

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 June 2024.

Our Annual Report was completed and shared with Healthwatch England and the CQC as required by the 30 June. Wider publication was delayed until after the General Election on 4 July.

Volunteer News

We extend a warm welcome to new volunteers Elizabeth and Amy!

Elizabeth joins the team as a Community Healthwatch Champion volunteer. Elizabeth is a House Manager at an independent living development in Oakham. She will be sharing local health and social care news from Healthwatch and helping the residents to report their own health or social care experiences to help us to influence change.

Amy also joins as a Community Healthwatch Champion volunteer. She is a Mum of 2 young children with additional needs. Amy attends various family groups within Rutland and after previously working for the Rutland Family Hub, she now uses the hub with her own children. Amy will be sharing the Healthwatch Rutland news within her networks and will be a link for Healthwatch Rutland and local children's services.

Outreach

Community engagement this quarter included:

- Pop-ups at Ryhall and Ketton libraries
- Rutland Carers' Event in Oakham
- Lonsdale House coffee morning
- Rural Coffee Connect van at South Luffenham
- Rutland Memorial Hospital Centenary family fun day

The Rutland libraries are planning refurbishment of each site, so our pop-up stands have been paused for the next 6 months in these venues.

Media Coverage

Throughout July and August HWR has featured in news pieces on Rutland and Stamford Sound, BBC Radio Leicester and Greatest Hits Radio featuring a variety of work areas including the NHS communications project, volunteering with HWR and NHS dentistry.

Children and Young People engagement plan

The new HWR engagement plan for Children and Young People outlines 3 parts to our approach to hearing more from younger voices and their families.

First, our Outreach programme during this year will target opportunities to talk to families and run activities to hear from young children such as at community Fun Days, at the Family Centre, and through our Community Healthwatch Champion volunteers. Second, we hope to work closely with groups in Rutland that offer social interaction and support opportunities to Young People. Third, some of our formal Q2 and Q3 Enter and View visits are specific to hearing CYP experiences at services that are bespoke to under 18s.

Stakeholder Perceptions Survey follow-up

Following the Board Development session held in May where actions on creation of a 'What is HWR?' document and a HWR Impact Tracker were agreed, Board approval for the draft briefing document is now sought on the main meeting agenda. The Impact Tracker format has been agreed and is being populated currently.

Enter and View (E&V)

As part of our engagement with Children and Young People (CYP) - see above - visits have been conducted to the Beacon Unit CYP Inpatient Mental Health Ward and the Children's Emergency Department (both part of University Hospitals of Leicester NHS Trust). Reports are in progress and will be published in due course.

Discussion at our recent Ops and Planning meeting focused on our next E&Vs into Rutland care homes and developing the question sets required to guide the conversations with residents, family members and staff.

NHS dentistry

Following publication of the Healthwatch Rutland [briefing paper](#) on NHS dentistry in Rutland (April 2024) our request to review the Rutland situation as an agenda item for the Joint LLR HOSC was refused. However, Janet was able to highlight the Rutland issues in a more general LLR dentistry item in the July meeting, including:

- The unaffordability of private dentistry for many people

- Rutland has the lowest rate of access to NHS dentistry of all the areas of LLR, with just 20% of people in the county having dentistry funded by the NHS in the second half of last year
- The LLR Oral Health Needs Assessment originally planned for Autumn last year, has been further delayed, with knock-on delay to the local Dental Access Plan
- The process to procure a new dentist to increase appointments in Rutland is moving slowly, with new provision realistically expected to begin in 2025.

We continue to highlight the challenges in access to NHS dentistry in Rutland and now await the LLR Dental Access Plan and the new provision for Rutland.

Same Day Access / Access at Place

The business case with options for a new model of Same Day Access to healthcare across LLR is up for approval by the ICB in the next few weeks (August/September). Once approved the expectation is that engagement/consultation will go ahead in late September/early October.

East Midlands Planned Care Centre (EMPCC)

A recent meeting with University Hospitals of Leicester NHS Trust explained the timetable for the new EMPCC at Leicester General Hospital. The Centre will be sited at the old Brandon Unit and is planned to open on 9 December 2024 with reception cover between 7am to 8pm Mon-Sat.

Offering elective procedures only (no emergency care) the service will focus on high volume, low acuity procedures in the specialties of Ear/Nose/Throat, gastroenterology, general surgery, Gynaecology, Ophthalmology, Haematology & Oncology, Urology. The centre is expected to see 100,000 patients per year by 2025-26.

Accessibility has been built in at the design stages with hearing loops and leaflets produced to the accessible information standard all in place. Self-check-in kiosks will be in place with 5 additional languages plus volunteers to help people. Some additional parking is being provided.

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	23/7/24	JU
Rutland Integrated Delivery Group	Monthly	TA-J
Rutland Children & Young Peoples Partnership	20/7/24	TA-J
RCC CEO/HWR catchup	13/6/24	JU
Rutland Voluntary, Community & Faith Networking forum	Monthly	HH
Rutland Mental Health Neighbourhood group	Monthly	TA-J
Rutland Healthy Weight workshop	3/7/24 30/7/24	TA-J
Rutland Learning Disabilities Partnership Board	Quarterly	HH
HWR/PCN catchup	Every 2 months	TA-J
Rutland Macular Society	4/6/24	TA-J
RCC Health & Care Integration lead	31/7/24	TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
LLR Integrated Care Board & Development	Monthly	JU
LLR Health and Wellbeing Partnership Development	15/8/24	JU
LLR Health Equity	18/6/24	JU
LLR Primary Care Transformation Board	Monthly	TA-J or JU
LLR System Quality Group	Monthly	TA-J
LLR Mental Health Shadow Collaborative	Every 2 months	TA-J
LLR Community Care Partnership	Monthly	TA-J
LLR Dementia Programme Board	11/6/24	TA-J
LLR Joint HOSC	12/7/24	JU
LLR Carers Delivery Group	Quarterly	JD
LLR Autism Partnership Board	12/6/24	JD
LLR ASC Information Sharing	Every 2 months	HH
HWR/DHU Quarterly review	24/7/24	JU, TA-J
HW/LPT Quarterly review	18/6/24	JU

HW/LLR ICB CEO review	Every 6 weeks	JU
LLR System Engagement Meeting	5/6/24	TA-J
LPT Peoples Council	25/7/24	TA-J
PCH Comms meeting with U3A	5/7/24	TA-J
ICB Engagement lead re GP patient survey	24/7/24	JU, TA-J
LLR Urgent Treatment Centre workshop update	28/8/24	JU, TA-J
LPT Appointments, Letters, Comms meeting	13/7/24	JU, TA-J
HWE Engagement for LHW boards	8/7/24	JU

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