



Together

We're making health and social care better
September 2023

healthwatch
Leicester

healthwatch
Leicestershire

What is healthwatch?



A national and local patient champion to give people and communities a stronger voice to influence



An independent body with statutory functions



Set up by the Health & Social Care Act 2012



Challenges how health and social care services are provided



Healthwatch England (influences national policy & guidance and provides leadership, guidance & support to local Healthwatch)



Local Healthwatch (currently over 150 throughout England)

Statutory functions



Enter and View



Gathering the views and understanding experiences of patients and the public



Making people's views known



Promoting and supporting the involvement of people in the commissioning and provision of local health and social services and how they are scrutinised



Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)



Information and signposting

Our mission

To make sure people's experiences help make health and care better in Leicester City and Leicestershire.

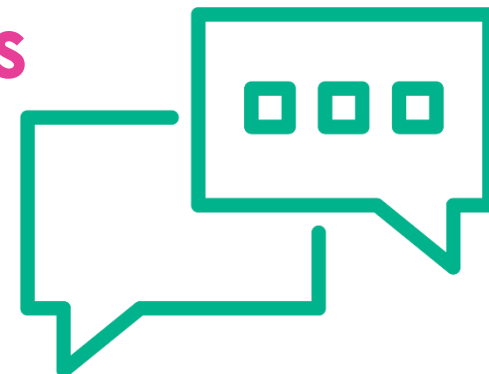
Our vision

To champion and empower local people to drive excellence in quality, inclusion and access to Health and Care Services.

Our approach

- Understanding what matters to most to local people.
- Developing and sharing evidence based local intelligence.
- Influencing those with power to change service design and delivery.
- Involving everyone, reaching out to diverse communities by embracing equality and diversity in all our work.
- Partnering with local health and care services and the voluntary and community sector to make care better whilst retaining our independence.

How we carry out our functions



- Enter and View Programme
- Information and signposting
- Community outreach events at local services
- Public engagement and Community Partnerships
- Referrals to Independent NHS Complaints Advocacy
- Research projects on local priorities
- Have a seat on the local Health and Wellbeing board to influence commissioning decisions by representing the views of local stakeholders

2022-23: What we did

Over 30000 people came to us last year to seek information or to share their story with us.

- We published **20** reports about the improvements people would like to see to health and social care services.
- We attended **45** events and engaged directly with **2165** people during our summer tour. People told us about challenges of accessing GP Practices, NHS dentists and hospital services.
- Our Chair went on local radio to highlight the concerns around 'delays in emergency care at A&E'. We then visited the Adults Emergency Department at Leicester Royal Infirmary in September and heard from **139** people.



2022-23: What people told us



- Carers Week gave us an opportunity to reach carers to hear their views on services. We partnered with the team at Voluntary Action South Leicestershire (VASL) to attend carer events across the county and listened to **165** carers.
- With the COVID-19 pandemic disproportionately impacting Bangladeshi and Pakistani communities and vaccination uptake remaining consistently low, we reached out to these communities to hear their stories.
- Over **200** young people have shared with us their views on mental health services. We have raised concerns with the service provider about young people's services.
- We spoke to over **350** people about local Dementia Services and the impact that COVID-19 has had on local service provision.



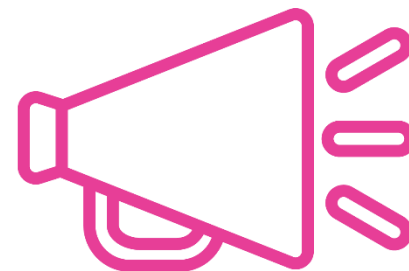
NHS Dentistry



- Dentistry access was one of the top issues reported by the public to Healthwatch.
- Thousands of people have spoken up about their struggles accessing an NHS dentist over the last few years.
- Dentistry continues to be the key issue for a lot of patients across Leicester and Leicestershire as they are still not able to access NHS Dental Services.
- People are telling us that they are unable to register with an NHS Dentist in Leicester or Leicestershire.
- People are concerned about where this is all moving to and the cost implications. People are finding private dentistry but there are considerable costs attached which some people are unable to afford.



Our plans for 2023-24



Access and communication

We will explore if people's needs of health and care services are being met in Leicester and Leicestershire. We have identified groups and we will seek to listen and outline what the specific issues are for those communities.

Supported Living

We want to engage with people who are in receipt of supported living to hear their experiences of the services provided.

Enter and View

Enter and observe health and social care services as they are being delivered. We have a programme of visits to GP Practices, care homes, hospital services and Mental Health units.

Community engagement

World mental health day event, diversity and inclusion networking sessions and autumn tour.



Get involved

Volunteer

**Join the community network
sign up to our newsletter**

For more information

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