



**HEALTH OVERVIEW AND SCRUTINY COMMITTEE:**  
**11<sup>TH</sup> SEPTEMBER 2019**

**REPORT OF HEALTHWATCH LEICESTERSHIRE**

**HOSPITAL DISCHARGE REPORT**

**Purpose of report**

1. The purpose of this report is to highlight the patient experience of being discharged from hospital, locally. Through patient interviews common themes and issues are presented, with recommendations which will be taken forward with University Hospitals of Leicester (UHL) and other stakeholder partners.

**Policy Framework and Previous Decisions**

2. The County Council, following the Health and Social Care Act 2012, is required to directly commission a local Healthwatch. The local Healthwatch in turn has a set of statutory activities to undertake, such as gathering local views and making these known to providers and commissioners, monitoring and scrutinising the quality of provision of local services and a seat on the Health and Wellbeing Board.

**Background**

3. The purpose of Healthwatch Leicestershire is to promote improvements in local health and social care services – improving outcomes for local people in Leicestershire. HWL believes that the best way to do this is by designing local services around the needs and experiences of local people.
4. Following patient insight being shared on frustrations being discharged from Hospital and also due to partnership working on the discharge from hospital process, the Healthwatch Advisory Board set this issue as a substantive work issue. Working with senior staff in UHL, Healthwatch staff interviewed patients waiting to be discharged from Leicester Royal Infirmary and Glenfield Hospital. The report sets out the patient experiences shared through the interviews. These experiences were reviewed to identify any common issues or trends and to set recommendation to be raised with UHL.

**Recommendation**

5. It is recommended that Healthwatch Leicestershire's Hospital Discharge report be noted.

**Officer to Contact**

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**List of Appendices**

Healthwatch Leicester and Healthwatch Leicestershire - Hospital Discharge Report

**Relevant Impact Assessments****Equality and Human Rights Implications**

6. HWL is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.
7. ECS/ Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.