



## **FOR IMMEDIATE RELEASE**

|                  |  |
|------------------|--|
| Contact Person   | Vandna Gohil   |
| Company Name     | Healthwatch Leicestershire   |
| Telephone Number | 0116 257 5016  |
| Email Address    | <a href="mailto:Vandna.g@valonline.org.uk">Vandna.g@valonline.org.uk</a>                     |
| Web site address | <a href="http://www.healthwatchleicestershire.co.uk">www.healthwatchleicestershire.co.uk</a> |

Thursday, 20 July 2017

### **Check-in at the new Adults Leicester Royal Infirmary Emergency Department**

On April 26 2017, Leicester Hospitals officially opened the £48 million purpose built Emergency Department (ED) to the public, with the intent of making it easier for patients to understand where they need to go and what they can expect.

Healthwatch Leicestershire (HWL) collected feedback from those attending the new Emergency Department (ED), in order to share the findings to suggest early quality improvements for better patient centred care.

Their report on these findings has now been released.

Over a 12-hour period between 9 am and 9 pm on Friday 19 May 2017, Healthwatch Leicestershire, supported by Healthwatch Leicester City and Healthwatch Rutland spoke with 80 patients, their friends and family members. This represents a quarter of the 329 patients who attended the ED in those 12 hours.

The team members also spoke to staff members and made their own observations of the new department.

What emerges from the findings is that there have been some significant improvements, with, on average, at least half of respondents reporting a "Good" experience.

**"Much better than before in the previous department."** - Harborough, 45-54 years, Female

**"Most of the time there was no wait for people to be seen by the reception desk. Patients then did not wait long to be seen by the assessment clinicians and allocated to either injuries or primary care. All the people I spoke to were happy with the reception and assessment process."** - Healthwatch Representative

**“Today was outstanding. Quick, great crisis team worker. By far the most amazing coordinator. Thank you.” - Oadby & Wigston, 35-44 years, Male**

There were, however, concerns raised in some areas, especially concerning signage, with 31% of respondents considering their experience “Poor”.

**“Parked in private car park on Havelock street. Followed the signs for 15 minutes, not the best route, could have been directed via a much quicker route.”- Oadby & Wigston, 55-64 years**

Others had specific concerns about patient information within the department, although only 5% described their experience as “Poor”.

**“A bit confusing, different screens at reception and blue zone.” - North West Leicestershire, 24-35 years, Male**

**“I can’t read the room number it’s too small.” - Oadby & Wigston, 35-44 years, Female**

It is anticipated that this visit and our report will provide the UHL Trust and other stakeholders with some very early feedback and valuable insight into patient’s satisfaction and the workings of the service offered in this new Department.

Healthwatch will re-visit the ED in the future after there has been a period of time to embed existing and any new practices and procedures that take into account their observations and recommendations.

To download a copy of the report ‘Check-in @ the new ED’ visit <http://www.healthwatchleicestershire.co.uk/reports>

- ENDS -

Notes to Editors

#### **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](http://www.healthwatch.co.uk).