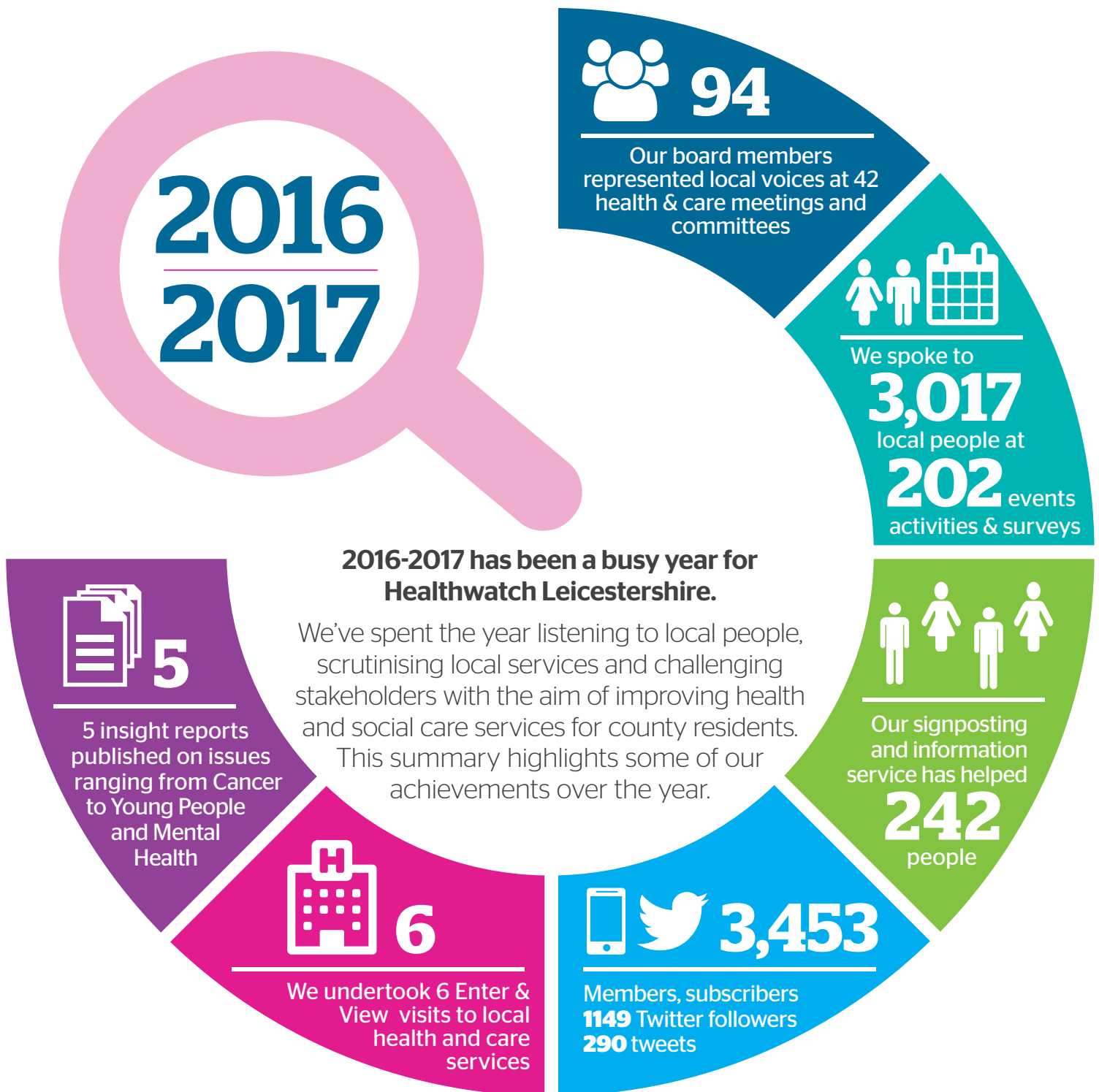


Our year at a glance



Our full Annual Report is available at:

How we've improved services for local people

Listening to local people's voice

Listen To Me #YoungVoicesMatter

The 'Listen to Me' #YoungVoicesMatter survey was designed to find out young people's attitudes and experiences of local mental health and sexual health services.

The 'Listen to Me' report reflects the views and experiences of 429 young people aged between 13-25 years and found that accessibility, stigma and confidentiality are the main barriers to accessing sexual health services.

The report has been shared with all major stakeholders, including Leicestershire County Council, Health and Wellbeing Board and is now being used to help improve awareness and access to mental and sexual health services for young people.

The full report can be found on our website:
<https://tinyurl.com/HWYoungVoicesMatterReport>



"What young people say is vitally important as it helps to shape future policies and we'll certainly be looking at the highlighted areas so we can ensure they are receiving the support they need."

**Director of Public Health
Leicestershire County Council**

How your experiences are helping to influence change

The Lived Experience of Hospital Discharge

We developed a series of surveys and heard from 286 people including patients, carers and hospital staff across three main hospitals - Leicester Royal Infirmary, Leicester General Hospital and the Glenfield Hospital.

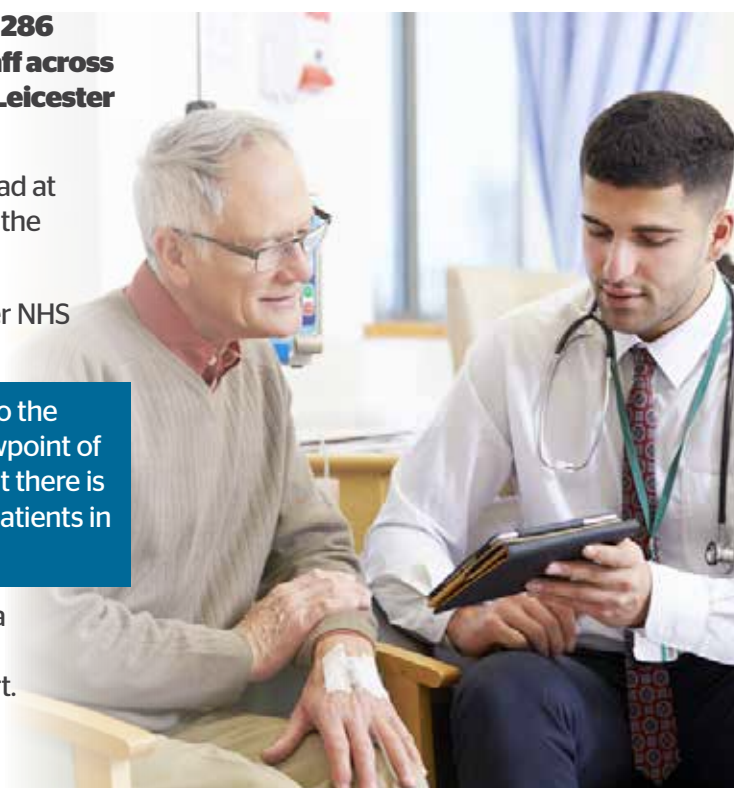
In the form of a report, the Head of Nursing/ Clinical lead at Leicester hospitals created two separate responses to the recommendations we made.

The Chief Executive of University Hospitals of Leicester NHS Trust responded by saying,

"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."

As a result, Leicester hospitals are planning to deliver a new programme of staff training that will incorporate directly respond to the recommendations in our report.

The full report can be found on our website:
<https://tinyurl.com/HospitalDischargeReport>



It starts with you

'It's not in my head' Patient experience of Fibromyalgia

The "It's not in my head" survey was designed in collaboration with the Shuttlewood Clarke Foundation and Fibromyalgia Friends Together Group (FFTG) to capture the lived experience of patients living with Fibromyalgia and the daily difficulties they experience.

The report reflects the experiences of over 900 individuals from all over the UK including just under 300 individuals responding from Leicester, Leicestershire and Rutland (LLR).

Fibromyalgia is a long-term condition that causes pain all over the body, it is not uncommon but relatively few people know about it or understand the symptoms.

As a result, we have produced a joint leaflet 'Top 10 Tips for those living with Fibromyalgia'. University Hospitals of Leicester agreed to circulate it to their 28,000 members including 12,000 professionals which will help to raise greater awareness of the condition.

"We are pleased Healthwatch are raising awareness of Fibromyalgia and are working to improve the services for people living with Fibromyalgia"

Support Services Manager, Shuttlewood Clarke Foundation



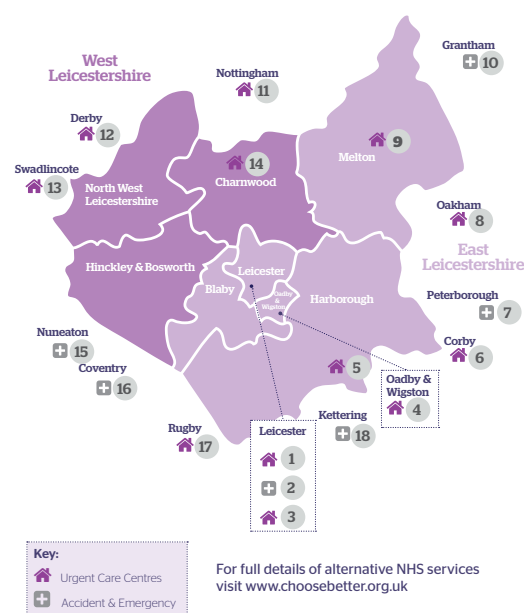
The full report can be found on our website: <https://tinyurl.com/FibromyalgiaReport>

Helping you find the answers

As part of our 2016 summer roadshow we wanted to raise awareness of how people can choose better when it comes to urgent care. This was in response to the previous year's tour where 40% of people we spoke to told us they were unsure where to find their nearest Urgent Care Centre (UCC).

To raise awareness, we produced a leaflet which included a map of where to find your local UCC information on the types of injuries and illness that can be treated at UCCs.

The leaflet named #YourVoiceCounts was distributed to 97 local GP surgeries and electronically circulated to members of the Clinical Commissioning Groups (CCG) and was also handed to members of the public during the summer tour events.



Our Website - Q&A Repository

A new section on our website was launched in February 2017 where we have posted all 'Questions and Answers' we've received from the public and health care providers. This database is a resource for patients and the public to search as part of our signposting service.

The repository contains past questions submitted to University Hospitals of Leicester (UHL) or Leicestershire Partnership NHS Trust (LPT) with the responses provided.

The Q&A can be found on our website: <https://tinyurl.com/HWQ-ARepository>

The next 12 months

The plan for 2017 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:

- Insight projects based on feedback from local people and statutory regulation to ensure we can make more difference locally through our reports and recommendations.
- Maintain our signposting service so it continues to inform our activities and enabling us to identify and share trends in patient experiences with providers and commissioners.
- Continuing to provide data and reports to inform CQC inspections and working more closely with Scrutiny Committees.
- Sustaining our Enter & View model giving local people the opportunity to scrutinise services, particularly in hospital, mental health and social care.
- Supporting University Hospitals of Leicester NHS Trust with their new Emergency Department, and other parts of the system that are failing. We will do this by, promoting the involvement of patients and carers and ensuring their views are informing future planning.
- Contributing data and intelligence to the planning of services through the Joint Strategic Needs Assessment.
- Supporting our Board Members on appropriate boards and committees with their involvement in the commissioning, provision and scrutiny of services.
- Continuing to develop relationships and influence on Transformation programmes and Health and Wellbeing Board initiatives.

As reported last year, pressure on frontline health services puts Accident and Emergency (A&E), Urgent Care and GPs under tremendous and increasing. As a result, more care in the community is needed, which requires the redesign of local services and adds complexity to the delivery of community services.

Leicester, Leicestershire and Rutland (LLR) are taking on the challenges facing health and social care services head on the Sustainability Transformation Programme (STP) as the place based, multiyear plans built around the needs of local populations. The STP is delivered by local health and care systems by the organisations working together to deliver transformation and sustainability.

At Healthwatch Leicestershire we are keen to be involved in the local 'footprint' to ensure the local community and public are engaged in the development of the STP.

Healthwatch Leicestershire

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July 2017

Voluntary Action LeicesterShire (VAL) is the contract holder for Healthwatch Leicestershire

