

HEALTH AND WELLBEING BOARD: 7 JANUARY 2016

REPORT OF HEALTHWATCH LEICESTERSHIRE

COMMUNITY CONVERSATIONS

Purpose of report

1. The purpose of this report is to present the findings of Healthwatch Leicestershire's (HWL) Community Conversations Campaign that saw HWL listen to members of the public at various locations across the county.

Policy Framework and Previous Decisions

2. The report will be distributed or presented to:
 - West Leicestershire Clinical Commissioning Group
 - East Leicestershire and Rutland Clinical Commissioning Group
 - Better Care Together Programme Board
 - LLR System Resilience Group and the Urgent Care Board.

Background

3. At Healthwatch, we take learning from people's experiences as well as from specialists and experts to build on what is already known and collaborate in developing and sharing new insights. Our work is in line with NHS England's commitment to working and engaging with patients, carers, service users and the public in a wide range of ways with an aim to improve the health outcomes for people in England.
4. When it comes to implementing system-wide change locally, we are focusing on key local themes that have emerged from our patient and public engagement and that mirror the strategic objectives of our partners. These are:
 - Access to services
 - Coordination of services
 - The advocating of clear information of services to the public and;
 - Voice and advocacy in carer provision
5. The following is the list of questions we asked in our Community Conversations;
 - *If you need to contact a doctor when your GP Practice is closed what would you do?*
 - *Do you know where your nearest Urgent Care Centre is?*

- *Would you like your doctor & hospital consultants to share your personal health records with each other?*
 - *What information would you like to see in the waiting areas at your GP Practice or hospital?*
 - *Name of (your) GP Practice*
 - *Where do you live?*
 - *Please use this space to tell us about any other experiences or views.*
6. Through August 2015 to October 2015 we spoke to over **500 members** of the public and **326 surveys** were completed across **14 events**, working with various public, statutory and voluntary sector stakeholders. The full report presents what the public told HWL about key themes and how they relate to the larger work being undertaken locally to transform local services.
7. At the time of preparing this paper, the full findings report is being designed. An electronic PDF version will be distributed prior to the HWB meeting and hard copies will be available at the meeting on 7 January 2015.

Emerging themes

8. **When the GP is closed**

From talking to members of the public, HWL found signs that patients are beginning to change their behaviour and think more about the best ways to receive care and using the NHS 111 service for advice and guidance. The majority of people told HWL that they would call NHS 111 in the first instance that their GP practice was closed.

9. **Urgent Care Centres**

When we spoke to attendees at the Over 50's Day in Hinckley, we found that 34 out of 46 (80%) people did not know or were unsure where to find their nearest Urgent Care Centre (UCC).

In total, over 40% of people HWL spoke to were unsure of where to find the nearest Urgent Care Centre. A small number of people that stated they did know where there nearest centre was were *actually mistaken*.

10. **Sharing information**

Patient's that were suddenly admitted to hospital, told HWL that it would be useful if the consultant had access to their GP information, especially in times of emergency. Overwhelmingly, respondents agreed that it would be useful for symptoms and conditions to be shared across healthcare professionals when in need of care.

11. **Waiting room information**

Overwhelmingly, people told HWL that they wanted information that advised them where to go as an alternative to their GP including contact information for out-of-hours services and where to go for specific illnesses.

People told HWL that it would be very useful to have relevant information about UCCs as well as to inform them of which services would be most appropriate for their individual symptoms.

Recommendations to the Health and Wellbeing Board

12. The Health and Wellbeing Board is asked to note the report findings and to encourage partners to consider actions for improvement outlined in the findings report.

Officer to Contact

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List of Appendices

13. An electronic PDF version will be distributed prior to the HWB meeting and hard copies of the full report will be available at the meeting on 7 January 2015.

Relevant Impact Assessments

Equality and Human Rights Implications

1. Healthwatch Leicestershire is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.
2. Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.