

**Paper 2. Minutes: Healthwatch Rutland (HWR) virtual Board
Meeting in public
Tuesday 1 December 2020**

Present: Janet Underwood, Jacqui Darlington, Caroline Spark

In attendance: Tracey Allan-Jones

Item No.	Item	Action
1.	Welcome The chair welcomed everyone to the meeting, noting that Kay Jaques had resigned from the board due to other responsibilities and commitments. Kay was thanked for her help and support with projects and board business and it was hoped that Kay will stay on as a volunteer, time permitting.	
2.	Declarations of interest: There were no declarations of interest.	
3.	Minutes of Board Meeting September 2020 No amendments were suggested, and the minutes were agreed.	
.	Matter Arising: Following discussion at the September Board meeting, it had been agreed that Janet would draft a joint letter between HWR and HW Leicester/Shire to escalate the matter of HW strategic input to the Better Care Together partnership. Previous governance structures had been dissolved during the management of change processes undertaken over many months by the CCGs, but new structures had not been finalised. This action was superseded by the recent publishing of new system and governance plans that clarified local HW role in the System Leadership Team as part of the emerging Integrated Care System governance structure. It was expected that the first meeting of the new Team would be in February. TA-J reported that the suggestion from Cllr Sam Harvey at the Sept meeting, that doctors may be experiencing similar resistance to the now widespread use of digital consultations in primary care, had been discussed at the LLR Engagement and Experience forum. It had been agreed that the digital experiences survey should encompass GP feedback. However, as the survey had been postponed due to rising COVID-19 infections, this would be considered at a future date.	
5.	Acute Hospitals and Maternity Consultation	

	<p>JU & TA-J gave an update on HWR's work on the reconfiguration proposals.</p> <p>An overview document of the proposals and how they would affect people in Rutland had been submitted, along with questions arising from the Pre-consultation Business Case (PCBC), attached to the meeting pack as paper 2. This paper was noted, as was the response from the CCGs, included in the meeting pack as paper 3.</p> <p>A small grant had been received by HWR to assist the CCG in encouraging people in Rutland who do not always push themselves forward to be heard, to give their views on the consultation through chat groups.</p> <p>An easy read version of the consultation survey had been shared with JD and her suggestions for improvements had been noted and actioned by Jo Ryder at the CCG. HWR had supplied hardcopies, both easy read and the regular survey, to any Rutland residents who had requested it, along with the CCG pre-paid postage details to return the completed surveys.</p> <p>In addition to the chat groups, HWR engagement on the consultation had included a virtual public meeting, presentation to the Parish Council Forum, an ongoing quick poll, regular website and social media updates, a podcast and local newspaper articles.</p> <p>The outputs from the engagement work would be collated into a feedback document and submitted to the CCG at the end of the consultation. Action TA-J.</p> <p>As part of the hospital reconfiguration planning, a Travel Planning Steering Group had been convened to run for 3 meetings by UHL, starting in October. Both JU and TA-J had attended different meetings and found them to be focused on an integrated transport system for Leicester City, with little interest in the challenges of getting people from outlying rural areas into the city network. The possibility of HWR doing some further work on travel issues was briefly discussed, to focus minds on how big a challenge this is for people in Rutland. This would be considered further in the new year with the Ops and Planning Group.</p> <p>JU concluded by reminding everyone that the CCG "Care closer to home" meeting would take place on 3 December and encouraged sharing within our networks to ensure a good attendance. Action: TA-J to recirculate the meeting joining instructions to the board</p>	<p>TA-J</p> <p>TA-J</p>
	<p>Breast Screening service</p> <p>JU reported that recent feedback from women in Rutland had highlighted that the closest appointments for screening were at Leicester hospitals; mobile screening had not restarted at Rutland Memorial Hospital and the Melton service was not available to people</p>	

	<p>from Rutland. UHL were unable to specify when the mobile unit would return to Rutland, and TA-J had requested that the issue be revisited at the upcoming HW/UHL quarterly meeting on 17 December.</p> <p>Paper 5, containing information requests about the issue was noted.</p> <p>Action: TAJ to report the outcome back to the board</p>	TA-J
	<p>HWR Manager Update</p> <p>TA-J took the paper as read and invited questions on her report.</p> <p>Ambulance response times were briefly discussed, and the upward trend in response times across categories 1, 2 and 3 since the summer, was noted. CS had recently had cause to use the 111 service and said that it can be hard to understand the many questions that are asked and how best to answer them. JU talked about the '111 First' initiative that had recently been put in place, whereby people call 111 rather than visiting a hospital Emergency Department in anything other than a life-threatening health emergency. This is to ensure that people are directed to the most appropriate setting in the safest way. All agreed that it may be useful to understand from people what their experiences of calling 111 have been in the new year some time, perhaps with a quick poll.</p>	
	<p>Questions from the public</p> <p>There were no questions submitted by the public.</p>	
	<p>Any Other Business</p> <p>JU had heard from a couple of friends that they had difficulty in getting GP appointments, seemingly because the receptionists/call handlers judged their health problem to be non-urgent and requested that they call back the next day. This led to several calls over several days and not securing appointments. JU was concerned that receptionists may not be trained, nor have sufficient clinical knowledge to make such judgements, and would take this up with the CCG.</p> <p>Action JU</p>	JU
10.	Date of next Board Meeting: 9 March 2021	

Signed as being a true record of the meeting:

..... Date:.....

Janet Underwood (Chair)