

## **Paper 2: Report from Healthwatch Rutland Manager**

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), covering the period since my last report in September 2024.

### **Healthwatch Rutland contract and staffing matters**

The procurement process run by Rutland County Council (RCC) in Autumn last year, for the HWR contract from April 1 2025, onwards, was abandoned due to no submissions. RCC and HWR are in discussion to determine what happens next.

We were sorry to say goodbye to our Engagement Officer Hollie Hughes who left to take up another opportunity in early January. We wish her all the best in her new job. The HWR Engagement Officer role will remain vacant until the end of the current contract on 31 March 2025.

### **Volunteer News**

We extend a warm welcome to new volunteer David.

David joins the team as an Authorised Representative for our Enter and View programme and has already helped out on his first E&V visit to the Leicester Ophthalmology Department.

### **Outreach**

Community engagement this period included:

- Age UK Carer's coffee morning
- Out of Hours Club
- Chater Lodge care home
- Rural Coffee Connect van at Oakham
- Menopause Matters group
- Disabled Youth Forum
- Langham Little Stars Stay & Play
- St Georges Barracks Stay and Play
- Age UK Coffee and Chat

### **Children and Young People engagement**

Work has been progressing well with two Enter and View visits to Children and Young People's services completed and various engagement and outreach activities undertaken. An engagement report summarising everything we have heard from children and families will be produced by the end of March.

## **Stakeholder Perceptions Survey follow-up**

The simple 3 page explainer was circulated to all stakeholders in September and published on our website: [What is Healthwatch?](#)

The HWR Impact Tracker, designed to help us monitor where we are making representations and impact is now in place for monitoring on a quarterly basis.

## **Enter and View (E&V)**

As part of our engagement with Children and Young People (CYP) – see above - visit reports for the [Beacon Unit CYP Inpatient Mental Health Ward](#) and the [Children's Emergency Department](#) (both part of University Hospitals of Leicester NHS Trust) have now been published.

Our E&V programme has been placed on pause pending the outcome of contract discussions.

## **NHS Communications and Administration project**

The [report](#) has been published and further engagement is being planned to present it at the LLR Primary Care Transformation Board, the LLR Transferring Care Safely group and Rutland Integrated Delivery Board in the near future.

## ***Planning for the Future* project – the information and guidance needs of self-funders of social care**

The project kicked off in November with a survey, available online and in hard copy alternative formats. People can also share their experiences via chat groups and individual interviews. Engagement with the public on the topic was steady but slow in December for the usual seasonal reasons. The loss of Hollie as the principal engagement resource has impacted progress in January and the project timelines will be reviewed in mid-February pending HWR contract matters.

## **NHS dentistry**

The long-awaited LLR Oral Health Needs Assessment was received by HWR in early February. It is understood that the Integrated Care Board's place-based dental access improvement plans are contingent on its findings and HWR will respond to the findings in due course following board consideration of the document.

A new steering group has been convened to progress the Oral Health JSNA in Leicestershire and Rutland and HWR will be invited to the next meeting in March.

HWR was invited to present evidence of public experiences of NHS dentistry in the county to the Rutland Strategic Overview and Scrutiny Committee in October. Our evidence was discussed by the Committee and representatives of the Integrated Care Board. The Scrutiny Committee passed a resolution to escalate the situation to the Department of Health and Social Care.

## Rutland Same Day Access consultation

The proposals look to bring together the two existing on-the-day services running from Rutland Memorial Hospital – the Minor Injuries Unit and the Urgent Care Centre, This will create a Minor Illness and Injury Service which would be open 8 hours a day, 7 days a week. More appointments are planned to be available than at present, but over a shorter clinic time – people are asked to comment on what hours of the day the 8 hour clinics should cover.

The consultation started on 13 Jan and runs to 16 March - response rate is reported to be good so far. HWR has taken the opportunity to explain the proposals to people and encourage completion of the consultation survey at all engagement events since mid-January.

## Meetings

The following is a record of the partner meetings that were attended during the period since the last report:

Rutland Health and Wellbeing Board	1/10/24, 4/1/25	JU
Rutland Integrated Delivery Group	Monthly	TA-J
Rutland Children & Young Peoples Partnership	Quarterly	TA-J
RCC CEO/HWR catchup	2/10/25	JU
Rutland Voluntary, Community & Faith Networking forum	Monthly to Dec	HH
Rutland Staying Healthy Partnership	13/11//24	TA-J
Rutland Healthy Weight programme	14/10/24, 28/11/24	TA-J
Rutland Mental Health Neighbourhood group	Monthly	TA-J
Rutland Same Day Access consultation task & finish group	9/12/24	TA-J
HWR/Rutland Health PCN	Every 2 months	TA-J
Rutland PCN PPG	Every 2 months	TA-J

Rutland Dementia Participation Group	17/9/24, 30/10/24, 5/2/25	TA-J
Rutland Strategic Overview and Scrutiny Committee	17/10/25	JU, TA-J
RCC Health/Care Integration lead catch-up	Every 6 weeks	TA-J
VAR catch-up	22/10/24	TA-J
HWR/RISE team	7/11/24	TA-J
RCC Customer Service calls project review	3/9/24, 14/1/25	TA-J, HH
Rutland CYP Strategy Working Group	31/10/24	TA-J
Rutland Health & Care Collaborative workshop	16/10/25	JU
RCC-LPT Collaborative group – families	4/12/24	TA-J
Rutland Admiral Nurse annual report catch-up	30/10/24	JU
Rutland ASC peer review	25/11/24	HH
Rutland Scrutiny chair & councillors	20/9/24, 10/1/25	JU, TA-J
Leics/Rutland Oral Health JSNA Steering Group pre meet	9/1/25	TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
LLR Integrated Care Board	10/10/24, 14/11/24	JU
LLR Health and Wellbeing Partnership Development	12/9/24	JU
LLR Health Equity	5/9/24	JU
LLR Primary Care Transformation Board	Monthly	TA-J
LLR System Quality Group	Monthly	TA-J
LLR Mental Health Shadow Collaborative	Quarterly	TA-J
LLR Community Care Partnership	Monthly	TA-J
LLR Dementia Programme Board	Every 2 months	TA-J
LLR Carers Delivery Group	Every 2 months	JD
LLR System Engagement	11/9/24, 29/10/24	JU, TA-J
LLR Maternity/Neonatal Voices Partnership	26/9/24, 16/10/24, 30/1/25, 12/2/35	HH
LLR ASC Information Sharing	Every 2 months	HH

LLR Transferring Care Safely	19/11/24, 21/1/25	JU
HW/ICB review – Deputy Chief Officer	24/10/24	JU
LPT/HW Quarterly	22/1/25	JU
UHL/HW Quarterly	12/11/24	TA-J
LPT Peoples Council	17/9/24, 19/11/24, 10/2/25	TA-J
LLR Pre Hospital Model of Care Steering Group	9/1/25, 16/1/25	TA-J
East Mids Planned Care Centre update	3/9/24	TA-J
LLR UEC Quality and Safety visit to LRI ED	31/1/25	TA-J
LLR Carers Contingency Planning – coproduction event	15/1/25	TA-J
Embedding VCS in ICB & Collaboratives Conference	19/11/24	TA-J
HWE Conference	12/11/25	HH, JU
HWE Board Members Network	14/10/24, 19/11/24, 13/1/25	JU

### Acronyms:

ASC	Adult Social Care
COPD	Chronic Obstructive Pulmonary Disease
CYP (P)	Children and Young People (Partnership)
DHU	Derbyshire Healthcare
ED	Emergency Department
EDI	Equality, Diversity, Inclusion
EMAS	East Midlands Ambulance Service
E&V	Enter and View
HOSC	Health Overview and Scrutiny Committee
HWB	Health and Wellbeing Board
HWE	Healthwatch England
HWLL	Healthwatch Leicester & Leicestershire
HWP	Health and Wellbeing Partnership
HWS	Health and Wellbeing Strategy

ICB	Integrated Care Board
ICS	Integrated Care System
IDG	Integrated Delivery Group
IMP	Information <b>M</b> anagement system of <b>P</b> atient experiences – HWR feedback collection system
LHW	Local Healthwatch
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
LRI	Leicester Royal Infirmary
NEPTS	Non-Emergency Patient Transport Services
NHSE	National Health Service England
NWAFT	North West Anglia Foundation Trust
OMP	Oakham Medical Practice
PCH	Peterborough City Hospital
PCN	Primary Care Network
PMS	Primary Medical Services
PPG	Patient Participation Group
RCC	Rutland County Council
RISE	Rutland Integrated Social Empowerment team
SEND	Special Educational Needs and Disabilities
UEC	Urgent and Emergency Care
UHL	University Hospitals of Leicester NHS Trust
VCS	Voluntary and Community Sector
VCSE	Voluntary, Community and Social Enterprise