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University Hospitals of Leicester NHS Trust (UHL) listens to patients' voices.

In January 2015, Healthwatch Leicestershire staff and volunteers spent four days listening to 262 staff and patients in the Leicester Royal Infirmary (LRI) and released a report of its findings called 'A Week in LRI: The Patient Perspective'.

The report included a number of recommendations based on patient and staff feedback, many of which are now being acted on in LRI's Ophthalmology Department.

Healthwatch Leicestershire's findings included that 58% of ophthalmology patients had experienced cancellation of appointments and 7% of patients struggled to find the department.

Patients also told Healthwatch that the waiting room should be modernised and that they would like improved information from the staff, especially when appointments were running late.

On 11 November, UHL updated the Leicestershire County Council Health Overview and Scrutiny Committee by presenting an 'Ophthalmology Action Plan' which was created in direct response to Healthwatch Leicestershire's recommendations.

UHL has already completed a number of actions in response to what patients told Healthwatch. For example, the hospital has already installed TVs and water machines in waiting rooms, improved signage and is integrating patient feedback into its plans for its booking centre.

Commenting on UHL's response to the report, Healthwatch Leicestershire Chair Rick Moore said:

"This is a great example of patients' voices being at the heart of improving the services they receive. We're delighted to have been a part of helping UHL improve patient experiences and congratulate the hospital staff on their progress.

We look forward to further work with UHL and other healthcare organisations where we can help ensure patient voices are heard."

The full 'A Week in LRI: The Patient Perspective' report is available online at:
<http://bit.ly/week-LRI>.

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Editor notes

About Healthwatch Leicestershire

Healthwatch Leicestershire is an independent consumer champion for health and social care in Leicestershire. The organisation helps 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.

About Healthwatch England

Healthwatch England is the 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.