

Paper 3: 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 January 2024.

Healthwatch Rutland Contract

Rutland County Council have extended Healthwatch Rutland's contract with Connected Together CIC until 31 March 2025. This is great news and reflects the hard work and team efforts of Board Members, volunteers and staff – thank you all!

Volunteer News

The HWR advisory board invited Andrew Nebel to take up a co-opted seat on the board in January. Andrew joined HWR last year as an authorised representative and we are now pleased to welcome him to the board!

Healthwatch Dementia Work

The local MP, Alicia Kearns, held a second meeting on 2/2/24 between voluntary sector providers of dementia support in Rutland, ICB, RCC, and HWR. The focus has shifted to a month-long awareness campaign in May, to include advertising and events. We await further plans of what this might look like.

In a separate initiative, through introducing the Admiral Nurse and RISE teams to the Uppingham PPG and other voluntary groups, HWR will be supporting a dementia event in Uppingham at the start of Dementia Action Week on 13 May.

Stakeholder Perceptions Survey

The survey has closed, and a draft report is ready to be circulated to the board for discussion at the next Board Development Meeting (date TBA). The report will also be shared with our commissioner, contract holder and Healthwatch England.

Work Planning for the year ahead

An initial scoping discussion was held at the February Ops and Planning meeting. We considered the future priorities of local commissioners and providers, areas of our own work that are continuing on from this financial year and possible new areas for engagement going forward. The deliberations will be written up and shared for further consideration and decision by the board in the coming weeks.

In addition to planning our core Healthwatch work, we are in discussion with Rutland County Council about additional commissioned projects which will complement our annual workplan next financial year if agreed.

Enter and View (E&V)

The Oakham Minor Injuries Unit E&V project is well underway. Volunteer visits took place in February and an online/hardcopy [survey](#) is available to widen the scope of patient feedback on their experiences of the service.

The report will be drafted in March.

Outreach

During the period since the last board meeting in public HWR has joined coffee mornings at Chater Lodge care home, Lonsdale Park sheltered accommodation and Somerby village hall. A pop-up stand was held at Oakham Castle to raise awareness about HWR, recruit volunteers and listen to public experiences of health and care. In addition, Hollie attended both Men in Sheds and Women in Sheds sessions run by Age UK.

NHS dentistry

The [HWR dental poll report](#) was published last month and shared with stakeholders and commissioners. People told us that they feel they have no choice but to pay for private dentistry even though they can't afford it, with 59% of respondents unable to get an NHS appointment in the last 12 months.

We heard from 123 people and the feedback again highlighted that the people of Rutland need more affordable, accessible dentistry services.

The long-awaited NHS Dental Recovery Plan was announced earlier this month, which proposes various initiatives backed by a £200m budget, with the aim of providing up to 2.5m additional appointments to people across England.

Next steps are to consider how best to present our local evidence to commissioners and stakeholders to help Rutland receive a fair share of the recovery plan effort and funding.

Same Day Access / Access at Place

The follow-up meeting to discuss options for a new same-day access model to replace current urgent care and minor injuries clinics has not yet taken place and no updates have been received to date. Dates for the meeting are being sought in March.

Ambulance Response Performance

Slight improvements in Category 1 and 2 response times are noted for Rutland in January, although still poor against mean targets. Category 1 mean response was 12 minutes 29 seconds against the 7-minute target and Category 2 mean response was 59 minutes against the 40-minute target at the mean. There was a notable deterioration in ambulance handovers at the Leicester Royal Infirmary leading to 4373 hours lost to delay. System wide work to improve Category 2 response is subject to close monitoring and actions from within the LLR Urgent and Emergency care partnership. Poor Category 1 response in Rutland is being pursued through the EMAS deep dive into patient outcomes for November that I reported on to the last board meeting. This is intended to help us to understand if there is a real risk to Rutland patients and if any serious incidents have been as a result of slow response. We await the results of this.

Since quarterly meetings between Healthwatch and EMAS had lapsed last year, it has been agreed that EMAS will be asked to report to the Rutland Integrated Delivery Group on a quarterly basis in order to include all Rutland partners in the discussions.

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	16/1/24	JU
Rutland Integrated Delivery Group	Monthly	TA-J
RCC CEO/HWR catchup	9/1/24	JU
Rutland Voluntary, Community & Faith Networking forum	Monthly	HH
Rutland Proactive Care Dementia pilot	1/2/24 28/2/24	TA-J
Rutland Staying Healthy Partnership	24/1/24 15/2/24	TA-J
Rutland Mental Health Neighbourhood group	31/1/24	TA-J
Armed Forces health and Wellbeing Workshop	15/2/24	TA-J
Rutland IDG/EMAS meeting	5/2/24	TA-J

Rutland Learning Disabilities Partnership Board	28/2/24	HH
Rutland PCN PPG	17/1/24	TA-J
Alicia Kearns' Dementia meeting	2/2/24	TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
LLR Integrated Care Board	Monthly	JU
LLR Primary Care Transformation Board	Monthly	TA-J
LLR System Quality Group	Monthly	TA-J
LLR Health and Wellbeing Partnership	17/1/24	JU
LLR Mental Health Shadow Collaborative	26/2/24	TA-J
LLR Dementia Programme Board	9/1/24	TA-J
LLR Autism Partnership Board	30/1/24	JD
LLR Maternity/Neonatal Voices Partnership	1/2/24	HH
LLR ASC Information Sharing	15/2/24	HH
HWR/DHU Quarterly review	24/1/24	TA-J
HW/LLR ICB review	Every 6 weeks	JU
LLR System Engagement Meeting	Monthly	JU, TA-J
LPT Peoples Council	6/2/24	TA-J
LLR VCSE Collaboration	23/1/24	HH
LLR Dementia Action Week meeting	11/2/24 27/2/24	TA-J
Health Innovations Engagement interview	7/1/24	TA-J
Midlands HW/NHSE Dental/Local Dental Network	15/1/24	TA-J
HWE Midlands Network	26/1/24	TA-J

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	I nformation 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