



HEALTH OVERVIEW AND SCRUTINY COMMITTEE: 5 MARCH 2025

JOINT REPORT OF INTEGRATED CARE BOARD, UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST, LEICESTERSHIRE PARTNERSHIP NHS TRUST AND HEALTHWATCH LEICESTERSHIRE

UNDERSTANDING OUR PATIENT INSIGHTS

Purpose of report

1. The purpose of this report is to provide an overview of how NHS organisation's and Healthwatch across Leicestershire collate patient feedback and comments about services and use these insights to help us to continuously improve.

Background

2. NHS organisations across Leicestershire involve people in various methods to gather feedback about health and care so we can shape services around the needs of local people.
3. When people share insights and experiences, they help us to improve the quality of care locally and the health and wellbeing of people in Leicestershire.
4. It also helps us to ensure people make better, more informed use of health services.
5. To find out more about how each organisation gathers and uses feedback visit:

University Hospital's Leicester:

<https://www.leicestershospitals.nhs.uk/contact/feedback/>

Leicestershire Partnership Trust:

<https://www.leicspart.nhs.uk/contact/feedback/>

Leicester, Leicestershire Integrated Care Board:

<https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/>

Healthwatch Leicester and Leicestershire - Healthwatch Leicester and Healthwatch Leicestershire are an independent watchdog that has been formed to make local health and social care services better for people. You can find out more about Healthwatch Leicester and Leicestershire by visiting: <https://healthwatchll.com/>

Appendices

6. The appendix to this report gives the detail on the processes for the ICB, UHL, LPT and Healthwatch Leicester and Leicestershire.

Officer(s) to Contact

Leicester, Leicestershire Integrated Care Board

Jenny Goodwin

Deputy Chief Officer Communications and Engagement and Insights

Email: jenny.goodwin6@nhs.net

University Hospital's Leicester

Hannah Mitchell

External Affairs Manager

hannah.mitchell@uhl-tr.nhs.uk

Leicestershire Partnership Trust

Alison Kirk

Head of Patient Experience and Involvement

Alison.Kirk3@nhs.net

Healthwatch Leicester and Leicestershire

Hardip Chohan

Director of Operations and Services

hardip.c@valonline.org.uk