

**Healthwatch Rutland (HWR) Board Meeting in Public**  
**14th June 2022, The King Centre**

**Present:** Janet Underwood (Chair), Jacqui Darlington (Vice-Chair), Caroline Spark.

**In attendance:** Tracey Allan-Jones, Amy Crawford, from DHU: Judith Brown, Kimberley Davis, Jane Petcher

**Members of the public:** Allan Grey , Jaqueline Towl.

**Apologies:** Kay Jaques, Una Ozga, Malcolm King DHU.

		<b>Action</b>
1	<p><b>Welcome and Apologies</b></p> <p>The Chair welcomed attendees and apologies were received from Kay Jaques and Una Ozga. Jane Petcher attended in place of Malcolm King.</p>	
2	<p><b>Declarations of Interest</b></p> <p>JU, JT, AG, JD, and CS are members of Oakham Medical Practice.</p>	
3	<p><b>NHS111 and Urgent Care in Rutland: DHU Healthcare</b></p> <p>Presentation (attached).</p> <p>DHU has been delivering the Urgent Care Service at Rutland Memorial Hospital between 6:30 pm- 9 pm on weekdays and 9 am – 7 pm at weekends. This is a walk-in service; anyone can attend irrespective of their registered GP practice. They are currently extending coverage of the Urgent Care service from 3 pm as it is easier to organise GP cover for a more extended period.</p> <p>TAJ questioned how this works alongside the Oakham Medical Practice (OMP) operation of the Minor Injury Unit which Oakham Medical Practice delivers from 9 am until 6:30 pm, and DHU said that it has not been specifically advertised.</p> <p>DHU stated that the X-ray service is run by OMP and runs 9 am-1 pm on weekdays. The Directory of Service needs to be kept up to date by providers. When there is no radiographer or when the machine breaks down, OMP inform NHS111 so that patients can be referred correctly to a facility which can perform an x-ray.</p> <p>When a patient rings 111 they are offered where to go for the most appropriate care, and patients can choose where they want to attend. Healthwatch Rutland had reported incidents where patients have been signposted incorrectly. DHU informed that extra training has been given to staff.</p>	

	<p>Q. How and where do you advertise your service? On the DHU website and NHS Choices, this information should be up to date.</p> <p>Q. What can DHU do about the inconsistent or incorrect information about the urgent care service that is on the Internet? There is a lot of historical information scattered on multiple websites and it is an impossible task to track it all down. When the public comes across incorrect information, they are requested to inform DHU or the CCG so that it can be corrected or removed.</p> <p>Q. Who owns Rutland Memorial Hospital? Leicestershire Partnership Trust.</p> <p>Q. What is the falls service that you spoke about? It's a really welcome development – one that a Healthwatch Rutland volunteer had suggested 3 to 4 years ago. The service involves sending a falls response car with lifting equipment. This has prevented many ambulance callouts and inappropriate conveyances to hospital emergency departments. TAJ stated that Rutland didn't feature specifically in the presentation slides and had been encompassed by Leicestershire. It was noted that Rutland needs to be seen as a separate county and referred to as such. DHU advised that Healthwatch Leicester and Leicestershire have been commissioned to investigate the uses of Urgent Care Centres and Emergency Departments by residents of the city and county. It was suggested that HWR could join forces to do a similar thing at Oakham Urgent Care if it was CCG sponsored work and not a specific requirement from their contract holders. The Board agreed to investigate further. Action: TAJ to follow up with HWLL Healthwatch Rutland offered to help DHU with regular, up-to-date and consistent communication and information to the Rutland public. HWR and DHU will commence quarterly meetings for information sharing. DHU will let HWR if there are other collaboration opportunities.</p>	<b>TA-J</b>
<p>4.</p>	<p><b>Minutes of Board Meeting March 2022 (Paper 1)</b> Minutes were approved from the last meeting.</p>	
<p>5.</p>	<p><b>Matters Arising</b> The review of primary care in Rutland has not yet been repeated due to the pressure of work. Closed.</p>	
<p>6.</p>	<p><b>Change to the HWR Advisory Board</b> Una Ozga was proposed by JU as a new Board Member. CS and JD simultaneously seconded. Una was welcomed to the HWR Advisory Board.</p>	

<p>7</p>	<p><b>Dentistry in Rutland</b></p> <p>Access to NHS Dentistry is both a national and local problem due, in part, to the general dental contract which dentists say is unworkable for them. From recent research, there are no dentists in Rutland taking on new adult NHS patients for either urgent or routine care. There is one practice offering NHS orthodontic care to children and another which has a 'small NHS contract' for children and they have a waiting list. The 'My Dentist' practice in Oakham has now stopped offering all NHS dental care.</p> <p>TAJ stated that, despite this lack of NHS provision for urgent dental care in practice, she was informed very recently in talks with NHS England that the JDRM dental practice in Oakham should be offering Urgent Care from 8 am – 8 pm every day. HWR will explore this further.</p> <p>Action TA-J</p> <p>CS stated this situation is not acceptable as not everyone can afford private care. It was also noted that tooth decay in Rutland children is higher than the national average.</p> <p>After discussion, the Board agreed that a letter should be written to the Chair of Rutland County Council Scrutiny Committee, requesting that NHS dentistry should be an agenda item for the July 2022 meeting. A letter will also be sent to Alicia Kearns, MP. Healthwatch England is also to be kept informed about the problem.</p> <p>Action TA-J</p>	<p>TAJ</p> <p>TAJ</p>
<p>8</p>	<p><b>Updates</b></p> <p><b>8.1 Collaboration between Healthwatch within the LLR ICS</b></p> <p>The managers and chairs of Healthwatch Rutland and Leicester and Leicestershire have been meeting to work on a Collaboration Agreement. The agreement will set out our shared priorities and a framework for how we will operate and make decisions on shared areas of work, whilst retaining independence of each other and of the ICS. In this way we can ensure people from all the communities of LLR have equal opportunities to get involved and make their views known.</p> <p>This needs more work and will be circulated once finalised.</p> <p>Action TAJ</p> <p><b>8.2 Primary Care and Extended Access</b></p> <p>Dr Hilary Fox has retired from her role as Clinical Director of the Primary Care Network (PCN) and has been replaced by Dr James Burden. The board would like to acknowledge the work of Dr Hilary Fox and extend our thanks.</p> <p>From October 2022 all PCNs must offer enhanced access until 8 pm on weekdays and between 9-5 pm on Saturdays. This will include different members of the practices' multidisciplinary teams with GP support.</p>	<p>TAJ</p>

	<p><b>8.3 Volunteering and Outreach</b></p> <p>The 'thank you' tea and cake event held during Volunteers week was enjoyed by volunteers and AC extended her thanks to all volunteers for their help and support.</p> <p>Outreach: Since the relaxation of COVID-19 restrictions, HWR outreach sessions have taken place at Ryhall, Ketton and Uppingham Libraries, Oakham Castle and 2 drop-in events at Oakham Baptist Church and a Carers Event. This has helped to raise the profile of Healthwatch Rutland.</p> <p>Future plans include joining the Loros bus during their engagement in Rutland and a Tesco outreach. Other ideas are welcome.</p>	
9	<p><b>Healthwatch Rutland Manager Update (Paper 2)</b></p> <p>Taken as read.</p> <p>It was noted that the Primary Care Network (PCN) Patient Participation Group (PPG) is now up and running and will meet quarterly. Terms of Reference have been debated. It has been agreed that the membership will be confined to chairs of the PPGs plus a Healthwatch representative so that the group is effectively a PPG chairs' forum.</p>	
10	<p><b>Annual Workplan (Paper 7)</b></p> <p>This would be approved by email outside the meeting</p> <p>Action TAJ</p>	TAJ
11	<p><b>Correspondence to Note:</b></p> <p>A question was received in advance from a member of the public who did not attend the meeting. The question raised concerns about Oakham Medical Practice and will be responded to in writing outside the meeting.</p> <p>Action TA-J</p>	TAJ
12	<p><b>Questions from the public</b></p> <p>Due to adequate time, the Chair permitted further questions from the floor.</p> <p>Question: Is the Rutland Memorial Hospital Closing?</p> <p>JU answered: HWR is not aware of any such plans. In terms of the Place Led Plan, its use could be expanded to include more diagnostics and outpatients' appointments.</p> <p>Question: What is happening regarding the Leicester Hospitals reconfiguration?</p> <p>JU answered: This is still planned to go ahead. The recent rises in inflation mean that costs will have escalated and there is a possibility that plans might change. In the meantime, and to tackle long waiting lists, UHL has secured funding to update the redundant Brandon Unit at Leicester General Hospital to create a Treatment</p>	

	<p>Centre. UHL is hoping to take their first patients in early 2023. Leicester General Hospital is nearer to Rutland residents than the proposed Treatment Centre at Glenfield.</p> <p>Question from AG: Are Healthwatch and general practice Patient Participation Groups (PPGs) overlapping in their work?</p> <p>TA-J answered: Healthwatch Rutland is a county-wide service for patients and the general public and works in all areas of health and care and with commissioners, providers and users of care. PPGs work with patients that are registered to their GP practice. HWR are therefore committed to working with PPGs and would welcome the opportunity to reforge a working relationship with the OMP PPG which has been recently restarted with new members.</p>	
<p>13</p>	<p><b>Any Other Business</b></p> <p>The draft Pharmacy Needs Assessment (PNA) is now out for public consultation and accessible via the Healthwatch Rutland website. The PNA has to be renewed every 3 years but the COVID-19 pandemic delayed this process from 2021 until this year. The PNA for Rutland looks at community pharmacy provision now and assesses what might be needed in the future.</p> <p>TAJ will forward a paper copy to JT.</p> <p>HWR has received thanks for the help provided in supporting the PNA and accompanying surveys.</p>	<p><b>TAJ</b></p>
<p>14</p>	<p><b>Date of next meeting</b></p> <p>13th September 2-5 pm: Annual Meeting followed by short Board Meeting in public.</p> <p>6 December: 6:30-8:30pm.</p>	