

**Healthwatch meetings report - outcomes and recommendations to Leicester and Leicestershire Healthwatch Advisory Board
Harsha Kotecha – June 2020**

Date	Meeting	Purpose	Outcomes / Recommendations to Board
4 June 2020	UHL Board Meeting	Monthly Trust Board Meeting	<ul style="list-style-type: none"> • Aim to restore the theatre capacity to 75% of normal activity by end of June • Clinical Prioritisation to determine order of treatment • Pre-assessment becomes a 2-stage process due to swabbing • Results are checked and approved if positive patients are postponed until COVID – 19 rebooked • Relatives advised not to attend (exceptions apply) - Compassionate visiting arrangements • Elective physical space re designed to enable social distancing • Admitted patient pathway COVID -19 negative environment clean and safe on ward and theatres • Patient screened prior to discharge • Follow up non face to face if clinically appropriate • Patient and Family communication suite of options to keep connected and updated • Activities co-ordinators championing support and care for frailty patients and those with dementia – games, exercise bingo activities • Provision of clothes and emergency/essential food packages for patients in need on discharge through the discharge lounge • Raised concerns about the disproportionate BAME incidence amongst Covid-19 fatalities and the actions currently underway to investigate the cause of this. Invited to join the discussion when arranged • Asked how the Trust was planning to manage people’s fears of catching Covid-19 in a hospital setting and to restore confidence. This is a system wide issue. • Reminded UHL about those without digital technology and about patient choice • Raised concerns about the large deficit might impact patient care

17 June 2020	Ivan Brown Director Public Health Leicester City	Future around PH	<ul style="list-style-type: none"> • Briefly discussed the impact of COVID 19 key points to note <ul style="list-style-type: none"> ○ Have a large ethnic population ○ Pockets of deprivation in the city ○ Large number of volunteers supporting health and social care to aid to those in need <p>Lots of collective thinking and opportunities for departments to work together and hopes that post COVID some of the good practices are not lost.</p> <p>In terms of Recovery, he felt that Leicester was still in the 'throws of the pandemic' and he is waiting for data to plan. He wants data on which groups and which area. His concern was more around the prevalence of the virus in the population.</p> <p>Early indication is that the virus is spreading in the City. The numbers with the virus are reducing at a much slower pace than in other parts of the country.</p>
22 June 2020	Quarterly HWLL, HWR & UHL meeting		<p>Discussion similar to those at the Trust board</p> <ul style="list-style-type: none"> • UHL safe for patients - Segregation of patients, Social distancing, screening, Infection prevention and control standards • There are no concerns around PPE supplies for UHL • No long waits experience for Ambulance handover to the hospital • Helpline in place for specialities and video and telephone consultation remains default for all activity without procedures. • Time critical face to face outpatients and assessment is taking place. • A 'media and comms' cell has been established, taking the lead on coordination of accurate and timely information about service provision across health and care. This employs a variety of digital and print media, using well-established channels of communications.

In addition to the above I have attended

- Weekly meetings with Engagement and Communication lead at CCG around patient experience and engagement. Richard Morris attended one of these meeting and provided the follow update for the CCG who have now agreed the 10 principles for LLR Population Health Management
 1. Safety first
 2. Equitable care for all
 3. Involve our patients and public
 4. A virtual by default approach
 5. Care in local settings
 6. Provide excellent care
 7. Enhanced care in the community
 8. Enabling culture
 9. Drive technology, innovation, and sustainability
 10. Work as one system with a system workforce
- Regular catch up meeting with Micheal and Mukesh for update and wellbeing check
- Catch up meeting with Simon
- Individual catch up meetings with HAB members to check on wellbeing and workload
- Written the introduction to Healthwatch Annual report