

Paper 2: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 29 March 2022, covering the period since my last report to the Board in December 2021.

Healthwatch Rutland Operation

Staff, both double vaccinated and boosted, continue to follow a hybrid working model, based predominantly at home, working in the office one day per week or as necessary. Face-to-face engagement work can now start to ramp up following removal of all COVID measures by the Government. It should be noted however, that the NHS itself has not relinquished additional COVID safety measures and Health and Care facilities continue to operate mask-wearing, social distancing and enhanced cleansing protocols. This means that HWR access to health and care premises for engagement purposes continues to be limited.

All in-person work continues to be risk assessed with staff and volunteers required to take a negative lateral flow test before attending any meetings with the public. This policy will be reviewed once Lateral Flow Tests cease to be readily available.

Let's Talk... engagement

This project, in collaboration with HWLL, explored how the changes that have occurred in health and social care services over the course of the COVID-19 pandemic, have affected people using them, through a series of themed community engagements and individual interviews. The themes explored in 2021 have been completed, and we await now the results from HW Leicester/shire so that we can produce an overall LLR-wide overview of responses. The latest themes that we reported on in this period were:

[*Let's Talk... Urgent and Emergency Care*](#) which asked about how the changes in accessing urgent and emergency Care had affected patients and families during the pandemic.

[*Let's Talk... Health Checks and Screening*](#) where we asked people in Rutland how they felt about the reduced access to many health checks and screening procedures brought about by the pandemic.

Our next *Lets Talk...* engagement on Maternity Services was put on hold in December and through the early part of year because soft play engagement sessions were cancelled due to the COVID Omicron surge. It was agreed by both HWR and HWLL that this theme is best investigated in face-to-face contexts and we hope to kick this off again soon.

Volunteering

i) New roles

Although the pandemic has slowed our plans to develop a '[Community Healthwatch Champion](#)' role, the role profile/description has been agreed by the Ops and Planning group and Amy is now recruiting for a couple of pilot CHC's to help us get it right.

ii) Training

Refresher training for Safeguarding Adults and Safeguarding Children have been held both online and in person. Any volunteers who were unable to attend any of the sessions can be brought up-to-date individually by Amy.

Next on our list to organise is some refresher Enter and View training for authorised representatives, again this can be online or in person as desired by volunteers.

iii) Accreditations

Most of our staff and volunteers' Disclosure and Barring Service (DBS) certificates now need renewing. We are currently seeking a provider which can assist with this and will be in touch with volunteers when everything is in place. As a reminder, all board members and authorised representatives wishing to participate in Enter and View projects must have a DBS that is less than 3 years old.

Volunteer interviews for renewing our Investing in Volunteers accreditation were carried out by the assessor in mid-March. Thank you to any volunteers who participated in the randomly selected interviews - it was an opportunity to discuss volunteering experiences and suggestions for improvement in our programme going forward. We expect to receive the assessor's report and feedback sometime in April, which will be shared with all volunteers.

iv) Work planning

As usual for this time of year, planning our work for the year 2022-23 is being undertaken through discussions in Ops and Planning. I hope to be able to update the board on progress by email following our next Ops & Planning meeting (due to take place on 31 March).

NHS Dental access quick poll

Our dental access quick poll ran throughout February receiving 113 responses and a [report](#) is now available on our website. Whilst some people in Rutland are very happy with their NHS dental provision, the majority of respondents are not, citing appointment delays, excessive waiting and appointment cancellations and many saying that they have had to use expensive private options to receive the care they need. Next steps are to engage with commissioners in NHSEI to understand the local situation more clearly and understand what steps are being taken to improve access.

Rutland Place-led Health and Care planning

The consultation on the Health and Wellbeing Strategy (HWS) closed on 16 January. We utilised the additional week to publicise the easy read version of the consultation document that was published late in the consultation period, in an effort to ensure that everyone had the opportunity to contribute their views. A [response](#) to the consultation was put forward by the HWR board and can be found on our website.

We were able to take part in the five stakeholder workshops, to ensure that Rutland people's needs and views were at the forefront of all discussions around the delivery planning.

Through close working with all partners through an Integrated Delivery Group HWS working group, we have been able to embed a common thread of engagement and co-design/co-production as a principle throughout the strategy.

Once the Health and Wellbeing Board has formally signed off the strategy and delivery plan in April, the governance of how the various elements will be delivered should become clearer, and an engagement strategy will be prepared.

The healthcare elements of the strategy and plan are to be taken forward by a new operational board - the Rutland Strategic Health Development Programme Board on which HWR has a seat. This group will drive the planning, development and enactment of the Delivery Plan with a particular focus on the actions for the two Rutland priorities that have direct links to longer term NHS strategic transformation priorities for LLR ICS:

- *Priority 4: Equitable access to Health and Wellbeing services including improving GP Access /clinical capacity; enhancing cross boundary working; bringing Diagnostics/Outpatients provision closer to home in the community.*
- *Priority 5: Preparing for population growth and change to include outlining the future model of Integrated Care for Rutland including workforce planning and delivery planning for integration of local services; delivering 'Fit for the Future Health infrastructure' linking to housing growth.*

Non Emergency Patient Transport re-procurement

The service is currently provided by Thames Ambulance Service Ltd (TASL) and ends in September 2022. Patients, families, carers and healthcare staff are being asked to complete a survey by April 1st about their experiences of the existing service.

ICS Governance update

As reported to the board in December, HWR has been collaborating for some time with local commissioners and providers and we will take up a non-voting position on the LLR Integrated Community Board when the statutory arrangements come into being (expected July 2022). We will also have a full seat on the LLR Integrated Community Partnership (now changed to be called LLR Health and Care Board).

We continue to work with HWLL to understand how we can work more closely together to co-ordinate local Healthwatch engagement where appropriate, improve our collective voice within the ICS, and bring the voices of everyone in our respective communities into service design and delivery at the system level whilst maintaining our independence. Progress has been slow, due in part to management changes at HWLL, but we hope to progress further in the coming months.

Ambulance Response Performance

To be tabled

Meetings

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

| | | |
|--|---|----------|
| LLR Engagement and Experience Meeting (to be known as System Engagement Meeting and move to monthly) | Fortnightly | JU, TA-J |
| HWR/HWLL catch-up | Monthly | JU, TA-J |
| PCN/HWR catch-up | Monthly | TA-J |
| UHL/LHW quarterly review | 6/12/21 | JU, TA-J |
| LPT/LHW quarterly meeting | 8/3/22 | JU, TA-J |
| HWR/EMAS quarterly review | 10/1/22 | JU, TA-J |
| LLR ASC Info sharing group | 16/12/21 17/2/22 | TA-J |
| LPT Peoples Council | 21/2/22 | TA-J |
| Carers Delivery Group | 16/1/22 25/2/22 23/3/22 | JD |
| Dementia Strategy Review planning meeting | 20/1/22 | TA-J |
| LLR Dementia Programme Board | 18/1/22 15/3/22 | TA-J |
| LLR Primary and Community Care Design Group renamed to Home First Transformation Board now to Home First Collaborative | 13/12/21 19/1/22 8/2/22 9/3/22 | TA-J |
| LLR Maternity Voices Partnership | 24/11/21 26/1/22 | AC |
| MVP Focus Group | 1/2/22 | |
| LHW/LLR/CCGs 6 weekly Review | Every 6 wks | JU |

| | | |
|---|-----------------------------|----------|
| LLR CCGs Governing Body | 14/12/22 7/2/22 | JU |
| Primary Care Commissioning Committee | 7/12/22 1/2/22 1/3/22 | JU |
| Rutland Health and Wellbeing Board | 11/1/22 22/2/22 | JU |
| Rutland Adults and Health Scrutiny | 9/12/22 17/2/22 | JU, TA-J |
| LLR Joint Health Overview & Scrutiny Committee | 15/2/22 | JU |
| Rutland Integrated Delivery Group | 27/1/22 24/2/22 | TA-J |
| - IDG Prevention Workshop | 5/1/22 | TA-J |
| - IDG Complex Care Workshop | 11/1/22 | TA-J |
| - IDG End of Life Workshop | 12/1/22 | JU |
| - IDG Access Workshop | 12/1/22 | TA-J |
| - IDG Children's Workshop | 13/1/22 | TA-J |
| - IDG Health and Wellbeing Strategy workshop | 19/1/22 | TA-J |
| Rutland Health Needs Assessment working group | 3/3/22 24/3/22 | TA-J |
| Rutland Voluntary, Community & Faith Networking forum | 20/1/22 | AC |
| Rutland Strategic Health Development Programme Board | 14/2/22 28/3/22 | TA-J |
| HWE Network meeting | 16/2/22 | TA-J |
| Rutland Children's and Young Peoples' Partnership | 7/12/21 3/3/22 | TA-J |
| LLR CCGs Governing Body meeting | | JU |
| PCN PPG | 6/12/21 | TA-J |
| HWR/OMP catch up meeting | 11/2/22 | TA-J |
| LLR ICS QPIAQ | 6/1/22 3/2/22 | TA-J |
| Rutland SEND parent/carer engagement | 17/3/22 | TA-J |
| LLR Pharmaceutical Needs Assessment workshop | 8/2/22 22/2/22 | JU |
| Dying Matters/RCC workshop | 16/2/22 | JU |
| NHSEI & LHW managers | 24/3/22 | TA-J |

Acronyms:

| | |
|--------|--|
| ASC | Adult Social Care |
| BCT | Better Care Together |
| CCG | Clinical Commissioning Group |
| ELRCCG | East Leicestershire and Rutland Clinical Commissioning Group |
| EMAS | East Midlands Ambulance Service |
| HW | Healthwatch |
| HWE | Healthwatch England |
| HWS | Health and Wellbeing Strategy |
| HWLL | Healthwatch Leicester & Leicestershire |
| HOSC | Health Overview & Scrutiny Committee |
| ICP | Integrated Care Partnership |
| 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 |
| PLP | Place Led delivery Plan |
| 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

Tracey Allan-Jones

21/3/22