

[Subscribe](#)[Past Issues](#)[Translate ▼](#)[View this email in your browser](#)

**healthwatch**  
Leicester

**healthwatch**  
Leicestershire

# news

Local news from your local Healthwatch

August 2019

## Summer Tour

We have been at events across the city and county throughout the summer. We have more events coming up in August 2019. Come and speak to us and share your ideas, experiences and concerns about health and social care services. To make the biggest difference to our services, we need to hear from more people. So, come along and #SpeakUp.

Full details of events are available in our [online calendar](#).

If you have any upcoming events that Healthwatch Leicester and Healthwatch Leicestershire could attend, we'd love to



[enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)



## Prescriptions Survey

As part of our role we carry out evaluations of services to understand the experiences of people who are using them. We use the feedback that we collect to share with the service providers and commissioners and work with them to look for ways that services can be improved.

We want to find out the experiences of people who have a need for ongoing prescriptions from their GP following treatment from a hospital.

To collect feedback from people who have experienced this we are using surveys to understand the experiences of people who have needed to have ongoing medication that was initially prescribed at a hospital or by a consultant, but care has moved to their GP.

## Have you had a recent stay in hospital?

If so, we would like to hear your opinion of the food that was served to you while you were there. Please consider the factors below:

- Was there a varied menu giving you an adequate choice of meals?
- If you have a health issue that requires a specialised diet, such as Diabetes or Crohn's Disease, did the menu cater for you?
- Did you feel that healthy food options were available to you?
- Were meals served to you on time and were they hot enough?

If you have any additional issues with the food you were served, please let us know about it. [Have your say online](#) or email [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)



## Annual Report 2018/19

Over the last year, Healthwatch Leicester and Healthwatch Leicestershire has been in direct contact with 483 individuals who have shared their health and social care story.

[Subscribe](#)
[Past Issues](#)
[Translate ▼](#)


about local support.

We have 35 volunteers helping to carry out our work. We visited 11 services and 165 community events to understand people's experiences of care. From these visits, we made 47 recommendations for improvement.

[Read the report](#)

## Job Vacancy

Healthwatch Leicester and Healthwatch Leicestershire is recruiting for a Deputy Manager. Closing date for applications is 12 August, Interviews will take place on 14 August. [Find out more](#)

For further information, job description and application form please contact Aileen Farrer on 01785 887809.



## Staff Spotlight

Nazmin Pirbhai, Community Outreach Lead attended a Health Literacy Awareness training session in May and found that, "I had come across the concept of health literacy before through my studies, and I thought it was about increasing the knowledge and information people have about health. When I attended the Health Literacy Awareness training, provided by the Community Health and Learning Foundation, I realised I was wrong. Health literacy is much more than what I thought it was.

Health literacy is about the skills and abilities that individuals have, to understand and access health information and services. The training was a learning

[Subscribe](#)[Past Issues](#)[Translate ▼](#)

for some people, which I had never considered before. What is important to reflect from this training is that certain information and systems cause health inequalities, therefore, to reduce this, it is vital for health and social care systems and services to become health literate to accommodate for all individuals”.



## HAB on Twitter

Some of our Healthwatch Advisory Board (HAB) members are now on Twitter. Please follow them:

Harsha Koecha - @HWLL\_Harsha

Mark Farmer - @HWLL\_Mark

## Current Consultations

[Draft Leicestershire Substance Misuse Strategy 2020-23](#)

[Leicestershire Council Priorities](#)

[Cancer Recovery Package](#)



Twitter



Website



Instagram



Email

*Copyright © 2019 Healthwatch Leicester and Healthwatch Leicestershire, All rights reserved.*

*You are receiving this email because you signed up for updates.*

### **Our mailing address is:**

Clarence House  
46 Humberstone Gate  
Leicester, LE1 3PJ  
United Kingdom

[Subscribe](#)

[Past Issues](#)

[Translate](#) ▼

---

This email was sent to <<Email Address>>

[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)

nonprofit · Clarence House · 46 Humberstone Gate · Leicester, Leicestershire LE1 3PJ · United Kingdom

