

Annual Report 2016/17



Healthwatch Leeds is here to help local people get the best out of local health and care services by bringing their voice to those who plan and deliver services in Leeds.

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Message from our Chairs



2016-17 has been a year of new approaches to ongoing challenges, against a background of fast paced changes to local health and social care. Healthwatch Leeds began to work as a new Community Interest Company. The new company meant a new board and provided us with the opportunity to test out a new approach to the role of Chair.

We chose to make the role a job share, and we definitely feel this has been a resounding success. There are many demands on the time of a Healthwatch Chair, and having two people in the role has resulted in (almost!) twice the time and energy available.

It has also meant a much wider range of skills to call on as we have very different backgrounds. John brings a clinical and public health specialist perspective in dentistry and Lesley brings a health policy and patient and public engagement perspective. It means we are able to manage potential conflicts of interest, and are consequently able to have the Healthwatch Chair attend both the



Health and Wellbeing Board and the Local Authority Scrutiny Committee.

Our new board has changed its approach to meetings. The beginning of the year needed a real focus on governance to ensure our Community Interest Company has a sound foundation. Then we concentrated on hearing about the real issues faced by some of the poorest groups in Leeds. We have had presentations from those working with travellers and people with a learning disability. These were extremely helpful in energising and grounding our work.

A new communication strategy and strategic plan has been created, to guide everyone's efforts over the next 3-5 years, when a complete change in the health and social care landscape of Leeds is being planned. Our work will continue to be about making sure the people of Leeds are able to have their voices listened to in the planning and delivery of local NHS and care and support services.

**Lesley Sterling-Baxter &
Dr John Beal**

Snapshot of our work

It has been a very busy year for us, here's just a taste of some of the projects we've been doing.

Sexual Health Clinics Review

This project was part of a citywide review of sexual health services in Leeds, following significant changes to the service. We took on the role of reviewing services at the five sexual health clinics in the city.

Over the course of three weeks in September 2016 we carried out 18 visits to clinics and spoke with 220 people about their experience of making an appointment, waiting times and the care and support they received.

We found:

- There were high levels of satisfaction with the service and their website.
- Waiting times were identified as a key concern. There was a lack of clear communication and information in relation to expected waiting times.
- Privacy was highlighted as a concern for many.

We met with the service providers and commissioners to discuss our recommendations and an action plan has been produced and shared with us.

“Working alongside Healthwatch to review the Leeds Sexual Health Clinics has been a really positive and worthwhile experience. The final report is excellent and clearly written. Staff at Leeds Sexual Health have welcomed the report findings and are currently developing strategies to address the highlighted areas for improvement, to ensure that all clients receive the best possible experience when visiting a clinic.”

Kerry Swift Health Improvement Specialist (Sexual Health) Leeds City Council



Home Care Services Review

At the beginning of 2016 we carried out telephone interviews with 60 people receiving Home Care services in Leeds. The feedback we received highlighted some issues and concerns about which we made some recommendations. The full report is available on our website at: <http://bit.ly/2nupeb8>

Leeds City Council shared the report with the new Home Care providers who commenced delivery of a new contract on 1st June 2016. A key feature of the new contract is a set of standards that all providers must be able to demonstrate that they comply with. The standards address the key messages and recommendations made within our report.

In February 2017 we repeated the telephone surveys and spoke to over 130 people receiving home care to see if things had changed or improved for people since we carried out the original survey. The full report is available on our website.



Patient Transport Service (PTS)

Between December 2015 and January 2016, five Healthwatch organisations in West Yorkshire carried out a survey with 545 patients and carers at 14 hospital sites across the region. We asked about their experience of pre-booked patient transport return journeys from hospital.

We found:

- The vast majority of journeys involved patients waiting less than 90 minutes - the agreed target waiting time.
- However, most of the patients told us whilst they didn't mind waiting, they wanted updates about their transport.
- A number of patients felt unable to access food or drink or use the toilet whilst they were waiting as they were afraid of missing their transport.

We received initial action plans from the various hospital Trusts and Yorkshire Ambulance Service and are working with them to make improvements based on our recommendations.

Leeds Teaching Hospitals Trust has initially committed to reviewing how volunteers can offer further support to PTS patients in the waiting rooms and will be putting new signage in the Chancellor Wing, at St James Hospital.



Aspire

We worked with local learning disability organisation Aspire to find out how clients and carers would like to get involved in improving their service.

It was great to speak to so many clients and carers who shared their views with us about things like keyworkers, activities and giving feedback about Aspire.

Our easier read report and recommendations were presented at Aspire's Board meeting and we received an action plan which highlighted some of the things they are doing to improve their service, such as;

- A commitment to help improve the emerging relationship between keyworker and client.
- Developing an easy-read leaflet explaining how people can get involved and how their feedback is used to improve the service.
- Reviewing their comment, compliment and complaint process to ensure there is a consistent approach for all.



Patient Participation Groups

We worked with Leeds North Clinical Commissioning Group (CCG) on a project around Patient Participation Groups (PPG) in GP practices. Based on conversations with patients, members of PPG groups and co-ordinators across 8 practices in north Leeds, we produced a report which illustrates what people think are the key factors for a well-functioning PPG.

Whilst some PPG's work really well and offer patients a fantastic opportunity to work with their Practice to improve services, there are others that do not function so well. Our report sets out to highlight why this might be, and what can be done to make PPG's more effective.

The Leeds CCGs said:

“The report, which has been shared with all the Leeds CCGs, made a series of recommendations and we are pleased to say that most of these are already being actioned. You can view the report and all the tools and resources available to Leeds PPGs here: <https://www.leedswestccg.nhs.uk/get-involved/how/patient-participation-group/> The Leeds CCGs Communications and Engagement Team will continue to support their primary care teams in their work with local practices to develop and deliver effective and meaningful PPGs. We will use the Healthwatch Leeds report to identify gaps in our practices' PPGs and work with them to champion the voice of the wider public”.

Healthwatch Films

At Healthwatch, we are always looking for new ways to provide information or get a message across.

We've got several short films on our website that have been shared across the city. Some are about volunteering with us, some are thoughts on the future of health and care, and we also have a very powerful video from someone sharing their experience of mental health crisis in Leeds. All well worth a watch.



Future Me 2026

Imagine if you could see into the future. That's what we tried to do when we held our Future Me 2026 event. We brought members of the public, health professionals and the third sector together to look at our vision of health and social care in ten years time. Information and support, partnership working between services and making the best use of technology were some of the main themes that came out on the day. The summary report from the day was shared and promoted across Leeds with planners, commissioners and providers of health and care.



YouthWatch Leeds

It has been a very productive and exciting year for YouthWatch Leeds. Making videos, taking part in Takeover challenges and follow up work to our 2015 Child and young people’s mental health services report.

Future in Mind: Leeds report

During autumn 2016, Healthwatch Leeds worked with Common Room*, to gather experiences about children and young people’s mental health and wellbeing service provision across Leeds. We did this using a combination of surveys and workshops.

We wanted to go back to talk to young people, their parents and carers and professionals to find out what, if anything had changed for them in terms of their experience of mental health and wellbeing services.

The report was shared with the Future in Mind: Leeds Strategic Board along with providers and commissioners of all the services featured in the report.

They all have provided us with an action plan responding to each of our recommendations. We will follow up any progress against these in April 2018.



Key findings	Key Recommendations
There is an overall trend toward Improvements to waiting times, particularly within specialist CAMHS. 54 (81%) young people said that they had waited 12 weeks or less.	Commissioners should consider ways they can work with providers to ensure that communication and support offered during the wait is consistent across services.
Young people and families were generally not aware of the MindMate** website.	Explore ways in which the MindMate website can be more widely publicised, and include more detailed, useful information.
There is a lack of awareness amongst young people and parents of MindMate Single Point of Access (SPA)	Raise awareness and accessibility of MindMate SPA amongst parents and young people.
The introduction of MindMate SPA has been welcomed by professionals but there is room for improvement in terms of communication with referrers and parents.	Continue to evaluate MindMate SPA. Identify how referral pathways and communication with referrers and parents could be improved.
Family and friends were a vital source of support for children and young people who were waiting to access or using services.	Ensure services build in ways (where appropriate) to support parents to help their children.

Young facilitators deliver 'Rights in the NHS' session to other young people

In November 2016, we trained 10 YouthWatch volunteers as young facilitators. Since then, they have gone on to work with Healthwatch Leeds to co-produce a session on young people's rights in the NHS. The session uses the brilliant 'Get your rights' resources produced by the Council for Disabled Children to introduce young people to what their rights are under the NHS constitution. It helps them to think about when they've received good or bad care and tells them what they can do if they think their rights haven't been met.

The young facilitators have delivered the session to a variety of youth groups including Young Dads Collective North, HYPE group at The Market Place (a young people's emotional wellbeing service) and the young adult carers group at Carers Leeds. We have

also delivered a session to a year 6 class at Stanningley Primary School.

38 (83%) out of 46 children and young people who took part in the session said that they would be more likely to take action if they thought their rights hadn't been met:

"I would definitely act and encourage other people to do so as well. There are lots of organisations that I could go to to"

"no matter how old or who you are everyone has rights"

"I have a right to correct doctors if they disrespect my rights"

"Everyone has a right and you can speak up and complain at any age"

"I have learnt what NHS means"

"I have learnt that doctors have to communicate to everyone."



YouthWatch volunteers who helped facilitate the sessions also learnt a lot...

“What once started off as a meeting looking into our Rights within the NHS to now being able to deliver the message to other young adults and children is mindblowing!! It just shows a small idea - with the added spark of passion can take you a real long long way” (YouthWatch volunteer, age 18)

We are currently making links with more PSHE* leads in local schools, with the hope of rolling out the session to more

primary and secondary schools in the coming year.



*Personal & Social Health Education

Takeover of the Health and Wellbeing Board

As part of the Children's Commissioner's Takeover Challenge this year, YouthWatch Leeds volunteers took over, not one but TWO Board meetings - our own Healthwatch Leeds Board and the Leeds Health and Wellbeing Board.

Since chairing a small part of the Healthwatch Leeds Board meeting last year as part of Takeover, YouthWatch Leeds volunteer Chloe has gone on to become deputy chair of the Board. This year Chloe went solo for Takeover and chaired the whole Board meeting.

“Even with years of experience, taking the position of Chair feels daunting. Chloe's careful preparation, and determination to get things right was obvious, but so was her passion and enthusiasm for what we do. Young people bring so much energy, it's like a shot in the arm. I made a mental note that we need to have more takeovers, more routinely. We would all benefit!”

Lesley, Healthwatch Leeds Chair

YouthWatch volunteers Sam and Eleni were involved in the Takeover Challenge of a Health and Wellbeing Board workshop to show some of the excellent work that young people



Eleni - YouthWatch Volunteer

“It was fantastic and terrifying all at the same time! But I felt really supported in my take over role and was involved in planning the meeting agenda, chairing the session and then a debrief chat afterwards with Lesley to discuss how it went. It was a great learning experience for me and I enjoyed it.”
Chloe,
YouthWatch volunteer

have been doing to get their voices heard.

Eleni talked like a pro to all the Chief Executives and Councillors on the Board, whilst Sam helped to run a workshop to raise awareness about the Doctors Talk to Me video she had been involved in.

At the end of the workshop, all board members filled in a 'lightbulb moment' about how they as a board want to keep ensuring children and young people's voices are heard. We hope that this is the beginning of an ongoing conversation to keep young people's voices on the agenda.

Volunteers

Our volunteers have contributed 3,041 hours this year. That's a fantastic amount of help and a huge increase of 415 hours from last year!

A big, big thank you to everyone that's volunteered for us, from those that have volunteered just the once to those that continue to do so on a regular basis. Your input is invaluable!

Over the year we have provided quality training and development opportunities for our volunteers. This includes, Healthwatch Induction (27 volunteers), Safeguarding Adults (16 volunteers) and Young Facilitators training (10 volunteers), Enter & View (9 volunteers), Equality & Diversity (9 volunteers). In total 82 people have attended our training this year.

100% of people completing the Induction training rate it as either good or excellent!

"Following the induction I have a greater understanding of Healthwatch as well as health and social care services in Leeds."



"The volunteers are so motivated and well supported and the work they do on behalf of HWL is outstanding."

Carol McGrath
Principal
Commissioning
Officer
Adult Social Care



Volunteer Thank You event

Each year we hold a Volunteer Thank You event to recognise the huge contribution our volunteers play in our work. 50 volunteers joined us to celebrate their involvement and we were able to show them the impact their volunteering makes!

"I enjoyed hearing other volunteer's stories and seeing the evidence of all the hard work volunteers do"

We are proud that the Leeds Volunteer Managers Network has awarded us the **Volunteering Kite Mark**. This quality standard is recognition by Leeds City Council and Voluntary Action Leeds that we provide and manage a high quality and positive volunteer experience.

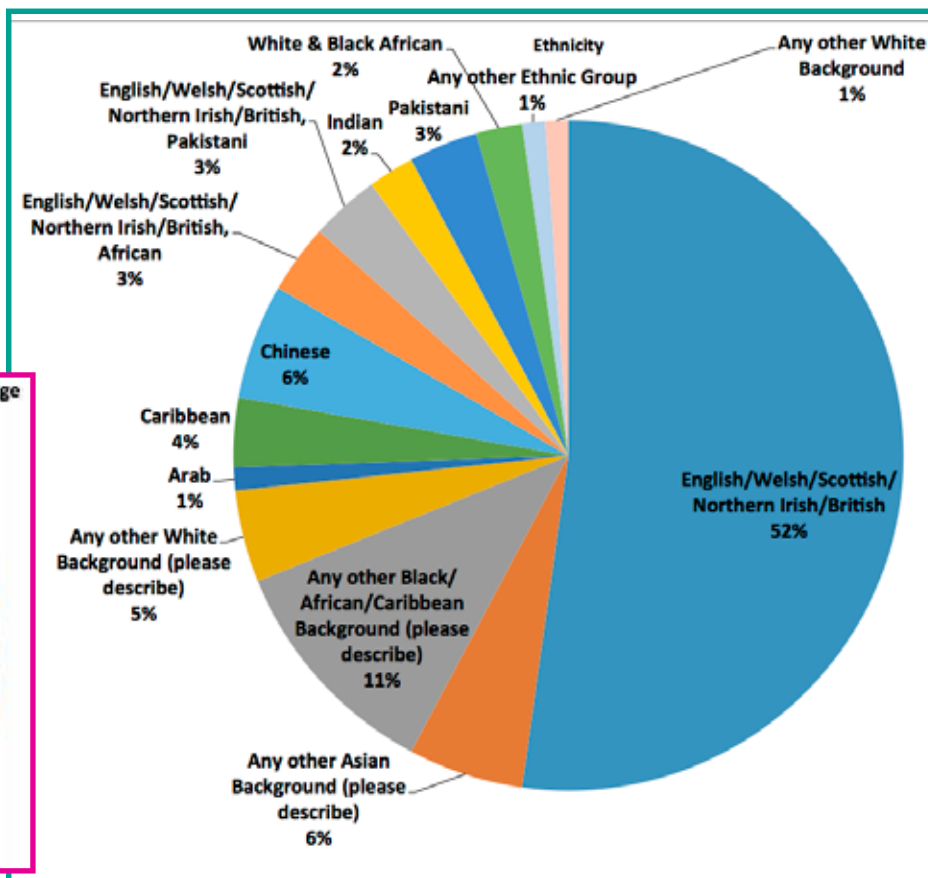
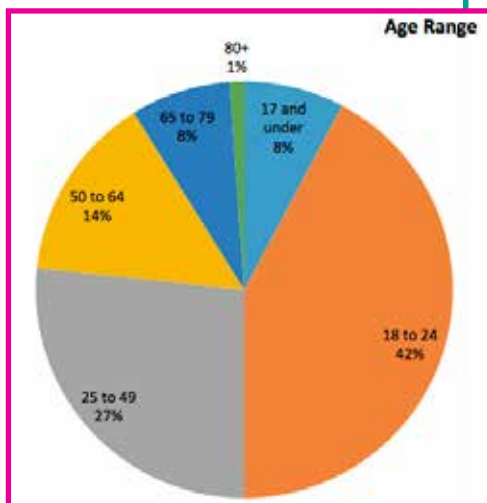
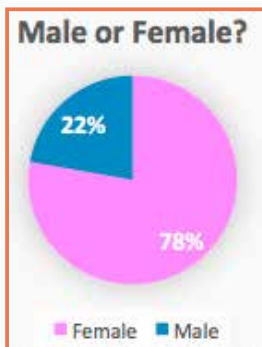
Our youngest volunteer is 14 our oldest is 86

"In the past I shy-ed away from people-facing roles like telephone work and outreach but I have overcome this with the support of the lovely staff, their belief and encouragement in my capabilities was tremendous and I have proved them right!"

Naz - Volunteer



compact for leeds
public and third sector
working together for the people of leeds



Information and Signposting

Healthwatch Leeds provides an Information, Advice and Signposting service. We know that the health and care system can be complicated and hard to navigate, so we do our best to help people who often don't know where to start looking, or have been through the system and have nowhere else to go.

This year we have received 277 direct enquiries (110 more than last year). Our staff regularly attend training and updates about changes in healthcare to ensure that we are giving the public the best possible service.

“I emailed with a dental pricing query and received a reply very quickly, telling me what to do should my problem not be resolved with the dentist. Very happy with your service.”

“Thanks for your help, you've been the only person that has listened and given me clear information on what I can do next”

“This is the second time I've called Healthwatch and both times they have been very helpful. They advised me on where to go to resolve a dental issue. I heard about Healthwatch following their outreach visit to a community centre I attend, I got their number from one of the mugs they left”.

“Thank you so much for your help, I've been trying to contact people all day and this is the closest I have come to finding a solution”.

Since November 2016 we have had 67 separate requests for information from the Care Quality Commission (CQC). We have been able to provide information on 16 occasions. Some of these have influenced areas of CQC inspection.



Socially Speaking

healthwatch
Leeds



6255

combined team followers
average 80,000 impressions per month

YouthWatch
our voice counts
Leeds

998

combined followers

healthwatch
Leeds



572
page likes

YouthWatch
our voice counts
Leeds

177

page likes



2959

views

healthwatch
Leeds

followers

243



1062

Friends

YouthWatch
our voice counts
Leeds

110

followers

This year we have had....

4450 page views

71% new visitors



612

people signed up to newsletter, posted to 20 people plus audio and pdf available on the website. an average of 1300 people per month reading it from social media posts.

Working across the city

We have built strong networks with a wide range of stakeholders and provide representation to many strategic groups and committees. This includes our work with the Health and Wellbeing Board and having a co-opted member on the Overview and Scrutiny Committee for Health, Public Health and social care.

“We have benefited from our close working relationships, including one of your co-chairs sitting on our Board as a co-opted member, who is an active and even-handed participant in all aspects of the Scrutiny Board work and activities. Most recently this involved working on a West Yorkshire basis, examining access to NHS dental services. They and the Scrutiny Board have continued to work collaboratively, particularly in our joint approach to ‘Quality Accounts’... ..I have very much valued all the contributions made by Healthwatch Leeds, and I look forward to the continuation of a strong and independent local patient voice organisation - alongside its support and joint work with the Scrutiny Board.”



Councillor Peter Gruen

Chair, Scrutiny Board (Adult Social Care, Public Health and NHS)

“Healthwatch Leeds is a vital voice on the Health and Wellbeing Board, consistently focussing our discussions around the needs of the patient and ensuring improvements in health and care in the city are centred around Leeds citizens. A Youthwatch ‘take over’ of a recent Health and Wellbeing Board session allowed us to hear a range of voices and experiences of young people living in Leeds and demonstrated the importance of and value that can be found from engagement and involvement”.

Councillor Rebecca Charlwood, Chair - Leeds Health and Wellbeing Board



We also co-ordinate the People’s Voice Group (PVG), bringing together staff leading on patient and public engagement from NHS organisations and the local authority. We also host a Complaints Leads group which works to have a shared approach and understanding of the formal complaint processes across the city. Add to these our involvement in community events ranging from the digital future to mental health awareness and we are rarely short of opportunities to promote our role!

“Healthwatch has played an important role in listening to people’s concerns and in ensuring that people’s voices are heard even when a formal complaint has not been made. They coordinate a citywide Complaints Managers’

Group with representation from Social Care, the NHS and the local independent advocacy organisation, Advonet.

By working closely with Social Care, the NHS and Advonet, people's experience of the complaints process across the city has been improved by everyone. Some of the joint initiatives have included:

- Working to a "no wrong door" approach for people wishing to access the complaints procedure*
- Having a shared consent approach, reducing duplication in cross-organisational complaints and speeding up the process*
- Providing the same core information to promote all feed back*
- providing training to staff within integrated teams"*

Judith Kasolo, Head of Complaints, Adult Social Care, Leeds City Council



"The PVG has been a great way to share good practice with my colleagues across the city. It has helped us to work in partnership to develop an engagement hub which offers training and peer support to patients and staff in Leeds"



Chris Bridle - Engagement Lead CCG

"The PVG helped us to think creatively about how working together could maximise impact and has shown that there are gains to be made by crossing organisational boundaries and finding opportunities for partnering. It also provides space for reflection and exploring the art of the possible, with a focus on practical solutions and action in practice"

Krystina Kozłowska, Head of Patient Experience, Leeds Teaching Hospitals NHS Trust



"Having a PVG in Leeds has helped me build relationships with colleagues with different perspectives, learn from their experiences and knowledge. It feels good to be part of a collective effort to strengthen our organisations' commitment to people's voices and experiences shaping services."



Matthew Lund Senior Policy and Performance Officer, Intelligence and Policy Service, Leeds City Council

Enter & View

This year we have continued using our specially trained volunteers to carry out enter and view visits, to look at how health and care services are provided, and talk to service users, their families and carers.

The visits can be part of a programme of themed visits to a particular service or a single visit where we have been made aware of issues or concerns.

We have carried out two single visits to care homes where we were made aware of some concerns. We have also undertaken five enter and view visits to the acute gynaecology service at Leeds Teaching Hospitals NHS Trust, as part of our programme of themed visits. All the visit reports and action plans are available on our website.

Spring Gardens Care Home

We visited Spring Gardens Care Home following a report published by the CQC, rating the home as requiring improvement in four out of five areas. We were also made aware of a number of concerns from different sources about the home.

During the visit residents and relatives expressed satisfaction with the care that they received. However, the visit team identified many areas for improvement including activities, the internal environment and the outside building and areas.

Following our visit we were pleased to note that several improvements were made, specifically around activities for residents and décor of the Home. We received an update from Leeds City Council highlighting the changes made as a result of our visit.

Where can we Enter and View?

Premises where health and social care is funded from the public purse.

Doctors Surgeries & Urgent Care Centres



Care homes, & Supported Living



Hospitals



Opticians



Knowle Manor Care Home

Having visited Knowle Manor in 2014, and received generally very positive feedback, we decided to revisit the home following some concerns raised, specifically around activities for residents.

During the visit we found there were high levels of satisfaction with the care and support received, and we had no concerns about the care given. Residents were complimentary about the availability and choice of food on offer. Residents told us there were a lack of activities available. We were also told that activities advertised didn't always take place.

Following the visit we made a number of recommendations relating to activities and how these are advertised. There were also recommendations relating to signage and communication with residents.

We are pleased to report that all the recommendations were taken on board by the home who provided us with an action plan clearly outlining what steps have been taken to address the concerns raised.



Women's Services

Healthwatch Leeds carried out five visits to acute gynaecology services. These were part of our planned programme of enter and view visits and also as a response to some issues that had been highlighted through our enquiries and engagement work.

There was positive feedback about the care and support received from the staff and the visit team were impressed with the overall environment of the department. People felt that they were treated with dignity and respect and there were good levels of satisfaction with the information and communication from staff.

The key concerns expressed related to cancellation of procedures and the short notice given to patients. Some concerns were also raised about the lack of availability of hot food for patients who had stayed more than a few days on the ward. The full report and recommendations are available on our website.



Working Together

This year we have worked in partnership with other local Healthwatch organisations as well as local organisations in Leeds.

Community Dentistry

We led on some work with local Healthwatch in West Yorkshire to bring people's experience of Community Dentistry to influence the NHS England Public Health Dental Team's review of the service. Our report shows that out of the 334 people we spoke with who used the service during July, 73% thought that the dental staff understood their complex needs. Others thought access and appointment times could be improved. The review of the service is currently on hold.

Orthodontics

Joining forces with local Healthwatch organisations in Yorkshire & Humber we spoke to 117 people about orthodontic services, to feed into the NHS England (NHSE) orthodontic service review. A very high percentage of people were happy with the treatment they received. Our report contributed to the evidence in a paper that went to NHSE Directors with a procurement update.

Hear, See and Treat

There are plans in place to improve urgent and emergency care across West Yorkshire. This plan is called 'Hear, See and Treat'. Alongside West Yorkshire and Harrogate Healthwatch organisations we engaged with 2,585 people to find out what they thought about the plans and proposals. A shared report formed part of the

business case for change that Yorkshire Ambulance Service (YAS) put to the Clinical Commissioning Groups (CCG) in Yorkshire.

We produced a Leeds summary report that was shared with the Leeds Teaching Hospitals NHS Trust, YAS, CCG's and the Urgent Care Board.

Children and Young Peoples Involvement in Health and Care

We worked with Health Together at Leeds Beckett University and the Leeds City Council Voice, Influence and Change team to find out how children and young people are involved in health and care services in Leeds. We were able to highlight good practice and things that don't work so well. We shared this with the Health and Well-Being Board.



Progress Update

Quality Accounts

As in previous years we have hosted sessions that bring together providers, our volunteers and representatives of the Overview and Scrutiny Committees to look at and hear about local Quality Accounts. Every NHS provider organisation is required to publish Quality Accounts and invite their local Healthwatch to comment.

These sessions promote good practice amongst providers. We will be commenting after the final session in May 2017.

Access to Health and Care for the Deaf and Hard of Hearing Community

Back in 2014 we did some work with health and care providers to try and improve access to services for people who are Deaf and Hard of Hearing. Our report was positively received and we continue to get feedback on what is being done to hopefully improve experiences for people in Leeds.

This year we received an update from Leeds Teaching Hospitals Trust which highlighted changes to the booking system, text messaging, training and interpreting. We shared this with Leeds DEAForum.

HIV and Dentistry

In 2014 we carried out some work to look at the experience of people with HIV when going to the dentist. The report we produced highlighted a number of concerns that we shared with the Yorkshire and the Humber Dental Public Health Team amongst others. Influencing change can often take a long time. This year they produced a factsheet on HIV and blood borne viruses was produced and we helped run a short consultation on this. The factsheet was updated following the feedback received.

There are plans for the factsheet to be published and distributed to all Yorkshire & Humber Dental Teams, undergraduate Dental and Hygiene and therapy students and Foundation Dentists. If published it will be available as a national resource.



Outpatient work

We are working in partnership with Leeds Teaching Hospitals NHS Trust (LTHT) to look at people's outpatient experience, with a view to making improvements where possible.

The focus for the outpatient project is to look at the quality of information and communication patients receive before and during their appointment, waiting time concerns and access.

We have been gathering views at different outpatient departments across the Trust. We visited 6 departments and plan to visit a further 10 in the coming year. During the visits we spoke to 562 patients.

Each outpatient department we visited received a brief report of the findings and any suggestions for improvement. The Trust is continuously responding to our reports and recommendations and working to improve patient experience.

Eye Clinic (Pilot) Chancellor Wing, St James Hospital

This was chosen as the pilot as it is one of the busiest clinics. We visited during May 2016 and spoke with 148 patients.

Findings: 93% of patients received clear information to prepare them for their appointment. However, some patients found that signage and font style used in letters they received was hard to read.



Action: The Trust is looking into costing up replacement signage to be fit for purpose for the Ophthalmology patients. This work is also a part of their service review and patient flow.

Area's 7&8 Chancellor Wing St James Hospital

In November 2016 we visited outpatient areas 7 and 8. In total we spoke with 42 patients.

Findings: 50% of patients used self-check-in however, some patients found that the machines instructed them to go to waiting area 9 instead of 7&8.

Actions: This is being looked at as part of the work with InTouch (self-check-in provider). On-going maintenance of systems if changes are made seems to be the issue.

Endocrinology Outpatients (Chancellor Wing) at St James Hospital

We visited the Endocrinology outpatients in December 2016. In total we spoke to 86 patients.

Findings: Patients felt a poster titled 'speak to a sister or Matron' was friendly and welcoming. Patients also commented about the hospital being too warm but



appreciated the availability of drinks in the waiting area.

We are currently awaiting response

Gynaecology Outpatients Chancellor Wing St James Hospital

We spoke to 78 patients at the Gynaecology Outpatients.

Findings: some patients attending an appointment said they had their original appointment rescheduled by the hospital but received another appointment within a reasonable time. Some patients waited longer than others and were not informed of any delays. Two people said “staff only inform you of a delay when you ask them”.

We are currently awaiting response

Outpatient 1 Lincoln Wing St James Hospital

We visited Lincoln Wing Outpatient 1 in January 2017 and spoke to 108 patients.

Findings: Generally patients were happy with the clinic. One patient felt the service was “one of the best in the world”. Care and treatment was also praised, with long term patients talking about how the service has improved over the years.

We are currently awaiting response

Main Outpatients at Seacroft Hospital

In February 2017 we visited the Main Outpatients department. We spoke to 87 patients.

Findings:

Patients were impressed with the cleanliness of the waiting areas (and of the hospital in general). The majority of patients did not wait over their allotted appointment time. For those who did, the wait was no longer than 30 minutes but most patients were seen within 15 minutes.

Many patients commented that the tea bar was closed in the afternoon and they did not have access to any refreshments during their wait.

Action: The tea bar opening times will be discussed with Facilities and the ‘Friends of Seacroft volunteers’ to look at options.

Next steps

There will be an overall report once all visits are completed and we will do follow up visits to see what has improved or changed.



A message from Tanya, our CEO



It was our fourth Birthday this year and as a part of a review by our commissioners we did some work to record our progress since April 2013. We found strong evidence of our development, giving us a good platform to plan our work for the coming year.

Some of the developments we made may not sound too exciting, policies, frameworks and decision making tools. However what these things give us is a strong base to evidence where local people are heard, have an impact and influence change.

We continue to promote local people's voices and work to increase our reach.

We have learned to value and develop our connections and networks. Our shared reach is much wider than any of us would achieve on our own. We work with our fellow Healthwatch, with

community groups and with commissioners and providers.

We are fortunate in being asked to join many groups, sit on a range of Boards and strategic groups and to attend many events and meetings. The big challenge for us is capacity.

We manage a lot but are grateful for the review of our local commissioning arrangements to a Leeds "One Voice" way of working that has significantly reduced the number of formal meetings to attend.

We are seeing significant system change and challenge in health and care.



There is no need to have any “secret knowledge” to know that the resources are stretched. We live longer, have increasing care needs and the technology marches on, providing solutions and enabling people to live longer, healthier lives.

Most local people understand that the system struggles, they tell us about how busy the staff they see are, how much pressure there is on services and how difficult it can be at times to see the right person at the right time.

Our challenge, on behalf of Leeds citizens, is how people access, receive and experience care:

- **How have you worked with the local people and communities from the beginning. What did you learn and change from what you heard?**
- **How are you making it easy for people to find out what has changed and how it affects them.**

- **Have you made clear where people can go if there is a problem with the services they receive?**

There is a lot of good practise about what good looks like. We are not looking to re-invent any of that. But our job is to keep challenging, on behalf of the people of Leeds.

Tanya Matilainen CEO



Governance & Board



The Healthwatch Leeds Board is made up of ten volunteers and two staff members.

The Board is responsible for the strategic leadership and development of Healthwatch Leeds. There are two sub-committees of the Board: the Quality and Resource Sub-Committee looks at finance resources and quality assurance, and the Peoples Sub-Committee covers staff and volunteers.

The Healthwatch Leeds Board (Left to Right)

Moneer Sharif,
Chloe Rankin (Deputy Chair),
Linn Phipps (Deputy Chair),
Dr John Beal (Chair),
Tanya Matilainen (CEO),
Joanna Barszcak,
Stuart Morrison,
Sally Morgan,
Karen McMahon,
Niccola Swan,
Lesley Sterling-Baxter (Chair),
Richard Taylor

You can find out more about our Board by visiting our website at www.healthwatchleeds.co.uk

The Team

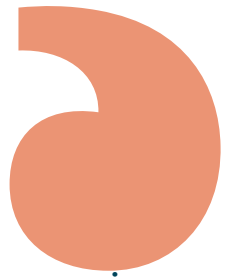


The Healthwatch Leeds Team (Left to Right)

Dex Hannon - Communications Manager,
Tatum Yip - Community Project Worker,
Tanya Matilainen - CEO,
Parveen Ayub - Community Project Worker,
Stuart Morrison - Team Leader,
Tay Babbage - Senior Administrator,
Sharanjit Boughan - Community Project Worker,
Craig McKenna - Volunteer Coordinator,
Harriet Wright - Community Project Worker.

You can find out more about our Staff by visiting our website at www.healthwatchleeds.co.uk

Glossary



Health & Well-Being Board (HWBB): The HWBB is in place to oversee improvements in health and care for people in Leeds. It makes strategic decisions about health and care services. The Board includes: Local Councillors, representatives from children and adult social care, Clinical Commissioning Groups, Public Health, voluntary organisations and Healthwatch Leeds.

Scrutiny Board (Adult Social Services, Public Health and NHS): This Board reviews and scrutinises (examines in detail) the performance of local NHS, Adult Social Care and Public Health. It also scrutinises decisions made by the main decision making body of the Council (Executive Board) relating to Adult Social Care.

Clinical Commissioning Groups (CCGs): These are groups of medical professionals who make decisions about what is needed and what to buy, according to what people in their area need.

Commissioning: Planning, paying for and monitoring services. Choosing what to buy, who to buy from and checking you got a good deal.

Care Quality Commission (CQC): The regulator for all health and social care services in England. It checks that services meet the government's standards and rules about care.

CAMHS (Child and adolescent mental health services): CAMHS is used as a term for all services that work with children and young people who have difficulties with their emotional or behavioural wellbeing.

Finance

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	374,400
Additional Income	25,000
Total income	399,400
Expenditure	£
Operational costs	52,458
Staffing costs	294,069
Office costs	48,879
Total expenditure	395,406

The small surplus will be invested in our work 2017-18



As of August 2017, we are planning to have moved into a newly renovated, multi-purpose community centre. Our new office is at the Old Fire Station, Gipton. The fire station originally opened in 1937 and was West Yorkshire's oldest operational fire station when it closed at the end of 2015. We are pleased to be part of a centre that can become the heart of the local community.



We will be sharing the building with several other voluntary organisations and charities who will be delivering a range of services. There will also be a community café and spaces available for the local community to hire. Part of the cost of the renovation is being met by Jimbo's Fund, which was established by the late Leeds philanthropist Jimi Heselden.

For more information on the centre, please visit:

www.theoldfirestationgipton.org.uk

Contact us

Healthwatch Leeds Community Interest Company

The Old Fire Station, Gipton Approach, Gipton, Leeds. LS9 6NL

Telephone: 0113 898 0035

Text: 07551 122289

Email: info@healthwatchleeds.co.uk

Company number: 9542077

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committees, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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The Year at a glance

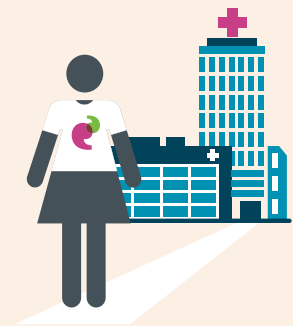
This year we reached out & connected to 13,000 local people on social media.



We have 55 active volunteers



We've visited 36 Health & Social Care premises in Leeds



We've spoken to 1,137 people at Health & Care premises



We have published over 20 reports



We've engaged with over 4,000 people at events & outreach sessions & project work





www.healthwatchleeds.co.uk

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e: info@healthwatchleeds.co.uk

tw: @HWLeeds

fb: facebook.com/HealthwatchLeeds

Instagram: [Healthwatchleeds](https://instagram.com/Healthwatchleeds)

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