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Healthwatch Leicestershire chosen to showcase its work at NHS England's vanguard event

NHS England invited Healthwatch Leicestershire's (HWL) to showcase its work at the NHS England vanguard event held yesterday, 18 November 2015, at The Kia, Oval London. The event was an opportunity to discuss how to best support the vanguards communicate and engage with patients, local people and staff.

HWL's work with Urgent and Emergency care in Leicestershire has contributed to shaping and influencing the NHS New Models of Care programme locally. In July 2015, NHS England and its national partners announced the eight Urgent & Emergency Care vanguards which are intended to improve the coordination of U&E services and reduce the pressure on A&E departments.

The Leicester, Leicestershire & Rutland (LLR) System Resilience Group won the bid to become a vanguard site for the Urgent and Emergency Care NHS New Care Models programme.

In developing their local bid, the group referenced Healthwatch Leicestershire's 'A week at Leicester Royal Infirmary (LRI)' and other feedback. The research took place in January 2015 at LRI in four departments. Healthwatch Leicestershire talked to LRI staff and 262 patients to find out what changes they would make to improve the experience of using services at LRI.

Gillian Adams, Vice Chair of HWL, represented the health watchdog at yesterday's event. She presented examples of HWL's work, focusing on the reports referenced in the LLR vanguard submission as well as discussing how other vanguards can engage with their local Healthwatch. Gillian commended the event saying:

"I am delighted that HWL's commitment to engaging with its local community has been recognised. It is brilliant that our work has played a

key role in influencing the vanguard and I hope that our example will encourage other vanguards to also collaborate with their local Healthwatch.

“HWL appreciates the efforts of its staff who work hard to build strong relationships in their community and make reports like these a success. We will strive to continually engage with and champion the views of local people in Leicestershire.”

- ENDS -

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.