

Paper 2: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 14 June 2022, covering the period since my last report to the Board in March 2022.

Healthwatch Rutland Operations

A new Communications Apprentice has just joined Connected Together CIC, our contract holder. Ashton Anderson, alongside undergoing his formal training, will be working with us at Healthwatch Rutland to help with our newsletters and social media communications. Welcome Ashton!

Annual Plan

Project priorities for this financial year have been debated and agreed within the Ops and Planning team and are brought for approval (see paper 7). The annual workplan is not cast in stone, and if changes are felt to be required, timelines can be flexed, or priorities changed through the Board's use of the HWR decision-making policy.

Volunteering

It was lovely to meet up with HWR volunteers on the first day of Volunteers Week 1-7 June, for a chat with a cuppa and cake, with no Healthwatch health and care business involved (apart from discussion on the calories consumed of course!)

In May, both Janet our Chair, and Jacqui our Vice Chair, attended garden parties at Buckingham Palace in recognition of their volunteering work, both with Healthwatch Rutland and beyond. We are very proud that their invaluable work, often behind the scenes and not visible, has been acknowledged in a very public way. Both had a great time, but with very different stories to tell about the weather and the people they met!

Community engagement and outreach

Our Quarter 1 programme kicked off in April and continues through June with the aim of ascertaining how to get the most effective involvement through our outreach activities, as we navigate living with COVID-19. To date, we have held two walk-in coffee and chat sessions at the Baptist Church in Oakham High St, information stands at Ketton, Ryhall, Uppingham libraries and at Oakham Castle. We have a further coffee and chat session planned for Oakham in June as well as a stand at the Rutland Carers Event on 8 June. Plans are being made to buddy up with the LOROS bus when it next visits Rutland in June or July.

Let's Talk... engagement

Our *Let's Talk...* Maternity Services engagement was put on hold in December due to the COVID-19 Omicron surge and we have now agreed with Healthwatch Leicester/shire that

we will kick off the joint work again in July. Once scoped, we will be seeking out new mums, and families with babies in their first year, to tell us about their experiences of maternity and neonatal services.

NHS111 and Urgent Care

Whilst access to general practice and NHS dentistry appointments have continued to dominate incoming calls for feedback and signposting, several stories about confusion and complexities creating barriers to good urgent care have come to our attention. In response we summarised three patient stories into an escalation paper to commissioners and providers of the services (see paper 4) and await a reply from commissioners.

Rutland Health PCN PPG

The PCN 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 practice PPGs, the clinical director and operations manager of Rutland Health and Healthwatch Rutland. I had put a case for extending membership to members of the public too, to try and broaden the representation and reach of the group but was in a minority on that point. The main upcoming task for the group is to understand what patients think of the planned Extended Access plans that primary care must implement this Autumn.

Pharmaceutical Needs Assessment

Following the Rutland pharmacy services surveys conducted in the Spring, the Public Health team are updating the Pharmaceutical Needs Assessment to reflect the views of the public and the profession. It is expected that a formal public consultation on the resulting PNA will be commenced in June or July which we will communicate and support to reach as many Rutland people as possible. Thanks have been received from Leicestershire Public Health for supporting and localising the materials for Rutland.

Healthwatch operation within the LLR ICS

HWR has taken up its seats at the shadow Integrated Care System Board and Health and Care Partnership Board.

In common with all partners across health and care, we have been examining how local Healthwatch can work as effectively as possible within the new ICS when it is formally constituted next month.

We held a workshop in late May with HWLL to formulate a collaborative approach between the 3 Healthwatch for Leicester, Leicestershire and Rutland, that will shape how we work together going forward. The aim is to;

- a) formalise an agreement that will facilitate how we will engage jointly, where appropriate, to improve our collective voice within the ICS and avoid unnecessary duplication.
- b) maintain appropriate independence and balance to bring the voices of our respective communities into service design and delivery at the system level
- c) agree a decision-making policy regarding how Healthwatch can manage the operational mechanics of joint projects

The outputs from the workshop will be written up for consideration by the respective Healthwatch and contract holder boards in due course.

Annual Quality Accounts

NHS Trusts are required to publish their annual Quality Accounts by June 30 each year. The Accounts show progress against plans of the previous year, and detail plans for the forthcoming year. Trusts serving people in Rutland have solicited partner statements from HWR on the draft documents, as usual, for the year 2021-22.

HWR has submitted statements to North West Anglia Foundation Trust, Leicestershire Partnership Trust and East Midlands Ambulance Trust (EMAS) (see papers 4,5 and 6). The draft Account for UHL has been received and is being worked on currently.

Ambulance Response Performance

To be tabled

Meetings

The following is a record of the partner meetings that were attended during the period, since the March report:

LLR System Engagement Meeting	Monthly	JU, TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
PCN/HWR catch-up	Monthly	TA-J
HWR/PCN meeting	27/4/22	JU, TA-J
UHL/LHW quarterly review	12/5/22	JU, TA-J
HWR/EMAS quarterly review	9/5/22	JU, TA-J

LLR Quality Performance Improvement & Assurance Group	9/4/22 5/5/22	TA-J
LLR ASC Info sharing group	21/4/22	TA-J
LPT Peoples Council	4/4/22 9/5/22 6/6/22	TA-J
LLR Carers Delivery Group	17/5/22	JD
Dementia Strategy Task & Finish Group	12/5/22	TA-J
LLR Dementia Programme Board	16/5/22	TA-J
LLR Home First Collaborative	12/4/22 11/5/22 14/6/22	TA-J
LLR Maternity Voices Partnership	30/3/22	AC
LHW/LLRCCGs 6 weekly Review	12/5/22 21/4/22	JU
LLR Transferring Care Safely Group	12/5/22 24/5/22	JU
Primary Care Commissioning Committee	5/4/22	JU
Rutland Health and Wellbeing Board	5/4/22	JU
Rutland Adults and Health Scrutiny	31/3/22	JU
Rutland Integrated Delivery Group	26/5/22 9/6/22	TA-J
Rutland HWS Comms & Engagement working group	11/4/22	TA-J
Rutland Health Inequalities working group	7/6/22	TA-J
Rutland Voluntary, Community & Faith Networking forum	21/4/22	AC
Rutland Strategic Health Development Programme Board	9/5/22	TA-J
HWE East Mids Network meeting	18/5/22	TA-J
LLR CCGs Governing Body	26/4/22	JU
LLR Integrated Care Board (shadow)	12/5/22 9/6/22	JU
PCN PPG	25/5/22	TA-J
HWR/OMP catch up meeting	10/5/22	TA-J

LLR Pharmaceutical Needs Assessment workshop	21/4/22	JU
VCS Alliance	7/4/22 8/6/22	AC TA-J
Healthwatch Leicester/shire	11/4/22	TA-J
Healthwatch Northamptonshire	27/4/22	TA-J
Healthwatch Lincs & Healthwatch Peterborough & Cambs	9/6/22	TA-J
Learning from 2020/2021 workshop	29/4/22	TA-J
RCC Chief Exec	4/4/22	JU
LLR System Access Review	21/4/22	JU
RCC Aiming High catch-up	3/5/22	TA-J
Rutland Parent Carer Voice catch-up	23/5/22	TA-J
NHSE Mids Dental Transformation Board	31/5/22	TA-J

Acronyms:

ASC	Adult Social Care
BCT	Better Care Together
CCG	Clinical Commissioning Group
EMAS	East Midlands Ambulance Service
HW	Healthwatch
HWE	Healthwatch England
HWLL	Healthwatch Leicester & Leicestershire
ICB	Integrated Care Board
ICS	Integrated Care System
LHW	Local Healthwatch (East Midlands)
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
NEPTS	Non-Emergency Patient Transport
NHSEI	National Health Service England and NHS Improvement
NWAFT	North West Anglia Foundation Trust

PCH	Peterborough City Hospital
PCN	Primary Care Network
PMS	Primary Medical Services
PPG	Patient Participation Group
QPIAC	Quality and Performance Improvement Assurance Committee
RCC	Rutland County Council
RISE	Rutland Integrated Social Empowerment team
SEND	Special Educational Needs and Disabilities
TASL	Thames Ambulance Services Limited
UHL	University Hospitals of Leicester NHS Trust
VCS	Voluntary and Community Sector

Tracey Allan-Jones

6/6/22