



## ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

4 NOVEMBER 2024

### OBSERVATIONS ON THE AGENDA

**Comments received from Healthwatch Leicester and Healthwatch Leicestershire, on the agenda for the meeting, as follows:**

“Item on the agenda:

- **Customer Service Centre** - Healthwatch welcomes this comprehensive report. We are seeking clarification as to how service users have been involved in the review, and whilst Healthwatch can see there is access to an online survey, we would welcome detail on what other methods are available. The performance metric at para 24 talks about reduction in overall monthly contacts (indicates reduced failure rate), Healthwatch feels this is open to misinterpretation by those who may see it as limiting access to the CSC. Lastly, some of the timescales in the review are exceedingly limited, for example, only 4 weeks is set aside for a trial limiting email access to emergency services, with only 4 weeks there could be undue fluctuations caused by for example, IT problems or sickness.”

**Fiona Barber**  
**Co-Opted Member, Healthwatch Advisory Board**

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