

Annual report  
2017/18

**Healthwatch  
Leicester**



**healthwatch**



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# Message from our previous Chair and Acting Chair

This past twelve months has seen further changes for Healthwatch Leicester largely external and some internal. With regard to board members, in December 2017 Karen Chouhan stood down from the position of Chair of the board and Sylvia Reid became the acting Chair, pending the outcome of the bid tender (as explained below in 'the future' section) at which point it was intended to advertise for the position. Sadly as mentioned below we did not win the contract and so Sylvia remains as acting chair until the new provider takes over on 01<sup>st</sup> April 2018.

## Staff

The staff team numbers have ebbed and flowed this year due to a combination of factors. Other than the planned internal re-organisation, these factors were all beyond our control. Such unforeseen changes consequently brought additional challenges for the staff and Board. Two new post-holders were appointed to replace the roles of CEO and Engagement Officer. We were very fortunate to appoint Omita Gaikwad in July as CEO. Omita has a wealth of experience in health care delivery in Leicester and Leicestershire. Omita immediately grasped the challenge of identifying the problems, restructuring the office and providing first class strategic and operational leadership. In October Claire Knowles was appointed as Project Engagement Officer. Although we were delighted that Barbara Czyznikowska had gained her well deserved position at the University of Leicester, we knew that Barbara's insight and enthusiasm would be difficult to replace. Fortunately a strong field of candidates were attracted to her position and Claire was the successful candidate. Claire has a similar background to Barbara's in social law and has worked for Macmillan Cancer Charity and more recently the Alzheimer's Society. Claire has very quickly established herself as a highly regarded engagement practitioner.



## Key Themes and highlights

The public event due to be held in May 2017 was cancelled due to the unexpected General Election held in June. The outcome of that election has contributed to the earlier plans for STP being revisited. It is envisaged that meaningful and genuine consultation on STP, now a Sustainable Transformation Partnership rather than a plan, will recommence in the Summer of 2018. One unfolding outcome of the STPs has been the promotion of an emerging concept of Accountable Care Systems or Organisations, which are intended to group the accountability for health and social care under one accountable body. We are aware of the concerns people and Third Sector groups have expressed regarding ACOs. We are given to understand such new models of provision are no longer being progressed and we are hopeful that much of the best practice as generated through the work of the Better Care Together team can take a higher profile.

This year we were very proud of the work done with young people and for young people. Young Advisors Leicester attended our board meeting in October to give a presentation about the work they had done for Healthwatch Leicester on: 'Evaluating Young People's Experiences of Transitioning in Local Health Services in Leicester'.

Jaimini from the group talked about the difficulties that young people experience when moving from fully supported Children's Social Care to Adult Social Care. The majority of health services required transition at 18; with plans coming into place between 16 and 17 years of age. However, in some of the most important services such as Accident and Emergency, young people can transition at 16 years of age. The recommendations coming out of the report were then taken forward to the appropriate agency.

Communications have been a key priority this year. In November we launched our new style of fortnightly newsletter and website, bringing local health and social care news and information to our members and stakeholders, raising the profile of Healthwatch locally and using social media to connect with a wider audience.

## The Future-2018 - 2021

In case you missed the consultation and publicity, the Healthwatch Leicester contract is to merge with that of Healthwatch Leicestershire from 1<sup>st</sup> April 2018 and will become HWLL. We submitted an ambitious and strong bid for the contract tender. Karen Chouhan and Omita Gaikwad led on this important work. Our thanks goes to Karen and Omita, staff and Board members who shared their insights, worked cooperatively together to produce a challenging and exciting activity model. We congratulate Engaging Staffordshire Communities (ECS) who have been awarded the HWLL contract and we have worked collaboratively to ensure this important transition builds on the sound foundations that have been laid down through our community engagement and networking. ECS already manage five Local Healthwatch most of which are in the West Midlands. ECS are a Company partner of the Market Research Society (MRS) and we are confident their well developed networks and expertise will bring a new depth and breadth to the work of Healthwatch Leicester & Leicestershire.

The dedication and commitment shown by Board members, staff and authorised reps over these past three years has been exceptional. No challenge has been too big or small for these people even when resourcing constraints of varying descriptions have been challenging. All of HW Leicester's personnel have been determined to overcome the problems, seek resolution and do their best often in difficult circumstances to achieve a successful outcome. It is envisaged that such tenacity will continue to flourish in the new organisation. As you'll appreciate there is an air of poignancy in writing this closing Annual Report. Whilst we are disappointed not to have been successful in the contract competition, we are rightly satisfied with our achievements over these past months. We know over these past three years we've begun to develop and reach the City's compassionate community of people who produce outstanding achievements across all walks of life in this City. We've sewn some seeds which we look forward to seeing grow.

Finally we would like to thank past and present board members, staff and volunteers for helping us build Healthwatch Leicester and leaving a lasting legacy of public and patient involvement in health and social care for the new company.



# Message from our Chief Executive, Omita Gaikwad

I joined Healthwatch Leicester in July 2017 as an interim CEO with a primary focus on developing and strengthening an initially incomplete operational team, sustaining and delivering core service provision and providing strategic drive, alignment and input to the Healthwatch Leicester Board as they geared themselves up towards not only submitting a thorough and local needs based bid for the new Healthwatch Leicester and Leicestershire contract, but also in preparation towards delivering against this.

As highlighted in Chairs message, the team have at times been operationally challenged in a number of ways, but despite this were able to rise to the occasion, identifying both key areas of growth and best practice ready to transition across to a more improved, effective and integrated Healthwatch presence across the new Leicester and Leicestershire contract.

Due to gaps in staffing provision throughout the year, although public engagement activity was not at its' peak, time and energy was steered towards reviewing and developing our existing communications presence and exploring ways to increase potential digital engagement impact in new and innovative ways. Efforts were also made towards strategically identifying potential partner organisations from within the voluntary sector adding to more effective and long term secondary engagement channels being established.

Further routes into local higher education institutes have also been explored and developed as a key source for both on going volunteering resource and research based initiatives.

No doubt all individuals of Healthwatch Leicester who transition across to the new providers of the HWLL contract will be an asset to the organisation going forward and will continue to contribute efforts with passion and dedication.





# Message from our new Executive Director

It's the time of year that the Annual Report is prepared and published documenting the work achieved over the last financial year.

Engaging Communities Staffordshire have been delivering the contract to provide Healthwatch in Leicester and Leicestershire since 01 April 2018.

We are looking forward to build on the sound work of the former provider and build on their legacy of ensuring the voice of the public in Leicester is heard by providers and commissioners of health and social care services within the city.

We are committed to continuing our work and ensuring that people in Leicester have a strong voice and get to have a say in the changes to the way health and social care services are delivered.

We will continue to increase the number of Enter and View Visits to a range of health and social care provision such as Residential Homes, GP Surgeries, Dentists and Opticians as well as hospital wards and learning disability and mental health services.

To deliver this we will proactively recruit more volunteers and support them to train as Authorised Representatives so that our Enter and View visits are lay member led.



Our Community Outreach Leads will continue to build the network of organisations we work with to enable us to hear from as many people as possible.

We are very much looking forward to the next 12 months working with commissioners and service providers, but most importantly with the people of Leicester in order to amplify the public and patient voice. Whilst we have working relationships with commissioners and providers of services we still ensure that we remain a critical friend so that we can represent, support and inform the public.

- Simon Fogell, Executive Director



# Highlights from our year



**1,900**

This year we've reached 1,900 followers on social media



Our **8** volunteers help us with everything from Research to Enter & View



We've visited

**5**

local services



Our reports have tackled issues ranging from **Imaging** to **Maternity Services**



We've spoken to **277** people on Dental services

We've given

**339** people information and advice



# Who we are



You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

## Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

## Our purpose

To find out what matters to you and to help make

sure your views shape the support you need.

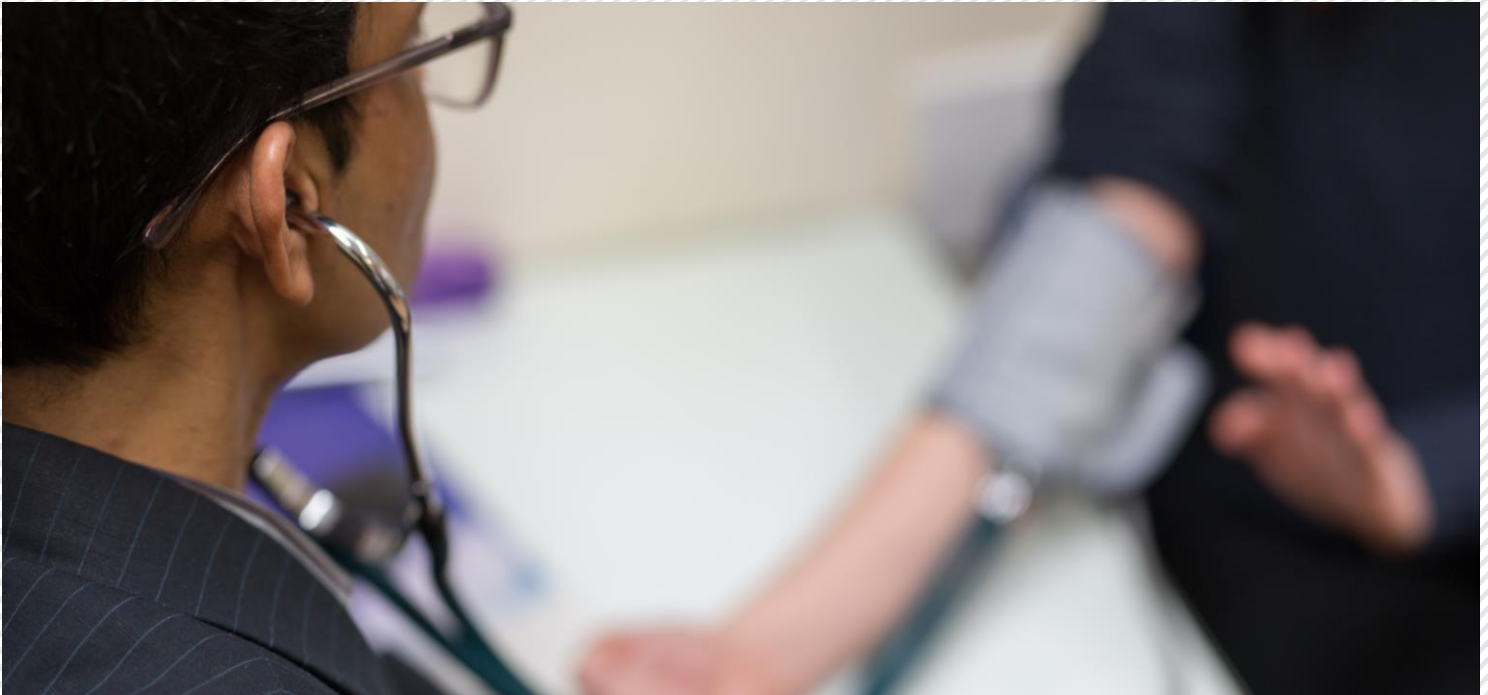
People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.





# Your views on health and care





## Listening to people's views

### Some facts and figures -

339 requests for help/ or experience shared from members of the public.

277 - Relating to dentists or dental information

We have been working in partnership with Healthwatch Rutland and NHS England on highlighting areas of greater dental needs. We have also seen an increase of need in dental support in care home due to more residents having their own teeth, this was most evident by the number of care home workers calling our helpline for local dentist information. This has led to an NHS England work group looking at this newly identified issue.

### Common themes or trends -

Access to services is a common thread through many of the issues raised with us and where further information has been sought. Problems with accessing services ranging from dropping out of a GP catchment area or the cancellation of surgery in hospital.

Of the 62 contacts we referred to POHWER 13 times.

## Making sure services work for you

### Our Enter and View team

Sue Mason - Chair, Kim Marshall-Nichols, Moraig Yates, John Bryant, Janina Smith, Lynn Pearson, Michael Gilhooley and Micheal Smith (staff support)

### Where have we been?

Westcotes Health Centre

As a large GP service with multiple GP surgeries and the newly established "Healthcare Hubs", this site was visited to gather patient experience of established GP services and emerging GP service support.

Patients using all the services were very pleased with the level of service received. The main issue identified was the lack of signage about where the Healthcare Hub was located and the impact that had on other GP services located in the building.

This was acknowledged by the service provider and substantial improvements have since been made making it clear where new patients to the hub should go within the building.



## GP Assessment Unit and Acute Medical Unit.

As a new service established during significant re-design of the Emergency Department, the GP Assessment Unit was visited. This was part of a larger visit also looking at the Acute Medical Unit based within the Leicester Royal Infirmary.

Through this visit we were able to observe how Emergency medicine at the hospital trust is changing to better cope with A&E admissions.

The patient experience was seen to be very positive as patients were well cared for and the one-stop-shop capacity of the GP Assessment Unit was able to access diagnostic services much quicker, which meant patients could be tested and diagnosed much quicker. Issues were highlighted around signage within the waiting area as well as concerns around how well the change had been communicated to other primary care services.

As the service has now changed location, Healthwatch was invited to review the service before it opened to the public.

## Beaumont Hall

The last visit of 2017-18 was done to a Leicester City care home Beaumont Hall, this was due to historic ratings from the Care Quality Commission and from discussions with partners in Leicester City Council.

Residents were very happy with their care within the home and we observed many steps to better engage with the elderly residents through meaningful activities and the layout of the home. We even saw a Leicester Tigers player playing rugby with the residents.

## Enter & View Revisit

To review what steps have been taken after issues have been highlighted in Enter and View visits, our process is to revisit the service. This is not a full visit but allows any improvements to be recorded.

## Grey Ferrers

Following on from our visit to the home in July 2016, we revisited the home this year. As the provider of the home has changed it would make some comparisons difficult however speaking to residents and their families they are still receiving a high level of care. Whilst some recommendations had not been taken forward, this was due to financial reason and did not compromise residential care.

It was noted that changes had taken place to improve how the home is managed and some issues around

physical access and display of sensitive information had been taken forward.

## The Evington Centre

In June 2016 we visited both services based within the Evington centre - Rehabilitation services and Mental Health Services for Older People.

This year we have been able to revisit the Mental Health Services for Older People and are planning to revisit the Rehabilitation services.

Following the refurbishment of the Gwendoline ward we are able to see how patients and staff views were evident through the process, which after feedback on our previous visit it a big step forward. Staff and patients both saw benefits to the refurbished ward and the planned refurbishments of the Wakerley ward will, hopefully, continue this.

Issues still remain about how the service is able to place more challenging dementia patients into community homes, as less care homes have the capacity to take them on. We would also like to see onsite social worker support from Leicester City council.





## Partnership working

Being supported or being able to support the work of other organisations is a key tool for Healthwatch. This allows us undertake bigger and more impactful projects whilst at the same time developing strategic and operational partnerships.

### Working with other Healthwatches -

A fundamental relationship in our work is working with neighbouring Healthwatches. Below are some examples of joint Healthwatch working -

- Early in 2017 Healthwatch Leicestershire went into the new A&E department of Leicester Royal Infirmary to survey patients. Staff and volunteers of Healthwatch Leicester City supported surveying patients. This resulted in the report “Check in @ the new ED” highlighting a number of improvements to the service.
- “Settings of Care” policy change - Working with Healthwatch Rutland and other voluntary organisations we have challenged changes to local policy for continuing healthcare funding criteria. We were pleased when the proposed changes were rejected.
- We have been supported by Authorised representatives from neighbouring Healthwatches when undertaking Enter and View visits, with Healthwatch Leicestershire joining our Enter and View visit to the GP Assessment Unit of Leicester Royal Infirmary.



## Working with Health or Social Care organisations

Being able to work productively with the NHS and Social Care services is also fundamental to being able to represent the patient voice and to improve local services.

Through 2017 we have worked with the patient experience team in Leicester City Clinical Commissioning Group to survey patients using outpatient clinics across the acute hospitals in Leicester. This has resulted in a much clearer picture of the patient experience which will be used going forward in discussions with the health commissioners and providers.

We continue to be proud of our involvement of the RUOK project, which is a multi organisation project between Leicestershire Partnership Trust, National Rail, Council Public Health teams, Samaritans, Healthwatch and Police. Working to challenge mental health stigma and encourage better mental health and wellbeing.

Through funding from NHS England we have worked with Barnardo's to bring together a forum for young carers and capture their experience using health and social care services. The forum has allowed young carers to highlight problems they have faced and to suggest how services can be improved.

## HW Leicestershire in A&E

In 2017 a number of our Authorised representatives supported the visit of the newly opened A&E department in the Leicester Royal Infirmary. This led to better refreshments available in the waiting area.

### UHL outpatient clinics

Through 2017-18 the Authorised Representatives have been supporting a joint Healthwatch and Leicester City CCG project to survey patients using different outpatient clinics through our local hospitals. Collecting over 500 surveys and bringing together a more detailed picture of what different patient groups feel about using some UHL services. Issues have been identified around access to services as well as setting patient expectations before attending clinics.

As this work has recently finished we will be looking to work with the local NHS to take these findings forward.

### Next steps

Going forward we are keen to develop closer working relationships with the Care Quality Commission and have our Authorised Representatives supporting CQC inspections, gather more patient feedback on services.

It is our hope to also work closer with the quality teams in our Councils.



## Working with Leicester City CCG - Patient Experience on the front line

Throughout the year we have also been working closely with the Leicester City Clinical Commissioning Group and their Patient Experience Manager to build a better picture of the patient experience in out/inpatients in our local hospitals.

## Working with other organisations

- We have now supported the peer review of both main NHS provider trusts within Leicester City, looking at complaint handling. This has involved reviewing complaint cases and highlighting areas for improvement around keeping the patient and their family informed. A number of recommendations have been implemented for the complaints process of the trust and this has led to improved communication.
- RUOK (Are you OK) - for the third year, we have continued to work as a key partner as part of a multi organisational group looking to highlight mental wellbeing and targeting mental health stigma. We worked with the Police, Leicestershire Partnership Trust, the Transport Police and other voluntary organisations in organising and running events across the city.

Making Safeguarding Personal - we have been working with the Engagement Officer of the Leicester Adult Safeguarding Board in engaging with the local community. Healthwatch has also been chairing the Service User Reference Group of the safeguarding board.





# Helping you find the answers



## Emergency and additional Dental Access in Leicester, Leicestershire, Rutland and Lincolnshire

Healthwatch Leicester have been actively involved in the area of Dentistry and have built a really good relationship and worked closely with the Dental Community - Leicestershire Dental Committee, NHS England's Local Dental Network Committee and the Oral Health Promotion Board.

In the last 12-18 months, HW Leicester having been pushing for further dental access for patients in Leicester City and in December 2017, new Emergency Dental Access was put in place which covers Leicester City and Leicestershire County, also Lincolnshire and Rutland.

We are very proud to have been part of this work and have worked tirelessly over the last 3 years to achieve more dental access for the people of Leicester City and also Leicestershire, with support from Healthwatch Rutland and Healthwatch Lincolnshire.

We also have to thank the Leicestershire Dental Committee and NHS England's Central Midlands Team for all their hard work in making this happen.

### Domiciliary Dental Services in Care Homes

One of the issues that we have tackled is Domiciliary Care for residents in Care Homes. After some discussion and debate, Jason Wong (NHS England) and Chair of the Local Dental Network (LDN) set up a Gerodontology Group which is a sub-group of the Local Dental Network which sits with NHS England's Central Midlands team.

The original idea came out of Healthwatch Leicester and Rutland looking at how patients could be transported from home to dental practices using Patient Transport. When that was not as possible, Jason Wong suggested we look at how dentists could treat patients in Care Homes, rather than patients finding their way to a dentist which for some residents would not be possible. So the Gerodontology Group was set up.

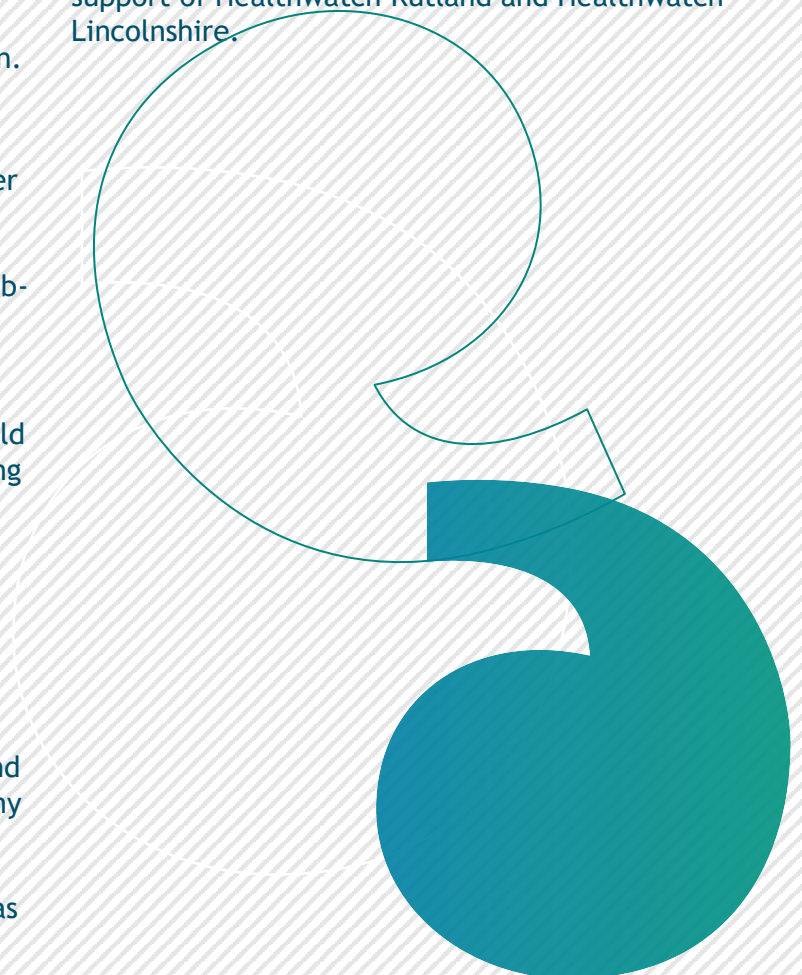
The group which also includes Healthwatch Rutland and Healthwatch Lincolnshire and chaired by Kenny Hulme who is a local Lincolnshire dentist carried out research with the use of surveys and intelligence from other areas to establish what was needed and to look at what was possible.

The Group looked at the model used in Sheffield called ROCS (Residential Oral Care Sheffield) which has been in operation in Sheffield for 10 years. It covers 72 of the 74 Care Homes in Sheffield and works by going into care homes, triaging patients so appropriate care is given. It is funded through a 2% top slicing of the income of dental practices that participate in the scheme and consists of 10-15 dentists who carry out the work. This is the preferred model of the Gerodontology Group and also NHS England Central Midlands Region.

Jason Wong, who is Chair of the LDN had now produced a Business Plan which is going through the process of agreement and hopefully services will eventually be available to Care Home residents in the Central Midlands area as soon as January 2019.

This has been a particularly good outcome for patients who cannot access dental practices in the normal way but will be able to be treated in their Care Home.

We are very proud to have been part of the group and would like to thank particularly Jason Wong, Chair of the LDN who helped to create the Group and all those who participate including members of the Leicestershire Dental Committee and the support of Healthwatch Rutland and Healthwatch Lincolnshire.



## Establishing the first ever Leicester City Young Carers' Forum in partnership with Barnardo's CareFree

We are delighted that we were able to establish the new Young Carers' Forum for the City, and enabled young carers to have a voice and a platform to share their insight about local health and social care services. It is crucial that the young carers and their families are given all the support needed and all involved work together to assist the whole family needs.

The Forum has representation from seven young carers groups across the City, aged 12-18 and two representatives from the City's Young People's Council aged 16-20. This year the Forum has focused the work on Primary Care access and information, and 'Whole Family Working'. The young people have highlighted several issues to improve support for young carers, including:

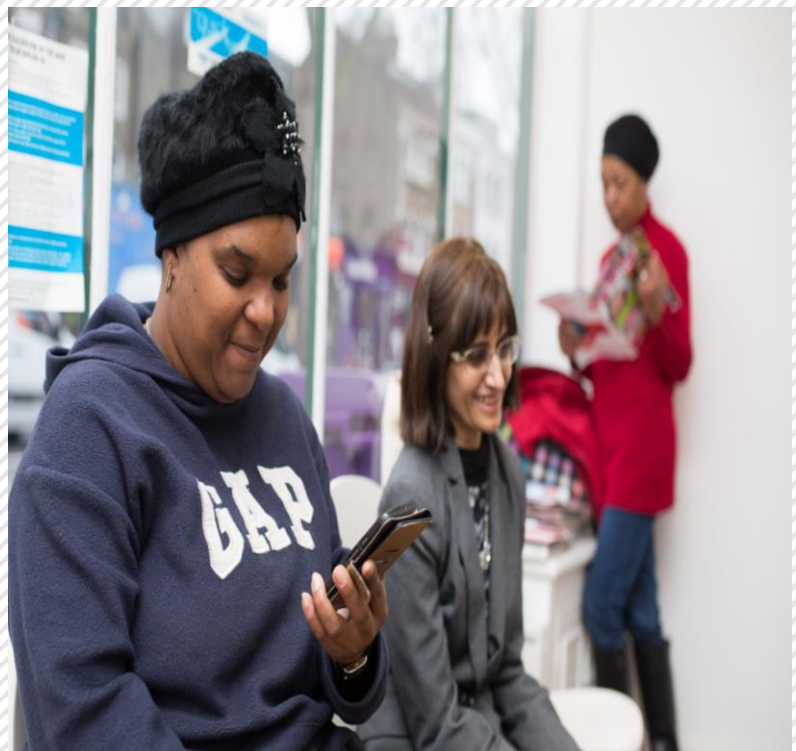
- Involvement in decision making by professionals when their care is being planned;
- The issues of respite care, opportunities for them to have a break from caring and the importance of better consideration of sibling carers.

As part of the project, the group of young people in Leicester who are supported by a Barnardo's service are currently also producing a short film in a bid to raise awareness of issues faced by young carers.

Ten young people aged from 15 - 19 years old who attend Barnardo's Leicester Young Carers' service, have planned, produced and star in a thought-provoking film sharing their own experiences as young carers.

The films clips will be used as a training and awareness raising tool for professionals who work with children and young people across the county including GPs, nurses and teachers.

Healthwatch Leicester has been very fortunate to work in collaboration with Barnardo's CareFree on this project, and we hope to continue our partnership over the forthcoming months.





# Our plans for next year



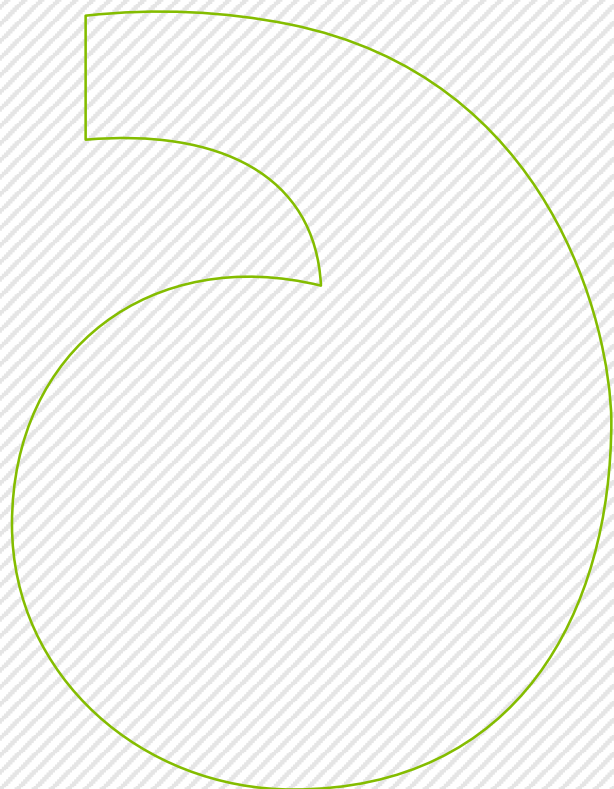
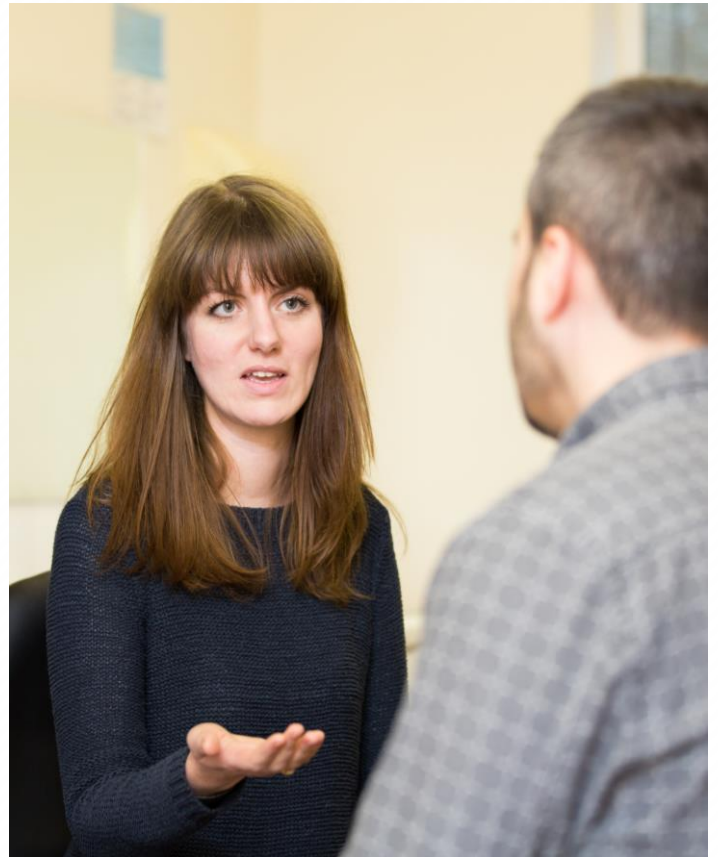
## What next?

Following the transfer of the Healthwatch contracts to the new provider - Engaging Communities Staffordshire, it is key that a strong team and Board are put into place to carry on the work of Healthwatch.

As the budgets available for Health and Social Care continue to reduce and the demand on services grow, the role of Healthwatch becomes even more important to represent the views of the people of Leicester and Leicestershire.

Key priorities will include -

- Working with the providers and commissioners of Health and Social Care services to ensure patients lived experience is built into the earliest stages of service review and scrutiny as the roll out of the Sustainable Transformation Plan continues.
- Working with the Voluntary Sector to strengthen the diminishing resource and support available to public and service users.
- Educate and inform the public on how to influence the changes within Health and Social Care services.





# Our people





### Board members

Sylvia Reid (Acting Chair), Sylvia is a retired Senior Manager from the public education sector, has in partnership with her husband, set up and run small businesses. Sylvia has initiated and supported a range of community developments in a variety of contexts through volunteering.

Karen Chouhan (Chair from 2014 until December 2017), Karen is a senior manager in the East Midlands for the Workers' Educational Association. Karen remains on the Board after stepping down as Chair in December 2017.

Reg Mawdsley (Treasurer), Reg has been Treasurer since 2014. Reg is Director of Finance and Corporate Services for Action Homeless Leicester and Company Secretary of Action Trust Leicester

Naina Patel is a PhD student researching Dementia in BME communities and supports the South Asian health action group to raise awareness of diabetes and other health conditions in communities.

Surinder Sharma was the National Director for Equality & Human Rights at the Department of Health & the NHS and is now a Professor & Co-Director, Unit for Diversity, Inclusion & Community Engagement at the University of Leicester.

Sue Mason is a retired NHS professional who chairs the Enter and View sub Committee. Susan has an interest in all Primary Care for all ages.

### Staff

Chief Executive Officer (July 2017 to March 2018) - Omita Gaikwad

Research and Scrutiny Officer - Micheal Smith

Project Engagement Officer (from October 2017 )

Claire Knowles

Barbara Czyznikowska (until July 2017)

Executive Assistant - Gillian Jillett

Temporary Administrative Assistant - Fatima Sattar

Student Healthwatcher (Volunteer) - Hafsa Dassu

Our Authorised Representatives are -

- Sue Mason - Chair of the Enter and View group - Board member
- Moraig Yates
- Kim Marshall-Nichols
- John Bryant
- Janina Smith
- Lynn Pearson
- Michael Gilhooley



# Our finances





Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	192,696
Additional income	3,426
Total income	196,122
Expenditure	£
Provision of Service	140,473
Governance	5,924
Other resource expenditure	38,440
Total expenditure	£184,836
Balance remaining	11,286





**The views and stories  
you share with us are  
helping to make care  
better for our local  
community**

**Mike Smith**  
Healthwatch Officer





# Contact us

This report was first drafted by Healthwatch Leicester.

Since 1st April 2018, Engaging Communities Staffordshire have provided the contract for Healthwatch Leicester and Leicestershire.

To contact the local Healthwatch Leicester and Leicestershire team:

Address: Clarence House, Humberstone Gate, Leicester, LE1 3PJ

Phone number: 0116 2518313

Email: [Enquiries@healthwatchll.com](mailto:Enquiries@healthwatchll.com)

Website: [www.healthwatchll.com](http://www.healthwatchll.com)

Twitter: @HealthwatchLeic



Healthwatch Leicester  
and Leicestershire  
Clarence House  
46 Humberstone Gate  
Leicester  
LE3 0FE

[www.healthwatchll.com](http://www.healthwatchll.com)  
t: 0116 2518313  
e: [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)  
tw: @HealthwatchLeic