

Healthwatch Rutland (HWR) Board Meeting in Public

26th October 22, online

Present: Janet Underwood (Chair), Jacqui Darlington (Vice-Chair), Caroline Spark, Kay Jaques, Una Ozga

In attendance: Tracey Allan-Jones, Amy Crawford

Members of the public: None

Apologies: None

		Action
1	Welcome	
2	Declarations of Interest None.	
3	Minutes of Board Meeting June 2022 The minutes were agreed as a true and accurate record.	
4	Minutes Matters Arising Item 7 Dentistry: HWR had received reports that people are unable to get urgent dental care out of hours at JDRM. TAJ checked with NHSE, and it was confirmed that JDRM are commissioned for a certain number of slots for the 8am to 8pm service. Once those slots have been filled, patients will be forwarded to NHS 111: completed. Item 11: The question from a member of the public had been responded to: completed. Item 13: TAJ was actioned to forward a paper copy of the Pharmaceutical Needs Assessment to a member of the public: completed. All other actions were addressed throughout the meeting agenda and closed.	
5	Governance 5.1 Standing Orders The Board were asked to review the proposed changes to the Standing Orders. UO commented that the 'period of nomination' may be useful for new board members.	

	<p>TAJ questioned whether the number of board members being a minimum of three and a maximum of 7 was acceptable to the board. Discussion ensued that 3 seemed too little and the maximum of 7 was perhaps not enough. It was agreed to leave the maximum at 10 for now but consider the minimum number in meetings to achieve a quorum. UO stated that the last board meeting in public was not quorate and suggested the board could co-opt people. It was noted that the board have a desire for diversifying its membership.</p> <p>It was decided that the Standing Orders would for now stay at a maximum of 10 board members with no minimum. This can be reviewed with further discussion. The other changes were agreed, and TAJ would circulate and enter with the next board papers</p> <p>5.2 Conflict of Interest</p> <p>It was suggested that the conflict-of-interest form needs to be filled out by the board to update this information. AC to send out.</p> <p>5.3 Caroline Spark Re-election Nomination</p> <p>CS had come to the end of her three years of service and would like to continue as a board member. Thanks were extended for all her hard work.</p> <p>Caroline was proposed by JU, seconded by JD and duly re-elected.</p>	<p>TAJ</p> <p>AC</p>
<p>6</p>	<p>Updates</p> <p>6.1 Enhanced Access to Primary Care</p> <p>Every Primary Care Network (PCN) has to offer extra appointments per week.</p> <p>This will take place in Rutland at the following surgeries from 6:30-8 pm on the following weekdays:</p> <p>Monday – Somerby Tuesday- Uppingham Wednesday- Oakham Thursday- Empingham Friday- Remote sessions</p> <p>These extra sessions will be run by a GP and a senior clinician.</p> <p>Saturday enhanced access will be nurse-led and will rotate:</p>	

1st Saturday of the month- Oakham

2nd Saturday of the month - Uppingham

3rd Saturday of the month- Oakham

4th Saturday of the month- Empingham

5th To be decided.

Additional appointments can be accessed by booking with your GP practice in the usual way.

Minor Injuries and Urgent Care at Rutland Memorial Hospital will continue with their current contract until the end of March 2023.

UO asked whether DHU was taking on the Saturday service. TAJ thought that DHU had been part of the discussions, but HWR had not been informed who was actually providing the service.

JD stated that there needs to be clear communication about these extra appointments; especially for those who are not digitally literate.

JU said that they are engaging with a soft rollout of this enhanced service as they get it off the ground. Details are on the Rutland Health Primary Care Network website.

6.2 Rutland Memorial Hospital (RMH)

The major refurbishment of RMH is underway and is costing over one million pounds. Patients needing step-down care after leaving acute hospitals have been admitted to Loughborough or elsewhere during this time. The work is due to be finished by the end of January.

6.3 NHS Dentistry in Rutland

TAJ reported that there is not much progress to share that will directly benefit patients at this time although there is work ongoing behind the scenes at NHSE. HWR had written to the MP and the Head of Scrutiny (see papers). The MP was positive and was raising the issue at government level.

Scrutiny had called a special meeting with the Chief Dental Officer for the Midlands, the most senior NHSE Commissioning Officer and the Local Dental Network Chair. An in-depth paper explaining all the current context had been submitted, but it did not detail solutions. The main issue is that of workforce recruitment. To mitigate, NHSE have offered extra sessions out of hours through existing dental practices, but these had not been taken up in Rutland. At the meeting NHSE identified

	<p>Rutland as a priority area due to the feedback from HWR, the public and others.</p> <p>Action: TAJ to circulate the Dental paper submitted to Scrutiny</p> <p>6.4 Collaboration between Healthwatch within the LLR ICS</p> <p>HWR and HWLL have formalised an agreement to facilitate how we work together in a more structured way. The board of HWLL have agreed it but we still await the document. Once received, the agreement will be circulated to the board and signed by JU.</p> <p>6.5 Volunteering, Outreach and Enter and View</p> <p>Volunteering</p> <p>A new volunteer, Joan Edwards has started, and Phil Hurford has stepped back. The Ops and Planning meeting went well.</p> <p>Outreach</p> <p>AC attended the Ryhall Parish Council meeting which went well. AC had also held pop-up stands at Oakham and Uppingham Library and attended a 'Men in Sheds' event, raising the profile of HWR. Ryhall library is next on the list, followed by a scout group (to develop a survey for young people that we could put out through schools and social media, and a Ukrainian refugee drop-in at Oakham Baptist Church.</p> <p>Enter and View</p> <p>HWR carried out the Leicester ED Enter and View with HWLL. The teams spoke to 139 people and carried out observations from 7 am -7 pm on the 23rd and 26th of September. The report is currently being written.</p> <p>We are now looking at a series of Enter and View visits at Urgent Care Centres used by the public in Rutland.</p> <ul style="list-style-type: none"> -Joining with Northamptonshire HW for Corby UCC - With Lincolnshire HW for Stamford - Rutland Memorial Hospital Urgent Care <p>AC will also promote JDs new Rutland carer sessions when she is doing outreach.</p>	<p>TAJ</p> <p>JU</p>
7	<p>Healthwatch Rutland Manager Update (Paper 2)</p> <p>Update sent out and taken as read.</p>	

	<p>HWR had reordered the work plan to bring dementia to top priority as the research could feed into the new dementia strategy. The survey closes on 27th November.</p> <ul style="list-style-type: none"> - Admiral nurses, carers team, Longhurst group, and Rutland Care Village had received hard copies - TAJ had investigated sending a text out to GP patient lists, but the practices could not agree to this. - Patient Participation Group chairs have been informed and Yvonne from Age UK has told her groups about the dementia survey - Other areas of advertising have been the RIS, U3A, HWR newsletter and Whissendine news - Home care agencies and Rutland and Stamford Sound were suggested <p>JD stated that carers are so busy with caring they don't want more paperwork. TAJ responded that we have also tried to offer one-to-one chats to make giving feedback a bit easier.</p> <p>JU asked that all board members could encourage people to fill out the dementia survey.</p>	ALL
8	<p>Questions from the public N/A</p>	
9	<p>Any Other Business</p> <ul style="list-style-type: none"> - JD advised the board that she has stepped back from working with Mobilise. - JD will have a slot at the next board meeting to talk about Rutland carer's work. - JU stated that Mark Andrews CEO of RCC had requested a meeting with HWR to share information. - The HWR contract has been extended until March 2024. 	
10	<p>Date of next meeting 6th December 6:30-8:30 pm Oakham Baptist Church</p>	