



# Speaking up for better care

Healthwatch Leicester and Leicestershire  
annual report 2025/26

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**Healthwatch Manager**  
Gemma Barrow  
**VAL Chief Executive**  
Kevin Allen-Khimani  
**VAL Director of Operations  
and Services**  
Hardip Chohan

“

As Healthwatch and our host organisation, Voluntary Action LeicesterShire (VAL), we extend our sincere thanks to everyone across Leicester and Leicestershire who has shared their experiences of health and social care services over the past year. These contributions are central to our work, providing valuable insight into what is working well, where people continue to face challenges and where further improvement is required.

Through our collective role, we use this evidence to represent the views of local people, strengthen collaboration across the voluntary, community and social enterprise sector (VCSE) and inform discussions with NHS and social care partners to support the development of more responsive and effective services.

We welcome the continued engagement of local services in listening to communities and taking action in response to feedback. We remain committed to ensuring that people’s experiences are heard, valued and used to influence meaningful improvements in health and social care across our communities.”

# A message from our Chair and Vice Chair

**We are pleased to share Healthwatch Leicester and Leicestershire's Annual Report, reflecting on a year of listening to local people, sharing their experiences and helping to improve health and social care services across Leicester and Leicestershire.**

This has been another challenging year for health and social care. Rising demand, workforce pressures, health inequalities and changing ways of delivering care continue to affect people's experiences.

Over the past year, more than 15,000 people shared their views with us through surveys, Enter and View visits, community events, outreach and work with local voluntary and community organisations. We made a particular effort to hear from people whose voices are too often underrepresented, including Deaf people, minority ethnic communities, carers, women and people living in rural areas.

What people told us highlighted recurring issues, including access to primary care, mental health support, hospital discharge, transport, communication and health inequalities. We used this evidence to raise concerns, share insight with decision-makers and advocate for practical improvements. Our work has helped inform improvements in ophthalmology services, strengthen community mental health support, contribute to women's health planning and ensure the experiences of underrepresented communities are reflected in service development.

We also heard from people living in rural communities about the health and care issues that matter to them, including isolation, access to services and differing local needs. Their feedback has helped us build evidence and have conversations with providers about how services can better meet the needs of rural communities.

By working with neighbouring Healthwatch organisations across Leicester, Leicestershire, Northamptonshire and Rutland, we have also helped ensure local experiences are represented at Integrated Care System level through strategic boards and partnerships.



“None of this would be possible without the people who take the time to share their experiences with us. Thank you to everyone who spoke to us this year. We are also grateful to the volunteers, Board members, staff team and partners for their continued commitment, insight and support.”



**Chair**  
Harsha Kotecha  
**Vice Chair**  
Fiona Barber

# About us

Healthwatch Leicester and Leicestershire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



## Our vision

To bring closer the day when everyone gets the care they need.



## Our mission

To make sure that people's experiences help make health and care better.



## Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Our year in numbers

In 2025/2026 we supported **46590** people to have their say and get information about their care. We employed **7** staff and our work was supported by **24** volunteers.



## Reaching out:

**15046** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**31544** people came to us for clear advice and information on topics such as access to GP appointments, access to mental health services and hospital care and treatment.



## Championing your voice:

We published **19** reports about the improvements people would like to see in areas like **GP services, supported living, mental health** and **hospital discharge**.

Our most popular report was **Neighbourhood Mental Health Cafés** highlighting people's experiences in **accessing and using these services**.



## Statutory funding:

We're funded by Leicester City Council and Leicestershire County Council. In 2025/26 we received **£299,428**, which is the same as last year.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Leicester and Leicestershire. Here are a few highlights.

## Spring

Our research highlighted challenges accessing dental care in care homes, bringing attention to concerns raised by residents and prompting discussion around improving local and national dental provision.



Our insight report highlighted the hidden impact of temporary accommodation on families' health and wellbeing, informing action by the local council to address housing conditions and social isolation.



## Summer

Our local insights contributed to the Trans and non-binary GP care report, helping drive national conversations on improving GP record systems and staff training.



We responded to concerns about rural bus route changes affecting access to healthcare, influencing calls for councils and transport providers to develop safer, more affordable community transport solutions.



## Autumn

Our supported living report highlighted residents' and carers' experiences, shaping recommendations to improve communication, housing support, stability and how people's voices are heard.



Enter and View visits across eight Willows Group GP practices identified inconsistent patient access issues, which highlighted a need for improved appointment systems.



## Winter

Engaged diverse communities in genomic research, improving understanding, confidence and dialogue. High participation and positive feedback showed effective facilitation and informed future NHS research decisions.



Our hospital discharge insight highlighted communication gaps, delays and limited carer support, informing ten recommendations to improve safe, coordinated transitions from hospital to home care.



# Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Leicester and Leicestershire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Leicester, Leicestershire and Rutland (LLR) Integrated Care Board.

This year, we've worked with Healthwatch across **Rutland and Northamptonshire** to achieve the following:



## Every woman's health matters:

With support from the Women's Health Team, we engaged with over 2,700 women and girls across LLR to understand their health priorities. Their experiences are helping shape local plans, including access to services, community-based clinics, specialist training and greater awareness of women's health issues. This work feeds into the LLR Integrated Care Board (ICB) Women and Girls' Health Programme, ensuring local insight informs future service development.



## Improving access to care:

Following our joint enter & view visit with Healthwatch Rutland to the Leicester Royal Infirmary Ophthalmology department, the hospital has made several improvements. These include increasing ophthalmology capacity, using SMS reminders and telephone calls to improve communication, reviewing signage for visually impaired patients, progressing an electronic calling system and improving patient comfort through refreshments, water provision, volunteer support and help with navigation while waiting.



## Building strong relationships to achieve more:

Late in 2025, we met with decision-makers from our ICB to talk about how best to work together in the coming year. We agreed on representation of Healthwatch and our community at ICB level, with local Healthwatch organisations across Leicester, Leicestershire, Northamptonshire and Rutland working together to coordinate, support and represent the public and patient voice through a single shared non-voting seat on the Joint ICB. We look forward to continuing to collaborate to make care better.

# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Leicester and Leicestershire this year:



## Trans & non-binary people's experiences

**Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.**

By listening to trans and non-binary people's experiences of GP care, we helped ensure their voices influenced wider conversations about health inequalities. Our insight contributed to a Healthwatch report highlighting barriers people face, including lower satisfaction with GP services. The findings supported national discussion on improving GP record systems, staff training and inclusive care. This helped shine a light on inequalities and strengthened calls for services that better understand and respond to trans and non-binary communities.



## Supporting breast cancer awareness in diverse communities

**By involving local people, services help improve care for everyone.**

We worked with Breast Cancer Now to help raise awareness of breast cancer within Leicester's diverse communities through its Train the Trainer programme. By connecting the charity with trusted local community groups, we supported the delivery of two #SpeakUp awareness sessions in partnership with community organisations. Attendees reported increased knowledge and confidence in discussing breast cancer, with many planning to share information with family, friends and wider community networks, helping important health messages reach more people.



## Improving care over time

**Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.**

In 2025, we ran a survey about people's experiences of being discharged from hospital, building on insights gathered in previous years. What people shared helped us provide valuable evidence to Leicestershire Partnership NHS Trust, Leicester Hospitals, Local Authorities and wider system partners. Our findings and recommendations are now supporting ongoing work to improve discharge processes, patient flow and people's experience of leaving hospital.

# Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we listened to people from across our diverse communities to better understand their experiences of health and care services. We reached communities through visits to community support groups, places of worship, local events, shops, community centres, cafés and leisure centres, as well as conversations on the street and feedback gathered through both in-person and online surveys.

By hearing directly from residents about what is working well and where improvements are needed, we were able to share a wide range of experiences and stories with health and care leaders to help shape and improve services across the city and county.



# A decade on: Deaf and hard of hearing people's access to healthcare

Ten years after our earlier report, we revisited Deaf people's access to healthcare to understand what had improved and where barriers remained.

## What did we do

We held an event 'Your day, your say' at the Leicester Deaf Centre open to all Deaf and hard of hearing residents across Leicester and Leicestershire and we launched a survey to gather their views. We received 110 responses about experiences of local NHS services.

## Key things we heard:



**39%**

relied on family members to help them communicate with professionals

**49%**

felt services had worsened over the last decade

**57%**

found healthcare harder to access during COVID-19.



"It is vitally important that Deaf people must be involved in designing and monitoring access to services intended for them. Without meaningful co-production, systems will continue to fail the communities they are meant to support."

**Leicester Deaf Centre**

## What difference did this make?

While some hospital services had improved, significant barriers remained in primary care. This engagement provided fresh evidence to support calls for more accessible communication, consistent interpreter provision and greater involvement of Deaf people in shaping services, helping to strengthen the case for more inclusive and equitable healthcare.

# Neighbourhood Mental Health Cafés: Listening to local voices

**We visited 24 neighbourhood mental health cafés across Leicester and Leicestershire to understand how they support people’s mental wellbeing and access to community-based support.**

We carried out Enter and View visits, observing sessions and speaking with attendees, staff and volunteers to gather real-time feedback on experiences of using the cafés.

## Key findings:



**People valued welcoming, non-clinical spaces, friendly staff and volunteers, peer support and the sense of reduced isolation.**

**Challenges included limited awareness of services, variation in opening times and occasional capacity pressures at busy sessions.**



“The café is a massive benefit for me. Make friends and there is a social aspect. It is a real lifeline for people.”

**Service user**

Overall, neighbourhood mental health cafés were seen as an important early intervention offer, helping people to access informal support and improve wellbeing in their local community.

## What difference did this make?

Our report findings informed practical recommendations to improve consistency, visibility and referral pathways, helping commissioners and providers strengthen and better promote local mental health café provision.



# Hearing from all communities

We're here for all residents of Leicester and Leicestershire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

## This year, we have reached different communities by:

- Reaching people whose voices are often less heard, including faith communities, carers, women's groups and minority ethnic communities, through targeted outreach and focus groups.
- Supporting people facing financial hardship by attending food banks, community cafés and wellbeing events, where people shared concerns about GP access, dentistry, mental health and language barriers.
- Creating opportunities for people to share their experiences through drop-ins, hospital visits, rural roadshows, wellbeing events and #SpeakUp sessions in local community settings.
- Meeting participants of VCSE organisations and attending events hosted by VCSE organisations.
- Ensuring local people's experiences were heard by NHS leaders and decision-makers by sharing feedback on issues including waiting times, GP appointments, continuity of care and communication between services.



# Listening to supported living voices to improve local care services

**We spoke with 31 individuals and 19 carers and people shared what was working well, including independence, community activities, personalised support and trusted staff relationships.**

They also raised concerns about staffing changes, communication, housing suitability, loneliness, support planning and missed one-to-one hours. Their experiences helped identify clear priorities for providers, commissioners and local partners to improve services.

## What difference did this make?

The project gave people in supported living and their carers, a direct route to share experiences that may otherwise go unheard. Their feedback highlighted where services help people feel independent, safe and connected, but also where change is needed. Leicester City Council welcomed the insight and said it would support conversations with adult social care colleagues and providers as local supported living services are reviewed and shaped for the future.

## Bus access and patient care

**We know that transport is one of the significant barriers to accessing health and care services in rural areas. Following changes to the number 15 bus route through Ibstock, we listened to residents in Ibstock and Heather about how this affected their ability to reach local health services.**

We asked people whether the route change had affected access to their GP, pharmacies and other essential services and explored what alternative transport they were using. The feedback showed that 30 people said the changes had affected access to health services, with GP appointments the biggest concern. Residents told us they were delaying appointments, relying on taxis or lifts, struggling to walk uphill, or becoming unable to access services independently.

## What difference did this make?

We used this evidence to highlight the impact on older people, people with limited mobility and those without transport and recommended practical solutions including a safe direct bus route, community shuttle or transport support. A new on-demand FoxConnect bus service has since launched, linking Heather and Ibstock to Coalville and wider connections.

# Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year **520** people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

## This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



## Clearer next steps for delayed eye care

**A person waiting longer than expected for an ophthalmology referral received the information they needed to take action and seek an update on their care.**

After waiting for months with no information, they were unsure whether to follow up or who to contact. We checked the published waiting times, confirmed their wait appeared longer than expected and provided the correct contact details for the service. As a result, they felt more informed and reassured, and were able to contact the service directly rather than continuing to wait without knowing what was happening.



"I have been waiting since August to be referred to ophthalmology and I am not sure what is happening and whether I should follow up and how to do it."

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## Improving GP access for patients of the Willows Health Group

**Over the last year we heard from many patients of the Willows Health Group that were struggling to access appointments at their GP practice.**

Patients across Willows Health Group raised clear, consistent concerns about access. Long phone queues, the 8am booking rush, limited appointments and reliance on call centres left many feeling disconnected from their own surgery. Feedback also highlighted issues with communication, continuity of care, digital access and follow-up. We shared our findings with service providers and the LLR ICB. Since our visits, the Willows Health Primary Care Network have committed to progressing their access and patient improvement work.



"The ICB acknowledges the concerns raised by patients regarding access to general practice services and values the feedback received. Improving timely and equitable access to primary care remains a key priority across LLR. We are working collaboratively with providers, including the Willows Health Primary Care Network, to support sustained improvements in access, communication and continuity of care."

# Showcasing volunteer impact

Our fantastic volunteers have given 1465 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Youthwatch members participated in the "Unbox Your Future" project, raising issues young people often find hard to talk about.



# At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Debbie

"I enjoy being an enter and view volunteer. I feel that our visits, comments and recommendations can make a difference to service users experience of the services we visit."

"Volunteering with Healthwatch allows me to make use of my people skills by helping patients relax whilst telling me about their experiences of the health and social care system. I find it very rewarding to have helped them."



Howard

"We would like to thank colleagues from Healthwatch for conducting Enter and View visits. Your insights – alongside feedback we receive from patients – help us to shape our services and continuously improve accessibility, communication and experience."

**University Hospitals of Leicester NHS Trust (UHL)**

"I decided to volunteer with Healthwatch as a Board Member, because I enjoy working in a team and I am passionate about making a positive difference to people in my local area."



Andy

## Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchll.com](http://www.healthwatchll.com)



0116 257 4999



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

# Finance and future priorities

We receive funding from Leicester City Council and Leicestershire County Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£299,428	Expenditure on pay	£254,240
Additional income	£39,954	Non-pay expenditure	£19,365
		Office and management fee	£65,777
<b>Total income</b>	<b>£339,382</b>	<b>Total Expenditure</b>	<b>£339,382</b>

## Additional income is broken down into:

- £23,288 received from local NHS body for work on a project
- £16,666 received from the local council for work on a project

# Finance and future priorities

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**Our top three priorities for the next year are:**

**1. Pharmacy First**

We will focus on Pharmacy First to understand how well the service is meeting local needs. By gathering patient experiences and sharing insights with partners, we can help improve awareness, access and the quality of care provided through community pharmacies.

**2. NHS digital access**

GP access is one of the issues we hear about most often. We are exploring how the NHS move towards digital access is affecting patients, including the use of online forms and booking systems. By gathering patient experiences, we can help ensure digital services are accessible, effective and do not exclude those who struggle to engage online.

**3. Working with Local Authorities**

We will strengthen our work with local authorities to share insights and deliver targeted support across our communities. Insights gathered will be shared with providers and commissioners to help shape better support for people across the system.

# Statutory statements

Voluntary Action LeicesterShire (VAL) is the contract holder for Healthwatch Leicester and Leicestershire. Our offices are based at: 9 Newarke Street, Leicester, LE1 5SN

**Healthwatch Leicester and Leicestershire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists of six members who work voluntarily to provide direction, oversight and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met six times and made decisions on matters such as the NHS 5 year plan and ICB Neighbourhood plans involving the voluntary sector in key areas. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website [www.healthwatchll.com](http://www.healthwatchll.com) and share it with relevant committees.

# Statutory statements

## Responses to recommendations

We had one provider who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to Leicester Health and Wellbeing Board and the Leicestershire Health and Wellbeing Board.

We also take insight and experiences to decision-makers in the Leicester, Leicestershire and Rutland Integrated Care System. We do this by regular attendance at the Integrated Care Board, the Health and Care Partnership, System Engagement group, the Health Overview and Scrutiny Committees, quarterly meetings with local Trusts and design groups.

We collaborate with colleagues at Healthwatch Rutland, Healthwatch North Northamptonshire and Healthwatch West Northamptonshire to ensure that between us, Healthwatch is present at all major system decision making forums. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Leicester and Leicestershire is represented on the Leicester Health and Wellbeing Board by Harsha Kotecha, Chair and Leicestershire Health and Wellbeing Board by Fiona Barber, Vice Chair.

During 2025/26, our representatives has effectively carried out this role by actively contributing to discussions and presenting public feedback. Our representatives have raised issues around out of hours services, hospital discharge, dementia care, emergency department pressures, vaccination uptake and continuity in GP care.

Healthwatch Leicester and Leicestershire is represented on the Leicester, Leicestershire and Rutland Integrated Care Board by Harsha Kotecha, Chair.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
GP Practice – Hockley Farm Medical Practice	Intelligence gained from patient feedback.	Wrote a report with recommendations – the service will review these and consider improvements to its service.
Care Home – Silver Birches Care Home	Feedback from colleagues in the Adult Social Care team.	Wrote a report highlighting the good practice observed during the visit.
GP Practice – The Charnwood Practice	Intelligence gained from patient feedback.	Wrote a report with recommendations – the service provider has implemented a new booking system to improve patient experience.
GP Practice – The Central Surgery	Intelligence gained from patient feedback.	Wrote a report with recommendations – the service provider was positive about the report findings.
GP Practice – The Wycliffe Medical Practice	Intelligence gained from patient feedback.	Wrote a report with recommendations – the service provider is looking to implement a triage system to reduce demand for same day appointments and improve access.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
GP Practice – The Wycliffe Medical Practice	Intelligence gained from patient feedback.	Wrote a report with recommendations – the service provider is looking to implement a triage system to reduce demand for same day appointments and improve access.
Services – Neighbourhood Mental Health Cafés	Following discussion with the service provider and feedback gathered we wanted to visit each cafés to listen to people’s experiences of the service being provided.	Wrote a report with recommendations – The service provider will continue to work with each provider in response to the report feedback, including reviewing communication and engagement activities with primary care partners and reassessing the locations of the cafés to ensure they are situated in areas of highest need.
Services – The Evington Centre – Clarendon & Beechwood wards (Discharge)	Requested by local authority to look at discharge processes for intermediate care across the health and care system in Leicester.	Wrote a report with recommendations – The service provider will review and work through the report’s recommendations to support ongoing service improvement in response to our findings.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Services – Coalville Community Hospital – Thringston Ward (Discharge)	Requested by local authority to look at discharge processes for intermediate care across the health and care system in Leicester.	Wrote a report with recommendations – The service provider will review and work through the report’s recommendations to support ongoing service improvement in response to our findings.
Services – Loughborough Hospital – Charnwood ward (discharge)	Requested by local authority to look at discharge processes for intermediate care across the health and care system in Leicester.	Wrote a report with recommendations – The service provider will review and work through the report’s recommendations to support ongoing service improvement in response to our findings.
GP Practice – Willows Medical Centre	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
GP Practice – Willowbrook Medical Centre	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.
GP Practice – Clarendon Park Medical Centre	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.
GP Practice – Heatherbrook Medical Centre	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
GP Practice – Pasley Road Medical Centre	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.
GP Practice – Dishley Grange Medical Practice	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.
GP Practice – Sayeed Medical Centre	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
GP Practice - Willows Health Evington	Requested by the ICB Quality and Safety Committee to consider undertaking Enter & View visits to the Willow Group sites to gather independent patient experiences to highlight what is working well and identify any areas for improvement.	Wrote a report with recommendations – The service provider responded to the report.

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