

Paper 2: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 13 September 2022, covering the period since my last report to the Board in June 2022.

Annual Report

The Healthwatch Rutland Annual Report 2021-2022 was published in June and is available on our website: [Championing what matters to you](#)

Community engagement and outreach

Our community outreach sessions continue through the autumn when Amy will be visiting each of the public libraries to listen to people's experiences, provide signposting information and spread the word about Healthwatch. Dates can be found on the website: [Events | Healthwatch Rutland](#)

HWR Dementia Project

The ICS is conducting a refresh of the five-year LLR Dementia Strategy, to be published next year. The timing is such that the early drafts of the new strategy will be formulated from January onwards. As volunteers have identified Dementia as one of our project priorities this year, it is an excellent opportunity for Healthwatch Rutland to inform the strategy and ensure that Rutland people's views and needs are represented. The HWR board has thus agreed that we will focus on this project next, coming back to Communication with Patients and Service Users early next year.

Co-incidentally, Healthwatch Leicester/shire (HWLL) had also prioritised dementia as one of their projects for this year, and we have agreed to work together to understand people's experiences of the dementia journey and their needs across the whole LLR patch. The plan is to do a cross LLR survey, complemented by discussion groups in our areas and individual interviews with people that want them. We will use standard (common) questions for all areas, but localise some too, so that specific issues to our individual areas of the City, County and Rutland can be probed. Results will be reported overall for LLR, and we will have a separate report for Rutland.

Enter and View

Volunteers have been refreshing Enter and View and Safeguarding training as well as DBS certificates in preparation for this year's series of Enter and View visits. The schedule starts with visits over two days to the Leicester Royal Infirmary Emergency Department later in September, in collaboration with Healthwatch LL.

Enhanced Access to Primary Care

From 1 October 2022, Primary Care Networks will be required to provide Enhanced Access between the hours of 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays. A range of General Practice services will be offered including, screening, health checks and vaccinations, using a multidisciplinary team of practice staff.

Appointments will be pre-bookable as during usual surgery hours.

Other primary care services will be unchanged such as Oakham Minor Injuries Unit and the Oakham and Corby Urgent Care Centres. NHS111 and Emergency Departments will continue as before.

Further details will be available for Rutland patients from the Primary Care Network during September.

Virtual Wards

When being cared for in a 'bed' in a 'Virtual Ward', patients are looked after at home by a team of professionals often using digital monitoring equipment, rather than being an inpatient in hospital. Evidence shows that this effectively increases the number of 'system beds' but helps to keep people out of hospital. Virtual Ward beds are offered to people and carers who want them, are prepared and happy to be trained to use the digital equipment, and have suitable connectivity. (Equipment can include devices like a digital tablet that links to digital thermometer, weighing scales, blood pressure monitoring, spirometry, blood sugar, etc depending on the need.)

LLR is planning around 13 of these wards, some of which already operate (COPD and COVID-19). Others include Asthma, Frailty, heart failure, diabetes, ambulatory jaundice, atrial fibrillation plus others.

I have attended various Development and Clinical Reference Group meetings recently, trying to ensure that;

- patients are involved in designing onboarding and escalation processes
- accessibility is properly considered & that people with sensory impairment and disabilities can be supported to take advantage of Virtual Ward care if they so wish
- clinical teams are aware of the potentially increasing need for heating/home support of a financial nature as part of the admission criteria (patients who

can't afford the additional energy or have a cold home would be excluded otherwise)

A communications campaign by the LLR ICS is now underway to explain the purpose and benefits of Virtual Wards, which will continue throughout the autumn.

Rutland Family Hub Steering Group

Rutland County Council is currently working with partners to set up a new Family Hub. The Hub will be both a virtual and physical place where families can access information and services. It will feature joined up working across all aspects of universal care for families through to specialized services such as SEND support/social workers/vulnerable children/youth offending etc. Rutland has initial funding to scope out what's required and has put a project manager in place to do the upfront work. The Hub doesn't exist as such yet but will be a really positive improvement as we know families want joined up services, more/better/consistent information and competent people to give it out.

Planning for the Family Hub is one of the activities on the Health and Wellbeing Strategy delivery plan for the children and families' area and Jacqui will take the lead for HWR on the steering group, to represent the public voice.

Dentistry in Rutland

In July, the Government announced reforms to NHS Dentistry in efforts to provide better dental support, especially for people with complex problems and to improve the information for those trying to find an NHS dentist by:

- Increasing the payments for dentists when treating patients with complex needs, for example, people needing work done on three or more teeth
- Requiring dental practices to regularly update the national directory on the NHS website to clarify if they are taking on NHS patients
- Moving resources from dental practices that are underperforming
- Expanding the role of highly trained dental therapists to take on more routine dental work
- Requiring practices to better implement dental recall intervals based on clinical need and in agreement with patients. This is designed to free up appointment books.

HWR has continued to receive feedback throughout the summer about people being unable to access NHS dental appointments in the county, particularly from parents of children with disabilities. Problems reported with accessing urgent dental

care through the NHS111 service have been escalated to the provider, DHU, and a response is awaited.

Ambulance Response Performance

To be tabled

Meetings

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

LLR System Engagement Meeting	Monthly	JU, TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
PCN/HWR catch-up	Monthly	TA-J
LLR System Quality Group	16/6/22 21/7/22 18/8/22	TA-J
LLR System Quality task & finish group	2/9/22	TA-J
LLR Joint HOSC	27/6/22	JU
NWAFT CEO/LHW managers meeting	11/8/22	TA-J
LPT Peoples Council	20/6/22	TA-J
LLR Carers Delivery Group	9/8/22	JD
LLR Dementia Programme Board	19/7/22	TA-J
LLR Home First Collaborative	14/6/22 13/7/22 9/8/22	TA-J
LHW/LLRCCGs 6 weekly Review	4/8/22	JU
LLR ICB	14/7/22 11/8/22	JU
LLR Transferring Care Safely Group	8/6/22 21/6/22 16/8/22	JU

Health Equity Committee	1/7/22 16/8/22	JU
Rutland Health and Wellbeing Board	12/7/22	JU
Rutland Adults and Health Scrutiny	7/7/22	JU
Rutland Integrated Delivery Group	14/7/22 11/8/22	TA-J
Rutland HWS Comms & Engagement working group	16/6/22	TA-J
Rutland Health Inequalities working group	9/8/22	TA-J
Rutland Children and Young People's Partnership	21/7/22	TA-J
Rutland Voluntary, Community & Faith Networking forum	16/6/22	AC
Rutland Strategic Health Development Programme Board	1/7/22 12/9/22	TA-J
Rutland Mental Health Group	8/8/22	TA-J
PCN PPG	24/8/22	TA-J
HWR/OMP/CCG catch up meeting	1/7/22	TA-J
LLR Pharmaceutical Needs Assessment workshop	11/8/22	JU
Enhanced Access to Primary Care group	11/8/22	JU
HWLL/HWR Lets Talk Maternity project planning	13/6/22 27/7/22 5/9/22	JU, TA-J, AC AC AC
HWR/LLR NHS transformation leads for Rutland	21/6/22	JU, TA-J
LLR System Access Review	12/7/22	JU
LOROS catch-up meeting	12/7/22	TA-J
NHSE Mids Dental Transformation Board	12/7/22	TA-J
NHSE-I/LDN chairs/East Mids HW meeting	28/7/22	TA-J
HWR/HWLL/CEO DHU	17/6/22	JU
HWR/DHU Quarterly	13/7/22	JU,TA-J
LLR Primary Care Transformation Board	21/7/22 18/8/22	JU TA-J

LLR Virtual Wards Clinical Reference Group	15/7/22 29/7/22 12/8/22 9/9/22	TA-J
LLR Virtual Wards Development Group	21/7/22 4/8/22 18/8/22	TA-J
LPT Quality Account discussion	19/7/22	TA-J
East of England Healthwatch Conference	20/7/22	TA-J
HWR/HWLL Dementia project planning	27/7/22 16/8/22 30/8/22	TA-J
HWE Chief Officers meeting	17/8/22	TA-J
LLR Urgent Care review briefing	17/8/22	JU, TA-J
HWR/HWLL joint E&V meeting	23/8/22	TA-J
HWR/HWNWN joint E&V meeting	5/9/22	TA-J
HWR stories for Urgent/Emergency Care Quality Summit	3/8/22	TA-J
HWR/RHWP chairs meeting	29/6/22	TA-J
ICS workshop	30/6/22	JU

Acronyms:

ASC	Adult Social Care
BCT	Better Care Together
CCG	Clinical Commissioning Group
EMAS	East Midlands Ambulance Service
HOSC	Health Overview and Scrutiny Committee
HWB	Health and Wellbeing Board
HWE	Healthwatch England
HWLL	Healthwatch Leicester & Leicestershire
HWS	Health and Wellbeing Strategy
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
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, 5/9/22