

Paper 2: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), covering the period since my last report to the Board in March 2023.

Staffing

The first round of recruitment for Amy's replacement was unsuccessful and the post has been re-advertised.

Community engagement and outreach activities have necessarily been curtailed until a new officer can be recruited, although HWR will have a stand at the Rutland Carers event during Carers week on 7 June.

Healthwatch Dementia Project

The HW Dementia Report for LLR was published on 9 May and can be read [here](#).

The findings showed sufficient variance between the experiences of dementia care of Rutland people and those of people in Leicester City and County to merit a separate Rutland report, published on 28 April that you can find [here](#).

We received some publicity for the work in Dementia Action week, 15-22 May, through Healthwatch England and an ICB website statement. The recommendations are being fed into the new LLR Dementia Strategy and monitored by the Dementia Programme Board. Locally, the findings are to be presented to the Health and Wellbeing Integrated Delivery team in June and fed into the Proactive Care pilot work for a new wrap-around dementia service in Rutland.

Enter and View

The visits to the Stamford Minor Injuries Unit were conducted in March and were unaffected by the Junior Doctors strike as originally feared. Thanks to Georgia Collinson, Una Ozga and Healthwatch Lincs volunteer Jacqui Sclanders for observing the operation of the department and interviewing patients and their companions. People are generally very happy with the facility and value it highly - the report is available [here](#).

At the March Ops and Planning meeting, it was suggested that we prioritise Oakham Medical Practice for our next E&V visit, to understand if the changes following the CQC assessments are creating positive experiences for patients. I have discussed the possibility with practice management and we agreed that it would be

beneficial if the PPG could link in with us to do a joint HWR/PPG visit. This is being explored currently with a view to doing the visits in July.

HWR IT update

IMP System

Existing data from the HWE CIVI signposting and feedback system has now been migrated over the new logging and tracking system IMP. The next phase through June is to implement new data-sharing protocols between IMP and HWE in order for local Healthwatch data to be collated at a national level. Report formats are currently being worked on for sharing with local commissioners and providers of care.

HWR Website

The management system used for our website will cease to be supported later this year and www.healthwatchrutland.co.uk will be migrated to a new version. Work will begin in July and for a period in early August, there will be no content additions to our website whilst the transfer process is progressed. The new site will then go live after integrity checks have been conducted.

NHS dentistry

The situation in Rutland remains that there are no practices in Rutland accepting adults and limited capacity for children. The responsibility for commissioning NHS dental services in LLR was delegated from NHSE to the LLR ICB on April 1 along with Pharmacy and Optometry (collectively known as PODS). The delegated NHSE support team, including complaints handling, is being hosted by Notts ICB at least in the short term. I hope to find out more at a HW operational leads meeting with NHSE in July.

LLR Virtual Wards programme

With 8 virtual wards up and running for LLR, the programme is moving out of kick start and into consolidation phase. During start-up, through my attendance at fortnightly Clinical Reference Groups, HWR has been involved in reviewing new operating procedures and Equalities Impact Statements to ensure patient accessibility and equality of access. I will now drop out of the Clinical Reference Group and keep involved through the monthly Development Group.

Virtual Ward Bed occupancy is good, with patients, who would otherwise stay in hospital, being safely discharged for home monitoring for up to 14 days.

Ambulance Response Performance

The drop in numbers of category 1 (life threatening emergencies) for Rutland is significant - from a high of 68 for the month of Dec 22 to 41 for April 2023. The mean response for that category has improved from over 16 minutes 32 seconds to 12 minutes 57 seconds (against a target of 7 minutes).

Over the same time period there has been a moderate increase in calls in category 2 (urgent) from 240 in Dec to 254 in April. The mean response however, has shown a significant improvement from 2 hours 17 minutes in December to 43 minutes and 45 seconds (against a target of 40 minutes).

The number of ambulance hours lost to handover at Leicester Royal Infirmary Emergency Department (ED) and Peterborough City ED significantly improved between Dec 2022 and April 2023. During the same period the number of ambulances at the hospitals rose slightly in both cases.

Whilst these improvements are very welcome, Rutland still consistently reports a longer mean time to respond to category 1 life threatening emergency calls than other rural neighbours in the EMAS area. This inequality in emergency access has been picked up as an issue by the Integrated Delivery Board with the ICB and EMAS.

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
LLR System Quality Group	Monthly	TA-J
LLR Virtual Ward Development & Clinical Reference Groups	Fortnightly	TA-J
HWR/DHU Quarterly review	12/04/23	JU, TA-J

LHW/LLR ICB Quarterly review	27/4/23	JU
LLR Integrated Care Board	Monthly	JU
ICB Development workshop	23/3/23 11/5/23	JU
LLR Home First Collaborative	10/5/23	TA-J
LLR Health and Wellbeing Partnership	20/4/23	JU
LLR Primary Care Transformation Board	Monthly	TA-J
LLR Mental Health Collaborative	24/4/23	TA-J
LLR Health Equity Committee	18/4/23	JU
LHW/LLR Health Inequality Support Unit meeting	18/5/23	JU
LLR Carers Delivery Group	7/3/23 5/4/23	JD
Dementia Strategy Task & Finish group	13/4/23	TA-J
Rutland Health and Wellbeing Board	21/3/23	JU
Rutland Integrated Delivery Group	Monthly	TA-J
Rutland Staying Healthy Partnership	17/05/23	TA-J
Rutland Mental Health Group	26/4/23 24/5/23	TA-J
Rutland Voluntary, Community & Faith Networking forum	19/4/23	TA-J
Rutland Strategic Health Development Programme Board	29/3/23 31/5/23	TA-J
Rutland HWB Comms and Engagement Workstream	17/4/23	TA-J
Rutland Proactive Care Dementia pilot	26/5/23	TA-J
LLR Dementia Programme Board	14/3/23 9/5/23	UO, TA-J TA-J
LLR Dementia Friendly Communities	27/4/23	TA-J
LLR Dementia Action Week Comms meeting	10/5/23	TA-J
RCC CYP SEND meeting	20/4/23	TA-J
Rutland Family Hub Governance group	28/4/23	JD

East Mids Healthwatch Joint E&V planning	29/3/23	TA-J
HWR/OMP PPG E&V meeting	9/5/23	TA-J
Rutland PCN PPG	17/5/23	TA-J
HWR/OMP Practice Manager/PPG	19/4/23	TA-J
HWE Data Sharing meeting	25/5/23	TA-J
Midlands region Joint Healthwatch meeting	26/5/23	TA-J
LPT Peoples Council	12/4/23	TA-J

Acronyms:

ASC	Adult Social Care
BCT	Better Care Together
COPD	Chronic Obstructive Pulmonary Disease
CYP (P)	Children and Young People (Partnership)
DHU	Derbyshire Healthcare
EDI	Equality, Diversity, Inclusion
EMAS	East Midlands Ambulance Service
E&V	Enter and View
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
IMP	Information M anagement system of P atient experiences
LHW	Local Healthwatch
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland

NEPTS	Non-Emergency Patient Transport Services
NHSE	National Health Service England
NWAFT	North West Anglia Foundation Trust
OMP	Oakham Medical Practice
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

Appendix

Add ARP chart

