



Q1 Quarterly Activity Report
April - June 2016

Highlights of this quarter - Q1

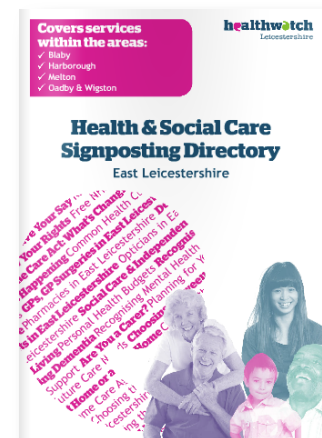
We launched the results of our recent survey to find out young people's attitudes and Experiences of local mental health and sexual health services. The 'Listen to me' **#YoungVoicesMatter** report reflects the views and experiences of **429 young people** from the city and the county aged between 13- 25 years.



Our Annual Report 2015/16 was published



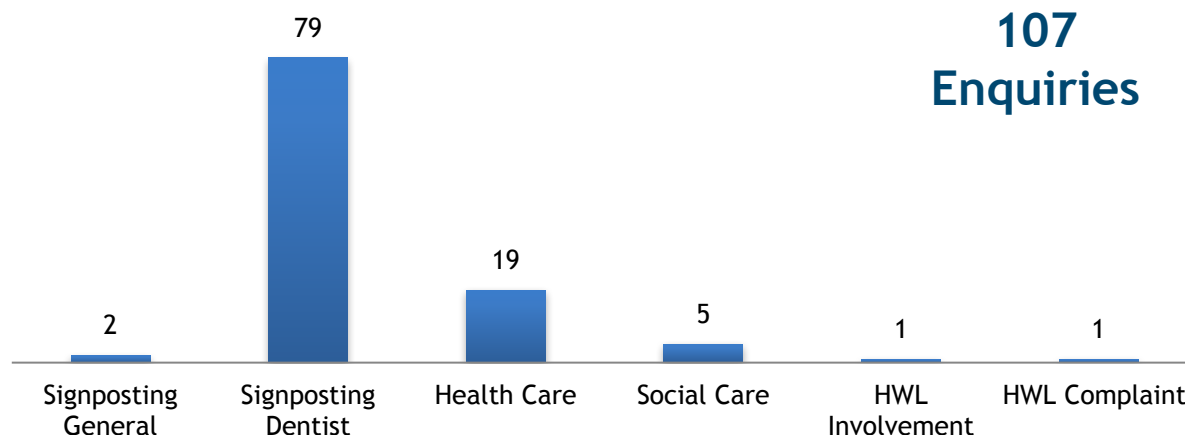
We have produced two Health and Social Care Signposting Directories, one for residents in East Leicestershire and one for residents in West Leicestershire. 12,000 copies have been dispatched to GP Practices and other services.



How we have helped the public this quarter

The majority of enquiries during the last quarter were for Dental signposting and represented 75% of the total enquiries.

Type of Enquiries Between April -June 2016



We have held the new format quarterly meetings with UHL and LPT.

How we have helped the public this quarter

Case study 1: Concerns with GP 1

Miss M contacted HWL as she was looking for some advice on the conduct of her GP. She explained that the GP was refusing to refer her to another NHS department until she had been discharged from the current department. She was unsure whether this was normal practice and was not sure where to go for information. She said the full situation was too long and complicated to explain and just wanted to know where she can get some advice.

What we did

We contacted Miss M to find out where her GP practice was to find out which CCG area she lived in. We gave Miss M details for West Leicestershire CCG enquiries and explained that they will be able to provide her with more information on the conduct of her GP and what she may need to do next. We also gave her details for POHWER if she felt that she wanted to make a complaint and wanted some independent advice.

Case study 2: Signposting to LCC Customer Advice Centre

Mrs S, a physiotherapist called HWL on behalf of a patient that she cares for. She explained that the patient has been waiting for an Arjo lift for a few months and they wanted to know progress on this and who to speak to.

What we did

We provided Mrs S with the Leicestershire County Council Adults and Social Care Customer Service Centre details who would provide her with an update.

The HWL Information Assistant has been to visit the Customer Service Centre to see how it operates and observe the role of Tier 1 & 2 Advisors providing advice, guidance and information to callers.

How we have gathered views of the public this quarter

Patient views on Leicester Hospitals

The Care Quality Commission (CQC) inspected University Hospitals of Leicester NHS Trust between 20-23 June 2016. To ensure the voices of people who use UHL services are heard and their views and experiences are taken into account we launched a short survey online on Thursday 12 May which closed on Monday 6 June 2016.

We collated the findings based on feedback from **77 people** and gathered insights and evidence from patients, relatives and carers using services within Leicester Hospitals.



Parents views on health services

We spoke to **65 parents** with children 18 years or under, in a Quick Poll Survey designed to allow local people to share their opinions and experiences of services.

We wanted to know which services needed to be improved or changed to better support families.

The themes that emerged from the findings were:

- Mental health
- Access to services
- Joined up family care
- Transport and support.

healthwatch
Leicestershire

Quick Poll Survey:

Parent Views about Health Services

Introduction
Healthwatch Leicestershire (HwL) wanted to understand how parents with children under the age of 18 years use and experience health and social care services.

Aim
To allow local parents to share their opinions and experiences of health and social care services across Leicestershire.

Methodology
The survey was promoted during February 2016 and April 2016 via our newsletters, website and through social media. We also made the survey available face to face at general engagement events.

Findings
What respondents told us
We wanted to know which services needed to be improved or changed to better support families?

More informed GPs on Mental Health Issues
GPs are the first port of call for many parents when discussing mental health issues concerning their child. This becomes a bigger issue given that many parents are often finding it difficult to access a timely GP appointment, including non-emergencies, same day or appointments that are available for parents after school.

Access to services
Waiting times to access Children and Adolescent Mental Health Services (CAMHS) need to be improved as this may result in the individual problems potentially worsening.

Who we heard from:
55 Leicestershire residents
8 Leicester City residents
2 Out of area residents

65 people responded

CAMHS appears to be stretched and seems to be focused on moving children out of CAMHS care and back to the GP instead of providing continued holistic care.

Where we have shaped and challenged services this quarter

Quality Accounts

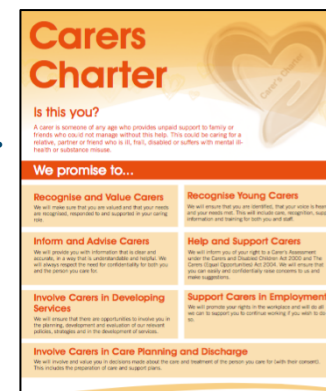
Local Healthwatch are given the opportunity each year to comment on Quality Accounts from organisations providing NHS services. A joint response by the three local Healthwatch was submitted to UHL and LPT. A statement from the East Midlands Regional Healthwatch Network was submitted to EMAS.

Informed by the Healthwatch Leicestershire report “Lost in Translation”, a strategic review of the current service provision by the Adults and Communities Department was completed In June 2016.

Our Enter & View Report following our visit to the Child and Adolescent Mental Health Service (CAMHS) was published.

Carers Charter Refresh

All signatories were asked to provide feedback to HWL in accordance with the Seven Promises outlined in the Carers Charter, as well as feedback on any difficulties that are being experienced with regard to any specific Promise areas. All signatories provided feedback to HWL. Outcomes and next steps were decided and subsequently were shared with the signatories on 10 May. It was decided that the refresh of the Carers Charter to align with the new Carers Strategy in 2017 would be transferred to the BCT Carers Delivery Group.



Coming Up...what's happening next quarter

Healthwatch Leicestershire Board meeting in public
Wednesday 20 July 2016

Followed by 'Quality Improvement and Measurement Workshop' for Board and Staff.



Festivals, Fairs and Fetes Summer Tour

This summer (July - Sept) we will be touring the county to find out what people think about their local health and social care services.

Surveys

We will report findings of our **CCGs** 'paracetamol and gluten-free foods on prescription' survey and launch the **Fibromyalgia** survey.

Meetings

- LPT Board, LPT Quarterly and present 'Young Voices Matter' report to LPT Managers
- Meeting with Vanguard Lead
- WLCCG Board and present CAMHS Report to WLCCG Quality & Performance Committee
- HWBB meeting
- Enter & View and Safeguarding Working Group
- HWL Board Task Group
- HWE Regional Network

We will produce the HWL Quarterly Newsletter and launch our new brochure.