

## Paper 1: Minutes, Healthwatch Rutland (HWR) Board Meeting in Public Monday 8<sup>th</sup> January 2024, Online

**Present:** Janet Underwood (Chair)(JU), Jacqui Darlington (Vice-Chair) (JD), Kay Jaques (KJ)

**In attendance:** Tracey Allan-Jones (TAJ), Hollie Hughes (HH)

**Apologies:** None

		Action
1	<b>Welcome</b>	
2	<b>Declarations of Interest</b> None were declared	
3	<b>Minutes of Board Meeting November 2023</b>	
4	<p><b>Matters Arising</b></p> <p>TAJ had reported poor Category 1 ambulance response times for Rutland compared to targets, at our previous board meeting. They had improved over the summer but were still worse than rural neighbours. It was suggested previously for Healthwatch Rutland to send a formal letter to highlight this. However, the Integrated Delivery Group is now working with the East Midland Ambulance Service to do a deep dive into individual patient outcomes where Rutland patients experienced a slow category 1 response. TAJ therefore advised that the board could hold off at present, pending the results of the patient outcome analysis.</p> <p>JU noted that quarterly meetings with the EMAS non-executive director have not taken place recently, TAJ would follow up.</p> <p>TAJ noted that the data sharing issue with the feedback recording system IMP and Healthwatch England, is ongoing. A sample report will be shared with the board once resolved.</p>	<p>TAJ</p> <p>TAJ</p>
5	<p><b>Oakham Medical Practice Enter and View</b></p> <p>TAJ presented the Powerpoint which was delivered in the Oakham Medical Practice &amp; Patient Participation Group open meeting (published as paper 2)</p> <p>The report can be found on our <a href="#">website</a>.</p>	

	<p>JU said that at a system engagement meeting last week the chair of the patient assurance group highlighted that text messaging is a very successful way of communicating with patients.</p> <p>Another point which was highlighted was the call back service at GP practices and how it has added to the workload of the surgeries. Before this was in place, people would hang up the phone when they had a wait and may self-help or visit a pharmacy.</p> <p>KJ highlighted that there is also an online option at the Uppingham Surgery where patients can inform them of a health issue. The practice then responds with an action (which could be a phone call or to be seen in the practice). This works well.</p> <p>JU spoke about the synchronising of prescriptions and that she had to complain to her practice before her prescriptions were synchronised.</p>	
6	<p><b>Updates</b></p> <p><b>JU gave updates from recent ICB meetings</b></p> <p>Caroline Trevithick is the new Chief Executive Officer, replacing Andy Williams who has retired.</p> <p>The new Chief Financial Officer is Robert Toole.</p> <p>The new Chief Nurse is Kay Darby.</p> <p><i>System pressures</i></p> <p>There are pressures right across the board. Financial pressures, increase in demand for services and the industrial action has not helped. The December target to achieve nobody waiting longer than 78 weeks for UHL treatment was not met and has been pushed back until February 2024.</p> <p><i>LLR GP Access Survey</i></p> <p>To be launched in January. The Integrated Care Board have made efforts to solve patients' access issues to General Practice and they are now launching a survey to see how their efforts have been experienced by patients.</p> <p><b>Same Day Access at place (Minor Injuries, Urgent Care etc)</b></p> <p>TAJ updated that after March 2025 the ICB has no funding for the minor injuries or urgent care services in Oakham. There are two main challenges - filling the money gap and making a clearer offer of services for people in Rutland to access. A meeting was held in November with the Integrated Care Board, General Practitioners, the Primary Care Network, DHU and Healthwatch, to consider what</p>	



	the board once written up	
7	<p><b>To Note: Letter from Alicia Kearns, MP</b></p> <p>The letter was noted. JU reflected on positive feedback from Connected Together.</p>	
8	<p><b>Healthwatch Rutland Manager Update</b></p> <p>TAJ took the report as read.</p>	
9	<p><b>Questions from the public</b></p> <p>No questions were received.</p>	
10	<p><b>Any Other Business</b></p> <p>JU advised that Dr Caroline Trevithick would like to join us for the next board meeting. Suggestions from the board for a presentation topic were sought – to be forwarded to Janet.</p>	All
11	<p><b>Next meeting</b></p> <p>5<sup>th</sup> March, 6:30pm online</p>	