

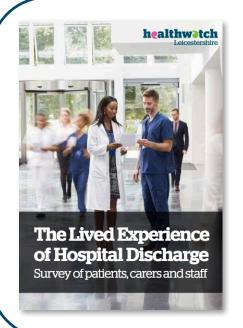
Highlights of this quarter - Q4



We launched our new leaflet

NHSE Quality Surveillance Group (QSG) used the Cancer report to inform the themed discussion led by NHSE Cancer Network.





We listened to 216 patients, 40 staff and 30 carers.

UHL responded to each recommendation of our report and presented their report to the Health and Wellbeing Board.

General Practice Five Year Forward View LLR STP: Tim Sacks appreciated HWL's inputs and also acknowledged our summer tour findings as an evidence base for the plan.

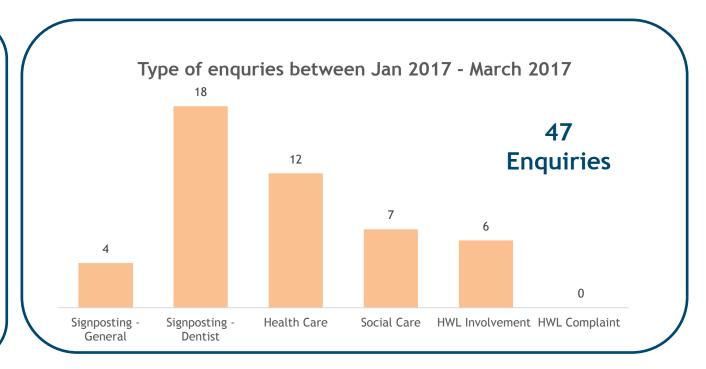




How we have helped the public this quarter



The majority of enquiries during the last quarter were for dental enquiries and represented 38% of the total enquiries.





The issues and concerns that are fed into HWL are utilised for many evidence-based work, including questions for the quarterly meetings with Chief Executives of University Hospitals of Leicester (UHL) and Leicestershire Partnership NHS Trust.

How we have presented the views of the public this quarter



The Lived Experience of hospital discharge

On Tuesday 7 March 2017, we launched our report on hospital discharge along with a media release. The report provides an independent insight into some of the issues of hospital discharge that remain important to local patients, carers and staff.

In response to the report, John Adler, Chief Executive of Leicester's Hospitals said: "We welcome this report as a very helpful insight into the discharge process within our hospitals from the viewpoint of patients, carers and our own staff. It is quite clear that there is much that we can do to improve the experience of patients in this area and we are already working hard on this."

Where do I go? Experiences of cancer patients and their carers.

On 17 February 2017, we launched a media release (Supporting patients after treatment is crucial) and the **Where should I go?** Report details the results of our survey, listening to the experiences of cancer patients from diagnosis, to treatment and beyond. We visited 8 Coping with Cancer 'Time Out' Complementary Therapy Groups and received 57 completed surveys.

Patients also told us that in many cases, they did not receive any information about how to access support groups or if there were any groups in their local area. However, two thirds of patients said they were satisfied or very satisfied with the care and treatment they received overall.





Where we have shaped and challenged services this quarter



HWL published our position statement on the STP's and where and how we engage with stakeholders and the public to fulfil our independent watchdog functions

We published our **Enter & View** Report of the four
Urgent Care Centres across
the County.

We presented the findings to the WLCCG Quality & Performance Committee and the Health and Wellbeing Board.



Better Care Fund Refresh 2017/ 18

The Director of Health and Care Integration was invited to the HWL Interim Board session on 22 February to present the BCT refresh documents.

HWL Board members were concerned that the Carers Health Wellbeing Service provided by VASL has been given 3 months notice (saving £130,800). The rationale and where their decision was made was questioned.

Our concerns were rasied at the ELR CCG 14 March meeting with the outcome being that the CCG approved the BCT Refresh apart from those 3 decommissioned services and are asking for the how, why and impact assessment.

Coming Up...what's happening next quarter



Board and staff members will be having a tour of the UHL new Adults Emergency Department before the official opening



Annual Report 2016-17

Staff will be working on the annual report which must be produced and submitted to Healthwatch England by 31th June.

Joint Working with LLR Healthwatch's

conducting an observational visit at the LRI new ED in May.
We have invited Healthwatch Leicester and Healthwatch Rutland to join us.

We will be launching our Fibromyalgia report in May/June.

Sample of Scheduled Meetings Board Reps

- LPT, UHL, WLCCG and ELRCCG meetings
- HWBB
- HOSC
- Adults & Communities OSC
- CFS OSC

Engagement

NEW ED at LRI

Workstreams

- SIMTEGR8 patient feedback
- Carers Assessment Review