

Highlights of this quarter - Q2









We visited **19 locations** across Leicestershire as part of our Summer Tour.

Spoke to **442 People**Completed **389 Surveys**

The most common theme was a call to **improve waiting times** to access services and receive treatment.

A total of **821 surveys** about possible changes to prescribing were completed and respondents left over **2,300** qualitative comments.

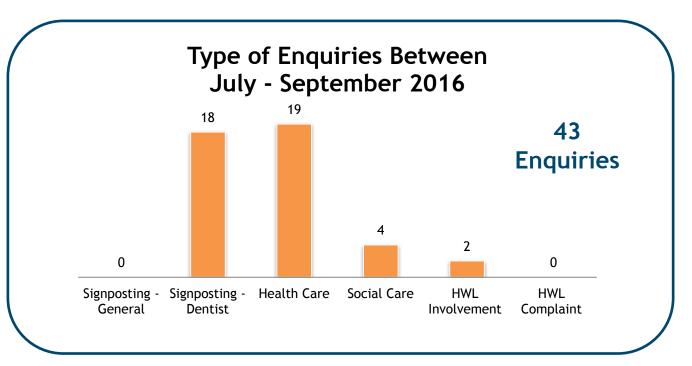




How we have helped the public this quarter



The majority of enquiries during the last quarter were for Health care issues and concerns and represented 44% of the total enquiries.





In comparison to the last quarter there has been a noticeable decrease in the number of dental enquires. This is due to the introduction of a voicemail message which signposts residents to the neighbouring Healthwatch.



How we have helped the public this quarter



Case study 1: Complaint about GP Care

Mrs S wrote to HWL in July 2016, as she wanted help to make a complaint. Mrs S was experiencing severe pain in her left ankle in January 2016 and she went to the Loughborough Urgent Care Centre. She was told that she had pulled a ligament and subsequently her ankle was bandaged up. She was told to walk on it despite being in agony. The next day her ankle was swollen and black. Her carer told her to remove the bandage and make an urgent appointment with her GP.

When Mrs S attended her appointment with her GP, she was again told it was a torn ligament. Mrs S was adamant that she needed an x-ray and explained how extreme the pain was. She was eventually booked in for an x-ray in July 2016. The x-ray revealed that Mrs S had fractured her ankle and it had over time turned into a healing fracture. Her complaint was that she was allowed to walk around for 6 months with a fractured ankle due to negligence on the part of the Urgent Care Centre and her GP.

What we did

We wrote back to Mrs S with details of POhWER and West Leicestershire Clinical Commissioning Group who can help her make a complaint. We will track whether a complaint was made at our next scheduled meeting with POhWER.

Case study 2: Making a complaint about Dental Care

A member of the public contacted HWL as he wanted some help with making a complaint about his dentist. He explained that he felt the care he had received was poor and he was not sure how to complain.

What we did

HWL wrote back to Mr M and provided him with two options with regards to how he can make a complaint. The first option provided was to contact the Dental Complaints Service and alternatively he could contact POhWER who provide an independent advocacy service.

How we have gathered views of the public this quarter





NHS Trust

Possible Changes to PrescribingJune 2016 - launched CCGs

- Focused on the current prescription of paracetamol, over the counter medicines and gluten free foods and proposed changes.
- A total of 821 surveys were completed and respondents left over 2,300 qualitative comments.
- HWL provided a findings report from the survey as a source to help the CCGs with making recommendations and reaching a decision on prescribing.
- HWL also provided the CCGs with all anonymised qualitative comments in order to carry out any further analysis.

LPT Mental Health Services

In September 2016 - launched a survey to give patients and the public an opportunity to have their voices heard in the Care Quality Commission's (CQC) upcoming inspection of mental health services provided by Leicestershire Partnership NHS Trust (LPT).

- A list of services, which are to be inspected by the CQC, were sent to HWL and this was incorporated in the survey. The feedback from the survey will be used to inform the inspection in November 2016.
- Alongside the findings from the survey, a compiled document of any patient Q&As sent to LPT from April 2015 to date for our quarterly meetings will also be submitted.

We have asked neighbouring HW to cross promote the survey to get wider engagement.





Where we have shaped and challenged services this quarter



Ashby Community Services

We have written to LPT for further data and evidence on proof of improvement in the services.

We have been promoting the petition to save our Children's Heart Surgery at Glenfield Hospital. Our Chair agreed to a joint HW LLR position statement and a letter was sent to the three CCGs.

Our **Enter & View** Reports published:

- Hinckley & Bosworth Community Hospital
- Station View Health Centre

We presented the findings to the WLCCG Quality & Performance Committee.



East Midlands Ambulance Service (EMAS)

- HWL Board wrote to the Chair and Acting CEO of EMAS to express concern on Red 1 and Red 2 Performance Targets for June 2016, registering our strong concerns on the consistent failure to meet the eight-minute target. A comparison with our regional neighbours puts Leicestershire near to the bottom.
- We sent the letter to the Commissioners and following a reply met with EMAS Richard Henderson, Acting CEO and David Whiting, Operations Director on 23 September to understand better the issues relating to handover delays at UHL.
- We will be observing the handover process to see first hand the processes in place to improve turnaround at LRI through improvements in the Emergency Department flow.



Coming Up...what's happening next quarter



Member of our Board will be visiting the UHL Emergency Department to observe ambulance handovers.

We will be asking

patients, carers and hospital staff to share their experiences of leaving hospital - be they positive or negative. The survey feedback will be used to make recommendations to UHL and the stakeholders.

Surveys

We will report findings of our:

- Fibromyalgia survey
- Summer Tour
- LPT Mental Health Services Survey
- Patient
 Experience of
 Cancer Services

Sample of Scheduled Meetings Board Reps

- LPT, WLCCG and ELRCCG meetings
- HTLAH project board
- Hinckley Project Board
- HWBB
- HOSC
- Adult OSC

Engagement

- Health Fair in Long Clawson
- Fibromyalgia and UHL meeting

HW LLR

- Joint meeting on STP
- BCT PPI MAG Away Day

Workstreams

• SIMTEGR8 - Lightbulb workshop

We will be conducting Enter & View visits to Urgent Care Centres (x4).