

HEALTHWATCH LEICESTERSHIRE

LEICESTERSHIRE COUNTY COUNCIL HEALTH OVERVIEW AND SCRUTINY COMMITTEE 11th SEPTEMBER 2013

Healthwatch Leicestershire will be represented by Geoffrey Smith OBE. We would like to make the following points to assist the Committee in its scrutiny of the following items and hope that the Chair will be able to allow us to assist and provide information on other points that arise during the discussions.

Item 9 Improving Emergency Care

Healthwatch Leicestershire is represented in the Emergency Care Board. In the light of public comments it suggests that the Committee should probe the reasons for the continuing increase in the number of people attending the Urgent Care Centre and the Emergency Department at UHL, the failure to meet the '95% target', despite additional investment, and the adequacy of the plans for the whole emergency care system to meet the probable winter demand. Healthwatch Leicestershire is aware of the UHL Emergency Department plans and suggests that the Committee should seek assurance that the service to patients will not be disrupted during the necessary building work.

In its consideration of the consequential suggested relocation of **Out Patient clinics** to the Leicester General Hospital Healthwatch Leicestershire suggests that the Committee should press UHL and the City and County Councils to deal with the public transport issues – especially the failure to link the Hospital Hopper with the Park and ride services and the bus station which was the subject of representations by our predecessor Leicestershire LINK – so that the public are better served.

Healthwatch Leicestershire supports the deferment of implementation of **the 111 service** – in our view it is 'better safe than sorry' in such an important service. The Committee may wish to keep the performance of the service and public views on it under continuous review.

Healthwatch Leicestershire welcomes the review of **minor injury services** and suggests that the Committee should probe how the review is taking into account the public use of Minor Injury Units in adjoining Counties, and how it will ensure that the service that is established following the consultation will be easy for the public to understand.

Item 10 New review of congenital heart disease services

Healthwatch Leicestershire welcomes the terms of reference of the new review and will, in collaboration with the Leicester and Rutland and other East Midlands Healthwatches, be making representations to it. Healthwatch Leicestershire has asked Healthwatch England to ensure that the Review puts in place quickly a process by which Healthwatches, as the independent champions for health and social care, can fully participate in the review. We also understand that there is as yet no process for the involvement of Overview and Scrutiny Committees in the review.

Item 11 Strategic Review of Adult Preventative Mental Health Services in Leicestershire

Healthwatch Leicestershire commends the direction of travel of the review which will address issues of concern to vulnerable people. It will do all it can to bring the review to the attention of relevant groups and people so that as many voices as possible can be heard and taken into account.

Item 12

Protocol between the Health and Wellbeing Board, the HOSC and HWL

Healthwatch Leicestershire welcomes the recognition of its role as a partner in the Scrutiny of Health services and the evolving working arrangements for its participation in HOSC meetings.