

**LEICESTER, LEICESTERSHIRE AND RUTLAND JOINT HEALTH
SCRUTINY COMMITTEE: 27 MARCH 2024**

REPORT OF THE CHIEF OPERATING OFFICER, UHL

OPERATIONAL IMPROVEMENTS 2023 SUMMARY

Purpose of report

1. This report appraises the Committee on the performance of University Hospitals of Leicester (UHL) planned and urgent and emergency care activities during 2023 as well as future plans to continue the improvements we have achieved to date.

Policy Framework and Previous Decisions

2. This subject has previously been discussed at the Public Health and Health Integration Scrutiny Committee at Leicester City Council on 6th February

Background

3. Against a backdrop of industrial action, urgent and emergency care (UEC) pressures, a large waiting list and financial challenge, UHL has improved its operational performance in 2023 and improved access to care for the people of Leicester, Leicestershire and Rutland.
4. We also know we have more to do to deliver sustainable change and are embedding further improvements to tackle the challenging year ahead.
5. The paper also updates on a system-wide critical incident on 23 January 2024.

Proposals/Options

6. The Committee is invited to discuss the report content and note the performance improvement plans in place for 2024.

Timetable for Decisions

7. A further update in progress against plan will be presented to the Committee at a future meeting, with the date to be confirmed.

Conclusions

8. Despite a very challenging year and ongoing financial and operational pressures, UHL continues to make progress to improve access to care for patients across the communities we are proud to serve.

Background papers

Winter Plan report considered by Leicestershire County Council Health Overview and Scrutiny Committee on 1 November 2023

<https://democracy.leics.gov.uk/documents/s179251/Winter%20pressures%20final%20version.pdf>

Report considered by Public Health and Health Integration Scrutiny Committee at Leicester City Council on 6th February 2024

Circulation under the Local Issues Alert Procedure

9. None

Equality Implications

10. The System Health Equity Committee has been requested to conduct a 'deep dive' into longer waits at both the Emergency department and patients waiting for ambulances to assess the impact against protected characteristics. If unwarranted variation is noted, a plan will be agreed to mitigate further risk.

Human Rights Implications

11. There are no human rights implications arising from the recommendations in this report.

Other Relevant Impact Assessments

Climate Emergency Impacts

Minimising the movement of patients by ensuring they reach the right place at the right time, quickly and safely, will support the wider green aims of both the NHS and local government

Clinical Risk

Clinical risk has been assessed and managed through the LLR clinical executive, with support from Directors of Public Health.

Appendices

Appendix A – Operational Improvements 2023

Officer(s) to Contact

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