aims to provide appropriate service delivery to very diverse communities. VAL aims to recruit a staff and volunteer(s) team that reflects and is understanding of that diversity. This means that services have to be delivered in a different way to meet the legitimate needs of different communities. VAL will ensure it will recruit to each project/post staff with the appropriate understanding and specific skills needed.
37. In pursuit of this diversity VAL will ensure that no job applicant, volunteer, employee, user of services or member is discriminated against directly, indirectly, by association or perception because of disability, gender (including gender reassignment), race, colour, nationality, ethnic or national origin, marital status or civil partnerships, responsibility for dependents, sexuality, pregnancy or maternity, age, trade union activity, political or religious, agnostic or atheist beliefs and (unrelated to the post) criminal convictions.
38. We will not tolerate any form of harassment or victimisation.

Human Rights Implications

39. There are no human rights implications arising from the recommendations in this report.

Appendices

40. Appendix A - HWLL KPI'S
41. Appendix B - HWLL Management and Governance Arrangements
42. Appendix C - HWLL June Monthly Report
43. Appendix D - HWLL Business Plan

Officer(s) to Contact

Hardip Chohan
Head of Operations and Services
Hardip.c@valonline.org.uk
www.valonline.org.uk

Gemma Barrow
Healthwatch Leicester and Leicestershire Manager
gemma.b@healthwatchll.com
<https://healthwatchll.com/>

This page is intentionally left blank