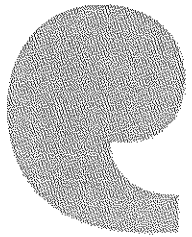


Healthwatch Leicestershire

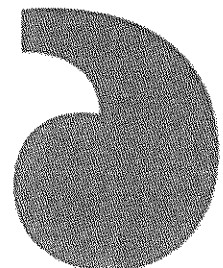
Presentation to Leicestershire Learning disability partnership

board - Family Carers Subgroup
1st July 2013



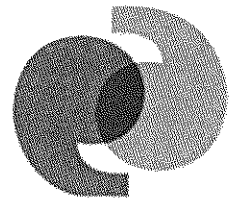
Healthwatch Leicester and
Leicestershire the new
independent consumer
champion for health and
social care.

Started 1 April 2013



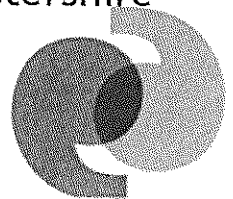
Background

- Local Healthwatch and Healthwatch England established by Health and Social Care Act 2012
- Local Healthwatch will replace Local Involvement Networks (LINKs)



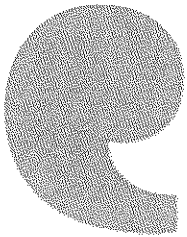
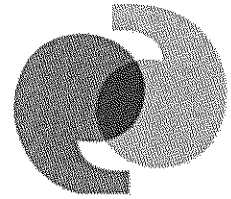
Why Healthwatch?

- Health & Social Care Services need to deliver more for less
- Services need to be more effective & efficient to meet increasing demand
- Services are always improved when based on the needs and experiences of people who use them
- Together we can get the best out of health and social care services in Leicester and Leicestershire

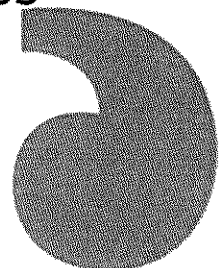


What will Healthwatch do?

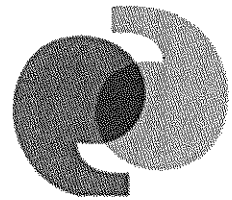
- We will be out in communities talking and listening to people
- We will provide a signposting service
- We will work with professionals to create better services by sharing people's experiences and views
- We will open and transparent in the way we operate
- We will base our work on evidence



Healthwatch Leicester and Leicestershire is committed to representing the views of all Leicestershire citizens, ensuring that all communities can access the care that they need



How are we going to do this?



Signposting

Mr. X has a daughter with Learning Disabilities who wants to be more independent

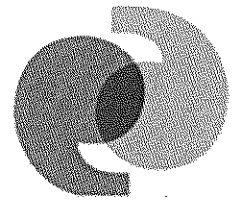


Healthwatch will:

Sign post Mr X and his daughter to the right place to go for information and support

Healthwatch will not:

Tell Mr X which service to use or give advice

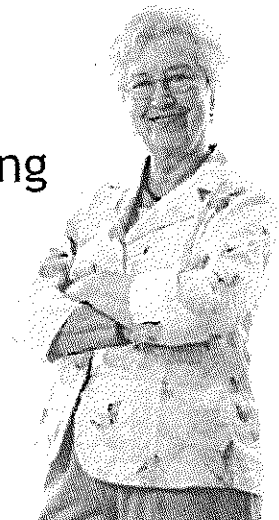


Talking and Listening

Mrs X visits her husband in hospital.

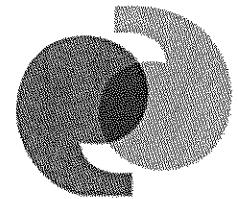
Ward seems dirty and staff are too busy to offer fresh water or take Mr X to the toilet.

Mrs X tells the ward sister but nothing happens.



Healthwatch will:

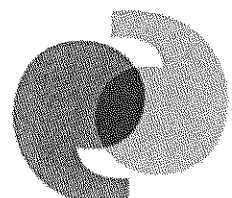
- Look into the issues
- Formally let the hospital know there are issues and ask them to respond
- Where needed an 'enter and view' visit to the hospital can be arranged
- If not resolved Healthwatch England and Care Quality Commission can get involved



Evidence Gathering

Healthwatch Leicester and Leicestershire will:

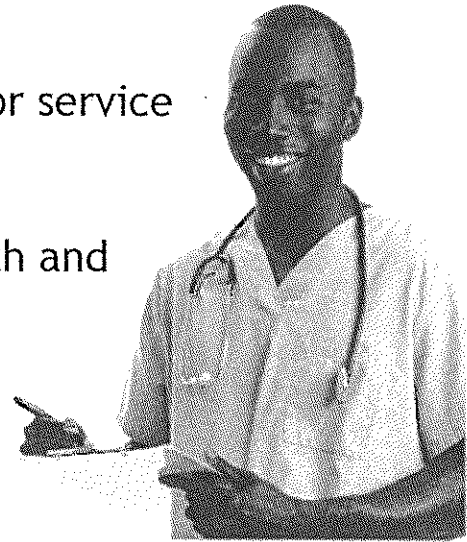
- Gather information from existing sources
- Work with local voluntary and community sector to get local views and experiences of health care services
- Find communities and groups who find it difficult to have their voice heard and help them to do so



Influencing Commissioners

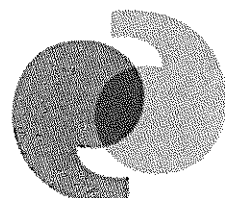
Healthwatch Leicester and Leicestershire:

- Has seats on the Health and Wellbeing Board
- Will provide an effective voice for service users and general public
- Will use this voice to shape health and social care services

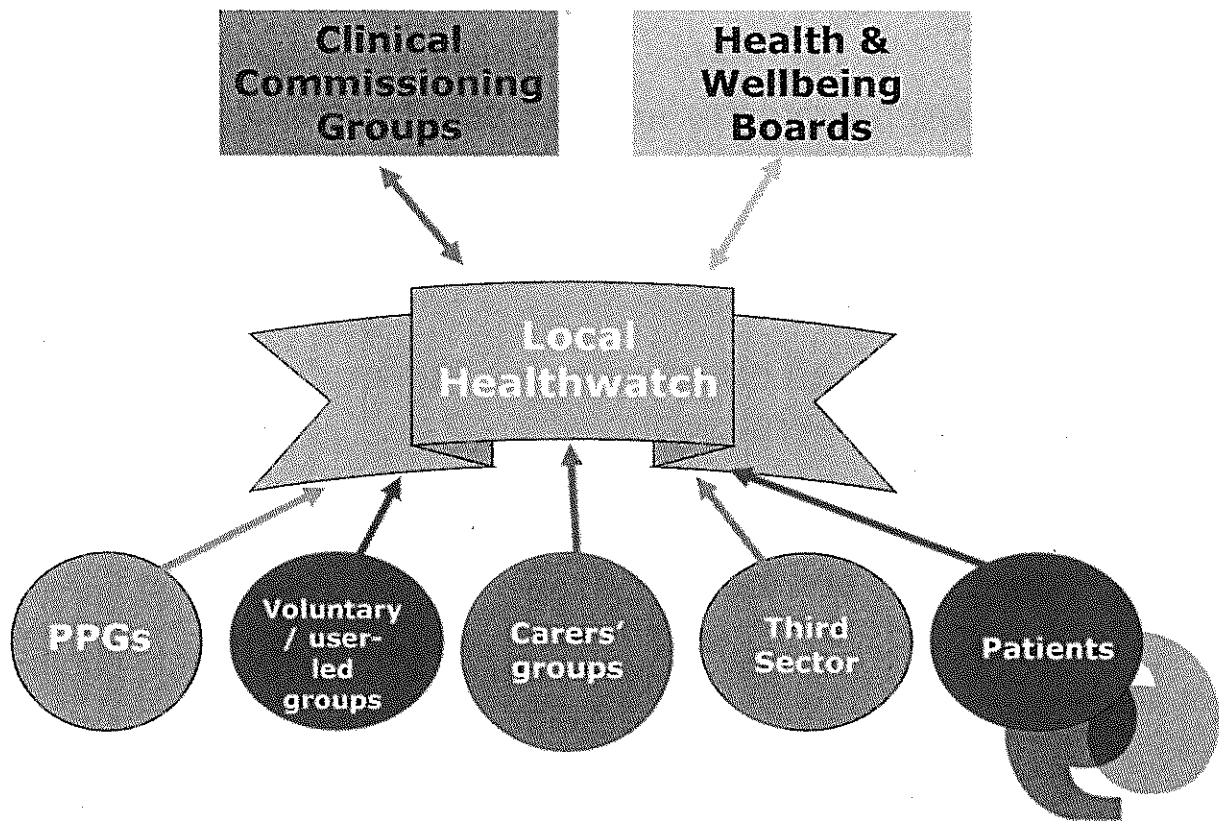


Strengths of Healthwatch Leicester and Leicestershire

- Supported nationally by Healthwatch England
- Open channel to influence national decision makers
- Part of a national brand
- Full member of the Health and Wellbeing Board
- Ability to remain independent



Where do we fit in?



Talk to us



0116 2574 999



www.healthwatchleicestershire.co.uk



info@healthwatchleics.co.uk

