

Paper 2: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 9 June 2020, covering the period since my last report to the Board in March 2020.

HWR Project: Tell us your experience of Care at your GP surgery

Face-to-face interviews started in February and were either cancelled or conducted by telephone when the coronavirus lockdown measures came into force later in March. Focus groups with the Macular Society and Rutland Parent Carer Voice were also cancelled. We nevertheless had some rich data from 30 respondents, sufficient numbers for qualitative analysis and reporting purposes. The report is currently being produced and although delayed, should be ready for publishing in early July.

Healthwatch Rutland Operation during the coronavirus crisis

Staff were directed to work from home from 16 March 2020 until further notice, and no-one has been furloughed. The Office telephone is diverted to Ellen's mobile and all incoming signposting calls are answered and processed as normal.

The *operational focus* during the pandemic is:

- **To prioritise the safety and wellbeing of staff, volunteers and the wider public.** All face-to-face engagement with the public including meetings and events has ceased in line with government guidelines. New ways of virtual working are being developed to maintain volunteer and public involvement.
- **To focus on supporting the health and care system to get clear and accurate information and advice out to communities.** This has included reinforcing the Government's guidance and requirements, and increasing the amount of local guidance and information available on the HWR website and social media.
- **To gather feedback and the views of people about their needs and experiences in relation to COVID-19 and other services where it relates to patient safety.** Our Covid-19 survey has been designed to gather a wide range of feedback about people's experiences of health and care services across GP access, mental health, social care, community nursing and pharmacies (see below).

The HWR Ops and Planning meeting scheduled for April was cancelled and we plan to hold the July meeting virtually using Zoom. Ellen will be contacting all the volunteers in June for a catchup to get them going with Zoom if they don't already use it.

Volunteer response in Rutland

Within days of the lockdown announcement three quarters of a million people had volunteered nationally to help in various roles such as community responder collecting and delivering prescriptions and shopping to vulnerable people, patient transport volunteer, NHS supplies transport volunteer, and check-in and chat volunteer. At the same time, the local mobilisation of volunteers in Rutland's villages and towns was happening independently, with Oakham Neighbours Facebook group, the Uppingham First community response, and village good neighbour scheme all kicking into gear at street level. HWR promoted the local volunteer networks heavily, encouraging anyone who was shielding or otherwise vulnerable to make local contact to seek help if they needed it. Although able to refer callers into the national responder scheme if required, HWR has not needed to do so.

People's experience of care during the Covid-19 crisis

Many changes to services were made very quickly in March and early April that substantially affected access by Rutland people to health and care, including how to access GP surgeries, closure of Urgent Care centres in Oakham and Melton Mowbray, cessation of planned procedures and hospital clinics, rapid discharge from hospital protocols, to name a few. In order to understand how these changes were being experienced by people, a HWR survey was designed. It quickly became clear that the local CCGS and Leicester/shire HW were thinking of doing something similar. In order to not compete, we agreed to create a joint survey based on the Rutland version, to be advertised across all of LLR through May and June.

The survey was launched on 30 April across LLR with a joint press release and social media campaign. Janet was asked to record an interview for Rutland Radio, an excerpt from which was broadcast during news bulletins on 6 May.

Responses can be segregated by area, and HWR is receiving all the Rutland data for analysis and reporting. HWR has provided insights of the early responses to the PCN director and RCC to inform their post-peak service planning and design. Data from the early returns show that:

- Nearly half of respondents have delayed getting help for a non-Covid-19 health concern

- Three quarters are satisfied with newly introduced telephone triage procedures at GP surgeries
- Nearly two thirds are satisfied with video or on-line consultations with GPs
- Over three quarters are satisfied with the new arrangements for face-to-face consultations at GP surgeries
- Half of respondents say that ongoing care for non-covid conditions has been affected by the crisis measures due to cancelled screening, investigative and surgical procedures

A full analysis and report is planned for the summer.

Young Healthwatch Rutland (YHWR)

YHWR took the opportunity to promote the #kindnessmatters theme during Mental Health Awareness Week (18-24 May), encouraging young people to consider improving their own wellbeing by being kind to others.

Healthwatch Quality Framework Project

The HWR Quality Framework has been reviewed and agreed with our RCC commissioner and can now be adopted as a key part of our work planning process. An action plan has been drawn up to bring a focus to the areas operation that the board feels should be strengthened.

Quality Accounts

Trusts and providers are usually required to publish their Quality Accounts, showing progress against plans of the previous year, and plans for the forthcoming year, around April each year. They are duty bound to solicit and publish responses to their document from statutory bodies including Healthwatch. This year, due to the Covid-19 pandemic, the rules around their publish dates and the need to solicit our feedback have been relaxed. The revised deadline for providers to return their Quality Accounts is now 15 December and the usual assurance from Healthwatch will need to be solicited. However, LPT decided to go ahead with publishing during the usual timeframe and HWR responded as normal. The HWR response is available in paper 5.

Ambulance matters

- a) Planned engagement*

The planned visit of HWR board members and volunteers to the Ambulance control room in Nottingham (23/3/20) to see how calls are received and processed, was cancelled due to coronavirus measures. The public ‘Conversation Café’ engagement event planned for June in Oakham has also been cancelled.

I hope that both events can be reconvened at some future date when we are able to begin face-to-face engagement again.

a) Ambulance response performance

The coronavirus pandemic has led to an overall reduction in EMAS activity levels. Between 1 April and 22 April 2020 the Trust had 47,522 incidents to deal with, compared with 50,666 in the same period in 2019.

Overall EMAS performance against national standards has improved during April with the national targets being met for all mean response times across the 4 response categories. For Rutland, the performance is improved, but did not meet target for category 1 and 2 calls:

Category	Target - mean	Performance-mean	Target - 90 th Centile	Performance-90 th centile	Number of ambulance responses
1	00:07:00	00:09:23	00:15:00	00:16:26	24
2	00:18:00	00:24:34	00:40:00	00:40:39	144
3		00:48:57	02:00:00	01:34:31	95
4		00:05:09	03:00:00	00:05:09	1

< All in hours:minutes:seconds >

Overall Handover delays (when it takes more than 15 minutes to handover patients at hospital) have reduced during the Covid-19 situation. Although significantly reduced in comparison to previous months, handover delays at the LRI totalled 608 hours during April.

Work Planning

Our April Ops & Planning meeting was cancelled due to the pandemic and the 2020-21 workplan will be finalised at a virtual meeting in June. In the interim the board is asked to note the draft workplan in paper 3 that will be discussed with commissioners at contract review in June.

Meetings

The majority of regular NHS-led and Local Authority-led system meetings were cancelled during the March - May period as these organisations focused on pandemic measures. At the time of writing, there are no published dates for resumption of Rutland County Council Health and Wellbeing Board or Adults Health and Scrutiny Board meetings.

Similarly, all regular STP workstream meetings were cancelled, although these are now starting to be rescheduled as teleconferences, from June onwards, starting with the Integrated Community Board.

The first combined CCG Governing Body meeting permitting public access was held on 12/5/20.

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

LPT/HW Step Up to Great meeting	10/3/20	TA-J
UHL/HW quarterly meeting	24/3/20	JU, TA-J
LLR Communications & Engagement / HW meeting	20/4/20 27/4/20 4/5/20 11/5/20 26/5/20 8/6/20	JU, TA-J
Rutland Voluntary, Community & Faith Forum	22/4/20 6/5/20 20/5/20	TA-J
Ageing Well Accelerator progress meeting	8/4/20 28/5/20	TA-J
RCVF follow-up with RCC	27/4/20	TA-J
Midlands HW Network Meeting	5/5/20 26/5/20	JU, TA-J
LLR PPG's webinar	7/5/20	JU
CCGs Joint Governing Bodies meetings	12/5/20	JU
RCC Care Homes catchup meeting	27/5/20	TA-J
Integrated Community Board	2/6/20	TA-J
LPT CEO Quarterly HW meeting	7/6/20	JU, TA-J

Acronyms:

BCT	Better Care Together
CCG	Clinical Commissioning Group
ELRCCG	East Leicestershire and Rutland Clinical Commissioning Group
EMAS	East Midlands Ambulance Service
HWE	Healthwatch England
HOSC	Health Overview & Scrutiny Committee
LMPP	Leicester Mercury Patients Panel
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
PCN	Primary Care Network
RCC	Rutland County Council
RISE	Rutland Integrated Social Empowerment team
UHL	University Hospitals of Leicester Trust

Tracey Allan-Jones

20/5/20