

**FOR IMMEDIATE RELEASE**

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Wednesday 20 November 2013

**Consumer champion asks for involvement in review of patient complaints systems**

The local consumer champions for health and social care services have written to senior members of NHS and CCGs requesting involvement in a review of patient complaints procedures following the Clywd-Hart report.

Healthwatch Leicester, Leicestershire and Rutland issued a joint letter highlighting that they would be willing to represent the views of patients and make useful contributions to help improve the current complaints process for local people.

The Clywd-Hart review published last month calls for significant changes in how the NHS handles complaints and deals with problems with patient safety. The report makes over 40 recommendations aimed at improving complaints systems in hospitals.

One of the recommendations recognises the role of local Healthwatch and its importance of being fully involved in the development and monitoring of complaints systems in hospitals.

The three local Healthwatch are already working closely with University Hospitals of Leicester (UHL) to help improve their complaints system.

Geoff Smith, who is leading the local Healthwatch team working with UHL said:

"Healthwatch are well-placed to provide the public and patient voice to help all parts of the NHS respond to the recent Clywd-Hart report. We hope our experience of working with UHL will encourage other NHS service providers to respond to our offer to be involved as they produce the patient friendly systems that are needed"

Healthwatch wants to hear from local people who have recently made complaints about doctors, clinics, dentists and hospitals to get in touch and tell them about their experiences. People can get in touch by calling 0116 2574 999 or email [info@healthwatchleics.co.uk](mailto:info@healthwatchleics.co.uk).

- ENDS -

**Letter was sent**

**on 11 November to:**

Dr P Miller Chief Executive Leicestershire Partnership NHS Trust  
Dr S Freeman Managing Director Leicester CCG  
Dr D Briggs Managing Director East Leicestershire & Rutland CCG  
Mr. T Sanders Managing Director West Leicestershire CCG  
Sue Noyes East Midland Ambulance Service  
Dr David Sharp NHS England Leicestershire and Lincolnshire

**And copied to:**

Mr J Adler Chief Executive University Hospitals of Leicester  
Gulnaz Katchi - EMAS  
Moirra Durbridge - UHL  
Richard Chester - LPT  
Richard Morris - LCCCG  
Ket Chudasama- WLCCG  
Tim Sacks - ELRCCG

**About Healthwatch Leicester, Leicestershire and Rutland**

Healthwatch Leicester, Leicestershire and Rutland are the independent consumer champions for health and social care in Leicester, Leicestershire and Rutland. The organisations will help to shape and improve local health and social care in local communities. Healthwatch Leicester, Leicestershire and Rutland are 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 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](http://www.healthwatch.co.uk).