

## Summary Update for Q3 (Oct - Dec 2014)

**Membership :** In Q3 the membership increased by 69 members or 7% increase of the membership, in comparison to an increase of 2.2% in Q2 and an increase of 1.5% in Q1. Key metrics

Quarter	New members	Previous membership total	% Increase
Q1	14	953	1.5%
Q2	21	967	2.2%
Q3	69	986	7%

**Signposting :** The helpline service operates daily from 10 - 4pm with voice message service for call backs . Key metrics

Activity	Q1	Q2	Q3	Q4	Total
Total Helpline Calls	79	160	134		373
Health Issues	18	11	10		39
Dental issues	56	147	124		327
Social Care Issues	5	2	0		7

### Involvement with NHS England Local Area Teams

Due to the volume of activity that has taken place through the Helpline, particularly around dentistry queries/issues, we now have regular quarterly meetings with the NHS England Local Area Teams and this meeting also includes Healthwatch Lincolnshire, Lincolnshire PALS and a representative from the NHS England complaints team.

This has allowed us to have direct access with NHS England to resolve issues and also to discuss in more details some of the issues and concerns raised by patients around all the contracted services provided which cover GPs, Pharmacies and Opticians in addition to the dentists.

### Evidence, Insight and Intelligence

- **Deaf Community Report:** Healthwatch Leicester in Partnership with the British Deaf Association and Leicester Deaf Forum had conducted health survey. Report was launched at the event on 24th November involving a wide range of stakeholders.
  - BBC Radio interview the deaf community members and ran the story on 12th Dec 2014.
  - Leicester Mercury article about the report on 12th Dec 2014.
  - Invitation received from the British Society on Mental Health on Deafness to present the finding of the report on their regional meeting on 6th Feb 2015.
  - The findings were also incorporated within the Physical Disability and Sensory Impairment Commissioning Strategy for Adult Social Care in Leicester City.

- Information gathered is going to inform the development of Communication app for Deaf people undertaken jointly by LPT, UHL and CCGs
- Steering Group to be established to take the recommendation forward
- **Enter and View visit** - Elderly Care at Hospital in a weekend setting. On 26 October, an Enter and View visit to wards 30 and 31 of Leicester Royal Infirmary by Authorised Reps, lead by Sue Mason. Making observations and speaking to patients, their families and staff on the delivery of care for elderly patients. A draft report has been shared with UHL for factual checking and to give them a right to reply. The report made a number of recommendations from observations made and commended them on aspects of care. The report is to be signed off and published in Q4

## Engagement

Activities where HWLC attended events organised by statutory partners and VCS.  
Key metrics

Activity	Q1	Q2	Q3	Q4	Total
Engagement events	27	16	14		57
<b>Website Traffic</b>					
No. visits	1004	1087	969		2091
No. visitors	648	729	690		1377

### Pop up stall in Leicester Market

As an ongoing part of the public engagement work Healthwatch held a pop-up engagement stall in Leicester Marketplace on December 17<sup>th</sup>.

Provided, free of charge by Leicester Market, Healthwatch had a gazebo which was situated just outside the indoor market.

Outcomes:

- 104 surveys completed
- 13 case studies captured
- 29 members signed up

### Influence and relationship building

- **NHS England** - Supporting the development of NHS Citizen (New Engagement model)- 2 day development workshop Birmingham (October)
- **Development of Mental Health Summit** - Supporting Leicestershire Police and Leicestershire Partnership Trust to plan Summit in Q4.
- **Patient and Public involvement in Research** - Attending multi agency regional workshop (November) linking to East Midlands Academic Health Science Network.