



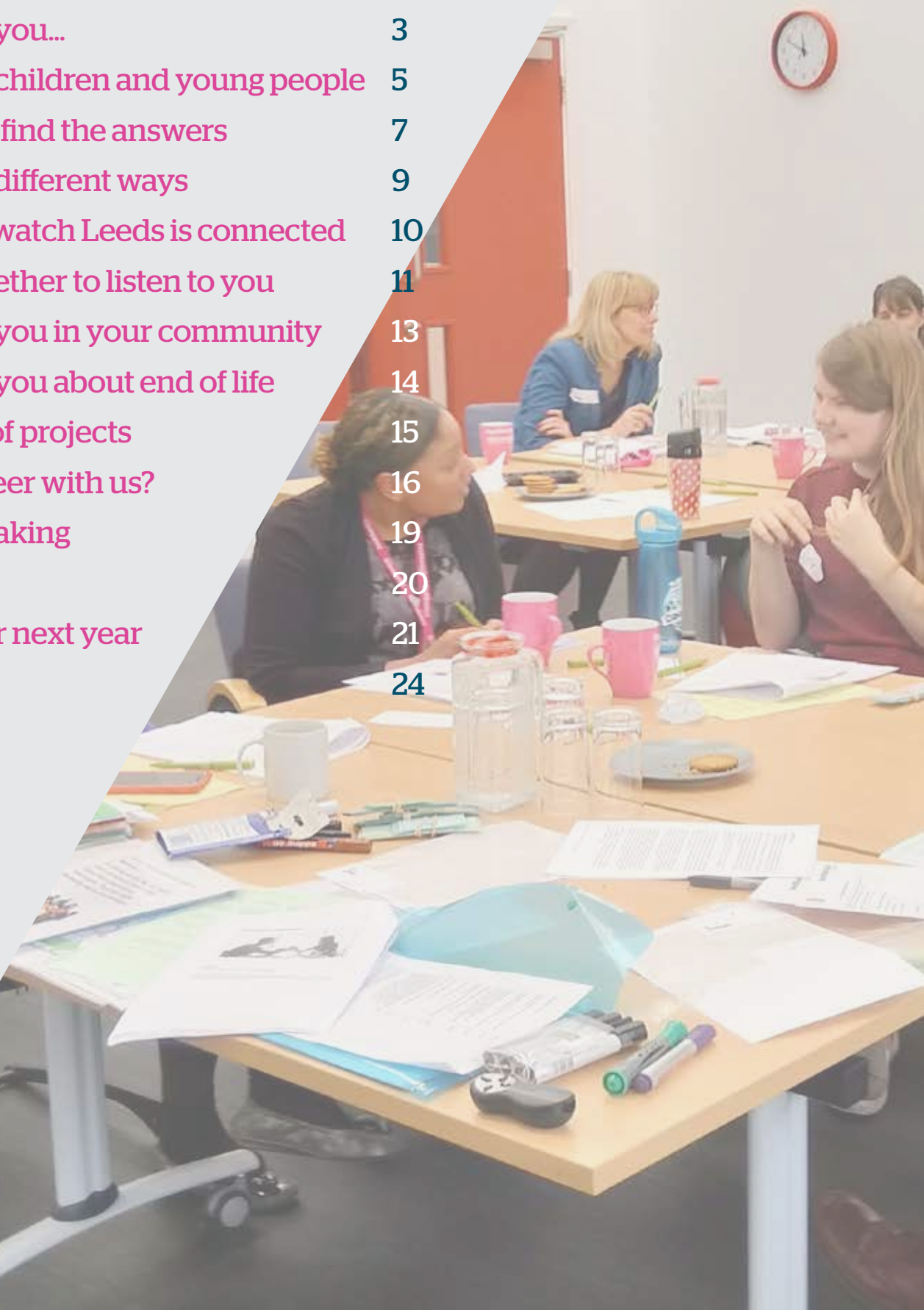
Listening to you

Annual Report 2018-19



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Message from our Chair

A year ago Healthwatch Leeds was facing a number of changes. In particular we were welcoming Hannah Davies our new CEO and we were in the process of appointing two new members of the Board. We could not have foreseen what great progress we would make over this past twelve months.

Hannah has built on the work of our previous CEO, opening up ways in which Healthwatch can ensure that the voices of the people of Leeds are not only heard but can really make a difference to health and care services. This report gives a number of examples of the work that our committed team of staff have carried out with support from our many volunteers.

The reports that they produce are comprehensive and written in a way that makes them easy to understand, and they always include recommendations for improvements based on what people have told us. But it does not end there, we



Our approach

We are independent and committed to bringing the voice of the people of Leeds to the centre of health and care



always go back to ensure that services have improved in light of our work.

One of the important projects outlined in this annual report is 'The Big Leeds Chat', an event in which Healthwatch Leeds played a major role and which has received national acclaim. And we are particularly proud of the excellent work undertaken by YouthWatch, some of which is also described in the report.

It is my pleasure to congratulate and thank all those involved - all our staff team led by Hannah, our many committed volunteers and our Board members. It is this combination that makes Healthwatch Leeds an important part of the work towards achieving the City's aim to be the best city to live in for health and well-being. We look forward in confidence to another year of being the People's Healthwatch in the City of Leeds.

Dr John Beal
Healthwatch Leeds Chair

Our vision in Leeds is simple

'Reducing health inequalities in Leeds making it a healthy and caring city for all ages, where people who are the poorest improve their health the fastest'.



It works better when it starts with you

Here at Healthwatch Leeds we know services work better when people are at the heart of those decisions. We are very lucky to be in a city that embraces this type of working.



It was a real honour to become CEO of Healthwatch Leeds last July joining such a talented team of staff, volunteers and Board Directors all committed to put people's voices at the centre of health and care decision making. It is also great to be working in a city where there is a real commitment to join things up, do things differently, and more importantly to have the people's voice at the heart of services.

Leeds' vision to being the best city for health and well-being is one that we share at Healthwatch Leeds and we want to play our role in making this happen. We believe that by working together and making sure we listen, engage with and utilise the experiences of all Leeds citizens, we can move towards achieving this goal of making Leeds a happy and healthy place for all of us.

Since joining, there are three things that we want to do even more of, being out in

communities listening to the issues that matter to you. We want to be Your Healthwatch, so people know we are here to listen, advise and get your voice heard. See page 13 to hear what refugees and asylum seekers told us about accessing services.

We want to really support all our partners in health and care in Leeds to listen and act on the views of people and patients in Leeds, and we want to do that in creative and new ways with a focus on hearing the voice of people with the greatest health inequalities. For more on this see pages 11 and 12 to read about the first ever Big Leeds Chat.

And thirdly we want to focus on the impact we can make. All our work is about improving health and care services in Leeds and making sure that they work for you. See pages 5 and 6 to see how the views of children and young people are influencing the Mindmate mental health programme for Leeds.

Many thanks for taking the time to read our annual report and thank you to all those who have shared their experiences with us, your feedback is invaluable in making services work better for all of us.

Hannah Davies
Healthwatch Leeds CEO

Listening to you on...

Mental Health Crisis

You told us that access to good mental health support was a priority. In particular we heard about difficulties accessing mental health crisis services in Leeds. We really wanted to hear what people of Leeds had to say about this so we asked what is it like to have a mental health crisis in Leeds. We put this out across social media, we worked closely with our third sector and community friends and we spoke with 25 different groups across the city. Big thank you to the 697 people who shared their experiences of mental health crisis with us.

The full report will be available in summer 2019. Some of the things a lot of people are telling us is:

- **A lack of clarity and information about where people can get support**
- **Inconsistencies in the support people receive**
- **Some health and care services needing more understanding about mental health**

Next Steps

Writing the report is just the start of our work. The important part is helping to show decision makers how it is for people currently using the services and working together with them to improve the mental health crisis service.

If you would like to keep up to date with what happens next, join our newsletter or contact us to receive a copy of the report.



“I was told to wait two hours for someone from the Crisis team to come and see my relative but no help came. So I had to take my relative to A&E.”

Flyer for the Mental Health Crisis work

Mental Health Crisis in Leeds
We are looking at mental health crisis services in Leeds and want to know what works and what could be better.
Please could you fill in our short survey to help shape mental health crisis services in Leeds.

By telephone: 0113 8980035
Request a survey by emailing: info@healthwatchleeds.co.uk

Complete the survey online at:
<https://bit.ly/2TulcMq>

Use the QR code

For more information about mental health support in Leeds visit www.mindwell-leeds.org



Listening to older people

Leeds has a strong ambition for the care people receive in care homes to be excellent. As an independent watchdog we have the ability to go in and see how it is for you or your family member living in any publicly funded, Leeds care home. Over this year we visited a number of care homes across Leeds. We heard a lot of good experiences but also made a series of recommendations from what you told us. Some of the changes made following our visits include residents having more say about their food and menu choices, symbols used to highlight individual care needs, staff picture boards and increased service user and carer involvement in care home discussions. Our visit to Seacroft Grange also helped lift their suspension:

“Thank you for the very comprehensive feedback. Based on our monitoring visits and also following your visit, the Council is now intending to lift it’s suspension on Seacroft Grange” Leeds City Council

We also worked in partnership with Leeds and York Partnership Foundation Trust (LYPFT) to hear what you had to say about the changes to older people’s mental health services in Leeds. We spoke to people in memory clinics, community mental health outpatient clinics and the older peoples wards at The Mount.

The majority of people thought that the proposed changes would be positive, however a number of recommendations were made that were addressed by LYPFT. *“It is invaluable to have that independent support to enable service users and carers to get their views heard and represented”* LYPFT



Earlier this year we realised our team could do with some extra training around Dementia, we are glad to report that we are all now Dementia Friendly!



Have something to say about care homes?

Share your ideas and experiences and help services hear what works, what doesn't
w: <https://healthwatchleeds.co.uk>
t: 0113 898 0035

e: info@healthwatchleeds.co.uk

Listening to children and young people

All the work taken on by YouthWatch Leeds is planned, carried out and reported with the help of 29 YouthWatch volunteers, over the course of the year.

Schools: Social, emotional and mental health

YouthWatch was asked to get involved in scrutinising the Future in Mind: Leeds plan, a plan for the city explaining how people will work together to improve children and young people's emotional and mental health).

YouthWatch volunteers decided they wanted to go and talk to children, young people and staff in schools about their experience of MindMate Champions, a social, emotional and mental health programme for schools, SILCs (Specialist Inclusive Learning Centres) and Children's Centres.

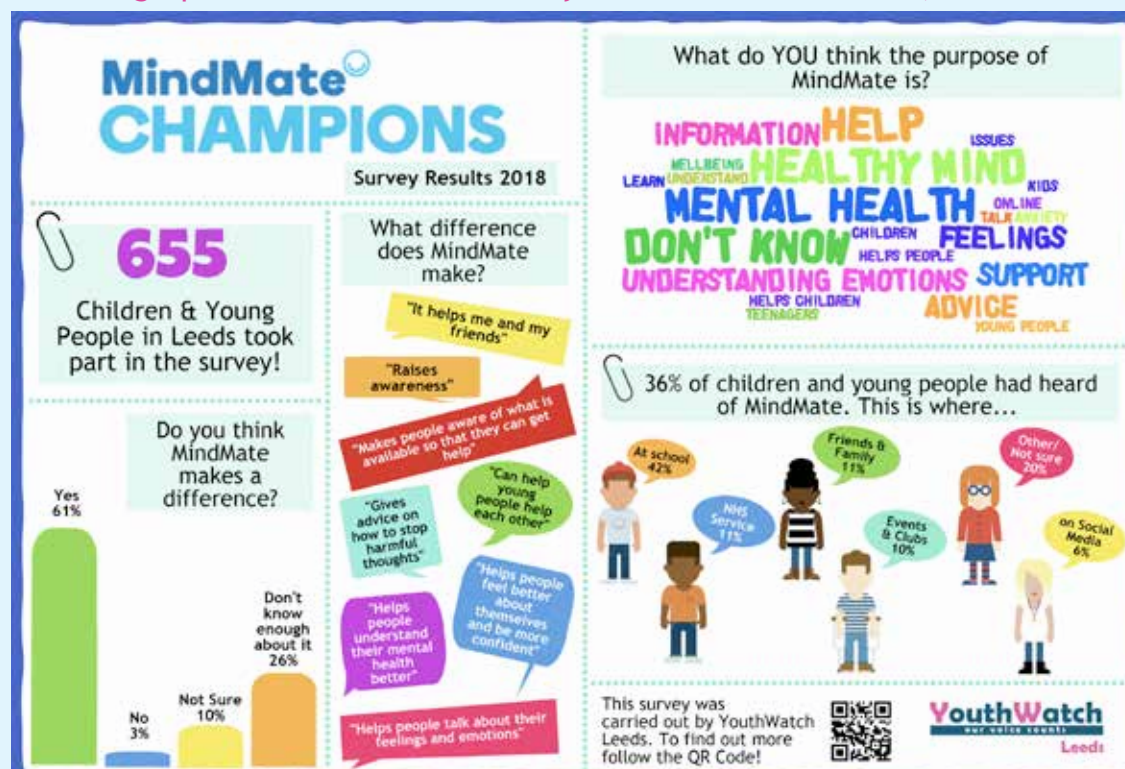
The team visited primary and Secondary schools across Leeds where they asked staff and students what they thought

about 'MindMate lessons' and the MindMate website. We are really proud that, the Health and Well-being service (who deliver the MindMate Champions programme) has responded to all of YouthWatch's recommendations and proposed some constructive changes. For example, one of the things people told us was that although MindMate lessons were generally very good, they weren't very user friendly, for children and young people with special educational needs (SEN). We recommended this needed to be addressed and as a result they are now in the process of developing a specific SEN resource.



Thank you to all at YouthWatch Leeds. Your support for children and young people's voice and influence through Youthwatch makes a great contribution to the work we are doing to make Leeds the best city for children to grow up in! Cllr Lisa Mulherin

The infographic below was created by YouthWatch volunteer, Natasha.



What else does YouthWatch Leeds do?

YouthWatch Leeds is a self-led group of about 30 volunteers aged 14-25 that work with Healthwatch Leeds. They listen to the views of children and young people on how services like doctors, dentists and social workers could be made better for them. They come together every 6 weeks to talk about health and care and look at how they can help improve things.

BIG CONGRATS! to Shanjida the resident YouthWatch Leeds filmmaker who earlier in the year was short-listed for a 'Golden owl' young filmmakers award and the Future in Mind takeover filmmaker Liam Clark who also won an award at Leeds university for his volunteering.



Making Healthwatch Leeds Board open to everyone

As part of November's young people's citywide 'Takeover Challenge', two of our YouthWatch volunteers, Emma and Natasha came along to our Board meeting and helped facilitate it. They showed exactly why we entrust a lot of our work to our volunteers!

Natasha YouthWatch volunteer said:

"It was really interesting to see how this side of Healthwatch Leeds works"

John (chair of the board) said :

"It was particularly helpful to hear the views of our volunteers from Youthwatch Leeds today and we need to think about how they can become more involved. We thank them for their very useful contributions today".

Hannah our CEO is passionate about making sure our Board reflects our dedication to making sure it represents Leeds as a whole and we are looking at how YouthWatch can have a more permanent presence.

Do you have what it takes to make a difference? Some of our YouthWatch Leeds Volunteers.



If you or someone you know is 14-25 years old and would like to get involved in YouthWatch Leeds get in touch.

info@healthwatchleeds.co.uk 0113 8980035

Helping you find the answers

Did you know that Healthwatch Leeds has an information and advice service. Over the last year, our Information and Advice service has helped over 200 people with a wide variety of enquiries. These range from trying to find an NHS dentist (which we know is increasingly difficult in Leeds, and is something we've highlighted with the NHS Dental Clinical Commissioning Executive), help in finding the right place to make a complaint, to increasingly complex issues around safeguarding, funding and mental health.

We don't just sit on the information that we gather, we share anonymised information with service providers and commissioners to ensure that the issues people tell us about are addressed.



"I found everyone I spoke to very friendly, helpful and knowledgeable, everything was explained fully. My query was sorted in a short space of time and I was kept fully informed. So pleased to have discovered Healthwatch as I didn't know which way to turn and your help was invaluable. A very big thank-you to all concerned."

"The adviser is very helpful. She has rung a few places for me. She offered me the advice which is the only one I had after contacting many organisations"

"I was welcomed and really got the help I needed. Thanks a lot you're the best"

100% of people who completed our feedback survey about our advice line said they clearly understood the information we gave them.

95% of people who completed our feedback survey about our advice line said the information will help them take the next steps

95% of people who completed our feedback survey about our advice line said they were satisfied with our service.



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can find further support, get in touch. Don't struggle alone. We are here for you.
 w: <https://healthwatchleeds.co.uk>
 t: 0113 898 0035
 e: info@healthwatchleeds.co.uk

Themes for your enquiries



Community Services: (0.75%) Mental Health: (2.10%)
Secondary Care: (24.54%) Social Care: (4.12%)
Primary Care: (60.25%) Other: (8.24%)

Sharing with the Care Quality Commission

We share anonymised information on a weekly basis with the Care Quality Commission (CQC), this can be about most health and care services we all use.

With our work in Armley Prison we were really keen to contribute to the CQC's inspection of HMP Leeds:

"Wow thank you! This is a first - I've not had contact from a Healthwatch previously and it's great! I will add your email and report link to the preparation for the focused inspection" Health & Justice Inspector, Primary Medical Services & Care, CQC.

Listening in different ways

We are always looking to create fresh innovative approaches to carrying out our work, moving beyond the traditional report format. Creating a more inclusive way for people to interact with our work.

We were contacted by Becky who had an ongoing need to be an inpatient at hospital in most cases this would have been a routine procedure but in Becky's case, due to her condition, created lots of issues in her life including time with her daughter. We told her story using video, outlining the issues Becky faced each time she required the hospital visit, we asked her to share with us three things that would improve the experience.

We shared this with the hospital who were delighted to work with us in creating a video response. You can see the videos on our website here, <https://bit.ly/2WfclAT> If you or a family member would like to tell us about an experience in hospital, where it went well

or there was a problem, get in touch and let us know.

'I welcomed the opportunity to feedback using video technology, and found this a really useful way to feedback and respond to the concerns raised by Becky. It allowed a more personal approach to the response, hearing the voice of myself and the other health professionals involved in Becky's care.' Penny McSorley, Deputy Director of Nursing and Quality

Working in different ways

We are always on the lookout for creative people to volunteer with us and try different ways of capturing stories or finding new ways to engage with people. Do you have a great idea to share with us?

Get in touch. info@healthwatchleeds.co.uk or telephone, 0113 898 0035

Shot from the video 'Becky's Story'



Your Healthwatch Leeds is connected

It is no good just listening to your feedback, there has to be somewhere we can take it. Your Healthwatch Leeds team and Board play a valuable role in the city by representing you on a variety of health and care boards.

Partnership Executive Group

Hannah is part of the senior group that brings together all the CEO's of the health and care bodies in Leeds.

"Leeds has three partnership principles and Healthwatch Leeds demonstrates all three of these ways of working. Hannah provides particular support and encouragement to others to 'put people first, act as 'Team Leeds' and work with people using the assets, strengths and skills of Leeds citizens and our workforce'. Having Hannah representing Healthwatch Leeds around the Leeds Health and Care Partnership Executive Group table helps ensure that people are at the heart of everything we do and Hannah makes sure their voices are heard and acted upon."

Tom Riordan, Chief Executive Leeds City Council

Health & Well-being Board (HWB)

The HWB gives us the opportunity to help influence decision makers and keep the citizens voice at the heart of health and care in Leeds. This has helped us see the challenges the city faces and help find opportunities to improve the health and care of the city.

"Healthwatch's relentless commitment to connecting the voices and experiences of local people with health and care decision makers has contributed to better conversations with citizens, more informed partners, and appropriately designed solutions. Much of Healthwatch's work defines and puts into practice what we mean by 'working with' people in Leeds, which has in turn helped us to influence a community-focused approach to health and care at a regional level".

Cllr Rebecca Charlwood, Chair HWB

Scrutiny

This Board reviews and examines in detail the performance of local NHS, Adult Social Care and Public Health. It also looks at decisions made by the Council (Executive Board) relating to Adult Social Care.

"I'm delighted the Chair of Healthwatch Leeds has remained an active and even-handed participant in all aspects of the Scrutiny Board's work and activities. John's valued contributions are always welcomed by the whole membership of the Scrutiny Board - irrespective of political party - which is a testament to his focus on the service user impact."

Councillor Helen Hayden Chair, Scrutiny Board (Adults and Health)

Citywide Complaints Group

"The Complaints Group has been invaluable for me. It is a safe space for all attendees to share experiences including challenges and good practice. Healthwatch are excellent facilitators and it feels a really supportive group to be a member of. The actions resulting from the meeting are progressed and improve the complaints process for users of our individual services."

Samantha Marshall Legal Services & Complaints Lead, LYPFT

Citywide Communications and Engagement

"In the Citywide Communications group we really value the input and challenge we receive from Healthwatch Leeds. They provide a helpful critical friend role"

Jane Westmoreland Associate director of communications Leeds Teaching Hospitals NHS Trust

Working together to listen to you

Healthwatch Leeds takes a leadership role in encouraging the city to work together to listen people. Linked to the HWB we chair and coordinate the People's Voices Group (PVG) a group of engagement leads from across the health and care organisations in Leeds. The group started as a place to share good practice and reduce duplication of work in the city.

We realised as a group though, we could do more, we wanted to be a city working and listening together.

We wanted to shake things up, to do things different in Leeds. Last year we put together the first Big Leeds Chat event. An event that brought together all the health and care services we all use as one system.

We are really pleased that we have a valuable and positive relationship with Healthwatch Leeds. They support our CCG engagement work, bring patient and carer views to our decision making and are a key player in citywide engagement projects.

Tim Ryley, Chief Executive, NHS Leeds Clinical Commissioning Group



Your Health, Your Leeds

#bigleedschat

Doing things differently

The Big Leeds chat is something new.

Bringing together health and care organisations including third sector to start to work as one team to listen to the people of Leeds. Last year we held the first ever Big Leeds Chat event. We wanted to turn the normal idea of public engagement on its head, firstly we didn't go with an agenda but, we wanted people to drive the conversation, secondly we went as a unified team, not as separate organisations, without the badges and uniforms and went to where people are instead of asking people to come to us!

We invited the senior decision makers to be part of our engagement team to hear first-hand, what matters, what people do to stay healthy and what can be improved to make Leeds the best city for health and wellbeing.

This was a radical approach to engagement, to let people lead the conversations and have the ability to talk, for the first time, to the people who design the services they use.

We were able to find out things that mattered to people that we wouldn't have discovered doing it the traditional way. People talked about the impact of air pollution on their health, the importance that communities play in their wellbeing, we also identified a common theme around accessing mental health services.

For a full picture of the day and what people told us visit our website <https://bit.ly/2XeykxJ>



"It's an exciting time for health and well-being in this city and we're putting the people of Leeds at the heart of our transformation" -

Cllr Rebecca Charlwood, Chair of the Health and Well-being Board

What happens next?

Since the Big Leeds Chat, the decision makers across our health and care services have been listening to what you told us. This is influencing health and care in lots of different ways, from feeding into commissioning, future plans for Leeds and the design of future services.

"The Big Leeds Chat was a phenomenal event which continues the development of a different approach to involving people in how they think about, contribute to, and shape health and wellbeing care and support in Leeds. Thank you to everyone who contributed to the event, your thoughts and views are essential as we strive to achieve healthy living for everyone in Leeds."

Dr Gordon Sinclair Leeds CCG

"I want to thank everybody who gave feedback at the Big Leeds Chat, which was a fantastic event. I want to assure those that were there that we have listened to you. Since the event, I have challenged the people who make decisions about health and care in this city to listen to what the people at the event told us. We are putting the people of Leeds at the centre of health and care in this city, and we will continue to find ways of connecting people who live in Leeds with those that are responsible for the future of the health and care system."

Tom Riordan, Leeds City Council

It was an absolute privilege to take part in the big Leeds chat. The event was such a unique opportunity to hear directly from the people of Leeds about their own experiences of health and care and more importantly what they do and what

they want to keep themselves healthy and well. I also heard some stories which have made me and my own trust think about how about how we can make mental health services more accessible which we are acting upon. I hope it is something we can continue to do to help us better connect with the people we serve. Huge thanks to the healthwatch team for coming up with and organising such a groundbreaking event.

Sara Munro LYPFT

"The Trust has continued to be involved in the (PVG). As a result, we've been part of planning and taking part in the delivery of a new model of engagement with the public - The Big Leeds Chat. This has the potential to become the way Leeds consistently hears the voice of its communities on pivotal Health and Social Care issues."

Krystina Kozlowska, Head of Patient Experience, St James's University Hospital



Listening to you in your community

This year we wanted to reach out and re-establish our links with the vibrant groups and communities that exist in our multicultural city.

We want to be your Healthwatch and find out what matters to you in your community. Where are things working,

where do they need to be improved also what's working well.

It is only through this engagement do we find out how it is for you.

This section covers some highlights of our work. What mattered to you.

"We are pleased to work in partnership with Healthwatch Leeds to deliver on the city's ambition to 'improve the health of the poorest the fastest'. It's fantastic to see them shine a spotlight on communities who experience the greatest health inequalities. Working together we can ensure that people from marginalised communities have a greater voice in their health and care" Lucy Graham, Director, Forum Central - The health and care third sector network for Leeds

We know that sometimes immigration status, not having a fixed address, or being able to provide identification can be a barrier for people trying to register with a GP. We wanted to find out people's experiences of this in Leeds, so we asked 79 people who were either homeless, refugees or seeking asylum about their experiences.

WERE YOU ASKED TO SHOW ID WHEN YOU REGISTERED WITH A GP?



■ Yes (59%) ■ No (22%) ■ Not Sure (9%) ■ Didn't answer (10%)

GP practices CAN ask for proof of address and identity when you register with them, but they CANNOT refuse registration if you cannot provide them.

2 of those who were unable to produce ID were refused registration. 12 said it made the registration process difficult.

When registering with a GP, remember...

- ✗ You do not need a fixed address
- ✗ You do not need to provide identification
- ✓ You can ask for translation support
- ✓ GP surgeries can only refuse to register you if they are already full, or if you live outside the practice area, and they must explain this in writing.

RECEPTION



Listening to you about end of life



Leeds Palliative
Care Network

This year we've worked closely with the Leeds Palliative Care Network to help them measure the quality of care for patients who die in Leeds.



Over 200 surveys were returned from relatives/friends and carers of people who either died in hospital, at home or in one of the care homes.

As part of our role we collected the data and provided some of the analysis. We were also able to share immediately any negative feedback with the relevant provider. Each organisation responded straight away and got in touch with the respondent when they had left details.

Each organisation has already started to implement changes following these surveys, such as improving the practical information about facilities given to

friends and relatives, aspiring for more single rooms and looking at food provision for families.

"I just wanted to thank you for all your hard work and commitment to this survey. The responses and reports have been reliable, timely and the whole process has been very positive. I am sure the group, partner organisations and wider Palliative Care system appreciate all that has been achieved so far. Thank you." Diane Boyne, Leeds Palliative Care Network Manager

Do you have something to say about end of life care in Leeds?

We would value your feedback on the services that you or family members have used? This helps us to feedback to the providers, to tell them what works and what can be improved, visit their website at <https://leedspalliativecare.org.uk/> Or contact us on: 0113 898 0035 or email: info@healthwatchleeds.co.uk

Sexual Health Clinics

Last year we did a big piece of work around sexual health clinics in the city. We always follow our work up to see what has actually changed.

These are some of the improvements made following our recommendations.

- + 3 clinics are devising and trialling new appointment systems for 'walk and wait'
- + Changes to signage and location of reception in a couple of clinics
- + Training on processes/procedures for reception and Admin Team to ensure consistency
- + Changes to the assessment form

Recovery Hubs and Extra Care Housing

We've worked in partnership with Leeds City Council to carry out some visits to Recovery Hubs (which is a service for older people who have left hospital, who need extra care and support before returning home) and Extra Care housing (offering older people independent living in a home of their own with services on hand if they need them).

It's part of our role to listen to and share the experiences of people using services across Leeds, especially those that could be vulnerable. The feedback at both the Recovery Hubs and Extra Care housing was overwhelmingly positive and we are always pleased to be able to highlight good practice and share this with the Council. The reports and action plans are all on our website.

Leeds Community Healthcare NHS Trust

Leeds Community Healthcare NHS Trust (LCH) leaders recognised that they had a clear ambition to put people at the centre of LCH services but wanted an external perspective as to how the current practice was happening. They invited Healthwatch Leeds to undertake this external, independent review.

It's really encouraging that LCH asked us to carry out this review and we are pleased to see their commitment in improving patient experience. The two new Engagement posts that they created shows that they recognise that resource is needed to make good engagement work. The report highlights lots of good ideas from frontline staff and we made a number of recommendations to the Trust. As a follow up to our report, we are

now part of their Patient Safety Experience and Governance group, to help them put their actions into practice

"We asked Healthwatch Leeds to undertake a review of our patient engagement work across LCH and to advise us on what we were doing well and where we could improve. We also asked them to look at some of our complaints and, again, tell us whether we were hitting the mark. They were a pleasure to work with, efficient, effective, engaging and thoughtful and delivered good reports which have proved really useful in enabling us to take the next steps in ensuring we also have citizen voice at the heart of what we do."

Thea Stein, Chief Executive Leeds Community Healthcare Trust

Why volunteer with us?

We are passionate about the value that volunteers bring to Healthwatch Leeds, we know how important they are to our work, day to day.

2636

hours our amazing volunteers did for us over the past year!

We champion your talents & make volunteering fit you

At Healthwatch Leeds we are passionate about making the volunteering experience a place for personal growth and built around the skills and experiences of people. It constantly amazes us what each volunteer brings to Healthwatch.

Over the last year volunteers have given 2636 valuable hours to help with our work. Something we are very grateful of. This year our volunteers have also added to our work by bringing their skills, making videos, and helping sort our data, and those softer skills, being excellent communicators and listeners.

We are very proud to say one of our volunteers won the prestigious, Leeds for Life community volunteer award. Liam, (pictured right) has created some amazing videos for us whilst volunteering. You can see them on our website.



always proud when they go on to find jobs within the health and care sector.

This year we also say goodbye to our longest serving volunteer Betty Smithson (pictured below) who has been part of the health system longer than the NHS has existed! She is finally going to take the time for herself and enjoy a well-earned rest, we cannot thank her enough and I am sure that all the people who know her and have worked with her will share those feelings!



We know for a lot of our younger volunteers, they are using their time with us to gain valuable experience and we are



In their own words



Shanjida

"I've said it once and I'll say it again, volunteering is probably the best conscious decision you can make for yourself. Not only do you develop skills but I think self awareness increases on a whole new level too. Thanks to Healthwatch and YouthWatch Leeds I've been exposed to so many opportunities that have nurtured my creativity, enabling me to engage in projects that actively make a difference. Honestly I'm just super grateful, I think it's the one thing (through all my mental ups and downs) that has provided genuine contentment."

Devon

"Volunteering with Healthwatch Leeds has helped me gain the confidence and experience to get back into work. The team are helpful and supportive. Volunteering is always interesting and is never the same."



What can volunteering do for you?

Some of our volunteering has led to jobs in the health and care industry, for example, Ruth left to become Programme Support officer, Anna became a business support officer, in health and care and Lindsay found a job outside of health and care and is now a proposal writer for private company.

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: <https://healthwatchleeds.co.uk>

t: 0113 898 0035

e: info@healthwatchleeds.co.uk



The training we offer our volunteers

When you want to volunteer with us, we make sure that Healthwatch or YouthWatch is right for you. We want to help you get the most out of volunteering so we make sure you get training that gets you ready to help.

Making sure it's right for you

When you first begin your journey to becoming a volunteer with us you will receive our in house Healthwatch training that will prepare for your role with us.

We aim to provide quality training and development opportunities for all our volunteers.

Our in house training programme includes:

- Healthwatch Induction training
- Adult Safeguarding training
- Equality and Diversity training
- Enter and View training



We are also always ready to take on training for ourselves where needed. For example, we invited Leeds Hearing and Sight Loss service to run a deaf and blind awareness session for our volunteers and staff.

We also had mental health training and are proud to say our team is now mental health first aid trained!



"The training set out my expectations for what volunteering at Healthwatch involved. I really bought in to the cause and purpose of why research and gathering patient and service user's views is so important to help deliver a quality Health and social care system."
Healthwatch Volunteer



Socially Speaking

2018 - 2019

Measuring our impact

This year we launched our new website, the site is more interactive & easier to navigate. We saw a massive increase of traffic as soon as we made it live!

Page Views

309.25%

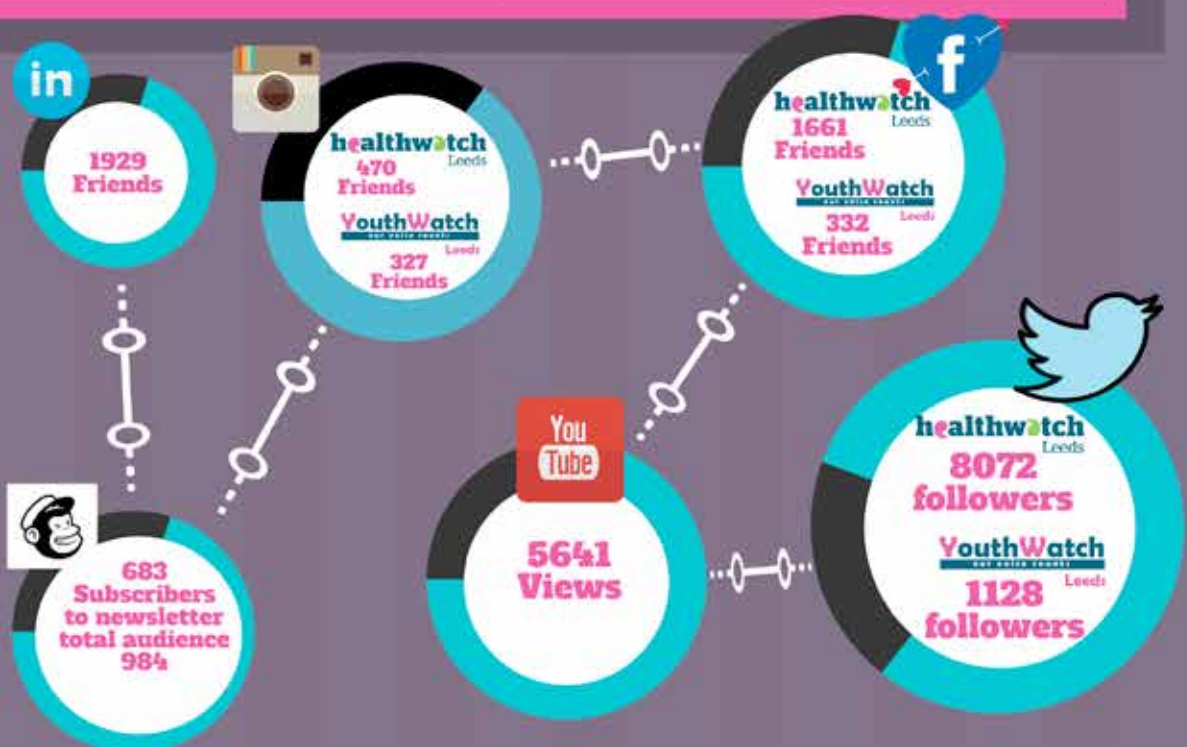
6,417 vs 1,568



Unique Page Views

325.74%

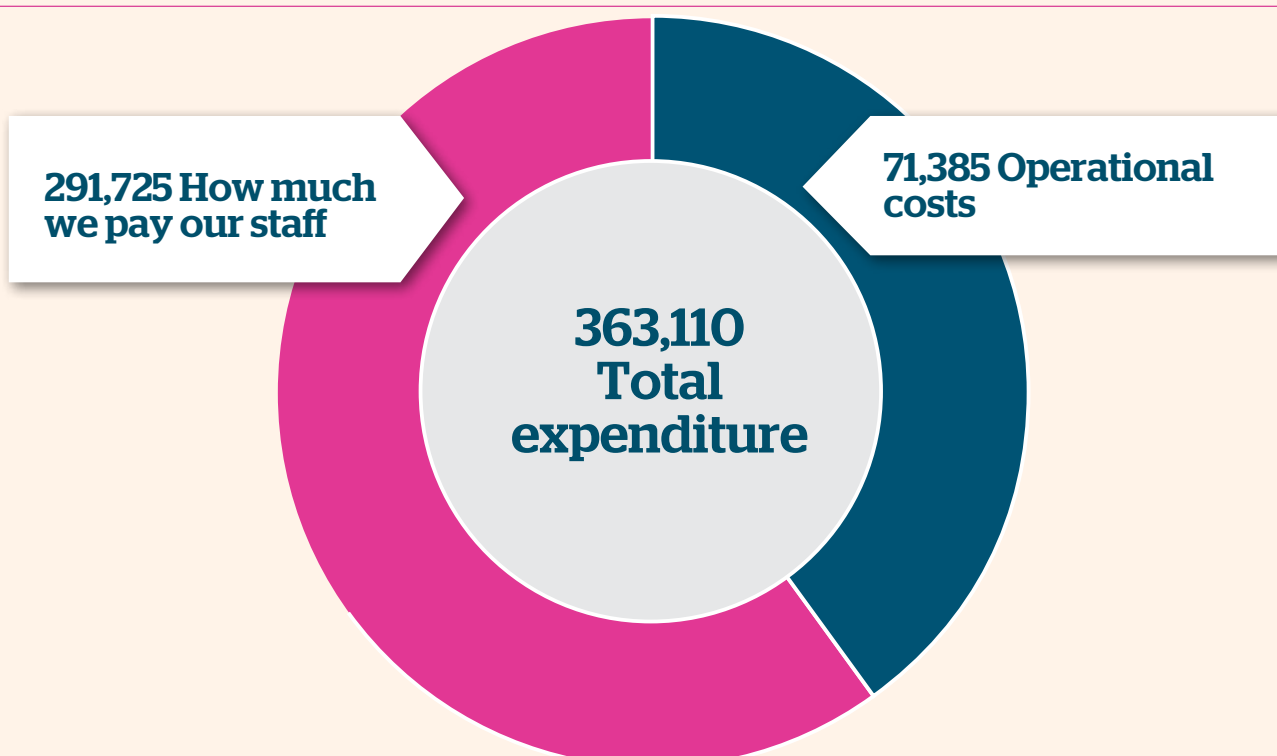
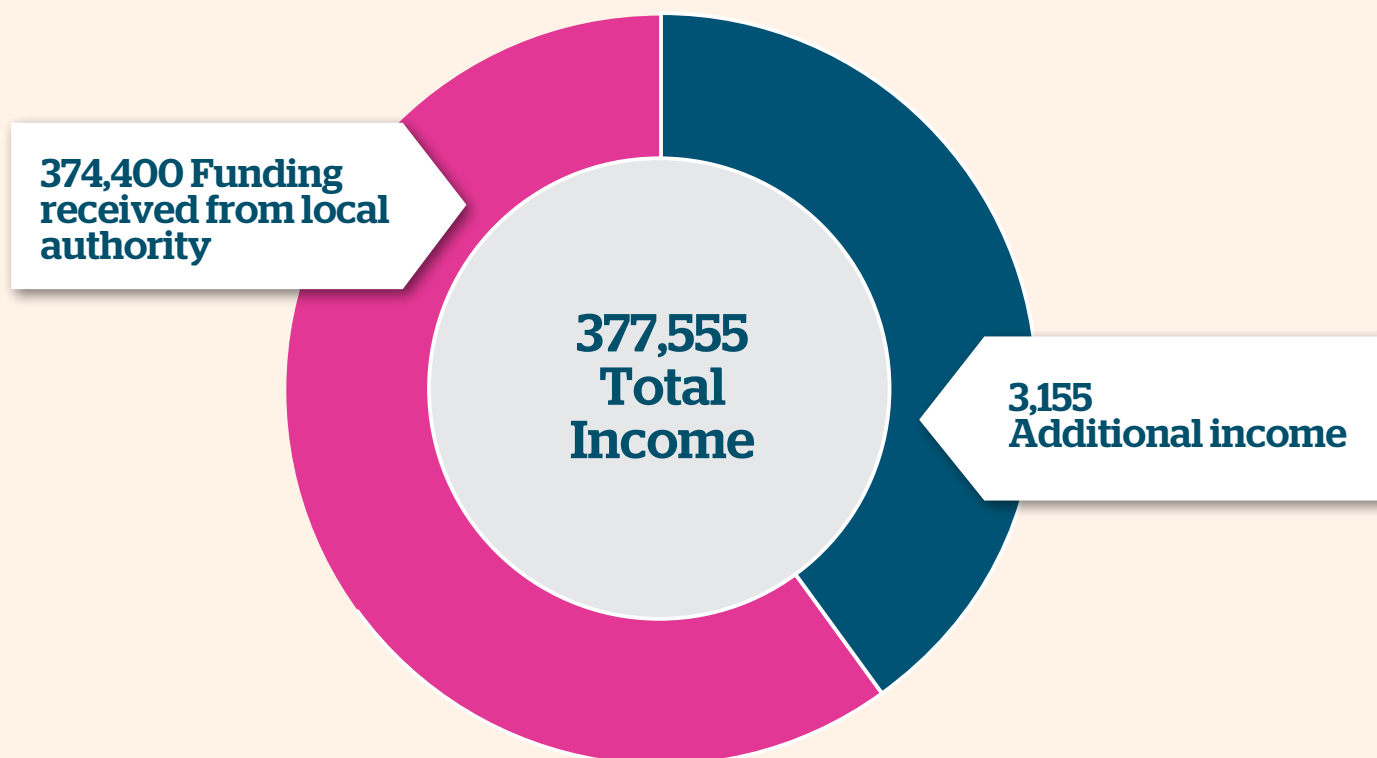
5,292 vs 1,243



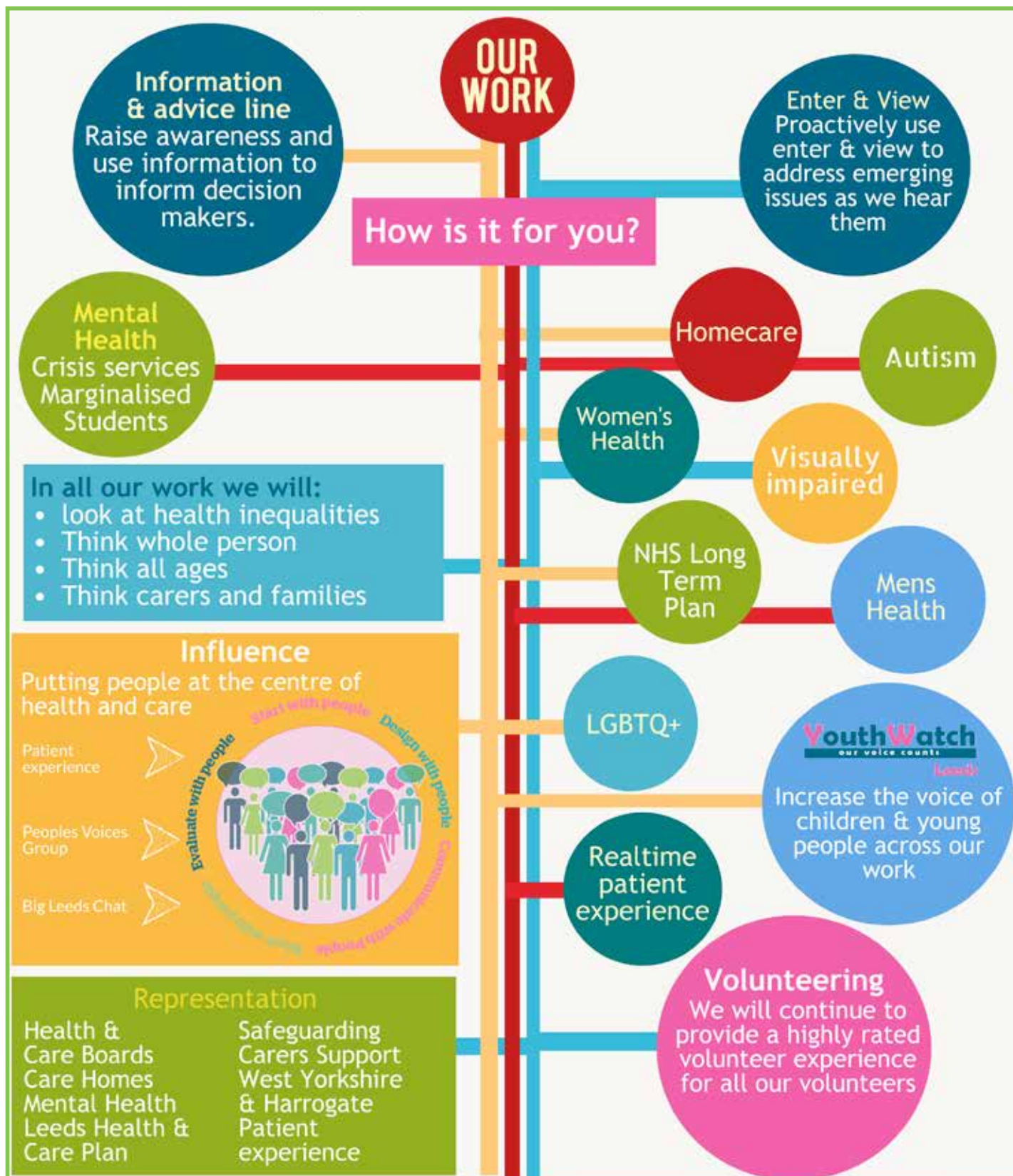
We also help health and care organisations and our 3rd sector partners spread the word about their work. Helping with language and getting the message across in a simple and easier way.

Finances

To help us carry out our work for you, we are funded by the local authority. In 2018-19 we spent £363,110



Our plans for next year



Looking forward to 2019/2020

We are passionate about our work making a difference to peoples lives. This next year will be even bigger than the last as you can see from the infographic on the left. It is so important to make sure your voices are heard. Everyone's voices.

In the coming year, mental health will be a priority theme for us as Leeds develops its first all age strategy and we want to make sure that your voice is central to that. We will be supporting partners to develop the strategy, and by listening to you about your **mental health** experiences we will be able to feed that back to decision makers in Leeds.

We will be out and about in communities listening to your views, and will be doing some focused work on the experiences of people with **autism**, the **LGBTQ+** community and people with **visual impairments**. If you have any experiences you want to share, please do get in touch. And don't miss the second Big Leeds Chat on 7 November, which will be even bigger and better than last year!

Men's and women's health will also be on the agenda. Women's health will be based on some of the findings of the recent local State of Women's health report. We will also take a retrospective look at the Men's health report from 2016 and look at how the city has learnt and developed its services in response to that.

We want to continue to hear the views of people who may have less opportunity to have their say. One of those groups is people who receive **home care services**,

who are often older and with multiple health needs. We will be working with Leeds City Council to directly influence directly the way that they commissions these services in the future to ensure they are what people need.

And we'll be developing new and innovative ways to hear your stories and take them to decision makers in the city. Look out for our **real-time patient experience** video work that will capture month by month the experiences of four people in Leeds moving in and out of health and care services.

As part of a wider health and care world, we will work with our West Yorkshire and Harrogate Healthwatch colleagues to ensure that people's voices are central to the West Yorkshire and Harrogate Care Partnership. This is a new way of health and care organisations coming together to plan and deliver services. In particular, we will lead for the region on listening what people have to say about the future of the NHS as outlined in the **NHS long term plan**.

And last but not least, we'll continue in our leadership role to encourage and support others to always put people's voices at the centre of health and care.

Lets make Leeds the best city for health and wellbeing

Share your ideas and experiences and help services hear what works, what doesn't

w: <https://healthwatchleeds.co.uk>

t: 0113 898 0035

e: info@healthwatchleeds.co.uk

Thank you from the team and Board

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing volunteers
- + To all our partner organisations and the voluntary organisations that have contributed to our work.



This year we were very excited to become part of the Mindful Employer network, helping to create a city of workplaces in Leeds where mentally healthy workplaces are the norm.



Contact us

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GLOSSARY

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

Provider: An organisation directly delivering health or care services.

Clinical Commissioning Group (CCG): A group of medical professionals who make decisions about what is needed and what to buy in Leeds. As of 1st April 2018, the three previous CCG's changed into one citywide CCG.

Health and Well-Being Board (HWB): The HWB is in place to oversee improvements in health and care for the people in Leeds. It makes strategic decisions about health and care services. The Board includes: Local Councillors, representatives from Children and Adult Social Care, the Clinical Commissioning Group, Public Health, voluntary organisations and Healthwatch Leeds.

Enter and View: Every local Healthwatch across the country has a statutory power to carry out Enter and View visits which involve visiting publicly funded health and social care services to see what is going on.

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.

Integrated Care Systems (ICS). Integrated care: NHS organisations and local councils in England are joining forces to coordinate services around the whole needs of each person. Their aim is that people can live healthier lives and get the care and treatment they need, in the right place, at the right time.

Palliative: Palliative care is about improving the quality of life of anyone facing a life-threatening condition. It includes physical, emotional and spiritual care

