



LEICESTER CITY HEALTH AND WELLBEING BOARD
26 September 2024

Subject:	The Value of Listening - Annual Report
Presented to the Health and Wellbeing Board by:	Healthwatch Leicester and Healthwatch Leicestershire
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EXECUTIVE SUMMARY:

The purpose of this report is to present Healthwatch Leicester and Healthwatch Leicestershire's (HWLL) Annual Report for 2023-24 which provides a summary of the activity it has undertaken this year as a jointly commissioned contract.

As an independent statutory body, we have the power to make sure NHS leaders and other decision-makers listen to local feedback and improve standards of care. The report gives examples of the work undertaken with statutory partners and illustrates how Healthwatch has worked to support the public in accessing information about Health and Social Care services.

The legal foundations of Healthwatch Leicester and Healthwatch Leicestershire are set out in the Health and Social Care Act 2012.

CONSULTATION/ PATIENT AND PUBLIC INVOLVEMENT:

Over 8000 people came to us last year to seek information or to share their experiences with us. Our annual report provides details about what we did this year and how we have helped improve services.

- We published 12 reports about the improvements people would like to see to health and social care services.
- We attended 248 events to listen to local people. People told us about the challenges of accessing GP Practices, NHS dentists and hospital waiting lists.
- We made a significant impact by actively listening to the voices of asylum seekers residing in hotels across the city and county.
- We invited 20 Bangladeshi women to a partnership event on 'Empowering NHS patients and resolving complaints' to hear their views and discuss their concerns with service providers.
- On World Mental Health Day, we revitalised the 'RU OK' campaign and provided information to the public at three local train stations. We engaged with over 1000 commuters.

- We conducted 17 Enter & View visits including two Enter & View visits to Community Diagnostic Centres, providing valuable insights and contributing to the enhancement of community health services.
- We hosted ten 'Chai, Coffee and Chat' events. These events provided us with opportunities for open discussions, networking opportunities and gathering feedback from diverse communities.
- During Pride History Month, we actively engaged with LGBTQ+ communities.

IMPACT:

We collaborate with other Healthwatch to ensure the experiences of people in Leicester and Leicestershire influence decisions made about services at the Leicester, Leicestershire and Rutland (LLR) Integrated Care System (ICS) level.

Our report on 'Living with Dementia in Leicester, Leicestershire, and Rutland' identified inconsistencies in diagnostic pathways and services for dementia patients. Our findings and recommendations have fed directly into the LLR Dementia Programme Board's revised Dementia Strategy 2024-2029, ensuring that the needs and gaps identified will be addressed to improve care for dementia patients. Please refer to <https://www.healthandcareleicestershire.co.uk/living-well-with-dementia-strategy-2024-2028/>

Our joint visits to the Leicester Royal Infirmary Adult Emergency Department (ED) have led to improvements for patients. Acting on patient feedback, University Hospitals of Leicester NHS Trust (UHL) has removed the confusing electronic displays, improved wheelchair access and implemented better patient calling methods. Please refer to <https://healthwatchll.com/news/adults-emergency-department-at-leicester-royal-infirmary-one-year-on/>

Access to NHS Dentistry remains a high concern across LLR. We have engaged with the LLR Integrated Care Board (ICB) and regional commissioners to ensure the National Recovery Plan's ambitions lead to local improvements. We actively listened to local communities and have called for better access, participating in various activities to address this critical issue.

PRIORITIES FOR 2024-25:

Building on 10 years of Healthwatch this year 2024-25, we are focusing on the three areas that people and communities have highlighted to us that matter most to them. The priorities were approved with a split between County and City activities to enable a distinction between urban and rural issues. All priorities will overlap with social care:

- **GP Access** - Our data for 2023/24 indicates that GP access is the number one concern for individuals across Leicester and Leicestershire.
- **Dentistry** – People continue to report struggles in accessing NHS dental care. Our feedback highlights availability and affordability as key issues.
- **Young people's mental health** – Long waiting times for referrals and diagnosis are key issues shared with us alongside accessing support services.

A planned list of 34 Enter and View visits is scheduled for 2024-25 with built-in capacity to increase visits based on intelligence and critical issues. We have 12 trained volunteer Authorised Representatives. Enter and view schedules are decided

based on intelligence received and in consultation with council departments as well as other key stakeholders.

As part of our work plan, Healthwatch will be seeking views on the Children's Emergency Department at Leicester Royal Infirmary, Eye Care Services, Supported Living Services and gathering feedback from the deaf community about accessing local health and care services.

RECOMMENDATIONS:

It is recommended that the Health and Wellbeing Board note the report and presentation.

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LIST OF APPENDICES:

Healthwatch Leicester and Healthwatch Leicestershire's Annual Report 2023-24.