

## Annual Plan April 2024 to March 2025

### Introduction

Healthwatch Rutland is one of a network of 152 local Healthwatch bodies established throughout England on 1 April 2013 under the provisions of the Health and Social Care Act 2012. Local Healthwatch have a duty to hold the system to account for how well it engages with the public, and the remit covers all publicly funded health and social care services accessed by their service users. The appendix describes in more detail, the requirements that are placed on every local Healthwatch.

The Healthwatch Rutland (HWR) annual plan is designed to provide an overview of our priorities and activity for the next 12 months. It is developed with volunteers in the spring Operations and Planning meetings and takes into consideration the areas of health and care where we have received feedback suggesting inequality or gaps in provision of services and priorities that align with work streams of commissioners, local hospital trusts, the Health and Wellbeing Board, Public Health and others.

The plan aligns with the vision and values contained in our [strategy](#), which can be found on our website<sup>1</sup>.

The rationale for including topics and priorities in our work plan includes areas where;

- Healthwatch Rutland identifies a theme in feedback from service users which suggests there is a gap in, or inequality of, service provision
- Health and social care priorities have been identified by the Integrated Care Board, the Health and Wellbeing Board, local hospital trusts or other providers
- Healthwatch England, the Care Quality Commission (CQC) or NHS England have concerns or are running campaigns

This plan is a living document which may be modified if and when new work arises, leading to a re-prioritisation of activity. Significant changes will be discussed within

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<sup>1</sup> [www.healthwatchrutland.co.uk/advice-and-information/2021-11-02/our-vision-values-and-strategy](http://www.healthwatchrutland.co.uk/advice-and-information/2021-11-02/our-vision-values-and-strategy)

the Operations and Planning Group and referred to the Advisory Board for approval as per our Decision-Making Policy.

Further operational project plans will be developed to deliver the work on our priorities throughout the year.

Healthwatch Rutland operates within a very tight budget to deliver the annual plan. Our funding for this year is £76,230 which covers staff, volunteer expenses and operational costs such as premises, insurance, equipment and IT support, and quality accreditations such as Investing in Volunteers and Cyber Essentials. We also undertake commissioned work with partners to bring in additional income to help maintain our high quality of service and support our core work.

The work undertaken by Healthwatch Rutland is monitored by Rutland County Council (RCC), the commissioners of the Healthwatch Rutland service.

Our work will be summarised and showcased in the Healthwatch Rutland Annual report which must be produced by 30 June each year. The Annual Report for 2023-2024 can be found on our website<sup>2</sup>.

## Work plan 2024/2025

### Priorities

| Work Area                     | Notes   | Timescale    | Who                |
|-------------------------------|---|--------------|--------------------|
| <b>Governance</b>             |   |              |                    |
| Annual Report                 | To demonstrate impact and report on outputs                                 | 30 June 2024 | HWR Manager        |
| Board Meetings                | Quarterly, March, June, Sept, Dec   |              | Chair              |
| Annual Meeting                |   | October 2024 | Chair              |
| HWR Contract Monitoring (RCC) | As required by Rutland County Council                                       |              | HWR Manager/CT CEO |
| HWR Contract retender         | Contract ends March 2025  | Autumn 2024  | HWR Manager/CT CEO |
| Operations/Planning Group     | Quarterly   | Ongoing      | HWR Officer        |
| Board Planning & Development  | -Review Quality Framework action plan<br>-Learnings from Stakeholder survey | Spring 2024  | HWR Manager/Board  |

<sup>2</sup> [Our 2022-2023 Annual Report: Together we're making health and social care better | Healthwatch Rutland](#)

### Engagement & Communications

|  |   |         |                                     |
|--|---|---------|-------------------------------------|
| Marketing/Comms  | See Comms Plan below  | Ongoing | HWR Manager/<br>Officer/ volunteers |
| Events   | As opportunities arise –<br>e.g. Carers Week,<br>Dementia Awareness<br>Week, Community<br>Outreach events                           | Ongoing | HWR Officer &<br>Volunteers         |
| HWR presentations to patient<br>groups and parish councils | As per outreach<br>timetable  | Ongoing | HWR Officer and<br>volunteers       |
| Community Outreach   | Libraries, large villages,<br>community and health<br>condition support<br>groups with focus on<br>under-represented<br>communities | Ongoing | HWR Officer and<br>volunteers       |
| Signposting and guidance                                   | Web, telephone, in-<br>person   | Ongoing | HWR Officer                         |
| Cross Border engagement<br>with other HW                   | East Mids HW bi-<br>monthly   | Ongoing | HWR Manager                         |
|  | Joint provider visits with<br>Northamptonshire HW,<br>Lincs HW and Leicester<br>HW.   | Ongoing | HWR Officer                         |

### Routine reporting and consultations

|                               |   |                  |                       |
|-------------------------------|---|------------------|-----------------------|
| Reporting to HWE              | Quarterly IMP data<br>uploads to HWE  | Ongoing          | HWR Manager           |
| Quality Accounts              | Submit statements for<br>LPT, UHL & NWAFT Trusts,<br>EMAS                         | May/June<br>2024 | HWR Chair/<br>Manager |
| Consultations                 | HWR Board response to<br>formal consultations eg<br>Urgent and Emergency<br>Care, | As required      | HWR<br>Manager/Board  |
| Intelligence reporting to CQC | Respond to ad hoc<br>requests for service<br>feedback prior to<br>inspections     | As required      | HWR Manager           |
|                               | Re-instate regular<br>meetings with CQC   | July 2024        | HWR Manager           |

## Volunteers

|          |  |                                   |             |
|----------|--|-----------------------------------|-------------|
| Strategy | <p>Recruit more volunteer capacity to support the workplan and create Community Healthwatch Champions network to increase reach</p> <p>Link into Rutland High 5 project with Community Healthwatch Champions</p> | <p>Ongoing</p> <p>Autumn 2024</p> | HWR Officer |
| Training | <p>-All Safeguarding training completed for volunteers that need it</p> <p>-Enter and View training for authorised reps</p>  | Ongoing as required               | HWR Officer |

## Engagement Projects

|   |  |  |   |
|---|--|--|---|
| Enter and View  | <p>Joint visit to LPT Young Persons inpatient unit</p> <p>Ongoing programme TBA</p> <p>Continue engagement with OMP to monitor recommendations from 2023 E&amp;V project</p> | <p>Summer 2024</p> <p>6 month review in May 2024</p> | <p>HWR Officer &amp; Volunteers</p> <p>HWR Officer</p> <p>HWR Manager</p> |
| Dental poll   | Present findings of 2023 poll via a briefing paper for ICB and Rutland HWB   | April 2024   | HWR Chair/Manager   |
| NHS Communication and Admin project                         | Scoped and commenced March 2024  | September 2024                                       | HWR Manager   |
| Adult Social Care (ASC) Customer Service monitoring project | Commissioned project for monthly calls to ASC users  | Ongoing, commencing April 2024                       | HWR Manager/Officer   |

|  |   |   |                                 |
|--|---|---|---------------------------------|
| Info Advice and Guidance needs of ASC self-funders | Commissioned project  | Commence May 2024 for completion October 24   | HWR Manager/Officer/CT resource |
| Urgent Care services consultation                  | Support ICS & PCN outreach work and encourage Rutland participation | Dependent on ICB – new model scoping underway | HWR Manager                     |
| Special Interest Areas for monitoring              | GP Practice Access, Dentistry                                       | Ongoing                                       | HWR Manager                     |

### **IT projects**

|                  |                         |            |             |
|------------------|-------------------------|------------|-------------|
| Cyber Essentials | Annual re-accreditation | 30 Sept 24 | HWR Manager |
|------------------|-------------------------|------------|-------------|

### **Committees & Meetings**

Importance High, Medium, Low

#### **Rutland Place meetings**

|   |           |   |                   |
|---|-----------|---|-------------------|
| RCC Health and Wellbeing Board              | Quarterly | H | HWR Chair         |
| Children and YP Partnership                 | Quarterly | H | HWR Manager       |
| Integration Delivery Group                  | Monthly   | H | HWR Manager       |
| Strategic Health Development Projects Board | 2 monthly | H | HWR Manager       |
| Rutland Mental Health Neighbourhood Group   | Monthly   | M | HWR Manager       |
| Rutland LD Partnership                      | Quarterly | M | HWR Vice Chair JD |
| Staying Healthy Partnership                 | 2 monthly | M | HWR Manager       |

#### **Trust/Provider/info sharing meetings**

|                                 |   |   |                   |
|---------------------------------|---|---|-------------------|
| UHL CEO & local HW review       | Quarterly                                 | H | HWR Chair/Manager |
| LPT CEO & local HW review       | Quarterly                                 | H | HWR Chair/Manager |
| NWAFT CEO & local HW review     | With HW Lincs & Cambs (needs reinstating) | H | HWR Manager       |
| LLR Adult Soc Care Info Sharing | Every 2 months                            | M | HWR Officer       |
| LPT People's Council            | Every 2 months                            | M | HWR Manager       |
| PCN/HWR info sharing            | Monthly                                   | M | HWR Manager       |
| DHU/HWR review                  | Quarterly                                 | M | HWR Chair/Manager |

**ICS meetings**

|  |                |   |                     |
|--|----------------|---|---------------------|
| Integrated Care Board                  | Monthly        | H | HWR Chair           |
| LLR Health Equity Committee            | Quarterly      | M | HWR Chair           |
| LLR Health and Wellbeing Partnership   | Quarterly      | H | HWR Chair           |
| Dementia Programme Board               | Every 2 months | M | HWR Manager         |
| Primary Care Transformation Board      | Monthly        | H | HWR Board member AN |
| Community Care Partnership             | Monthly        | H | HWR Manager         |
| System Engagement and Experience Group | Monthly        | M | Chair/HWR Manager   |
| LLR ICS CEO & local HW review          | Quarterly      | H | HWR Chair           |
| LLR Carers Delivery Group              | Every 2 months | M | HWR Vice Chair JD   |
| Joint Health Scrutiny                  | Quarterly      | H | HWR Chair           |

**Regulator meetings**

|                              |  |   |             |
|------------------------------|--|---|-------------|
| CQC Primary Medical Services | On hold pending CQC reorganisation- needs re-instating | M | HWR Manager |
|------------------------------|--|---|-------------|

**Other**

|   |                |   |                   |
|---|----------------|---|-------------------|
| Dental commissioners / Local HW Dental meeting          | Quarterly      | M | HWR Manager       |
| Rutland Voluntary, Community and Faith Networking Group | Monthly        | M | HWR Officer       |
| HWE Midlands Regional Group                             | Every 2 months | M | HWR Manager       |
| HWE Conference  | Annual         | M | As appropriate    |
| LLR Maternity and Neonatal Voices Partnership           | Quarterly      | M | HWR Officer       |
| Healthwatch LL catch up                                 | Monthly        | M | HWR Chair/Manager |

# Communications Plan

**Purpose:** To improve public, stakeholder and partner awareness and understanding of Healthwatch Rutland and what we do.

## Objectives

- To exploit all channels of communication, using both electronic and traditional media
- To communicate our activities regularly with volunteers, the community and stakeholders to encourage participation and engagement in health and care issues
- To create an ongoing calendar of activity that is linked to national initiatives, local initiatives and community events
- To raise awareness of Healthwatch Rutland so that people know who we are and what we can do for them

## Evaluation of success

- Engagement with social media (grow followers by 5%)
- Newsletter distribution (grow subscribers by 3%)
- Events attended (numbers of people engaged)
- Number of people engaged through outreach activities

## Communications Activities 2024-25

### Digital

- Monthly newsletter via Mailchimp (excluding August and December)
- Post reports, meeting details, research information on HWR website
- Post regular news items to website both national and local

### Promotional materials

- Review and update printed promotional materials as required
- Publish annual report online (June 30th)
- Arrange display of HWR posters on parish notice boards (where allowed)

### PR/ local media

- Publish press releases to promote HWR news and pitch to local media
- Maintain log of media activity

### Social media

- Monitor social media accounts, responding promptly to comments or enquiries
- Re-tweet and share relevant info on HWR Twitter and Facebook accounts
- Create images using Canva and other resources to promote key messages on social media
- Link into other local stakeholder, community groups and provider accounts

- Develop a database of useful media contacts and other partners who can promote our news via their social media channels

### Outreach

- Maintain outreach calendar to cover Oakham, Uppingham and larger rural parishes, throughout the year

## Appendix

### What does the legislation say local Healthwatch must do?

1. Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Make reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Provide advice and information about access to local care services so choices can be made about local care services.
6. Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

A Guide to running Healthwatch, February 2020<sup>3</sup>

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<sup>3</sup> <https://network.healthwatch.co.uk/guidance/2020-02-12/guide-to-running-healthwatch>