



Feedback from Rutland public information meetings

Background

The draft Sustainability and Transformation Plan (STP) - a document outlining proposals for developing health and social care services in Leicester, Leicestershire and Rutland (LLR) - was published for public discussion on 21 November 2016.

As part of a programme of engagement on the plans, East Leicestershire and Rutland Clinical Commissioning Group (ELR CCG) presented and discussed the proposals with Rutland stakeholders and Rutland County Council at meetings in December 2016.

In January 2017, ELR CCG held two public information meetings for Rutland residents in Oakham and Uppingham. The information meetings outlined the proposals for future healthcare in the county and offered opportunities for the public to share their thoughts during workshop-style discussions.

During the meetings, representatives from ELR CCG said the public feedback from the events would be made publically available. This document aims to do that.

Rutland residents will have the opportunity to formally record their views in a public consultation on the proposals, which is expected to take place later this year.

Meeting the Rutland public

Over 120 people attended the public information meetings, where a panel of representatives from health and social care organisations, including ELR CCG, Leicestershire Partnership Trust and Rutland County Council described the draft STP as the first time all health and social care organisations have come together to develop a truly integrated plan, setting out the vision for future healthcare in LLR amidst an ageing population with increasing demand for services as people live longer with complex health conditions.

What the proposals mean for Rutland

The draft STP outlines proposals to develop Rutland Memorial Hospital into a hub for health and social care. This will include increased planned care and outpatient services as well as therapy, diagnostics and wellbeing services. All services will be integrated with a GP-led, evening and weekend urgent care service for the people of Rutland.

As part of the changes to health and social care services for Rutland, it is proposed that inpatient beds will close at Rutland Memorial Hospital and provision will be available for local people in patients' own homes, or within another formal setting if appropriate.

This will be delivered through the "Home First model", the Intensive Community Support service or, where necessary, in other local community hospitals. The draft STP also focusses



on how best to support General Practice services, the future of maternity services and where services will be located across LLR in the future.

What Rutland residents told us

During the information meetings, attendees offered their views on various areas of the proposals in the draft STP. We first asked them to identify what they valued about healthcare in Rutland. We have categorised their responses into the following areas:

What attendees said they value

Local care that is close to home

- A local “feel” to care, with local staff so that can personalise care
- Smaller and more personal practices like Empingham Medical Centre
- Community nurses.

General Practice

- A fast-response GP service
- Seeing the same GP, especially for complex medical conditions
- Caring GPs
- Good communication – guarantee to be phoned back within an hour
- Practices with helpful websites, with options for phone appointments with GP and results via text
- Practices with an effective triage system.

Rutland Memorial Hospital

- Having X-ray
- Using Rutland Memorial Hospital for out of hours appointments - including Christmas day and bank holidays
- Having a local urgent care service.

What people said they wanted

- Dialysis and cancer care at a local hospital
- Palliative and end of life care offered locally
- Not having to travel to Peterborough or Leicester especially for outpatient and maternity care.

Miscellaneous

- 999 offers good service in an emergency
- Easy access to Stamford and Peterborough Hospitals
- Value NHS staff in hospitals.



What attendees said we could do better

After hearing the proposals, attendees were then asked what areas of healthcare they think we could do better. We have categorised their responses into the following areas:

“Home First” model and Intensive Community Support service

- Concerns about viability of the “Home First” model to replace beds
- Calls for a cost benefit analysis of the model and the implications if the expected savings are not made using the model
- Concerns that the “Home First” model has not been piloted in Leicester, Leicestershire and Rutland and therefore no evidence that would be successful in our area
- Concerns that people without family and carers would be vulnerable under the new model, especially older people. Questions whether visits would happen at night
- Uncertainty over how model would work for patients with special requirements, i.e lifting and those with complex needs requiring ‘assessment beds’
- Concerns that community services need to be in place and fully operational before closing community hospital wards
- Questions why the £1million outlined in the draft STP to develop Rutland Memorial Hospital into a health and social care hub can’t be invested to maintain the current ward or expand the current facility
- Concerns over who would be the single point of contact for patient this model and who would ultimately be responsible for the team and patient
- Concerns over lack of ‘assessment beds’
- Views that more step down beds are required not less in light of media coverage of ‘bed blocking’
- Concerns over environmental impact of staff traveling by car to visit patients in their homes given the geography of Rutland
- Concerns over who is responsible for the Intensive Community Support Service and how this would work across rural Rutland.

Care homes

- Concerns about a shortage in social care to support people at home
- Concerns that care home capacity in Rutland is already overstretched
- Calls to increase number of nursing homes in Rutland
- Concerns over recruitment for staff in Rutland.

NHS 111

- Improve awareness of NHS 111 and when to use
- Concern that NHS 111 respondents are not clinicians – which is particularly important in rural Rutland where people are reluctant to travel



- Concern that NHS 111 respondents are not local and are not aware of local circumstances
- Views that NHS 111 is difficult and slow to use
- View that for certain conditions NHS 111 is not well-informed and can be overly cautious, i.e. flags someone undergoing chemotherapy as 'emergency' than have ambulance admission.

General Practice

- View that current GP services are working well but with growing population concerns that more capacity is required
- GP out of hours service is still insufficiently responsive – get seen quicker at A & E
- Would like guarantee of seeing a named GP
- Would like to see more diagnostic services at GP practices in Rutland
- Views that appointment availability is limited at Oakham Medical Practice and booking system is inefficient
- Need better patient access – concerns about waiting 3-5 weeks for non-urgent appointments
- View that GPs should offer 7-day services
- View that GPs should offer more home visits – especially in rural areas like Rutland.

Integration

- View that teams need to work together to achieve person-centred care to avoid people having to repeat their story
- View that one computer system should be used by all to improve information sharing for clinical decisions
- View that local voluntary services need to be better integrated with mainstream services
- View that Rutland's informal "care" structures (friends and neighbours) also should be integrated with formal procedures
- Concern that mental health teams work in isolation.

Maternity

- Concerns that access to Leicester Royal Infirmary is difficult from Rutland and parking is limited.

Rutland

- Concern that Rutland has a growing population with potential for housing developments
- Concern that Rutland has "unique" circumstances and geography which should be taken into account
- Transport in Rutland is poor and needs to be improved and taken into account

- Need for more car parking at many GP practices, especially Oakham Medical Practice.

Miscellaneous

- More education for public is needed to understand patient choice
- Less use of the NHS 'jargon' and less confused service.

Summary

The public information meetings were well-attended by the Rutland public. The meetings gave the public an opportunity to hear about the proposals for future healthcare as published in the draft STP in November 2016.

The public had an opportunity to share their immediate views on the proposals and tell healthcare representatives what they value. Attendees said they value general practice and the ability to access healthcare quickly and locally.

East Leicestershire and Rutland Clinical Commissioning Group actively decided to engage with the public on the proposals at the earliest possible opportunity. The plans are at an early, draft stage. Nothing has been decided and the proposals are work in progress.

We acknowledge that the public had a number of concerns about the proposals, specifically around the closure of inpatient beds at Rutland Memorial Hospital and the viability of the "Home First" model and Intensive Community Support service. More information about these proposals will be made publically available in due course.

The STP proposes significant changes to local healthcare and we value the feedback of Rutland residents and those who attended the public information meetings. The public will have an opportunity to formally share their views in a consultation on the proposed changes, which is expected to take place later this year.