

## **HEALTH OVERVIEW AND SCRUTINY COMMITTEE: 11 NOVEMBER 2015**

### **REPORT OF UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST**

#### **OPHTHALMOLOGY ACTION PLAN**

##### **Purpose of report**

1. The purpose of this report is to update the Health Overview and Scrutiny Committee on the progress of the 'Ophthalmology Action Plan' which was created in response to the Healthwatch visit to the service earlier this year.

##### **Background**

2. In January 2015 Healthwatch Leicestershire staff, board members and volunteers supported by Healthwatch Leicester staff and volunteers spent 'Four Days at LRI' listening to 262 patients and talking to staff in:-
  - Accident and Emergency (A&E) on 30 January;
  - Discharge Lounge on 29 January;
  - Ophthalmology Eye Clinic and Eye Casualty on 28 January.

##### **Conclusions**

3. UHLs eye services are amongst the busiest services it runs and they are becoming even busier. UHL recognises that waiting times in the clinics are too long and we have therefore invested over £600,000 in new staff to help us see more patients, more quickly.
4. UHL also recognises and agrees with Healthwatch colleagues that the clinical environment is poor, busy and crowded. In the short term there is not an easy answer to this; not least because the Royal Infirmary site is landlocked and has no spare space. In the longer term UHL would like to move some of these services off the Leicester Royal Infirmary site and into a purpose built day hospital. This will make the whole experience for patients and staff far more efficient and comfortable.
5. UHL wants to thank its Healthwatch colleagues for the time they took to hold a mirror up to its services. Their feedback whilst sometimes uncomfortable is always constructive and UHL welcomes it.

##### **Background papers**

Earlier this year the Trust published its revised five year strategy and plan called 'Delivering Caring at its Best'. The improvements to the Ophthalmology service are part of this wider hospital reconfiguration plan. Accessible from: <http://ow.ly/UbbyS>

##### **List of Appendices:**

Appendix A - Ophthalmology Action Plan following Healthwatch Visit

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