

Our year at a glance

**2015
2016**

 **42**

Our board members represented local voices at 42 health & care meetings and committees



We met
2,654
local people at
105 events
& activities



Our signposting and information service has helped
465

 **3,245**

Members, subscribers & Twitter followers reached



We undertook 6 Enter & View visits to local health and care services



6
6 insight reports published on issues ranging from access to GPs & mental health

2015-2016 has been a busy year for Healthwatch Leicestershire.

We've spent the year listening to local people, scrutinising local services and challenging stakeholders with the aim of improving health and social care services for county residents.

This summary highlights some of our achievements over the year.

Our full Annual Report is available at:

How we've improved services for local people

Making it easier for patients to book a GP appointment

On 7 July 2015 we undertook an Enter & View visit at Barrow Health Centre.

On our visit, patients told us that making an appointment was an issue. They said they sometimes wait 20-30 minutes for their call to be answered and whilst in the telephone queue the system often cuts off.

We made recommendations to the health centre asking them to consider making improvements to the appointment booking system.

The telephone booking system has now changed to ensure that patients are no longer waiting in a lengthy queue.



Improving patients experience of Ophthalmology

In April 2015 we published a report 'A week in Leicester Royal Infirmary (LRI): A Patient Perspective'.

Since then we have been successful in progressing the recommendations we made to the Ophthalmology Department.

The Ophthalmology department at LRI is one of the busiest services at Leicester Hospitals. During our visit, patients told us that better signage was something they wanted along with understanding the reason for consistent lengthy waiting times.

Leicester Hospitals created an Ophthalmology Action Plan in direct response to our recommendations and they've already completed a number of actions.

TVs and water machines have now been installed in the waiting rooms, signage has



improved and patient feedback is being integrated into the plans for the booking centre.

NB. The Ophthalmology Department treats disorders and diseases of the eye.

Supporting carers

In March 2015 we worked with the staff at LRI to address staff concerns about their lack of knowledge and confidence to support carers and families during the hospital stays of the cared for person.

Healthwatch Leicestershire representatives spent eight hours visiting 12 wards with the LRI staff responsible for discharging patients from hospital. During the visit carers and staff were asked to complete a questionnaire.

The results from survey highlighted that staff wanted to be better informed with a simple, easy to understand guide with information and advice for carers.

In June 2015, we worked with representatives from LRI, Leicestershire County Council and local voluntary organisations to produce the guide.



The guide is in the form of a poster that can be put up in staff areas. The poster informs staff of the current support networks that are available for carers. Staff can now pass on this information to carers and families when discharging patients from hospital.

Contact us for more information.

Access to GPs for newborns

Parents to a new born baby contacted us about an issue they had with their GP surgery.

Their midwife had told them to take their 11-day-old baby to the GP for a minor illness. The mother called the surgery and requested an appointment. When asked for the baby's details the mother could not provide the name of the baby, as the family had not yet decided. The GP receptionist said they would not be able to see the baby as without a name they could not register at the surgery.

We provided the parents with the details of POhWER Advocacy a service that supports the general public to make formal complaints about NHS services. We also contacted the relevant Clinical Commissioning Group (CCG) to better understand the procedure for registration of newborns.

The CCG informed us that a new-born can be seen by a GP under a temporary registration



using the baby's NHS number and the GP receptionist in this case gave the wrong information. The CCG said they will look into this matter and will directly speak to the GP surgery to ensure that this is not repeated.

The parents went on to register their new-born at a different local GP surgery.

The next 12 months

The plan for 2016 onwards is to build on our work over the past three years and to prioritise the areas where we can make a difference to local people and services.

This will include:

- More projects to understand and represent patients' views and experience of local services.
- Reporting our findings and make recommendations to health and care providers so services are improved.
- Improving our signposting service so it is better at informing our activities and to share patient experiences with those that run, plan and regulate local services.
- Continuing to provide information to the Care Quality Commissioner for future inspections of local services.
- Continuing with our Enter & View visits. These provide local people to inspect services. This year we will focus on acute and primary care.
- Supporting University Hospitals of Leicester NHS Trust on improving A&E and other departments in need. We will do this by involving patients and carers to make sure their views are informing future plans.
- Contributing information to the planning of local services

In Leicestershire, Leicester and Rutland pressure is increasing on frontline health services as a result this puts A&E, Urgent Care and GPs under tremendous strain.

As a result, momentum is building to provide more care in the community, but this requires changes to local services and the way they are delivered.

We want to be involved with the future plans to make sure that local communities and the public understand the changes that may take place.

Find out more:

www.bettercareleicester.nhs.uk

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