

Paper 3: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 16 September 2020, covering the period since my last report to the Board in June 2020.

HWR Project: Tell us your experience of Care at your GP surgery

The report was published in early August and it is hoped that there will be opportunities to discuss and take forward the findings to the Primary Care Network board meeting and the Adults and Health Scrutiny meeting in September.

[How people with long term or multiple conditions experience care in Rutland GP surgeries](#)

Healthwatch Rutland Operation during coronavirus

Staff continue to work from home, although the office has been risk assessed and is Covid-safe with appropriate measures in place should working at the office be appropriate.

Ellen Thomas has now left HWR and we will look to begin recruiting for a replacement Officer later in September.

People's experience of care during the Covid-19 pandemic

The survey, undertaken by Healthwatch in Rutland, Leicester/shire and local CCGs, ran from 30 April to 7 June 2020. Leicester CCGs have now published LLR-wide findings in their report ['A review of Primary and Social Care services during the Covid-19 pandemic'](#).

Public safety has necessitated a significant reliance on virtual means of communication when patients need to access care, at GP surgeries as well as in hospital settings and at dental surgeries etc. People understandably expressed mixed views about this in the survey, with many expressing concern that people who are less 'digitally enabled' may struggle with this due to lack of; a suitable device, reliable internet connection over mobile or wifi, understanding or confidence, or simply not wanting to. In order to better understand the issue, HWR along with HWLL and the CCGs are working together on further 'deep dive' engagement work to better understand the scale and nature of digital exclusion in our communities.

Our local report, looking at how people's experiences in Rutland differed from or matched those of respondents from Leicester City and Leicestershire, will be launched at the HWR Annual Meeting.

Carers engagement

Following Jacqui's attendance at the Carer's Surgery with Alicia Kearns during Carers Week in June, we ran two informal, virtual 'carer's café' chat sessions, to hear a broader range of experiences. The over 50s café was held in collaboration with Age UK and the under 50s café with the Rutland Rotaract Family Support Centre. Areas of discussion included:

- How well carers had felt supported during lockdown
- Their experiences of accessing healthcare services during lockdown
- Anything else they wanted to communicate regarding health and care services.

Carers experiences were then grouped into themes for the engagement report
#MakingCaringVisible

Quality Accounts

Although the rules around publication dates for provider Quality Accounts, and the need to solicit HW feedback, have been relaxed, NWAFT and EMAS had asked us to contribute our response as normal. The HWR responses are available in papers 5 and 6.

Ambulance response performance

Handover delays (when it takes more than 15 minutes to handover patients at hospital) have continued their downward trend this period, reducing in comparison to previous months, at both Leicester Royal Infirmary and Peterborough City Hospital. Both hospitals have seen increasing numbers of handovers, with delays at LRI totalling 365 hours during July (608 in April) and 101 hours at PCH (135 in April).

See Paper 4

Meetings

Dates for resumption of Rutland County Council Health and Wellbeing Board and Adults Health and Scrutiny Board meetings have now been published (6 October and 24 September respectively).

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

UHL/HW quarterly meeting	22/6/20 14/9/20	JU, TA-J
LLR Engagement and Experience Meeting	Weekly throughout	JU, TA-J
Rutland Voluntary, Community & Faith Forum	17/6/20 1/7/20	TA-J
Carers Surgery with Alicia Kearns, MP	9/6/20	JD, TA-J
Carers Surgery follow-up with RCC	16/6/20 19/8/20	TA-J
Online carers café engagement, over 50s, with Age UK	26/6/20	JD, TA-J
Online carers café engagement, under 50s, With Rutland Rotaract Family Support Centre	1/7/20	JD, TA-J
Joint LLR Health Overview & Scrutiny Committee	3/7/20 20/8/20	JU
CCGs Primary Care Commissioning Committee	7/7/20 1/9/20	JU
CCGs Joint Governing Bodies meetings	12/5/20 14/7/20	JU
Carers Delivery Group	9/6/20 11/8/20	JD
Integrated Community Board	12/8/20 9/9/20	TA-J
LPT/HWR patient experience & involvement meeting	9/7/20 15/9/20	JU, TA-J
Dementia Programme Board	21/7/20 15/9/20	TA-J
Midlands Special Care Dentistry and Gerodontology meeting	22/7/20	TA-J
Next steps for health and care in Rutland discussion	6/8/20	TA-J
Digital inclusion in LLR 'deep dive' - planned care	20/8/20	JU/TA-J
Acute and Maternity reconfiguration support workshop	25/8/20	TA-J
HWR/PCN catch-up	26/8/20	TA-J
Community hospitals business case steering group	1/9/20	TA-J
Rutland PCN board meeting	17/9/20	JU

Acronyms:

BCT	Better Care Together
CCG	Clinical Commissioning Group
ELRCCG	East Leicestershire and Rutland Clinical Commissioning Group
EMAS	East Midlands Ambulance Service
HWE	Healthwatch England
HOSC	Health Overview & Scrutiny Committee
LMPP	Leicester Mercury Patients Panel
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
PCH	Peterborough City Hospital
PCN	Primary Care Network
RCC	Rutland County Council
RISE	Rutland Integrated Social Empowerment team
UHL	University Hospitals of Leicester NHS Trust

Tracey Allan-Jones

28/8/20