

## **Big Ideas**

1. A BIG IDEA – Use Twitter
2. A BIG IDEA – Prepare for the new models of care
3. Big Ideas – Social Care – Mental Health experience from Young People – Communities, especially listening to people with learning disabilities.
4. Idea – Healthwatch Bus in the City Centre (Clock Tower/Humberstone Gate)
5. Healthwatch pushing the use of Twitter (Big Idea) – Work with Microsoft on development of App.
6. Push the use of twitter across the city to get feedback about things – Healthwatch App – work with Microsoft to get Healthwatch App – nationally
7. Shared learning events on specific topics between Stakeholders

## **Priorities/Focus**

1. Make people aware that Healthwatch is about Health **AND** Social Care
2. Network with new directors and Assistant Mayors
3. Emotional Health of Older people
4. PPG – How will you work with them? – Help to build capacity and capability
5. Quality and Capacity of Primary Care – Shout about good examples – Share to improve ones who struggle.
6. Targeted work to address the gaps
7. Invest in aid and adaptations
8. Assitive Technology should be a priority
9. Wellbeing Centre planned for the city – could it be done co-located. Talking to decision makers – especially new CE of Public Health, Dept of Social services.
10. New arrivals and deprivation (1)
11. New arrival group – BME, European persons (2)
12. Best work with .....LPT – Scrutinise our draft plan each year. We could hold an event in January
13. BCT – Helping workstream relating to prevention and self-care.
14. Carers – work with other organisations and support/facilitate avoid duplication ensure best use of resource.
15. Invest in aids and Adaptation (One off capital)
16. More places in the community where it is safe to attend.
17. Chief Executive of MH Trusts – Improve MH services – National Concordate on Mental Health.
18. Transport to hospitals for people. Some simple links with hospitals
19. Primary Care – Work with practices to improve access
20. Activate volunteers – Building capacity and activity of volunteers – How? Membership model!
21. Safe place to meet for people suffering with Mental Health issues.
22. Health Needs Neighbourhoods
23. Ensure you have good/clear/rigorous outcome measures – partner with a University. Could be a MSc or PhD study for a student – CHEAP!
24. Importance of evidence - talk to people

25. Important to engage people who have hearing and speech problems – Donna
26. Thematic meetings about specific topics
27. Hospital - Vegan/Veggie food
28. Make people aware of what Healthwatch is and what they can do and how to contact Healthwatch.
29. Learning Disabilities Voices need to be heard and Carers – Donna
30. Asylum seekers and Europeans are taking GP spaces
31. People who can't stay at home – considered
32. Work together.
33. Equality and Governance (Supported equality for the protected characteristics)
34. PILS Vs Healthwatch Leics
35. Health Equality framework
36. Primary Care, GP's, Activating volunteers. Building new networks across the board.
37. Housing to Health
38. Communication -
39. Strategic advisor :- Communicate2U – teach healthcare providers to recognise other ways of communicating.
40. Wellbeing Centre – Share report - Jenny Hand
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### **Engagement/Outreach**

1. Reach out to people – leaflets, BBC Radio Leicester
2. Young people speaking up on health issues/ store stories
3. PPGs – CCG's work with GPs in wards – have Neighbourhood level plans
4. Reaching out to people by : BBC Radio, BBC East Midlands, ITV Central News.
5. Network – Make the best use of capacity and resource through effective networks across PPI/PPG etc across the city in H&SC
6. LASS could lend Healthwatch a mobile campervan (bus) for publicity – Jenny Hand
7. Development activities for PPGs working across PPGs.
8. Do open day event for customers to get involved and have the opportunity to become volunteers.
9. Come out and speak to the customers we support with mental health and learning disabilities
10. Volunteers handling information and leaflets at GP surgeries
11. Visible.
12. Healthwatch make effective contracts across the city. CCG's Healthy Neighbourhoods approach using PPGs to access Primary Care – Speak up for hard to reach communities across the city.
13. Engage with local Cllrs – Local Constituents – Health Communities – Prevention agenda.
14. Involvement in the hearing networks of AgeUK and Vista
15. Access in lots of different formats – Face to Face – Contact is important – People need to feel listened to.

### **Enter and View**

1. Increase Enter and Views for the councils and try to get sponsorship. Try to get NEDS from UHL etc to sit on the Steering board.
2. Increase Enter and View at care homes for the council to sponsor and support us and so get in a position to have a Healthwatch Mark for all Care Homes.
3. Increase Enter and View for Care Homes – Housing support issue –

#### **Strategic Advisors panel**

1. Strategic Advisors – NHS trust strategy leads
2. People experiencing Mental Health issues to be in Strategic group
3. CHLF (Community Health and Learning Foundation) – Jonathan Berry –CEO – for Strategic Advisory Group.
4. Ruth Temple LCC Director Public Health – Sue Locke – Cllr Osman – Rod Moore

#### **MISC**

1. Preventions – (Unable to read the note)
2. Could Healthwatch Leicester operate with less staff?
3. QSG reports who sees them?
4. Impatience of informal questions – Cllr Osman