

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 June 2023.

Staffing

Our new Healthwatch Community Engagement Officer, Hollie Hughes, started work in September.

Hollie will be focusing on restarting our outreach and engagement activities to help to gather insight and experiences of health and care services and recruiting volunteers. She will also look after advice and signposting and help with projects. Hollie works 28 hours per week and her usual working days are Monday through Thursday.

Healthwatch Dementia Work

Following publication of the dementia reports in Spring, I have been supporting the Rutland proactive care project that offers wrap-around support and information during the Thursday dementia clinics at Rutland Memorial Hospital. The project goes some way to addressing recommendations in the reports. I gave a presentation to a recent Voluntary Sector meeting to try and get traction on recommendations that are not yet being addressed. A gap analysis will be presented to the Health and Wellbeing Board this month to try to tackle this further. The LLR wide strategy, which was informed by our research, has been through public consultation and will now be reworked in consideration of public feedback. HWR has commented on the strategy (see the agenda)

Enter and View (E&V)

Our joint visit to Corby Urgent Care was written up by Healthwatch North and West Northamptonshire and the report was published in July. The majority of people we spoke to during the visits and who responded to the online survey were 'walk-in' patients rather than having a pre-booked appointment. Overall, patients were very satisfied with the service received, with 79% of people from the survey rating their overall experience at the centre as 'very good'.

Visits to Oakham Medical Practice for the Enter and View project were conducted in August and September in collaboration with the practice Patient Participation Group. Visits were conducted on different days for different clinics to assure a good spread of engagement with patients. An online survey was conducted alongside, to ensure the best reach, which has had a great response. Analysis of the results is ongoing, and we aim to have the report published by the end of November.

HWR IT update

Migration of the Healthwatch Rutland website to a supported version of the platform was completed in Mid-August. As publication of new content was frozen for a period, our E&V communications were briefly limited but with no adverse effect.

In August, HWR joined the JOY social prescribing platform as an organisation that can refer enquirers to a wide range of Rutland and LLR support organisations, as well as accept signposting in for advice from other groups.

NHS dentistry

The situation in Rutland remains that there are no practices in Rutland accepting adults and there is limited capacity for children. Commissioners stated in a meeting in September that the Rutland procurement to replace last year's contract hand-back of My Dentist in Oakham is subject to sign off of the overall procurement programme for East Midlands Dentistry. This is awaiting Oral Health Needs Assessments across the area, which are due to be completed in December. Public feedback to HWR on dentistry has reduced over the summer, but we do not believe this is as a result of better access. We therefore have a poll running this month to stimulate more feedback on people's experiences.

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:

Rutland Health and Wellbeing Board	27/6/23	JU
Rutland Integrated Delivery Group	Monthly	TA-J
Rutland CYP Board	15/6/23 7/9/23	TA-J

Rutland Staying Healthy Partnership	27/9/23	TA-J
Rutland Mental Health Group	28/6/23 23/8/23	TA-J
Rutland Strategic Health Development Programme Board	26/7/23 27/9/23	TA-J
RCC CEO/HWR catchup	13/6/23 24/8/23	JU
Rutland Voluntary, Community & Faith Networking forum	20/9/23	TA-J
Rutland Proactive Care Dementia pilot	20/6/23 24/7/23	TA-J
Rutland PCN/HWR catch-up	Monthly	TA-J
Rutland Same Day Access working group	3/7/23 27/7/23	TA-J
RCC Adult Social Care Inspection assurance	11/9/23	TA-J
HWR/ PPG Enter and View planning/training	10/9/23	TA-J
HWR/OMP Enter and View planning	27/7/23 16/8/23	TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
Healthwatch in LLR Joint E&V planning	20/9/23	JU, TA-J
LLR Integrated Care Board	Monthly	JU
LLR ICB AGM	14/9/23	JU
LLR Health and Wellbeing Partnership & development session	11/9/23	JU
LLR Primary Care Transformation Board	Monthly	TA-J
LLR Mental Health Collaborative	26/6/23	TA-J
LLR Health Equity Committee	20/6/23 15/8/23	JU
LLR Home First Collaborative	Monthly	TA-J
LLR System Quality Group	Monthly	TA-J
LLR Virtual Ward Development Group	Monthly	TA-J
HWR/DHU Quarterly review	31/7/23	JU, TA-J
HWR/UHL Quarterly review	1/8/23	JU, TA-J

HW/LLR ICB review	Every 6 weeks	JU
LLR Autism Partnership Board	19/6/23 14/9/23	JD
LLR System Engagement Meeting	Monthly	JU, TA-J
LPT Peoples Council	4/7/23 14/9/23	TA-J
LLR Dementia Programme Board	12/9/23	TA-J
HW/UHL Hospital Build programme comms update	28/7/23	JU, TA-J
LPT engagement on JOY social prescribing platform	17/8/23	TA-J
HW/UHL EDI lead meeting	20/6/23	JU
LLR Local Dental Network	20/9/23	TA-J
E Midlands HW/Dental commissioning meeting	3/7/23 2/10/23	TAJ
HWE Data Sharing meeting	6/7/23	TA-J
HWE Leadership Conference	19/9/23	JU, TA-J

Acronyms:

AGM	Annual General Meeting
ASC	Adult Social Care
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	I nformation 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

