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Press Statement

EMBARGOED UNTIL MIDNIGHT ON 27 MARCH 2014

Local Healthwatch responds to Care Quality Commission Report on UHL

The Chairs of local Healthwatch Leicester, Leicestershire and Rutland today issued a joint statement following publication of a report by the Care Quality Commission (CQC).

The report sets CQC findings after its inspection of the University Hospitals of Leicester (UHL) at the end of 2013.

“This CQC report follows introduction of a new more rigorous inspection regime for Hospitals which we welcome. The report is very thorough, clear and compelling.

Over the past few years UHL has been beset by many problems and we have been very concerned for the quality of its services. Many issues have been related both to staff shortages and to the demands on the Accident and Emergency service.

Some of these problems still exist and are described in the report but, with new leadership at UHL, we have seen a real determination to resolve the Trust's problems. Alongside that determination we have watched staff motivation rise.

We now feel that the right things are being done which are generating improvements. We believe UHL has very caring staff who are working very hard to make it better. Indeed the report praised its caring and effective staff and describes how they would ‘go the extra mile’ for patients

There is no denying that some services are still in difficulty and the report is critical of staff shortages, safety issues, emergency services, bed management and poor and overstretched physical facilities.

Today we met members of the UHL Board who are pledged to resolve these issues and we support them in their determination. The proof of the pudding will lie in delivering results and we will be watching closely.”

Karen Chouhan
Healthwatch Leicester

Rick Moore
Healthwatch Leicestershire

Jennifer Fenelon
Healthwatch Rutland

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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.