

FOR IMMEDIATE RELEASE

Contact Person Vandna Gohil
Company Name Healthwatch Leicestershire
Telephone Number 0116 2574 999
Email Address info@healthwatchleics.co.uk
Web site address www.healthwatchleicestershire.co.uk

Thursday 12 January 2017

Leicester Hospitals Under Pressure

Healthwatch Leicestershire is encouraging patients and the public to play their part in supporting health services over the coming months.

This in a week that saw Leicester Hospitals declare a System Critical Incident following an extended period of pressure both in Leicester's Hospitals and across Leicester, Leicestershire and Rutland.

Healthwatch Leicestershire is asking patients wherever possible to use alternative services to the Emergency Department and to seek suitable advice as soon as they begin to feel unwell.

Rick Moore, Chair of Healthwatch Leicestershire said:

"The Emergency Department at the Leicester Royal Infirmary is experiencing very high numbers. Many patients are experiencing very long waits for ward beds as well as ambulance handover delays.

If it is not an emergency, please call NHS 111. The service is available 24 hours a day, seven days a week, and is free to call from landlines and mobile phones. People can be seen by an experienced nurse, without an appointment at one of the eight urgent care centres, walk-in centres and minor injuries units across Leicester, Leicestershire and Rutland. Local pharmacy's also play an important role for on-the-spot advice and remedies.

We will continue to monitor the situation and do whatever we can to ensure patients are still able to access the services they need."

Healthwatch Leicestershire have created a leaflet that includes a map of all the local Urgent Care Centres across the city and county.

The leaflet can be found here: <http://alturl.com/rkk7z> For any other information on the leaflet, please contact info@healthwatchleics.co.uk or call Healthwatch Leicestershire on 0116 2574 999

- 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.