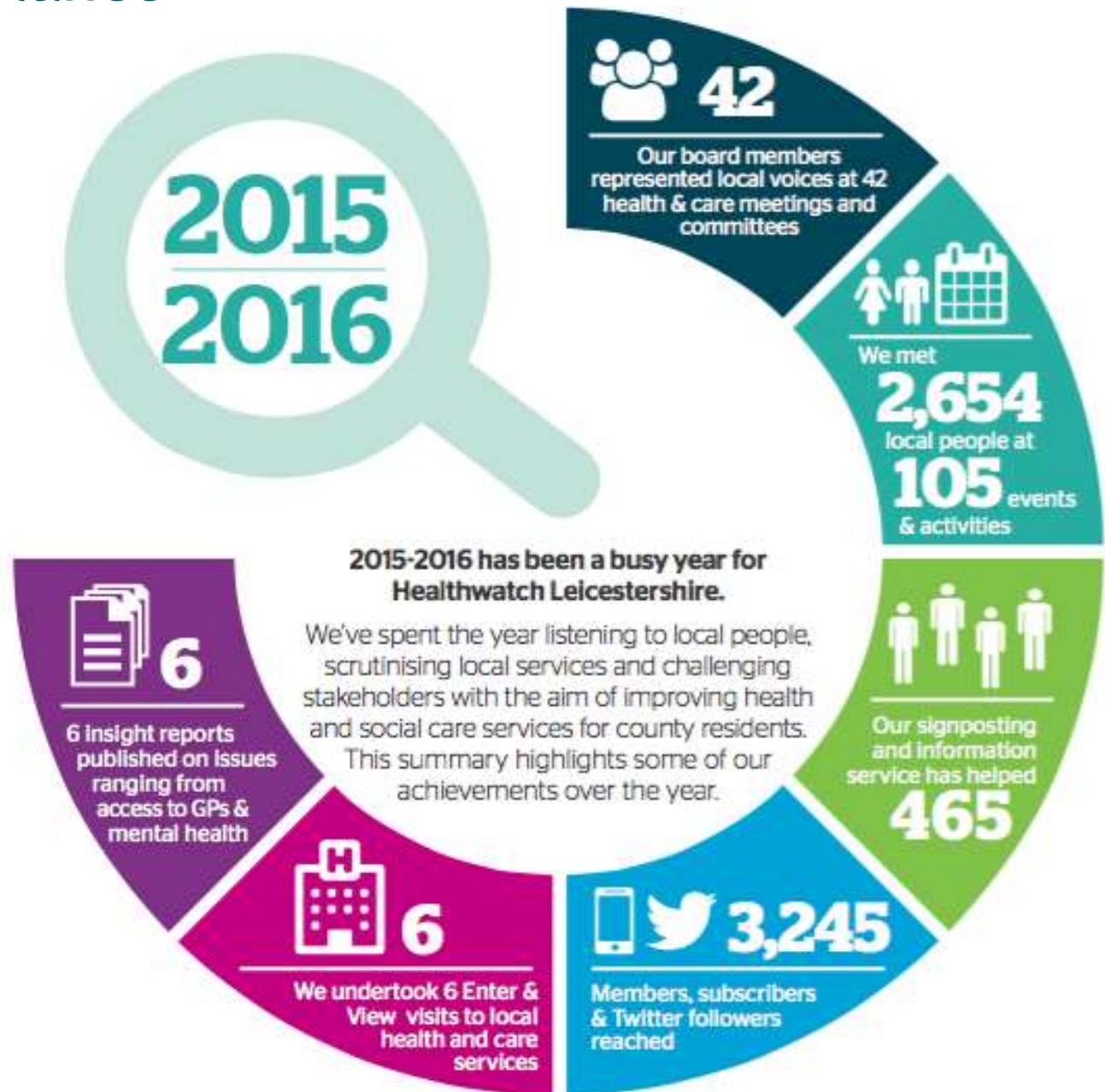




**HWL Annual Review 2015 -16**

**Health and Wellbeing Board 15 Sept 2016**

# A Year at a Glance



# Gathering experiences and understanding people's needs

Increasing engagement and raising awareness of the information gap around how and where the public access services



# Giving people advice and information Signposting - Access to GP's for newborns

This year our Signposting and Information Service  
handled 465 enquires

Breakdown of enquiries are:

Telephone 322 enquiries  
Emails 56 enquiries  
Voicemails 43 enquiries  
Other 35 enquiries  
Website 9 enquiries



# How we have made a difference

## Pathway for Supporting Carers

**UNIVERSITY HOSPITALS OF LEICESTER** **healthwatch**  
Leicestershire

### PATHWAY FOR SUPPORTING CARERS

**Who is a Carer?**

A Carer is a friend or family member who gives their time to support a person in their home, to an extent that the person could not remain at home if this care was not being provided. A Carer can receive Carers Allowance, but not a wage and the care they are giving will significantly affect their own life.

Who	What	Resource / Contact
<b>All Ward Staff</b>	Identify carers of all ages	<b>UHL Carer Leaflet via Patient Experience Team.</b>
<b>Nurse responsible for Admission</b>	Complete Carer Involvement Form with consent from patient and carer(s)	➤ ☎ 0116 258 5384
<b>All Ward Staff</b>	Refer to Hospital Dementia Support Service if applicable	➤ ☎ 0116 2587519 Internal x7519
<b>Provide Information</b>		<b>UHL Carer Leaflet</b>
<b>Nurse responsible for Discharge</b>	Refer Carer to Support for Carers (VASL) (County)	☎ 0845 689 9510
	Refer Carer to The Carers Centre (City)	☎ 0116 251 0999
	Refer to CAREFREE if Young Carer. <b>NB Consent requirements</b>	☎ 0116 2867182
	Consider High Risk of Readmission Patient.	<b>UHL Carer Leaflet</b>
<b>Nurse responsible for Discharge/ Social Care Team/ UHL Discharge Team</b>	Refer to Support for Carers (VASL) for Carer Assessment (County)	☎ 0845 689 9510
	Refer to Contact and Response Team (City) for Carer Assessment	☎ 0116 454 0550
	Refer to First Contact Plus (County)	☎ 0116 3058240

**ON WARD**

↓

**PLAN DISCHARGE**

↓

**PLAN AT HOME**

Working in partnership we lead on a project to support staff and provide them with a guide that is now used to improve the involvement of carers in the process of discharge



## Range of reports

### Engagement

GP's CARE HOME

### Mental Health

DISCHARGE

Substance Misuse

### CAMHS

Insight

### Hospital

1. My Voice Counts Winter Tour
2. Community Conversations: Talking to the public about transforming local services
3. Lost in Translation: Findings from Mental Health service users at Richmond Fellowship
4. Quick Poll Survey: Your views about GP services
5. Quick Poll Survey: Your views about Ambulance and Emergency services:
6. Unsafe Discharge for Vulnerable People
7. Quick Poll Survey: Your views about Dental Services
8. Road to Recovery: Voices from substance misuse service users and staff at Swanswell
9. E&V Barrow Health Centre  
E&V The Surgery, Ashby  
E&V Wymeswold Court Care Home
10. E&V Lyndhurst Lodge Residential Home
11. E&V Coalville Community Hospital
12. E&V Child and Adolescent Mental Health Services (CAMHS) Unit

# How we have made a difference Improving patients experience of Ophthalmology



LRI Ophthalmology  
created an action  
plan in direct  
response to our  
recommendations



# Your Voice Counts



**GPs**

- Making appointments
- Ongoing care plans
- Out of hours service



**Hospitals**

- Waiting times
- Treatment
- Discharge



**Community Care**

- Receiving care services
- Receiving care in your local community



**Long term health conditions**

- Access to services
- Support available
- Ongoing care



**Young people mental health**

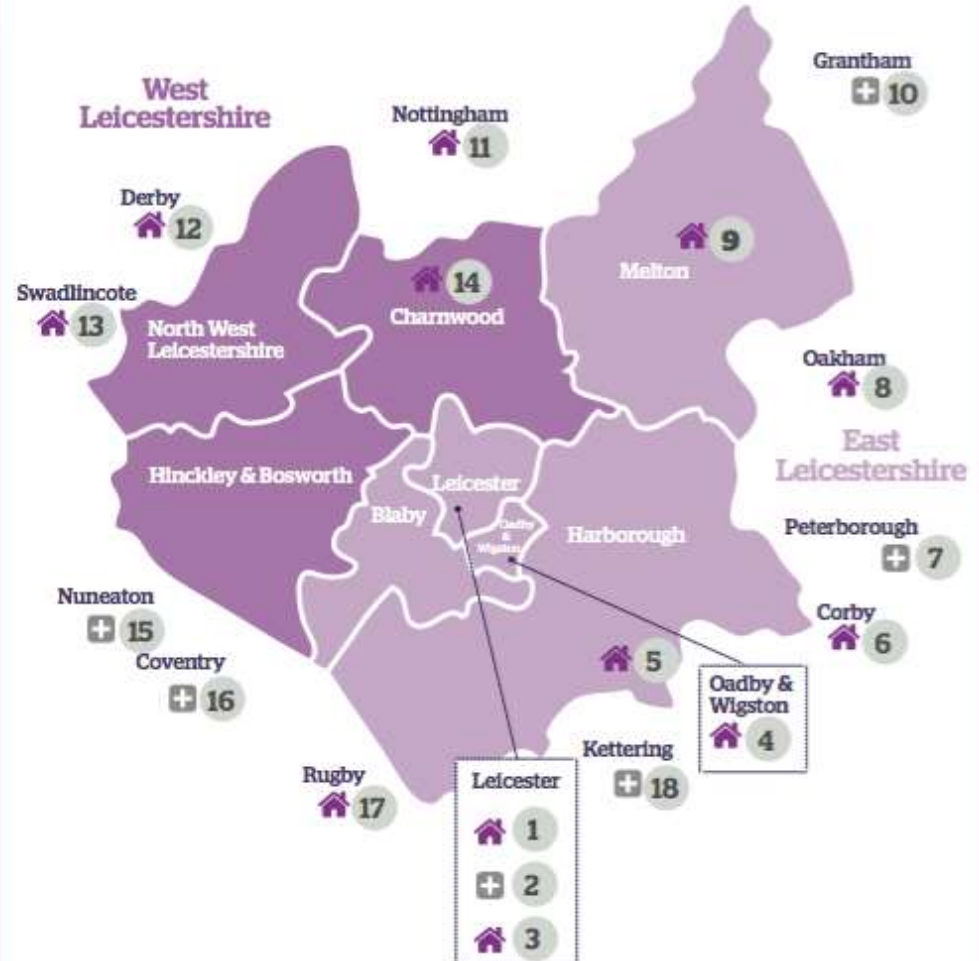
- Access to CAMHS Services
- Available support services



**Older People**

- Discharge from hospital
- Care homes
- Carers

## Find your local Urgent Care Centre (UCC)



**Key:**

- Urgent Care Centres
- Accident & Emergency

For full details of alternative NHS services visit [www.choosebetter.org.uk](http://www.choosebetter.org.uk)



# The Year so far

## April May June 2016

UHL Survey & report - submitted  
to inform the CQC Inspection -  
77 responses

University Hospitals of Leicester  
NHS Trust



LLR CCG's Prescribing Survey  
821 responses

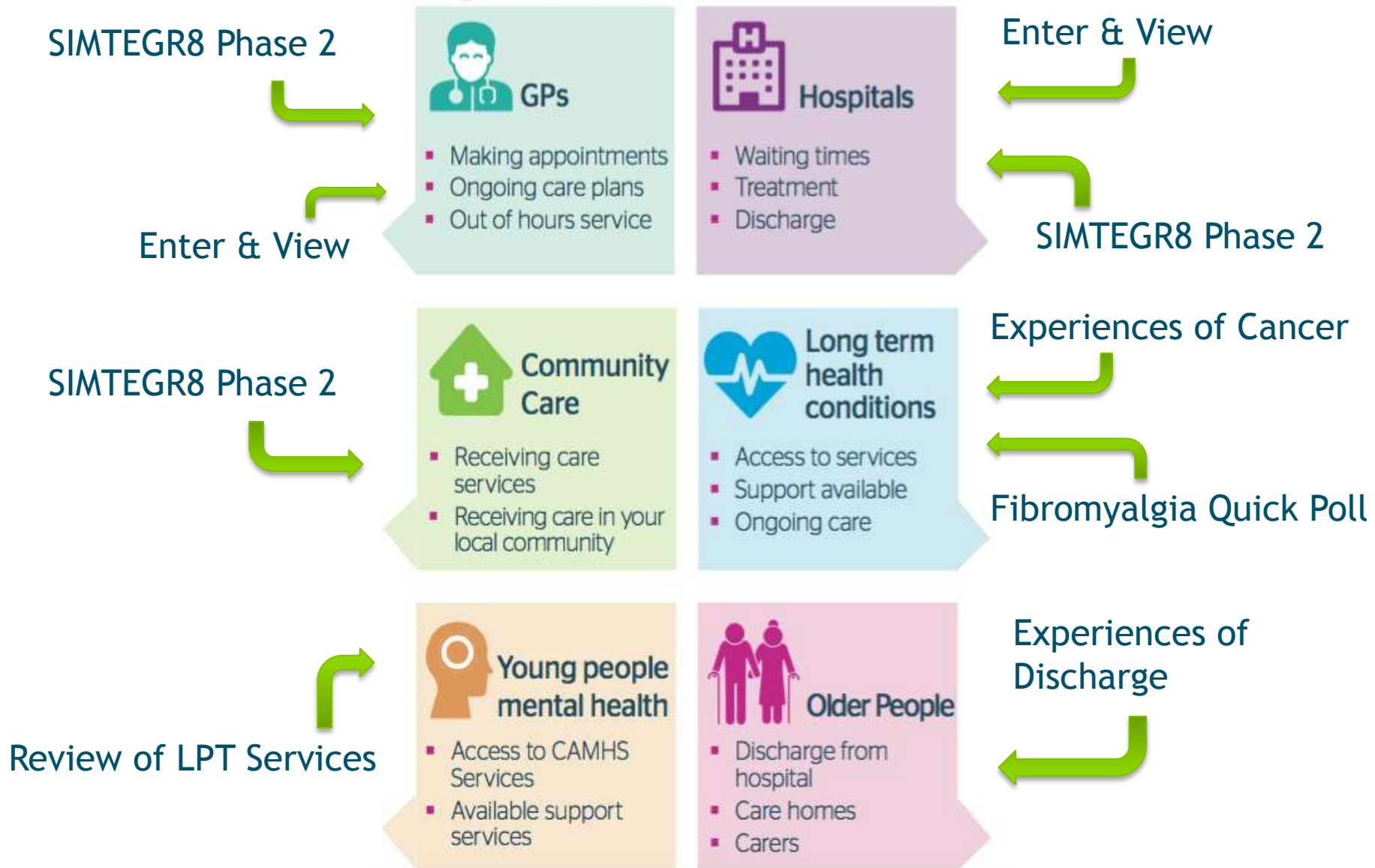


# The Year so far July Aug September

- Summer Tour Engagement
- Healthwatch Booklet
- Young Voices Matter Report
- Parent Quick Poll Report



# October 2016 - March 2017



Looking head to next year onwards

2017



Any Questions

