

**Paper 1. Minutes: Healthwatch Rutland (HWR) virtual Board
Meeting in public
9 March 2021**

Present: Janet Underwood, Jacqui Darlington

In attendance: Tracey Allan-Jones

From the public: Jean Denyer

Item No.	Item	Action
1,	<p>Welcome</p> <p>The chair welcomed everyone to the meeting, noting that Caroline Spark submitted apologies.</p>	
2.	<p>Declarations of interest:</p> <p>There were no declarations of interest.</p>	
3.	<p>Minutes of Board Meeting December 2020</p> <p>No amendments were suggested, and the minutes were agreed as a true record of the meeting.</p>	
4.	<p>Matters Arising</p> <p>Actions all completed and closed:</p> <ul style="list-style-type: none"> - Collate and submit overall feedback document to CCGs at the end of the Acute Hospitals and Maternity Consultation (TA-J) - Recirculate joining details for Care Closer to Home meeting (TA-J) - Keep board and public updated on status of mobile breast screening in Oakham; following restart in January, updates posted to board and to public via newsletter & website (TA-J) <p>Action rolled over</p> <ul style="list-style-type: none"> - JU to highlight reports of problems accessing appointments at Oakham Medical Practice with Primary Care Commissioning Committee. Resulting meeting with Ian Potter had not taken place, JU would follow-up. 	<p>JU</p>
5.	<p>Updates</p> <p>Acute Hospitals and Maternity consultation</p> <p>Paper 2, HWR response to hospitals consultation was noted. Included in the document was the request that Clinical Commissioning Groups give further consideration to the issues of transport and travel, and adequacy of bed numbers in the proposals. Although already raised in our analysis and questions on the Pre-consultation Business Case, the</p>	

	<p>board felt these issues had not been directly addressed in the CCG's letter of response.</p> <p>LLR Travel Planning Steering Group</p> <p>Set up to complement the Acute and Maternity Reconfiguration work, the steering group had been concentrating on improving and integrating travel within the city. JU and TA-J had both, at various meetings requested that issues of transport from outside the city be considered, to link up large populations in the county and Rutland to the improving city networks. The Board had felt that the steering group had not picked up this issue for further action and the resulting letter to the University Hospitals of Leicester Trust (UHL) February Board meeting, in paper 3, escalating the point, was noted.</p> <p>Leicester, Leicestershire and Rutland (LLR) Inequalities Task and Finish Group</p> <p>JU reported that she had been invited to join this group whose objective was to produce a framework document to support the system to address inequalities. JU had put forward Rutland concerns about travel and transport problems that lead to inequality of access to healthcare services, our ageing demography and recent lack of access to local breast screening services. Jean Denyer expressed interest in receiving a copy of the framework, once it is completed - Action JU</p> <p>Lakeside Healthcare Stamford GP practice</p> <p>JU updated the meeting that letters had been exchanged with the practice regarding patient problems accessing appointments earlier in the year (see appendix 1) and the difficulties had seemed to have improved. HWR would continue to monitor the situation.</p>	<p>JU</p>
<p>6.</p>	<p>Moving to an Integrated Care System and how this will affect Rutland people: presentation</p> <p>In anticipation of becoming an Integrated Care System (ICS), a proposal and rationale for dis-establishment of the three Clinical Commissioning Groups in LLR had been circulated to all stakeholders with a request to confirm or reject support for the proposals. The HWR Board had expressed formal support for the proposal, but with some caveats, in paper 4. The paper was noted.</p> <p>JU presented an overview of the structures and governance within the LLR ICS - see appendix 2, and a discussion followed.</p> <p>Jean Denyer asked if the effects of Long Covid would be included in the Place-led planning engagement work and survey? JU advised that HWR had been updated by the Chief Exec of UHL that special clinics for people with Lon Covid had been set up and were already operating.</p>	

	<p>HWR Manager Update</p> <p>TA-J took the paper as read and invited questions on the report (paper 5).</p> <p>TA-J advised that the Operations and Planning Group had agreed it's areas of focus for the forthcoming year and that the workplan would be brought to the next Board meeting for sign-off.</p> <p>JD commented that she felt there would be more demand for mental health services as we come out of lockdown, from people who have been isolated and unable to cope. Jean Denyer acknowledged that many people were eagerly looking forward to easing of restrictions, but that there are many people who are anxious about mixing more widely, particularly if they have been shielding due to health problems.</p> <p>JU thanked JD and TA-J for their hard work.</p>	
	<p>Questions from the public</p> <p>A set of questions was received from Mrs Kathy Reynolds on the day of the meeting and JU confirmed that a written response would be sent within 14 days of receipt. Action TA-J</p>	TA-J
	<p>Any Other Business</p> <p>None</p>	
10.	<p>Date of next Board Meeting in public: 8 June 2021 6.30-8.30pm to be held via Zoom.</p>	

Signed as being a true record of the meeting:

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

Janet Underwood (Chair)

Appendix 1

The King Centre
Barleythorpe
Oakham, Rutland
LE15 7WD
Tel: 01572 720381

8th January 2021, By email

Ms L. Molina
Hub Manager
Lakeside Healthcare
Ryhall Road, Stamford
PE9 1YA

Patient concerns about access to care at Lakeside Healthcare, Stamford

Dear Ms Molina

Healthwatch Rutland is hearing, albeit anecdotally, issues from Rutland residents about difficulties they are experiencing in accessing services at Lakeside practice in Stamford. Although we fully understand that there are tremendous pressures on NHS services due to the COVID-19 pandemic, we felt we should pass on the comments to you and ask for your response.


The problems highlighted to us are:

1. The difficulties in getting through to the surgery by telephone
2. The need to queue outside in inclement weather to collect prescriptions
3. The difficulties in getting appointments to see a doctor in a reasonable time
4. The difficulties in getting 'same day' appointments for more urgent medical problems.

In some respects, the 'same day' appointment problem and telephone access are each exacerbating the other. We are told that if patients are too late to get a 'same day' appointment they are told to ring the next day and each following day until they manage to get an available appointment.

These concerns repeat public feedback received through recent patient engagement events and survey that you conducted in Sept/Oct 2020 in relation to the proposal to close the St Mary's site. What seem to be ongoing issues are undoubtedly exacerbated now by COVID pressures and we would be grateful to understand your plans to address these operational problems.

Yours Sincerely



Dr Janet Underwood Phd
Chair, Healthwatch Rutland

CC: Sarah Fletcher, CEO, Healthwatch Lincolnshire

Response from Lakeside

20th January 2021

Dr Janet Underwood Phd,
Chair, Healthwatch Rutland

Tracey.allanjones@healthwatchrutland.co.uk

Dear Dr Underwood

RE: Patient Care and access to Health Services at Lakeside Stamford

Thank you for your email passing on patient comments you had received. I am very sorry to hear the experience has fallen below the high standards we aim to achieve. In answer to the questions:

1. The difficulties in getting through to the surgery by telephone:

We had recently re-aligned the Reception and Admin Team rotas to make more staff available to answer the phones at our busiest time. We receive weekly reports from our telephone supplier which demonstrates that our telephone answering times are often below 2 mins now and the maximum wait is 20 mins, during busiest periods. Unfortunately, we are currently experiencing staff shortages across the Practice, due to staff 'shielding' and long term sickness and this has put additional pressure on the service. We are also supporting a COVID vaccination centre. Last week, we offered a role to 2 new receptionists, and we hope they will be in post soon.

We do also offer QDOC and e-Consult, online clinical and non-clinical services, as an alternative option for patients to contact the Practice. These can be accessed from our Website <https://www.lakesidehealthcarestamford.co.uk>. E-consult requires completion of a simple form which is then submitted to the Practice. The Practice will respond with advice, a prescription or an appointment as necessary.

2. The need to queue outside in inclement weather to collect prescriptions:

As you are aware in line with the latest Government Guidelines at present we are unable to allow patients inside the building to collect prescriptions or to speak to the Reception Team. The teams have been trying to recognise vulnerable patients waiting in the queue to offer them a seat or to wait inside if this is safe to do so. We have provided an outdoor covered area for the queue as shelter during the winter months.

3. The difficulties in getting appointments to see a doctor in a reasonable time

&

Ⓔ The difficulties in getting same day appointments for more urgent medical problems:

Again, in line with Government Guidelines, we are offering a telephone triage call back service to patients, whereby patients call the surgery on the day. If there is sufficient capacity patients are offered a call back by a GP or Nurse.

Service demand is currently very high and once the scheduled telephone appointment slots are full the surgery reverts to an Emergency only system, to enable the Clinicians to deal with urgent medical needs. In line with Govt. guidelines, the Clinicians see patients when clinically absolutely necessary and only when safe to do so.

I hope this answers the questions the patients have raised.

Kind regards.

Yours sincerely

Louise Molina
Hub Manager
Lakeside Stamford

Appendix 2 HWR in the ICS presentation



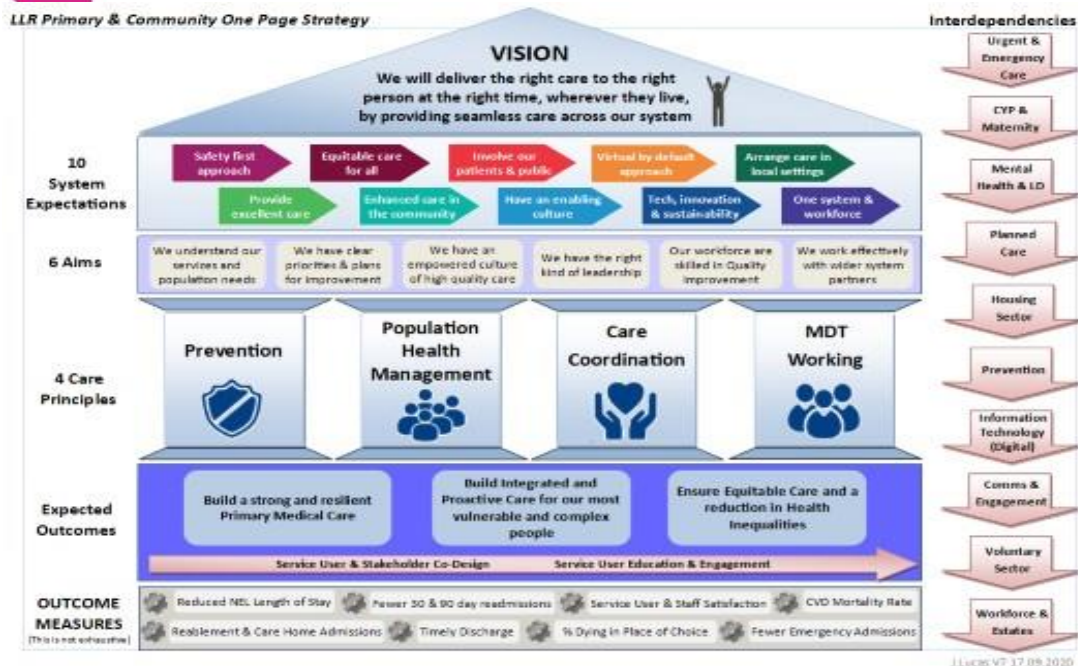
The LLR Integrated Care System and Rutland place-based care

Integrated Care system are partnerships that bring together providers and commissioners of NHS services across a geographical area with local authorities and other local partners, to collectively plan and integrate care to meet the needs of their population.

Kings Fund (2020) Integrated Care Systems explained
(<https://www.kingsfund.org.uk/publications/integrated-care-systems-explained>)

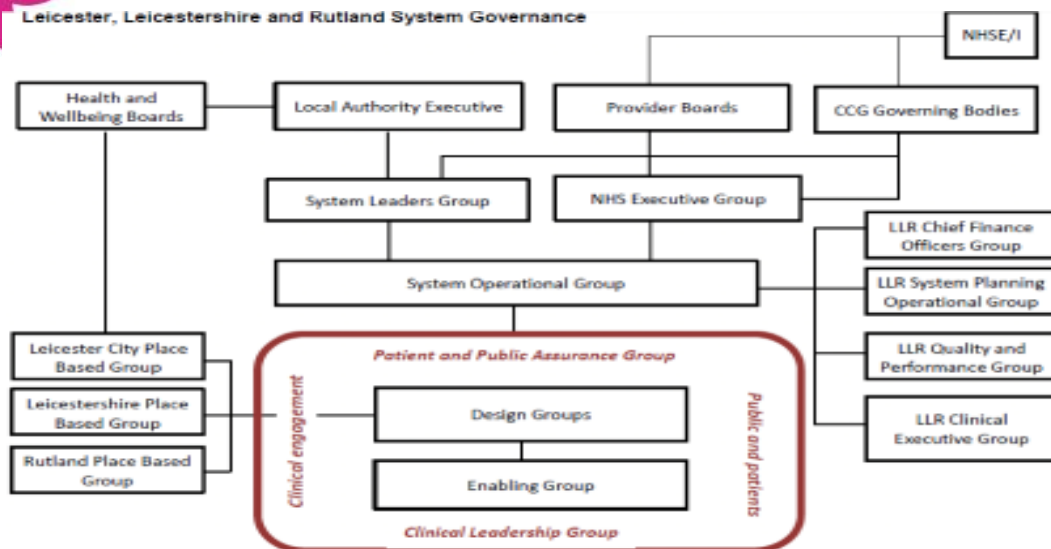


LLR Aspirations





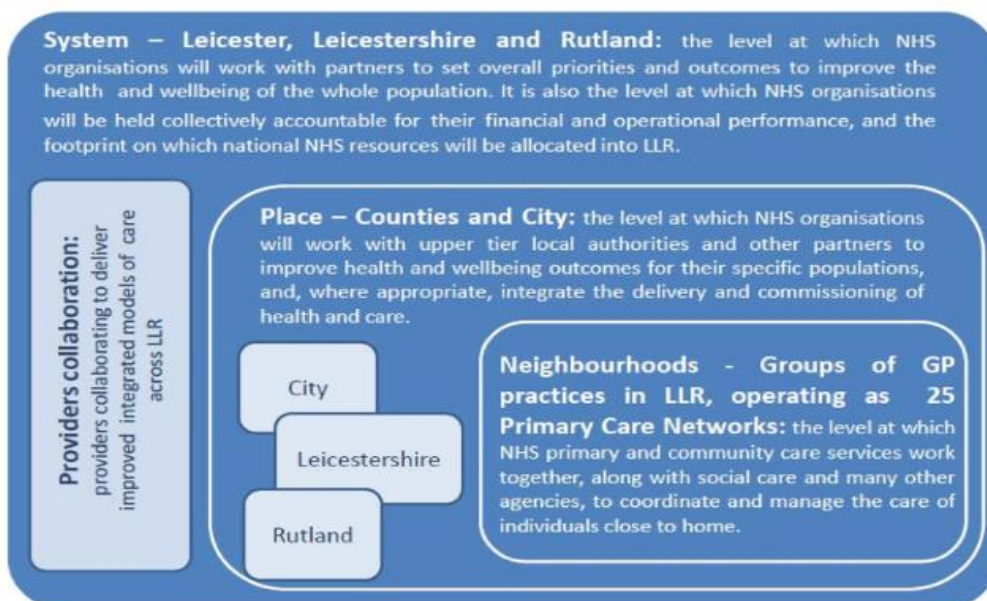
System Governance



Nb System System Leaders Group to be renamed LLR ICS Health and Social Care Partnership
 NHS Executive to the LLR Integrated Care System NHS Body.
 HWR has seat at LLR ICS Health and Social Care Partnership

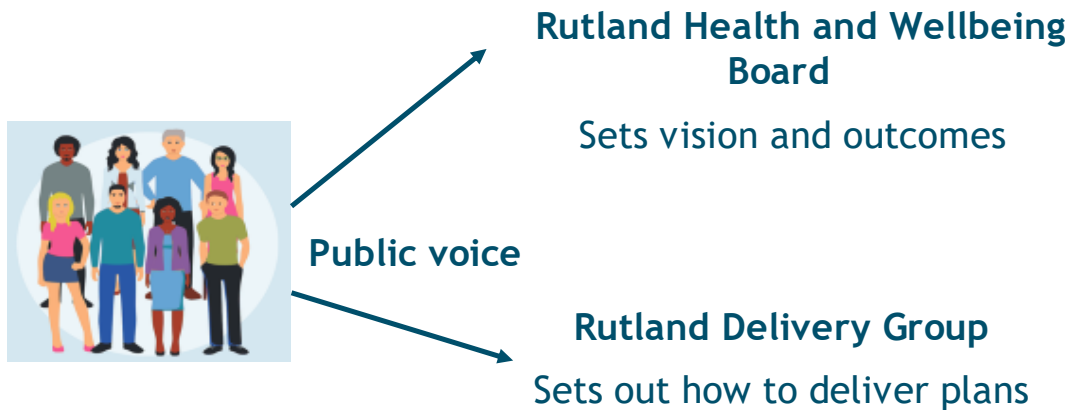


How Rutland fits into the LLR System





Place-based Care in Rutland



The Role of Healthwatch Rutland

- Has a seat on LLR ICS Health and Social Care Partnership
- Has a seat on the Rutland Delivery Group
- Has a seat on Rutland Health and Wellbeing
- Has been asked by Rutland County Council to carry out public engagement March - July 2021 to ask Rutland people what they would like to see from place-based care:
 - Focus Groups
 - Survey
 - Public meetings
 - Patients' stories