

Briefing Note

**HEALTHWATCH LEICESTERSHIRE
LEICESTERSHIRE COUNTY COUNCIL HEALTH OSC 12TH MARCH 2014**

Healthwatch Leicestershire will be represented by Geoffrey Smith OBE

Healthwatch looks forward to assisting the Committee in its Scrutiny by taking part, as a Participating Observer, in the discussions at the meeting. In particular Mr Smith will raise the following points on behalf of Healthwatch.

Agenda	Page	Comment
Better Care Fund	9	Healthwatch considers that the Better Care Fund should give urgent attention to the establishment and delivery of a communications strategy. The Better Care Fund will involve many changes that will affect the public. It will only succeed the public and the users of the health and social care services are well informed and can understand the programme and its development and delivery.
Performance Report	35	The performance of UHL set out in para 18 will be dealt with at items 11 and 12 of the agenda. On EMAS performance Healthwatch considers that a postcode analysis would be useful to complement the East Leicestershire and Rutland and West Leicestershire data - because these are large geographical areas with towns as well as the rural areas where EMAS performance is less satisfactory.
Review of the effectiveness of Emergency Care over Winter		<p>Healthwatch is appalled at the unsatisfactory situation at the UHL Emergency Department, notably in February 2014, and the consequent loss of public confidence and its impact on UHL staff morale. While we acknowledge the devoted and expert work of the UHL management and staff, and that UHL is not the only hospital facing such challenges Healthwatch questions the way in which the health and social care services are working together to deliver the service.</p> <p>Healthwatch wishes to know how many patients from the County are 'delayed transfers of care' and why they are still taking up precious beds in the hospital. It seems to Healthwatch that the whole LLR health economy could work together much more effectively and asks why the Better</p>

		Care Together Board has not acted to secure immediate improvement.
Update on current issues (UHL)	59	Para 50 of the report indicates the implications for patients of the CCG decision to reduce the number of community beds. Healthwatch would like to know what representations UHL has made on this to the CCGs. Healthwatch has a Participating Observer at the IUHL Board and understands the financial position. However Healthwatch seeks assurance that the 2014-2015 contracts between the CCGs and UHL will address the issues.
Urgent Care (Minor Injuries and Minor Illness) Review	83	Healthwatch suggests that the public would be best served by a consistent service offering at all the centres.