

Healthwatch Rutland Newsletter

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# healthwatch Rutland News

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## October 2021

Welcome to our October 2021 newsletter. Please forward this on to anyone who may be interested in health and social care in Rutland.

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### Let's Talk... Accessing GP Practice Appointments



Healthwatch Rutland asked you how the changes in accessing appointments at your GP Practice has affected you and your family. [Read our report](#) on what you told us.

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The **Let's Talk...** project is exploring how the changes that have occurred in health and social care services over the course of the COVID-19 pandemic have affected people using them, through a series of themed community engagements and individual interviews.

We received feedback from 26 Rutland people about their experiences of accessing appointments at their GP practice, details of which can be found in the report.

**Key findings:**

- Many patients are experiencing difficulties and long delays in contacting their GP practices by telephone.
  - Patients mistrust GP practice call handlers' ability to correctly signpost them to the most appropriate professional. The fact that staff answering surgery telephones are trained 'care navigators', who are attempting to signpost people to the most appropriate professional, rather than conducting a clinical triage, is not well understood by the public.
  - The inability to secure an appointment can have serious emotional, mental, physical and financial impact on patients.
  - The use of multidisciplinary teams of professionals within the practice helping to get patients seen by an appropriately trained clinician such as a pharmacist, nurse practitioner or physiotherapist is not universally understood or liked. This approach is accepted and praised by some, but rejected by others who still want to see a GP.
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- Patients who cannot, or do not want to use remote consultations, express suspicion that remote diagnoses might be less accurate, and that the practices might not respond to digital communication in a timely way. They prefer face-to-face consultations and continuity of care with a named doctor. Others appreciate that digital technology facilitates a prompt reply, easy access to records and test results and the avoidance of travel to see a professional.
- Electronic prescribing was welcomed by some, but others found the systems too complicated and too difficult to manage - especially if ordering multiple repeat prescriptions.

The report has been shared with local Clinical Commissioning Groups and the Rutland Health Primary Care Network to help inform a series of high impact actions that are being pulled together to tackle ongoing pressures on GP practice appointments and practice workloads across Leicester, Leicestershire and Rutland.

[Read the report](#)

The **Let's Talk...** project is continuing this month with themed engagement on your experiences of Urgent and Emergency Care throughout the COVID-19 pandemic. See below for how you can take part.

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## Have you contacted NHS 111, dialled 999 or visited an Urgent Care Centre since the pandemic began?

If so, we'd like to hear from you.

Our **Let's Talk...** theme this month is Urgent and Emergency Care. If you've dialled 999 or NHS111 or walked into an Urgent Care Centre or hospital Emergency department since the start of the pandemic, please tell us about your experience, positive or negative.

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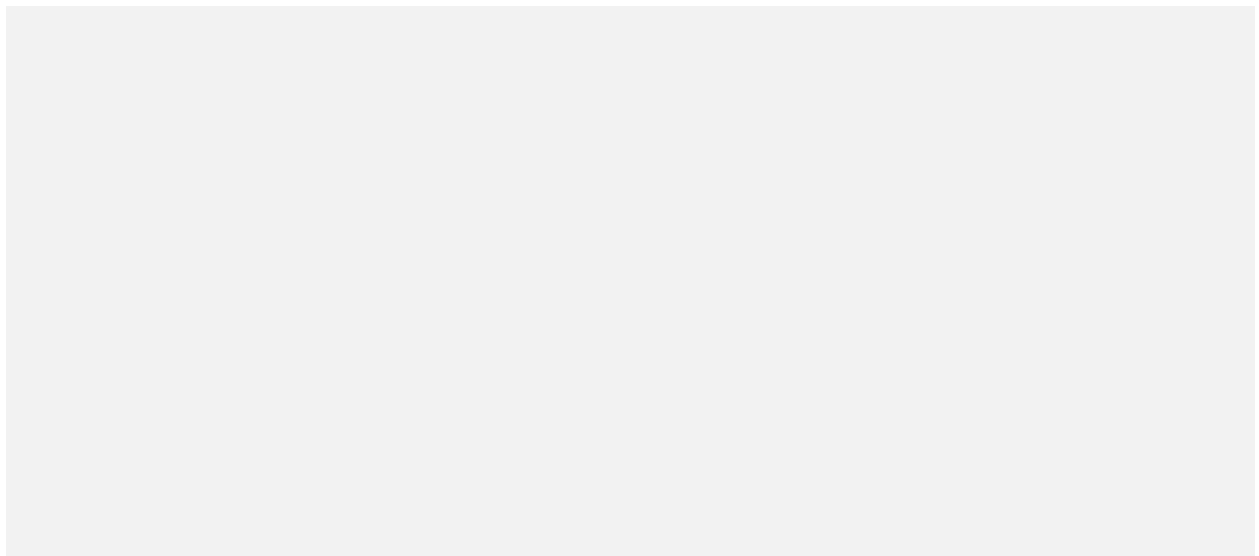
Urgent Care includes visits to Urgent Treatment Centres and Minor Injuries Units accessed by walk-in or by appointment made for you by NHS 111 or your GP practice. Some examples are Rutland Memorial Hospital Urgent Care Centre, Stamford Minor Injuries Unit, Corby Urgent Care Centre.

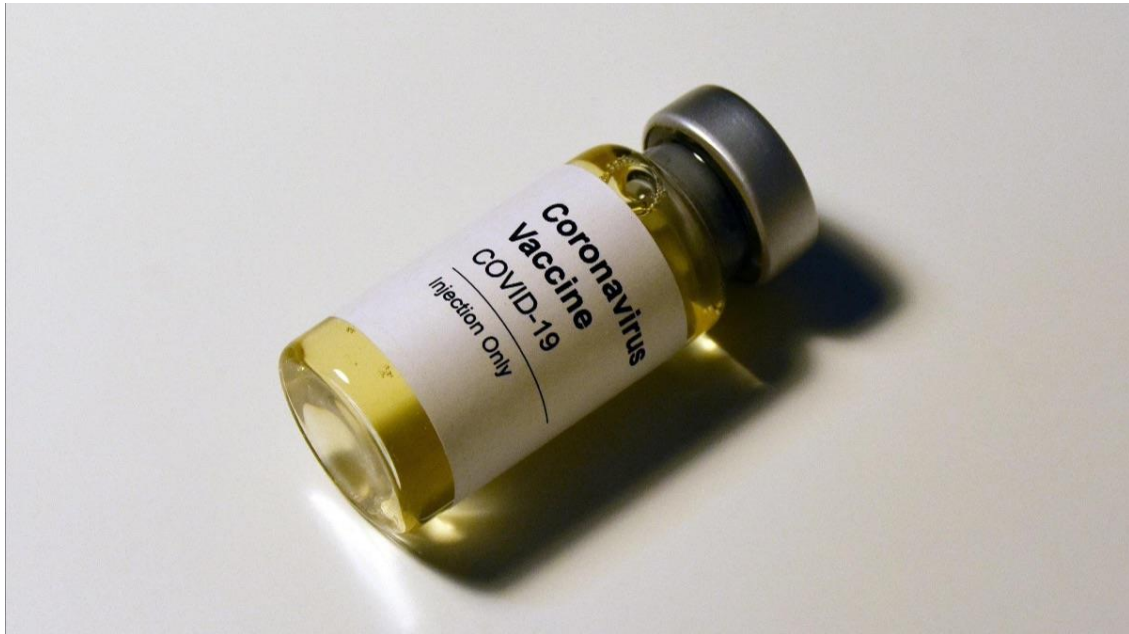
Please complete our [quick poll](#) of 5 questions.  
Alternatively, you can contact Amy: tel: 07931 717086,  
email [amy.crawford@healthwatchrutland.co.uk](mailto:amy.crawford@healthwatchrutland.co.uk)

[Complete the quick poll](#)



**Bookings open for 12-15-year-olds to get the COVID-19 vaccine at specialist clinics**





Parents and guardians in Leicester, Leicestershire and Rutland can now book their 12-15-year-old an appointment to get a COVID-19 vaccine at a vaccination centre.

The vaccination programme within schools across Leicester Leicestershire and Rutland will run until the end of November. However, parents and carers can now use this additional option to have their child vaccinated alongside the school vaccination programme, for instance if they missed the vaccination clinic at school.

The new specialist clinics for 12-15-year-olds can be booked on the [National Booking Service](#) They will be held at Loughborough Hospital and the Peepul Centre in Leicester one evening a week and at weekends, and the first sessions were open from 26 October. More sites and dates will be added over the coming weeks, which we hope will include Oakham, so parents are advised to keep checking the booking service.

Children already invited to get the vaccine through their school by the school age immunisation service (SAIS) do not need to book at the vaccination centres, unless parents and carers wish to get their child vaccinated outside of school.

These are special clinics for 12-15-year-olds, staffed by specially trained vaccinators, and not the regular vaccination clinics for older age groups. You are advised to attend appointments at vaccination sites outside of school hours, with your children, so that consent can be obtained on the day.

Most young people in this age group are currently only being offered one dose of the Pfizer vaccine, unless they live with someone who is more likely to get infections, or they have a condition that means they're at high risk from COVID-19 - in which case they're offered two doses. [A COVID-19 vaccine guide for parents](#) is also available to download.

Information for young people is available on the [Health for Teens website](#).

[Read more](#)

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## Parents advised to get flu vaccine for toddlers

Parents are being advised to make sure that toddlers get the flu vaccine this year. The NHS is sending thousands of invitations to parents, ahead of what the health service says could be one of its most challenging winters ever.

Parents of two and three-year-olds are urged to book an appointment with their GP practice or local pharmacy to protect their child this winter and help stop the spread of the virus in the community.

The vaccine is free and is given to young children with a quick and painless spray up the nose.

The acceleration of the programme comes with the NHS warning that this winter could be its most challenging to date, with a potential 50% increase in flu cases, while hospitals will continue to need to treat COVID patients.

This year the nasal spray flu vaccine is free on the NHS for:

- children aged 2 or 3 years on 31 August 2021 (born between 1 September 2017 and 31 August 2019) - vaccine given at GP practice
  - all primary school children (reception to year 6) - vaccine given at school
  - all year 7 to year 11 children in secondary school - vaccine given at school
  - children aged 2 to 17 years with long-term health conditions - vaccine given at school or GP practice
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For more information visit the [NHS website](#)

[Read about vaccination tips for parents](#)



## Calling all Volunteers!

Volunteering is a great way to get to know people, develop your skills and confidence and give back to your local community. We are currently looking to build up our volunteer base so that we can expand our work and reach more Rutland people. We have a variety of [roles](#) available so please contact us if you would like to know more, we would be happy to explore this with you!



A recent exciting development for the Rutland volunteering scene is [Volunteer Plus](#). Volunteer Plus is a new online resource developed by Citizens Advice Rutland. The website allows organisations to add new volunteering opportunities, whilst volunteers can browse all the options to find opportunities that are of interest to them. It is a great tool to use if you would like to volunteer but need some inspiration!

If you'd like to chat about volunteering with Healthwatch Rutland please contact Amy by email on [amy.crawford@healthwatchrutland.co.uk](mailto:amy.crawford@healthwatchrutland.co.uk) or call 07931 717086.



# Future Rutland Conversation



The Future Rutland Conversation will return in November with a draft of a new County Vision that has been shaped by residents.

The Future Rutland Conversation ran throughout the Spring asking families, businesses, and visitors to Rutland to comment on a range of important issues, from the environment and transport to health and education. All this feedback, gathered from over 2000 people of all ages, has been translated into a vision that encapsulates our “place” described by residents.

Rutland County Council, plan to publish a draft copy of the Future Rutland Vision in early November to seek further comments and feedback to help shape a final version.

To see further information, which will be shared in the coming weeks, keep an eye on: <https://future.rutland.gov.uk/>.

[Visit the Future Rutland site](https://future.rutland.gov.uk/)



## Latest 5 on Friday - Local NHS newsletter

The NHS in Leicester, Leicestershire and Rutland is publishing weekly bulletins to keep you up to date on local health matters.

'5 on Friday' keeps you up to date with how the local NHS in LLR is responding to Covid, but also covers a wider range of topics to keep you informed.

Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group



[Read the latest '5 of Friday' from 22 October](#)

[Read older issues or sign up for the emails here](#)

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## News for carers

You can read local Carers UK volunteer and Healthwatch Rutland Board member Jacqui Darlington's [monthly newsletter](#) with information and updates for carers.

Contact Jacqui to sign up for her newsletter every month: [jacqui.darlington@carersuk.net](mailto:jacqui.darlington@carersuk.net)



[Read the latest newsletter](#)

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## Partial lifting of visiting restrictions at NWAFT hospitals

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From Wednesday 13 October, visiting restrictions at all the Hospitals in the Trust were partially lifted.

Jo Bennis, Chief Nurse for the Trust, said: “After careful consideration we have made the decision to reintroduce visiting in a controlled way which allows us to continue reviewing the Coronavirus infection prevalence both within our hospitals and in the local communities we serve.

“We do have some departments and wards that will not be able to accommodate visitors. This has been challenging at times, but our staff are working really hard to support the patients in these areas as much as possible using our Letters to Loved Ones initiative and by using the iPad facilities that are available across our wards.”

Where visiting is possible, you must not attend if you have any symptoms, masks must be worn at all times and a 2-metre social distance observed. All visitors are recommended to take a lateral flow test prior to visiting.

[Read more](#)

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**Recent News from the Care Quality Commission (CQC)**

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## CQC rates Hamilton Dialysis Service inadequate and places it in special measures

The Care Quality Commission (CQC) has rated Renal Services (UK) Ltd- Hamilton, inadequate overall and placed it in special measures following an inspection in July.

The unannounced inspection of the service, which provides dialysis to NHS patients living in Leicester, Leicestershire and Rutland, was undertaken following concerns identified regarding patients' best interests not being met. This was CQC's first inspection of the service.

Following the inspection, due to the level of concerns found, the service was rated inadequate and placed in special measures. The service was also issued with a warning notice requiring them to make improvements around governance.

As the service is in special measures, it will be inspected again within six months.

[Read more](#)

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## The State of Care: CQC's annual assessment of health care and social care in England

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Each year, the report looks at the trends, shares examples of good and outstanding care, and highlights where care needs to improve. This year, the CQC's assessment is that "The system has not collapsed - but the system is composed of individuals, both those who deliver and receive care, and the toll taken on many of these individuals has been heavy".

Responding, Sir Robert Francis QC, Chair of Healthwatch England said:

"During the pandemic, people have told us about the challenges they have faced. Whether this not being able to access dental care, problems using online GP services or being discharged from the hospital without the proper support. It's great to see this report drawing so much on the experiences people have shared with us.

"We urge Government to act on this report. The health and care system upon which we all depend is facing a hard winter, but, as this report makes clear, the longer-term picture is also challenging.

"The steps the CQC are recommending, like extending the extra funding to help people leave hospital safely and ensuring there is enough dental capacity, will help give services the breathing space they need to get through this winter.

"However, come spring we need to grasp the opportunity to build a better NHS and social care system. A system that tackles health inequalities head-on, ensuring that no matter who you are or where you live, you can access high-quality care that meets your needs. A system that is sustainable, is designed round the needs of people and breaks perennial cycle of winter crises."

[Read the state of care report](#)

[Read the summary and response from Healthwatch England](#)

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## Personalised maternity care must be prioritised to prevent future tragedies

A new report from the Care Quality Commission highlights continued concern about the variation in the quality and safety of England's maternity services - prompting the regulator to call for improvements to be prioritised to ensure safer care for all mothers and babies.

Published on 21 September CQC's 'Safety, Equity and Engagement in Maternity Services' presents an analysis of the key issues persisting in some maternity services and highlights where action is still needed to support vital improvements.

The report draws on the findings from a sample of nine focused maternity safety inspections carried out between March and June 2021, along with insight gathered from interviews and direct engagement with organisations representing women and their families, including equality campaign group Five X More and local Maternity Voices Partnerships.

While recognising that many maternity units across the country are providing good care, the report reveals ongoing concerns about leadership and oversight of risk, team working and culture, and the extent to which services are engaging with and listening to the needs of their local population. It also points to the pressing need to address the inequalities in outcomes for Black and minority ethnic women and babies, which have been further exacerbated during the COVID-19 pandemic.



[Read the report](#)

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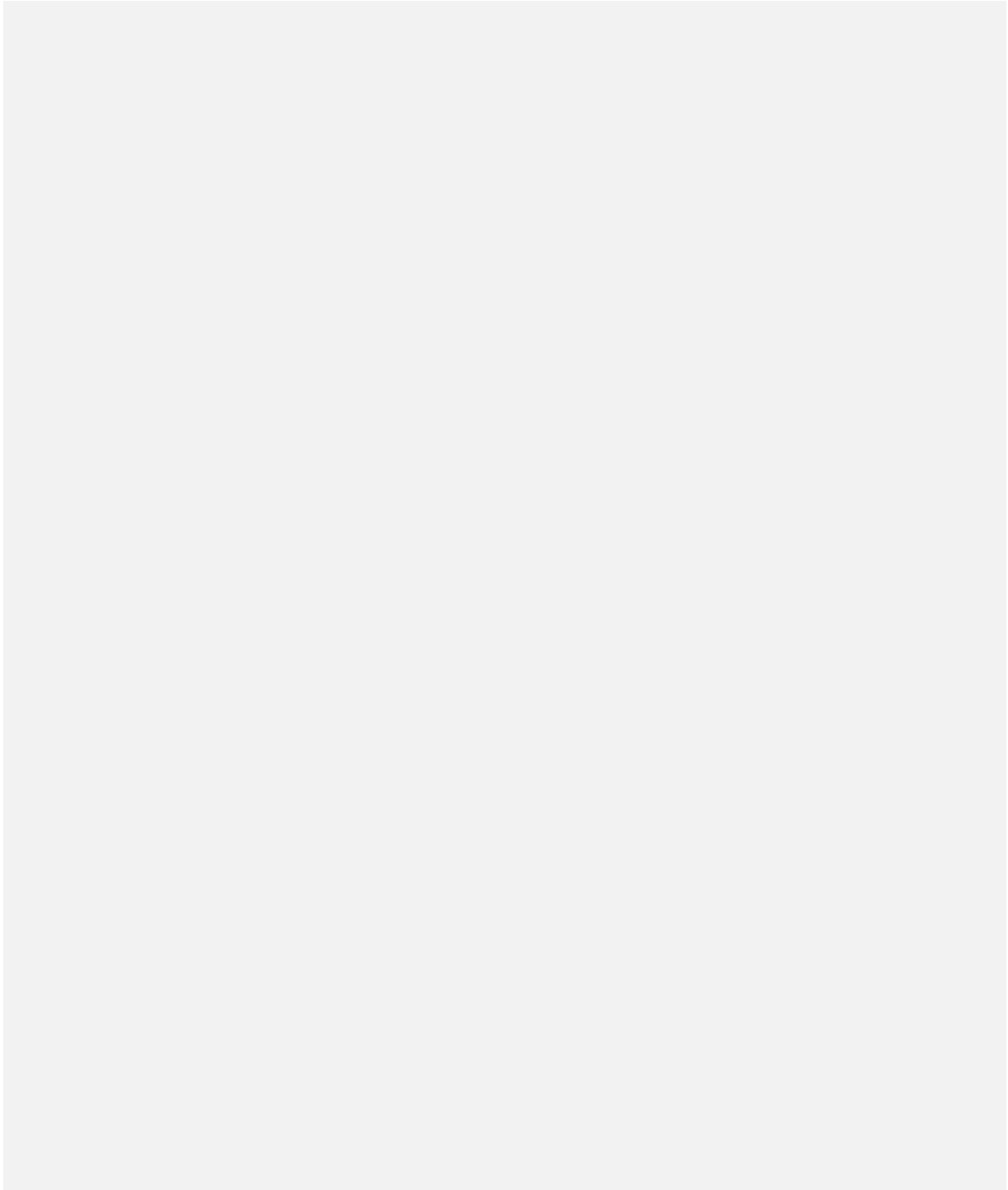
## Leicestershire Recovery College courses update



If you are over 18 and using mental health services at Leicestershire Partnership Trust, you, your friends and family, can access a range of courses to help support your wellbeing. New course dates have been released for the Autumn term.

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Most of the courses are being delivered online during the current COVID-19 Pandemic, and the college can offer one to one technical advice and support if you require help to access the sessions.







**Leicestershire  
Recovery College**

**NHS**  
Leicestershire Partnership  
NHS Trust

## **Available Courses November 2021**

**NEW!**

**Time Management**  
11th November, 10am

**Substance Use  
Interventions**  
3rd November, 10:30am

**Understanding a  
Diagnosis of  
Bipolar Disorder**  
4th November, 1pm

**Singing for  
Wellbeing**  
25th November, 10am

**Smoking &  
Mental Health**  
26th November, 2pm


'The class tutor was very  
enthusiastic about the subject  
which was great'

'She was an inspiration'  
Singing for Wellbeing (Summer Term)

The Recovery College offers  
a range of recovery-focussed educational courses  
for people with lived mental health experience, their friends, family  
and Leicestershire Partnership NHS Trust staff.

If you wish to attend a course, you will first need to enrol  
as a student with the college, to do so.

Contact us:

 0116 295 1196

 [Recoverycollege@leicspart.nhs.uk](mailto:Recoverycollege@leicspart.nhs.uk)

 LPT Leicestershire Recovery College

 @RecoveryCollege



[www.leicspart.nhs.uk/service/leicestershire-recovery-college/](http://www.leicspart.nhs.uk/service/leicestershire-recovery-college/)

## Public consultation on four of Lincolnshire's NHS services

NHS Lincolnshire Clinical Commissioning Group (CCG) has recently begun a formal consultation exercise on the future of four local hospital services. The services being consulted on are:

- Urgent and emergency care at Grantham and District hospital
- Acute medical beds at Grantham and District hospital
- Orthopaedic surgery in Lincolnshire
- Stroke services in Lincolnshire

The consultation documentation provides extensive information on the services, including how they operate now, the challenges faced and the proposals for how they could be improved. The Lincolnshire CCG want to engage and involve as many people as possible who may use these services, to help them to shape what the future of these services will look like.

The consultation runs until the 23 December 2021.

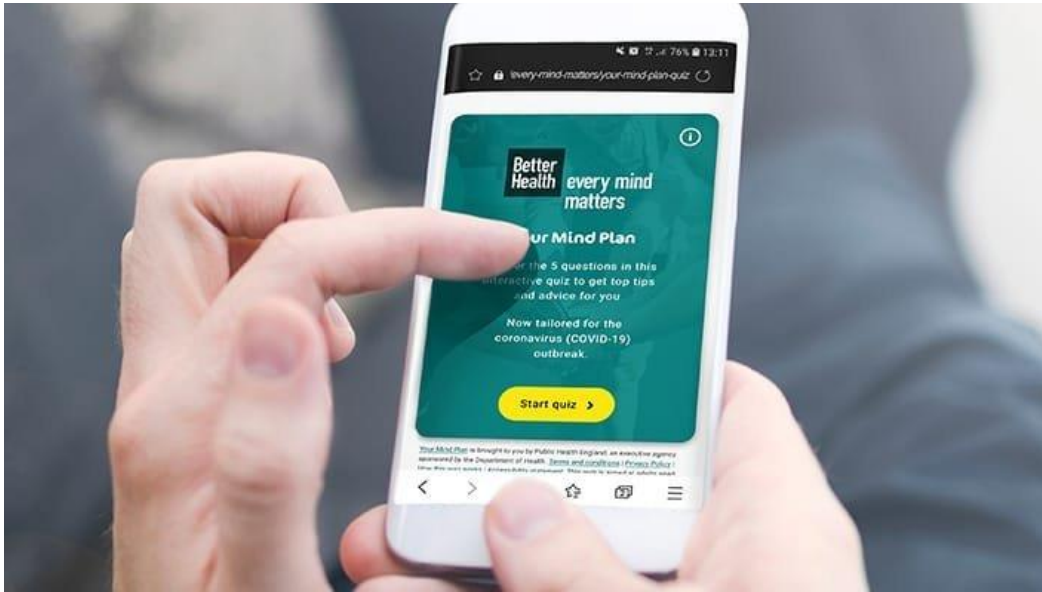
Full details of all the ways to get involved can be found on the [Lincolnshire NHS website](#)

[Lincolnshire NHS website](#)

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**Better Health: Every Mind Matters**





The Better Health, **Every Mind Matters** campaign aims to support the nation's mental wellbeing. It highlights the little things we can all do to make a big difference, helping us to lead happier, healthier, lives and cope with life's challenges.

Visit the Every Mind Matters website to look at their new resources. There's a free, NHS endorsed, [Mind Plan quiz](#). By answering five simple questions, you get a personalised mental health action plan with practical tips to help you deal with stress and anxiety, boost your mood, sleep better, and feel more in control

[Visit Every Mind Matters](#)

