

**In relation to your Council's duty to ensure the following statutory activities are carried on by Local Healthwatch in your Council's area, please provide evidence you hold that the following statutory activities have been carried out since April 1<sup>st</sup> 2013.**

**Obtaining the views of local people about their experiences of local health and social care services:**

Some of the networks and marginalised communities HW has worked with as detailed within their annual report include:

- Deaf and Hard of Hearing
- Refugee/Asylum Seekers including Zimbabwean Community groups
- Chinese
- Black African & Caribbean
- BME Older Person Network
- Racial Minority Assembly
- Autistic Community Groups
- Mental Health Community
- Gypsy & Travellers
- Young People in particular from BME background

**Monitoring the standard of provision of local health and social care services, e.g. through 'enter and view':** Healthwatch hasn't started the programme of enter and view.

**The number of Enter and View visits carried out?** Healthwatch hasn't started the programme of enter and view.

**Influencing the commissioners of local services to achieve improvements in those services:**

#### **Care Quality Commission National**

- HWLC has attended the CQC event on the 25th of September looking at the CQCs working relationship with local Healthwatch. HWLC participates in a monthly CQC teleconferences, looking at the specific themes (Recently - Deliver of Care services, NHS complaints advocacy and Mental Health services). Through this HWLC has informed the CQC of the local picture and shared local issues, the CQC have taken forward recommendations on how they can assist HWLC in working with NHS complaint advocacy services.
- HWLC have raised concerns they have about the how the CQC is working with HWLC, specifically around the gathering of local intelligence, to David Behan and is currently in contact about how these might be best resolved.

#### **POhWER Advocacy**

- POhWER advocacy has been working closely with HWLC through the provision of briefings for staff, and partnership working at events by piggy backing on stalls held by HWLC.
- Working with POhWER we have put a referral process into place, which allows HWLC greater monitoring of any callers, who are referred to the Advocacy service.
- A representative from POhWER advocacy sits on the NHS Complaints review working group to allow a greater level of understanding of complaints handling, within the NHS.

#### **Dentistry services**

- Through the Helpline service, HWLC became aware of specific areas of high

demand for Dental services in Leicester City. Meeting with the NHS England Dental services team, HWLC have highlighted and identified areas of greater need for Dental service review. HWLC is continuing to work with NHS England to highlight and share trends in dental information captured.

### **Influencing the provision and effectiveness of public health services:**

#### **Joint NHS Call to Action Consultation (December 2013)**

□ Working in collaboration with Leicester City CCG and Leicester City Council, HWLC held a large consultation event for the public. This captured the views of the public on how new integrated Health and Social Care commissioning priorities might be set.

#### **Quarterly Meetings with Stakeholders**

□ Healthwatch Leicester, along with Healthwatch Leicestershire and Healthwatch Rutland has now established quarterly meetings with the CEO's of UHL and LPT and Director of Operations at EMAS. These meetings give members of Healthwatch and members of the public the opportunity to ask their questions directly to the decision makers at a strategic level.

#### **Most recent Stakeholder Meetings Attended**

EMAS  
LPT  
UHL

#### **Better Care Together (BCT) Board**

□ Through member representation Healthwatch has played an active role in reviewing the delivery of Acute services across Leicester, Leicestershire and Rutland. Since its inception a LLR Healthwatch representative (Jennifer Fenelon – Healthwatch Rutland) has chaired the Patient and Public involvement subgroup of the BCT board. The Better Care Together Board is a multi agency group, influencing strategy across LLR.

### **Providing advice and information to the public about access to local care services:**

An E news sent out fortnightly to members and stakeholders. The content includes news, events, consultations and call outs to members to for experiences of health and social care services.

#### **Newsletter**

• Each month a printed newsletter is produced. The content is the same as the E-news. This is posted out to all members who have opted out to receive emails.

Signposting In May 2013 a promotion pack, containing posters and leaflets promoting the signposting service was sent out across the county to the following organisations.

- Libraries
- Museums
- Leisure Centres
- Sure Start Centres
- Citizen Advice Bureaus
- Schools
- Doctors

- Dentists
- Hospitals
- Social Care Services

- Our signposting service is also promoted in leaflets and website.

### **Website**

• [www.healthwatchleicester.co.uk](http://www.healthwatchleicester.co.uk) is updated daily and weekly with news, meeting papers, events and twitter feed. The site is continually developing with a new membership and signpost section scheduled to launch. The website has recently been changed over to a new design by Healthwatch England.

- As of the 31st of January 2014 the website has had 3393 visits, 2265 of visits of from unique visitors.

### **Requesting Healthwatch England to conduct special reviews or investigations:**

#### **NHS Complaints Review (Clwyd-Hart)**

- Following a report from Healthwatch England on the public experience of NHS complaints, HWLC approached its membership to capture the local experience of NHS complaints.
- At the time HWLC had been approached by UHL to work with them on their review of their complaints process. This was suspended pending the findings of the national Clywd-Hart review into the NHS complaints process. We have subsequently restarted working with UHL and we are supporting their review of their complaints process.
- HWLC wrote to all the NHS stakeholders asking what action was planned in response to the Clwyd-Hart review.
- HWLC asked local people and members that have experienced going through the NHS complaints process about their experiences, in particular the communications, customer care and ease of accessing the process. As a result of consulting the public and gathering experiences, HWLC will use this information to inform its work.
- Since December HWLC has been working with the NHS England Local Area Team to develop a joined up multi agency approach to reviewing the NHS complaints procedures.