

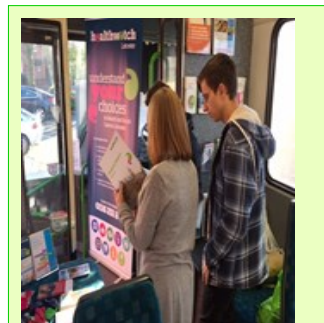
Healthwatch Leicester Newsletter - Issue 1

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Welcome to the Healthwatch Leicester Newsletter

Welcome to our first new-look newsletter. I hope you will find it both informative and interesting. Our new look newsletters will now focus on the work that Healthwatch Leicester has been involved with and also our future plans for engagement in the coming months. You will note that the newsletter will also



The day that Healthwatch Leicester went to Iceland on the Arriva Bus for Life— December 2016

contain information on both local and national news and events. It is our intention to make the newsletter as user friendly as possible and we will always welcome your comments and views. We look forward to receiving feedback and comments.

David Henson
Chief Executive

Did you know that Healthwatch is the latest incarnation of Patient Involvement since the 1960's?

Healthwatch Leicester Board Meetings in Public 2017

Healthwatch Leicester Board meetings are held bi-monthly and for 2017 all meetings will take place in the Town Hall Leicester. These will start 5.00pm with a "Conversation with" a Health or Social Care professional. Everyone is welcome to attend and there will be light refreshments. The Board meeting will follow from 6.00-8.00pm and dates and rooms are as follows:



Wednesday 22nd March - The Oak Room

Wednesday 25th May - Room 1.24

Wednesday 19th July - Room 1.24

Wednesday 20th September - Room 1.24

Wednesday 22 November - The Tea Room,



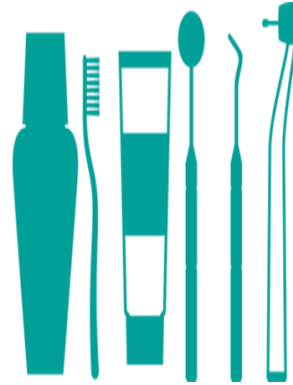


Healthwatch Leicester influences NHS England’s decision to provide additional funding two additional practices for Leicester City

Healthwatch Leicester has been heavily involved in the area of Dentistry which is covered by NHS England’s Central Region Team. We attend all meetings held at Local, Regional and National Level. Through our continued persistence in many areas we have influenced the changes achieved. Most recently NHS England has agreed to give two

areas of Leicester City extra funding, plus two additional practices to help improve dental ac-

cess in those areas. Gillian Jillett, Advisor and Dental Lead said: “ It has taken some time to persuade NHS England that action needed to be taken in these areas. We are very pleased that our persistence and determination to achieve better outcomes for patients in Leicester City has resulted in a such a positive move by NHS England. We hope that the spirit of acknowledging such problems will continue going forward.”



Did you know that there are only 65 GP practices and only 58 Dental practices in Leicester City and a population of approximately 340,000 people?

Enter and View

It is one thing to hear about the experience of a Health or Social Care service through a third party but for Healthwatch Leicester it is vital to be able to evidence that experience. A key tool we use to capture the patient experience is to go into a service and talk to patients, service users, their families and staff. This is done through our Powers of Enter and View which is a posh way to say have a look around.

In 2016 together with our trained Authorised Representative volunteers we have twice been to the Evington Centre and Grey Ferrers Nursing and Residential Care Home this year. Reports on Enter and

View gives us the opportunity to talk to patients or those around them, whilst they are using the services. Enter and View is not an inspection of the service but a snapshot of the patient experience on they day we visit. Through our final reports we look to make unbiased comments and recommendations from what the patients tell us and look to highlight good practice.



Patient Experience on the front line

Healthwatch Leicester City is working closely with Leicester City CCG on gathering the patient experience of those using hospital services. We are focusing on a number of services based at University Hospitals of Leicester (UHL) and have already visited the

Kensington Building at LRI talking to users of Maternity Services.

This is not an in-depth look at each service but more of a snapshot. To gather the experience we attend Outpatient Clinics to help patients complete a survey on their experience of the service. Our next stop will be the Urology Services based at Leicester General Hospital later this year.



Partnership working with Leicester City Clinical Commissioning Group (CCG) and Leicestershire Partnership NHS Trust (LPT)



Healthwatch Leicester, Leicester City CCG and Leicestershire Partnership NHS Trust (LPT) are working closely in order to explore the possibility of designated Voluntary and Community Sector Organisations being in a position to refer individuals to the Crisis Response and Home Treatment Team (CRT) provided by LPT. A small number of organisations will be offered appropriate training to enable them to suitably

Access them in a mental health crisis situation and is satisfied they meet the criteria for specialist support and refer directly to CRT. Currently in the majority of



circumstances CRT only accept referrals from medically trained staff, however this can lead to longer periods of time before they are seen by Specialist Services. The aim is to provide swifter services, lessen the impact on GPs and A&E at Leicester Royal Infirmary. We are keen for improved partnership working across sectors to offer better access and timely support when individuals are in real need.

Healthwatch Leicester hosted the Deaf Information Day – 28 September

Healthwatch Leicester in partnership with key Health and Social Care Partners jointly hosted a Deaf Information Day to inform the Deaf Community about how the health service works and the services available to them. The event took place at All Nations Centre gathering 100 deaf people with over 20 exhibitors and presenters showcasing their services to

The community. As well as bringing a wide range of information to the attention of deaf people, the event was aimed at raising general awareness amongst a range of partners and service providers attending the event of the barriers accessing information and services and services experienced by deaf people. The event proved to be a very successful partnership

between Healthwatch Leicester, Leicester City CCG, UHL, EMAS, LPT, Leicester City Council, the British Deaf Association and local community deaf projects. Over the last 2 years these partners have done a great deal to raise the profile of issues affecting the deaf community, after the publication of HW Leicester's report in 2014 which identified the barriers to healthcare for deaf people.



Did you know there are 152 Healthwatches across England, one for each local authority and only 36 of them have a Signposting Service which provides Information and Advice for patients?



About Us

Healthwatch Leicester

Clarence House
Humberstone Gate
Leicester LE1 3PJ

Telephone Helpline:
0116 251 8313

General Queries
0116 251 0601

Healthwatch is the independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level to make sure that the views of the public and people who use services are taken into account. Healthwatch Leicester is here to help you get the best out of your local health and social care services.

We want you to tell us about your experiences of Health and Social Care services in Leicester City and together we can create a better Health and Social Care system which meets the needs of residents and communities. We will ensure service providers know about your experiences of Health and Social Care and hold them to account.

We are one of 152 Healthwatches and together form the Healthwatch England Network, working closely to ensure your views are represented, both locally and nationally. We are independent, open, accountable and powerful with the strength of the law and Healthwatch England behind us.

This is the first time a national champion has been set up with independent statutory powers to act on behalf of both adults and children.

Other News— What's happening?

You are invited to **Mental Health in Lesbian, Gay, Bisexual and Trans Queer Communities: Building Resistance:**

Tuesday 28 February 2017- Trinity Chapel, De Montfort University from 10.00am - 4.00pm Registration from 9.30am. To celebrate the third annual DMU Pride Event, we are holding an exciting and important conference on Mental Health to showcase current research and collaboration.

To book: T: 0116 250 6234; E: partnerships@dmu.ac.uk; W: dmc.ac.uk/events
Full information and programme can be found at: healthwatchleicester.co.uk

Get the new **Change4Life Smart App**

Get the new Change4Life Smart App and get your kids involved. Packed with hints and tips on healthy eating.

<https://www.nhs.uk/change4life-beta/be-food-smart#rOZrg83Cri385eyv.97>

Do something amazing this year and give blood!

If you are looking for a good New Year resolution and want to help others, why not become a blood donor. You save someone's life! To find out more go to:

<https://www.blood.co.uk/>

New Year, new revamp for Hospital Hopper Service

If you use the Hospital Hopper Service that runs between the Leicester General, Leicester Royal Infirmary and Glenfield Hospitals then good news, not only have the buses been revamped, but so has the timetable. For more information go to:

<http://www.leicestershospitals.nhs.uk/patients/getting-to-hospital/bus-travel/hospital-hopper-bus/>

And finally

Check Out our new website

We have now launched our new website, so please go and have a look to find information about Health and Social Care news and events across Leicester City. It can also signpost you to Health and Social Care services that are available including out of Hours services. To find out more go to:

www.healthwatchleicester.co.uk

Did you know
that the Care
Quality
Commission
(CQC) has
inspected all
the GP
Practices in
Leicester
City?

