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| **November 2021** |

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

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| **Healthwatch Rutland Board Meeting in Public** |

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| Our next board meeting in public will be held virtually on Zoom at 6.30pm-8.30pm on Tuesday 7th December 2021.We look forward to a presentation and discussion on how our ambulance service works with other health and care services in Leicester, Leicestershire and Rutland with Dr Leon Roberts and Richard Lyne, Executive Medical Director and LLR General Manager for East Midlands Ambulance Service respectively.The agenda and papers are published on our website a week before and we warmly welcome questions from the public to the board regarding any topics on the agenda. If you wish to join us for the virtual meeting, [please register to receive the Zoom link](https://www.healthwatchrutland.co.uk/event/2021-12-07/healthwatch-rutland-board-meeting-public). |

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| [**Register**](https://www.healthwatchrutland.co.uk/event/2021-12-07/healthwatch-rutland-board-meeting-public) |

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| If you have a question for the board, please email us on info@healthwatchrutland.co.uk by 5th December. Please join us! |

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| **Let’s Talk… Hospital Visiting** |

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| The Healthwatch ***‘Let’s Talk...’*** project in Leicester, Leicestershire and Rutland is looking at how the changes that have been made to health and social care services throughout the COVID-19 pandemic, have affected patients and their loved ones. Our recent ***‘Let’s Talk… Hospital Visiting’*** engagement asked people in Rutland how they felt about changes to hospital visiting and the impact it had on them.You told us that;* Restricted visiting guidelines are not flexible enough for family members and carers who are working or have other commitments. Having only daytime visiting slots and one designated visitor prevents families from properly keeping in touch and staying involved, especially when the patient may be in hospital for many weeks.
* Communication with health professionals was not always positive or regular, leading to family and friends feeling isolated from the patient. Restrictions of face-to-face visiting can mean key parts of the patient story are missed or overlooked.
* Visitors have appreciated other ways of keeping in touch with their loved ones, such as using iPads on the wards and the ‘Letters to Loved Ones’ service, but that doesn’t replace face-to-face contact, especially in terms of a patient’s last days.
* It has been well documented that visits from loved ones can be beneficial for the patient and this study shows it is also good for visitor peace of mind.
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| [**Read the report**](https://www.healthwatchrutland.co.uk/report/2021-11-22/lets-talk-hospital-visiting-engagement-report) |

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| **More Engagement News** |

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| Our year-long ***'Let’s Talk...'***project is moving on to look at Maternity Services and in the New Year we will focus on Social Care. We would love to hear your views on any of these services so please do get in touch if you have any feedback that you would like to share.For ***'Let’s Talk… Maternity'*** we are running an informal open session on the 11th January 1:15pm-2:45pm in partnership with Healthwatch Leicester and Leicestershire. If you have experiences of Maternity Services during the pandemic and you live in Rutland, Leicester or Leicestershire why not bring your child along for a free soft play session in Melton Mowbray and share your views. This session must be pre-booked by contacting our Engagement Officer:Call Amy Crawford on 07399584572 (or leave a message on the office phone 01572 720381)Email: amy.crawford@healthwatchrutland.co.ukPlease note that Amy has recently changed mobile phone number from the one advertised in previous newsletters. Feel free to contact her to share your views! |

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| **COVID-19 Vaccinations** |

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| Current uncertainty about the severity of infection and transmissibility of the new Omicron variant makes it even more important that we get our jabs, boosters and additional doses as soon as we are eligible.National plans for COVID-19 vaccinations have been changing frequently and often information about the local rollout can lag behind. Although the new Rutland vaccination centre at Oakham Enterprise Park is run by Mr Pickford’s Pharmacy, the [Rutland Health](https://www.rutlandhealth.co.uk/covid-19-vaccination-programme-rutland-patient-update/) website is still a useful site to bookmark for updates, although GP practices cannot help with bookings.You can book your vaccination on the [national booking site](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/) or telephone 119 and you should make a booking for your booster in advance.You can check if there is a walk-in offer local to you on the [NHS walk-in postcode finder](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/), although availability of vaccine varies on a daily basis, and walk-in boosters are given only when capacity allows. |

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| [**Read more**](https://www.healthwatchrutland.co.uk/news/2021-11-30/vaccination-update-29-november-2021) |

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| **Consultation opens on the Rutland Health and Wellbeing Strategy** |

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| A new draft Health and Wellbeing Strategy has been produced by the Rutland Health and Wellbeing Board. The public are now asked to share their views on the Strategy before it is finalised.The new Strategy has 6 priority themes for improving local health and care over the next 3 years:* The best start to life
* Healthy and independent for as long as possible
* Reducing health inequalities
* Equitable access to health and wellbeing services
* Preparing for population growth and change
* Making sure people are well supported in the last phase of their lives

The Strategy also includes some high-level actions that will be fleshed out into more detailed delivery plans, based on input from the consultation. |

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| [**Read more about the consultation**](https://www.rutland.gov.uk/my-council/council-news/residents-asked-to-review-rutlands-health-priorities/) |

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| The consultation runs for 6 weeks, closing on January 7th 2022.If you know anyone who would like to take part in the consultation but does not have access to the internet, please ask them to call Rutland County Council on: 01572 722 577. |

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| [**Complete the consultation survey**](https://future.rutland.gov.uk/rutland-health-and-wellbeing-strategy/survey_tools/rutland-health-and-wellbeing-strategy-survey) |

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| **You and Your GP Practice – supporting you with minor ailments** |

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| The local NHS has launched a new campaign to help people find out how GP practices are working to make sure everyone gets the care they need from a suitably qualified healthcare professional, as quickly as possible.The ‘You and Your GP Practice’ campaign has been put together by the Leicester, Leicestershire and Rutland Clinical Commissioning Groups, to help patients get the care they need as quickly as possible. Initially the campaign will focus on self-care and features a series of seven animations advising people how to look after certain minor ailments and when to seek medical advice:* Blocked sinuses
* Vomiting bug
* Coughs, Colds and flu
* Chest infection
* Sore throat
* Back pain

Self-care describes how you can look after your own health, including what to do to treat minor conditions, avoiding the need to attend a GP practice. It encompasses looking after minor illnesses at home, as well as self-management of long-term conditions and prevention of ill health. |

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| [**Read More**](https://www.healthwatchrutland.co.uk/advice-and-information/2021-11-27/you-and-your-gp-practice-%E2%80%93-supporting-you-minor-ailments) |

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| **Andy Williams appointed as Chief Executive of our local Health and Care System** |

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| Andy Williams |
| Andy Williams, the current Accountable Officer of the area’s three Clinical Commissioning Groups, has been appointed as the Designate Chief Executive of the emerging Leicester, Leicestershire and Rutland Integrated Care System’s (ICS) Integrated Care Board (ICB).ICSs are partnerships of health and care organisations that come together to plan and deliver joined up services and improve the health of people who live and work in their area. They exist to improve outcomes in population health and healthcare; tackle inequalities in patient outcomes, experience and access; and enhance productivity and value for money. As CEO of the Integrated Care Board, Andy will work with colleagues, communities and partners to deliver a long-term strategy to achieve these ambitions whilst continuing to focus on shorter-term priorities including the continued vaccine rollout and elective waiting list recovery. |

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| [**Read More**](https://www.healthwatchrutland.co.uk/news/2021-11-27/andy-williams-appointed-chief-executive-our-local-health-and-care-system) |

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| **Carers Rights Day 2021** |

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| This year Carers Rights Day was on the 25 November 2021, a day designed to highlight the challenges of unpaid carers and raise awareness of their rights.Many people are taking on more caring responsibilities for relatives and friends who are disabled, ill or older and who need support. The pandemic has had a massive impact on the lives of carers, affecting access to services, the ability to juggle work and care and much more. If you are a new carer or have been caring for someone for a while, it’s important that you understand your rights and are able to access the support that is available to you as soon as you need it.Carers UK has several resources to help; take a look at their [Looking after Someone guide](https://www.carersuk.org/help-and-advice/get-resources/looking-after-someone) that outlines your rights as a carer and the support available to you. |

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| **Latest 5 on Friday - Local NHS newsletter** |

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| 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.  |

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| [**Read the latest '5 of Friday' from 19 November**](https://mailchi.mp/71b01b034b39/5-on-friday-10377405) |

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| [**Read older issues or sign up for the emails here**](https://www.leicestercityccg.nhs.uk/news/5-on-friday/) |

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| **News for carers** |

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| You can read local Carers UK volunteer and Healthwatch Rutland Board member Jacqui Darlington's [monthly newsletter](https://bit.ly/3pX54sL) with information and updates for carers.Contact Jacqui to sign up for her newsletter every month: jacqui.darlington@carersuk.net |

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| [**Read the latest newsletter**](https://bit.ly/3pX54sL) |

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| **Visiting restrictions reintroduced due to rise in COVID cases** |

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| Due to a sharp increase in COVID-19 cases both within North West Anglia Foundation Trust hospitals and in local communities, the difficult decision was made to further restrict inpatient visiting at Peterborough City Hospital, Hinchingbrooke Hospital and Stamford & Rutland Hospital, from Thursday 18 November 2021.“Restricting visiting is always a very last resort for us and something that we only look at doing when we know that the safety of our patients and staff is compromised,” says Jo Bennis, Chief Nurse. “We completely appreciate the upset this decision causes to our patients and their relatives, and we are sorry we’re still in a situation where these measures are necessary. It is important to remember however, that we must take all sensible precautions to prevent the spread of this virus. We know all too well how devastating the effects can be, especially to those who are already vulnerable.” |

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| [**Read more**](https://www.healthwatchrutland.co.uk/news/2021-11-27/visiting-restrictions-re-introduced-due-rise-covid-cases) |

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

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| **CQC finds improvement at Leicestershire Partnership NHS Trust, but calls for further progress** |

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| A Care Quality Commission (CQC) inspection has found Leicestershire Partnership NHS Trust has made important progress in improving the quality of care it provides and has laid the foundations for further needed improvement, following an inspection which led to it being rated ‘requires improvement’.The inspection, beginning in May and carried out over three months, assessed the trust’s acute wards for working-age adults and psychiatric intensive care units. It also assessed its long-stay rehabilitation mental health wards for working-aged adults and its wards for people with a learning disability or autism.Inspectors also considered whether the trust was well-led, as leadership is a key driver of the quality and safety of care healthcare providers offer people.Following the inspection, the trust’s overall rating remains requires improvement.It has also been rated requires improvement for being well-led, which represents progress from its previous inadequate rating. It remains requires improvement for being safe, effective and responsive to people’s needs, and good for being caring.Jemima Burnage, CQC deputy chief inspector of hospitals said: “While the trust has work to do to ensure it is always meeting standards of care people have a right to expect, it has made improvements which it now needs to build on…..” |

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| [**Read more**](https://www.healthwatchrutland.co.uk/news/2021-11-27/cqc-finds-improvement-leicestershire-partnership-nhs-trust-calls-further-progress) |

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| **All change at the top for Healthwatch England** |

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| Healthwatch England National Director Imelda Redmond CBE steps down from her role this Autumn after four and half years leading the organisation.We send our best wishes to Imelda in her next ventures.Louise Ansari has been appointed as the new National Director starting on 14 February 2022.Louise has a strong background in health communications, social policy and local services. And for the past five years, has been Director of Communications and Influencing at the Centre for Ageing Better.She has previously held senior leadership roles at Diabetes UK and Lambeth Council, and has also worked as a media specialist at Which? Magazine, the Food Standards Agency, and the Health Education Authority.We look forward to welcoming Louise when she joins in February next year. |

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