

Paper 3: 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 in February 2025.

Healthwatch Rutland Officer recruitment

Following the departure of the HWR Engagement officer Hollie Hughes, in January 2025, the role has been vacant. The closing date of the current recruitment is 30 June, with interviews to follow in early July.

Volunteer News

We extend a warm welcome to new volunteers Jane MacDonald, Alan Walters and Samantha Fraser who have all joined the Healthwatch Rutland Advisory board.

Recruitment for a 5th member of the board will continue.

Outreach

Community engagement this period included:

- Oakham Parkinson's support group
- Age UK Carer's group
- Macular Society monthly social/support group
- Spring into Action for Dementia event
- Rutland Carer's week event
- Tesco community information drop-in

A full programme of outreach activities will be put in place when the new officer is in post.

Children and Young People engagement

The engagement report [Let's Talk... Children, Young People and Families](#) was published in March, summarising everything we heard from children and families through our outreach, targeted engagement and Enter & View visits.

Key themes emerged across all settings: the importance of clear communication, continuity and accessibility of care and, particularly for disabled young people, the value of being treated as individuals—not just patients with conditions.

Positive feedback was noted in many areas, particularly regarding face-to-face interactions and the professionalism of staff. However, challenges around accessibility and coordination of care remain persistent concerns.

Enter and View (E&V)

The [Leicester Ophthalmology Enter and View report](#) is available on the HWR website, although despite several attempts, we have not received a response or action plan from University Hospitals of Leicester as yet.

Our E&V programme continues to be paused pending successful recruitment of a new Officer.

Self-funding social care: Experiences of navigating the system in Rutland

The report was completed and shared with RCC in March as planned and the summary version along with joint press release from HWR/RCC is awaiting sign-off by the council.

Rutland Same Day Access consultation

The 8-week consultation run by the LLR ICB closed in mid-March. HWR used all planned outreach events over the Jan-March period to explain the proposals to people, gather feedback and encourage completion of the consultation survey. A [formal response to the proposals](#), reflecting the public feedback from engagement was submitted.

In addition, a follow-up briefing paper was shared with the ICB and Chair of Rutland Scrutiny in April, which investigated public concerns expressed to HWR after the closure of the consultation. The concerns were that the proposals were not fully scrutinised by the Strategic Overview and Scrutiny Committee, that the consultation lacked transparency and that the reduction in service hours was not clearly stated. (See paper 7).

Meetings

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

Rutland Health and Wellbeing Board	1/4/25, 20/5/25, 17/6/25	JU
Rutland Integrated Delivery Group	13/3/25, 10/4/25, 8/5/25,12/6/25	TA-J
Rutland Children & Young Peoples Partnership	6/3/25	TA-J

Rutland Staying Healthy Partnership	26/3/25, 26/6/25	TA-J
Rutland Mental Health Neighbourhood group	26/2/25, 4/6/25	TA-J
Rutland Dementia Delivery Plan group	6/5/25	TA-J
HWR/Rutland Health PCN	26/2/25, 25/6/25	TA-J
Rutland PCN PPG	3/4/25	TA-J
Rutland Dementia Participation Group	11/6/25	TA-J
HWR/RCC contract monitoring	12/6/25	TA-J
RCC Customer Service calls project review	17/3/25	TA-J
Same day access PPG open meeting	27/5/25	TA-J
Rutland Integrated Neighbourhood Team development	14/4/25	TA-J
Rutland Health & Care Collaborative Comms group	16/4/25	TA-J
Rutland healthy Weight Group event planning	16/6/25	TA-J
Same day access consultation update	17/6/25	TA-J
Leics/Rutland Oral Health JSNA Steering Group	31/3/25	TA-J
LLR Integrated Care Board	13/3/25, 10/4/25, 8/5/25	JU
LLR Health and Wellbeing Partnership Development	16/4/25	JU
LLR Primary Care Transformation Board	20/3/25, 17/4/25	TA-J
LLR System Quality Group	20/2/25, 25/3/25, 17/4/25, 15/5/25	TA-J
LLR Mental Health Shadow Collaborative	31/3/25, 28/4/25, 2/6/25	TA-J
LLR Community Care Partnership	14/5/25	TA-J
LLR Dementia Programme Board	11/3/25	TA-J
LLR Joint Health Overview and Scrutiny	17/3/25, 16/6/25	JU
LLR Transferring Care Safely	18/3/25, 20/5/25, 17/6/25	JU
HW/ICB review – Deputy Chief Officer	3/4/25	JU
LPT/HW Quarterly	26/5/25, 25/6/25	JU, TA-J
UHL/HW Quarterly	26/5/25	TA-J

LPT Peoples Council	18/3/25	TA-J
LLR Pre Hospital Model of Care Steering Group	20/2/25, 17/4/25, 15/5/25	TA-J
East Mids dental commissioners/Local Dental Network/Healthwatch	25/2/25	TA-J
CQC/HW quarterly	12/5/25	TA-J
HW/UHL to discuss UHL/UHN joint clinical strategy	26/3/25	JU, TA-J
Out of county interface with Pre Hospital Model of Care meeting	19/5/25	TA-J
ICB Primary Care lead	29/5/25	JU, TA-J
HW/LLR ICB digital lead	20/5/25	TA-J
LLR ICB Engagement lead/HW – 2025 GP survey	3/6/25	TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
HWR/HWLincs/HW Peterboro & Cambs meeting	29/4/25	TA-J
Meeting with LPT End of Life lead re community EOL care in Rutland	7/5/25	TA-J
LLR carer's conference	11/6/25	TA-J
East Mids HW network	9/5/25	TA-J

Acronyms:

ASC	Adult Social Care
COPD	Chronic Obstructive Pulmonary Disease
CYP (P)	Children and Young People (Partnership)
DHU	Derbyshire Healthcare
ED	Emergency Department
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
HWP	Health and Wellbeing Partnership
HWS	Health and Wellbeing Strategy
ICB	Integrated Care Board
ICS	Integrated Care System
IDG	Integrated Delivery Group
IMP	I nformation M anagement system of P atient experiences – HWR feedback collection system
LHW	Local Healthwatch
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
LRI	Leicester Royal Infirmary
NEPTS	Non-Emergency Patient Transport Services – currently EMED Patient Care
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
UEC	Urgent and Emergency Care
UHL	University Hospitals of Leicester NHS Trust
VCS	Voluntary and Community Sector
VCSE	Voluntary, Community and Social Enterprise