

Paper 5: 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 March 2024.

During the pre-election period of sensitivity, HWR must ensure that we as staff members and volunteers in the Healthwatch community continue to maintain an independent and impartial stance on all things related to health and care. Our Annual Report, due by the 30 June, will be created to the usual timetable, but will not be published until after the election.

Volunteer News

In March we said a huge thank you to our long-standing volunteers Barry and Jean as they retired from their volunteering roles after nearly 10 years with Healthwatch Rutland. We thank them both for their invaluable support and help.

We also extend a warm welcome to Shirley who has recently joined the Healthwatch Rutland volunteer team. Shirley is a recently retired nurse and health and social care lecturer. She was a nurse for almost 50 years and originally trained in paediatrics working in intensive and neonatal care. Shirley will be supporting the Healthwatch Rutland Enter and View projects as an Authorised Representative.

Outreach

HWR supported the Rutland Dementia Awareness Event in Uppingham on 13 May. This kick-off event for Dementia Action Week was held in Uppingham and was well attended by support organisations and members of the public alike.

In April we were joined by Healthwatch Leicester/Shire and a representative of the Leicestershire Dental Network to present to Leicester, Leicestershire & Rutland Women's Institute. This gave Hollie the opportunity to present the patients' perspective of access to NHS dentistry in our area. We also discussed the HWR Briefing Paper on NHS Dentistry and the potential impact which the new NHS Dental Recovery Plan will have across Leicester, Leicestershire, and Rutland.

Other community engagement this quarter included:

- Visit to Peppers, A Safe Place during Mental Health Awareness Week
- Rural Coffee Connect van at Wing
- Knit and Natter group
- Rutland Family Hub
- Braunstone Village community event
- Rutland library pop-ups at Oakham, Uppingham

I met with the IT specialist volunteer from Rutland U3A in May to discuss a recent survey U3A have conducted indicating that some members would benefit from digital support so that they can effectively access online healthcare options. U3A are looking to provide such support workshops and I have linked them up with the RISE team and the PCN manager to facilitate getting some authoritative help with GP practice online services and use of the NHS app. Further to this I've offered the practice PPGs the opportunity to become involved with a view to wider adoption of the approach.

Stakeholder Perceptions Survey

The report has been circulated amongst the Board and to our commissioners at Rutland County Council and to Healthwatch England. The results were reviewed at the Board Development session held in May and a list of actions to take forward was agreed. This included:

- Being clearer on how we co-design/co-produce our work plans and projects.
- The creation of a new impact tracker to ensure that we track and report on the progress of recommendations, briefings and issues raised with commissioners and providers.
- The creation of a briefing on the role of Healthwatch – what we do, how we do it and our impact, to share with all stakeholders, to improve their understanding.
- Continuing to maintain a balanced approach which acknowledges the wider context of health and social care service delivery and the limitations placed upon commissioners and providers, whilst challenging poor quality and gaps in service.

Enter and View (E&V)

The [Oakham Minor Injuries Unit E&V report](#) is now published and shared with stakeholders. We engaged with 136 people in total. The results show that people value the Minor Injuries Unit and are satisfied with the treatment they receive. However, clarity and awareness of the services available at the unit is needed for patients.

A draft was made available to the ICB in advance of the final report, in order to ensure that findings could be considered as part of the options modelling for Same Day Access in Rutland.

A 6 month follow-up review of progress on recommendations from the [2023 E&V to Oakham Medical Practice](#) was conducted in May. Actions taken by the Practice include:

- New signs for the front of OMP are on order, showing opening hours etc.
- More chairs are now placed closer to reception for patients who need to sit whilst queuing.
- All Patient Services staff have undertaken training to upskill them in active signposting and maintaining high standards of customer care.
- Investigation is being conducted to understand if the provider of the online appointment system software can modify how the appointment types are represented on patient-facing pages.
- Signs have been put up at the adjacent hospital building clarifying that OMP patients attending clinics there should first check-in at the main OMP building.

NHS dentistry

The Healthwatch Rutland [briefing paper](#) was published in April, building on our findings in our dental poll at the end of last year and our consideration of the National Dental Recovery Plan published in February 2024.

Our call to action aimed at ICB commissioners is to develop a robust place-based plan, with engagement from the public, for improving NHS dentistry in Rutland urgently.

Since publishing the report, we have been informed by the ICB that place based dental action plans will be produced in the Summer after the LLR Oral Health Needs Assessment has been published in June. The Midlands Commissioning Team has also confirmed that approval has now been received for the Rutland procurement of more dental activity in order to improve access.

Same Day Access / Access at Place

Options for a new model of Same Day Access to healthcare are being created by the ICB in conjunction with other local partners in General Practice, the Council, providers of urgent care services etc. HWR contributed to the early workshops to ensure that all our evidence from public engagement and feedback is considered. A period of consultation is expected in the Autumn.

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	23/4/24	JU
Rutland Integrated Delivery Group	Monthly	TA-J

Rutland Children & Young Peoples Partnership	7/3/24	HH
RCC CEO/HWR catchup	10/4/24	JU
Rutland Voluntary, Community & Faith Networking forum	Monthly	HH
Rutland Proactive Care Dementia pilot closedown	25/3/24	TA-J
Rutland Staying Healthy Partnership	27/3/24	TA-J
Rutland Mental Health Neighbourhood group	20/3/24 22/5/24	TA-J
Rutland Same Day Access Workshop	21/3/24	TA-J
Rutland Learning Disabilities Partnership Board	22/5/24	HH
Rutland PCN PPG	17/4/24	TA-J
OMP feedback & E&V follow-up	15/5/24	TA-J
OMP PPG Open meeting	21/5/24	TA-J
Alicia Kearns' Dementia meeting	22/3/24	TA-J
Rutland Citizen's Advice	16/4/24	TA-J
Rutland U3A	23/5/24	TA-J
RCC Quality Improvement Officer	24/4/24	TA-J, HH
Chair of Rutland Scrutiny	3/5/24	JU, TA-J
Connected Together Board Meeting	7/3/24	JU, TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
LLR Integrated Care Board Development	9/5/24	JU
LLR Health and Wellbeing Partnership Development	17/3/24	JU
LLR Health Equity	16/4/24	JU
LLR Primary Care Transformation Board	Monthly	TA-J, AN
LLR System Quality Group	Monthly	TA-J
LLR Mental Health Shadow Collaborative	15/4/24	TA-J
LLR Community Care Partnership	10/4/24	TA-J

LLR Joint HOSC	27/3/24	JU
LLR Carers Delivery Group	Every 2 months	JD
LLR Maternity/Neonatal Voices Partnership	28/3/24	HH
LLR ASC Information Sharing	18/4/24	HH
HWR/DHU Quarterly review	24/4/24	JU, TA-J
HW/LLR ICB review	Every 6 weeks	JU
LLR System Engagement Meeting	3/4/24	TA-J
LPT Peoples Council	21/5/24	TA-J
LPT Expert by Experience	23/4/24	TA-J
LLR Women's Institute	17/4/24	HH
LLR Dementia Action Week meeting	20/3/24	TA-J
LLR Meds Optimisation Commissioner	9/4/24	TA-J
LLR ICB Dental Commissioner	8/3/24 17/4/24	TA-J TA-J, JU
HWE Midlands Network	17/5/24	TA-J
HWE Chair visit	8/3/24	JU, TA-J, HH

Acronyms:

ASC	Adult Social Care
COPD	Chronic Obstructive Pulmonary Disease
CYP (P)	Children and Young People (Partnership)
DHU	Derbyshire Healthcare
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
HWS	Health and Wellbeing Strategy
ICB	Integrated Care Board
ICS	Integrated Care System
IDG	Integrated Delivery Group
IMP	Information M anagement system of P atient experiences
LHW	Local Healthwatch
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
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
TASL	Thames Ambulance Services Limited
UHL	University Hospitals of Leicester NHS Trust
VCS	Voluntary and Community Sector
VCSE	Voluntary, Community and Social Enterprise