

FOR IMMEDIATE RELEASE

Contact Person	Vandna Gohil
Company Name	Healthwatch Leicestershire
Telephone Number	0116 257 4999
Fax Number	0116 257 5059
Email Address	vandna.g@valonline.org.uk
Web site address	www.healthwatchleicestershire.co.uk

Monday 21 November 2016

5 out of 5 for Health and Social Care Services across Leicestershire

Residents across Leicestershire have rated their most recent experience of health or social care services as excellent, according to a report out today by Healthwatch Leicestershire.

The 'Local People, Local Experiences Report' details the findings from Healthwatch Leicestershire's Summer Tour. The tour saw the patient watchdog attended events across Leicestershire to hear local people's last experience of using a health or social care service.

Over 50% of people rated their overall experience of health or social care as being 5 out of 5, with less than 10% rating their experience below average. When asked what was good about their experiences, the most common themes were - helpful and friendly staff. Many patients felt that they had received a good level of professionalism when using services and that many doctors and nurses demonstrated real concern for their wellbeing.

County residents also spoke up about what could be improved, the most common theme to emerge from the findings was a desire to improve waiting times to access services and receive treatment.

Rick Moore, Chair of Healthwatch Leicestershire said;

"This is the third consecutive summer tour we have undertaken and it was assuring to hear that the majority of people that we spoke to had positive experiences of their health & social care services."

Access to hospital consultants via GP referrals is still an area of concern for patients and services must work together to improve this. We will continue to highlight the issues at future meetings with those responsible for hospital and GP services."

To read the Local People, Local Experiences report visit Healthwatch Leicestershire website <http://alturl.com/uj3z7>

- ENDS -

Notes to Editors

About Healthwatch Leicestershire

Healthwatch Leicestershire is the new, independent consumer champion for health and social care in Leicestershire. The organisation will help to shape and improve local health and social care in our community. Healthwatch Leicestershire is part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services. <https://www.healthwatchleicestershire.co.uk/>

About Healthwatch England

Healthwatch England is the new, independent consumer champion for health and social care in England. The organisation has independent statutory powers, as stated in the Health and Social Care Act 2012, to ensure the consumers' voice is heard and best practice is delivered in health and social care nationally. Healthwatch is also focused on providing leadership, guidance and support to the development of the Healthwatch network. To find out more please go to www.healthwatch.co.uk.