

## Highlights of this quarter - Q3



We planned and completed our Enter & View visits to 4 Urgent Care Centres across Leicestershire.





We were asked by ELRCCG to facilitate pre engagement briefing meeting about Feilding Palmer Hospital in discussion of the draft Sustainability and Transformation Plan.

Local people were invited to contribute effectively to the start of a consultation process.

We published the findings from the prescribing survey that informed CCGs changes to prescribing paracetamol and gluten free foods.

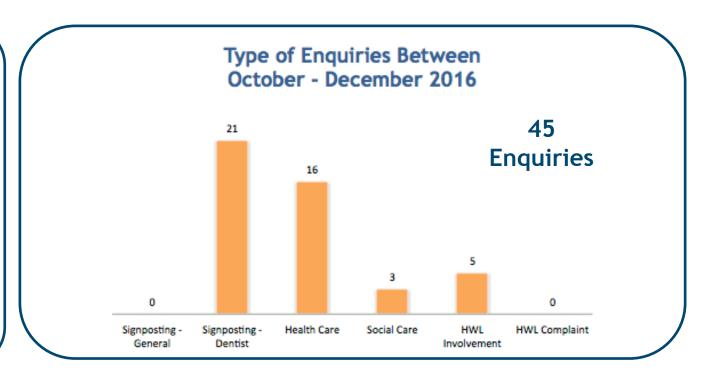




# How we have helped the public this quarter



To ensure that patients voice is being heard, the issues and concerns that are fed into HWL are utilised for many evidence-based work.





All of the HWL involvement enquiries were from HWL members responding to a call out for questions to be submitted to the chief executives of UHL, LPT and the Director of Adults & Communities at Leicestershire County Council.



# How we have helped the public this quarter



#### Case study 1: POhWER Advocacy Service referral

A family member contacted HWL as they had some concerns regarding their mother's care. They explained that their mother (patient) lives in a Care Assessment Unit for people with Huntington's disease and has limited mobility. The specialist assessment team advised the family member that the patient requires a chair, which will help with her posture and is essential for her health.

- The patient currently receives 75% NHS funding and 25% social care funding. The specialist assessment team wrote a letter to the NHS explaining the patient's condition and the requirement for the chair. The assessment team received a letter from the NHS to say the patient will have to fund the purchase of the chair, which would be £3000.
- What we did The family member wanted to make a complaint regarding this and wanted to know who to contact as the assessment team advised that the patient should not need to pay anything.
- Following consent from the family member we made a direct referral to POhWER Advocacy Service.

#### Case study 2: Social Care Issues and Concerns

- A Managing Director from a care agency contacted HWL as one of their clients had raised an issue with them about a leaflet they had received in the post, which referred to the recent commissioning, changes for Adult Social Care in Leicestershire. The leaflet stated that she would have 'no choice as to who provides her care'.
- What we did The leaflet was from a private care agency advertising their services. We explained that to the Managing Director and also explained that if the client had any concerns regarding their personal care they should speak to Adult Social Care directly as they would be able to advise further. Contact details for Adult Social Care were provided.

# How we have gathered views of the public this quarter



#### Summer Tour Report Launched

The 'Local People, Local Experiences' Report details the findings from our Summer Tour.

- The tour saw us attend 19 events across Leicestershire to hear 389 local people's most recent experience of using a health or social care service.
- Over 50% of people rated their overall experience of health or social care as being 5 out of 5, with less than 10% rating their experience below average.
- The most common theme to emerge from the findings was a desire to improve waiting times to access services and receive treatment.



#### Seldom heard voices: Fibromyalgia Project

In October 2016, we launched our Fibromyalgia Survey to find out patients' experience of Fibromyalgia and to help us understand what is important to them.

- We received an unprecedented 950 individual responses to the survey
- 291 respondents live in Leicester, Leicestershire or Rutland,

As part of the project we have been working with Leicestershire Fibromyalgia Friends Together Group and we facilitated a meeting between the group and University Hospitals of Leicester (UHL).

This was an opportunity for members of the group to share their experiences directly with UHL and we were able to discuss some of the initial findings from the survey.



# Where we have shaped and challenged services this quarter



#### **STP LLR Joint Statement**

We issued a joint Healthwatch LLR statement on the local Sustainability and Transformation Plans (STP)

### Quarterly Meeting

We had a joint quarterly meeting with Adults & Communities (A&C), Children and Families Services and also Public Health at Leicestershire County Council.

### **LPT Survey**

We launched a survey to give patients and the public an opportunity to have their voices heard in the Care Quality Commission's (CQC) inspection of mental health services provided by Leicester Partnership NHS Trust (LPT).



#### **National Evidence Review**

HWL, contributed to a new evidence review that pulled together people's experiences over the last two years.

The report by Healthwatch England, Access to NHS Dental Services: What people told local Healthwatch, brings together findings by 31 local Healthwatch across the country including Leicestershire, identifying groups of people who are struggling to get the dental care they need:

- People who may find it difficult to access high street dentists, such as care home residents.
- People who don't think they need to go to the dentist or only go when they have a problem - often because they are nervous or find it too expensive.
- People living in areas where commissioning of NHS treatment has not kept up with changes in demand.







Members of our Board will be meeting 1st and 22nd February 2017

### **Working Together**

We will be planning a joint project with neighboring Healthwatch's based around hospital services.

# Evidence & Insights We will findings of our:

- Fibromyalgia survey
- Hospital Discharge
- Cancer Services
- Enter &View UCC

## **Sample of Scheduled Meetings**

### **Board Reps**

- LPT, WLCCG and ELRCCG meetings
- HTLAH project board
- HWBB
- HOSC
- Adult OSC
- Children's OSC

#### **Workstreams**

- SIMTEGR8 Phase 2
- Carers Assessment

We will be presenting 2 reports at the Health and WellBeing Board