

Paper 3: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 10 December 2019, covering the period since the last Board meeting in September 2019.

The Healthwatch Rutland Team

Ellen Thomas joined HWR in early November to take the lead on gathering and reporting the health and care user experiences of local people, offering signposting advice, providing support to our volunteers, and developing Young Healthwatch Rutland.

We also welcome a new volunteer, Sarah Jane Harding.

NHS Long term plan engagement project

The Leicester, Leicestershire and Rutland report on findings [“What Matters to You”](#) and the Rutland only [“What Would You Do?”](#) reports were published following launch at our annual meeting September. The reports are to be used by the Better Care Together team to triangulate with other engagement work to inform the Local Plan.

Young Healthwatch Rutland (YHWR)

YHWR held a Restart a Heart training session in October when they were taught life-saving cardiopulmonary resuscitation techniques by East Midlands Ambulance Service (The Restart a Heart campaign is an annual initiative led by the Resuscitation Council (UK) in partnership with The British Heart Foundation, British Red Cross, St John Ambulance, and Ambulance Service which aims to improve the numbers of people surviving out-of-hospital cardiac arrests).

A new [recruitment campaign](#) started in November on social media and in schools to grow the YHWR team. We are looking to recruit people aged between 11 to 18 (up to 24 for those with learning difficulties, autism spectrum disorder or any other cognitive impairments).

Health and Care needs of the Armed Forces in Rutland, Harborough and South Kesteven Report

A formal launch of the final [report](#) was held in Harborough in October. Over 700 people responded to the survey. The report calls for better access to suitable mental health help for veterans and serving personnel, further support with transition to civilian life when people leave the Armed Forces, support for families of serving personnel who may be lonely or isolated, and greater awareness of the Armed Forces Covenant.

Engagement

New staff member Ellen took the opportunity of the Carers Right Day RCC Drop-in, 21 November to introduce herself to the RCC Carers team and engage with a few members of the public to discuss volunteering opportunities for carers and young carers.

Volunteer Barry Henson and board members Jacqui Darlington and Janet Underwood attended the Alzheimers Society Celebration of Involvement Day on 4 November, the first of its kind in Rutland for people living with a diagnosis of dementia and their carers. The day involved activities, a workshop on helping to make pubs and restaurants more dementia friendly and opportunities to find out about local activities and opportunities.

On 23 October HWR had a table at the annual *Choice Unlimited* event aimed at disabled people, older people and carers across Rutland. Although attendance seemed lower this year, we engaged with 30 visitors to the HWR table and took the opportunity to start gathering people's experiences of calling an ambulance for our current quick poll.

The HWR Annual Meeting on 11 September was attended by 31 in total and launched reports on recent Long Term Plan Engagement work. Our keynote speaker Dr Hilary Fox, Clinical Director for the Rutland Health Primary Care Network (PCN) gave a presentation about the new networks. Following the presentation attendees split themselves onto themed tables to discuss their thoughts on the PCN.

See appendix 1 for feedback on the annual meeting and appendix 2 for notes on the table discussions.

Ambulance Response Performance

There has been a 7.4% increase in demand on East Midlands Ambulance Service (EMAS) during this year so far, with no discernible reduction in activity during the summer months that is usually expected. Full time equivalent staff are close to target, showing an increase in 90 new staff since 2017. A new clinical operations model is being considered whereby approximately 50 staff will receive additional advanced paramedic training to allow better career progression for staff and help to reduce staff turnover. The new model proposes to offer the opportunity for rotation of these advanced paramedics through community response (GP practices), 999 response activity (front-line), and analysing opportunities (non-front-line) where patients can be discharged safely without an ambulance conveyance, thus freeing up ambulance response capacity.

Winter Planning is in place. The Trust believes it is well placed going into this winter season with extra staff and an upgraded vehicle fleet, but rising demand and handovers at hospitals continue to cause concern.

In the HWR/EMAS quarterly meeting in July, HWR offered to facilitate a café-style drop-in meeting for EMAS to engage directly with the Rutland public. Unfortunately, the EMAS

Communications team have been unable to progress with this due to capacity issues and it is now hoped that the event will be planned for the first quarter next year.

Ambulance response performance for Rutland can be found in Appendix 3 (to be tabled).

Community Services Redesign (CSR)

The new model for delivery of Community Services, as part of phase 1 of the Community Services Redesign project, has involved a reorganisation of existing community teams in 2019/20 to create strengthened community nursing and therapy as part of an Integrated Neighbourhood Team, and an integrated Home First crisis response and reablement service. Piloting of integration and new ways of working was undertaken through the year and the new staff teams will be operational December 2019.

The modelling identified that additional medical capacity is needed to enable the new community teams to deliver the model of care well, and support people at home. This is to be commissioned through Primary Care Networks and commences December 2019.

In 2020/21 additional funding will be required to support an expansion of capacity in community services to manage increased activity to improve patient outcomes, deliver anticipated response times and support increased numbers of patients being cared for at home or in a care home setting. Clinical Commissioning Groups have approved this investment in principle, and a more detailed business case for investment will be prepared, informed by the learning from the implementation of the new model in 2019/20.

In October, Phase 2 of the CSR commenced, looking at the impact of home-based community care on the use of community in-patient beds and nursing care in care homes following hospital discharge. Options for the community hospital offer, including beds, planned care offered through clinics and minor surgery etc, and diagnostics, will all be considered and inform a Pre-Consultation Business Case to be produced in 2020. Engagement work will be undertaken to gather feedback and insight from patients, family carers and staff, to help shape the future proposals.

HWR has asked both the UHL CEO and the CSR Lead that there be consideration of how the CSR phase 2 work, and the upcoming consultation on Leicester Hospitals' reconfiguration plans, can be more closely linked, so that the public have a clear understanding of how the 2 sets of potential service changes would together affect care and care pathways for their communities.

Meetings

The following partner boards/meetings were attended during the period since the March HWR board meeting:

RCC Adults & Health Scrutiny Panel	19/9/19 7/11/19	JU
Better Care Together briefing	19/9/19	JU
BCT Partnership Group	23/9/19	JU
RCC Joint Health and Wellbeing Strategy Workshop	1/10/19	JD
Healthwatch England Conference	1-2/10/19	JU, TA-J
BCT Patient Participation Group update	7/10/19	TA-J
Citizens Panel Workshop	9/10/19	KJ, JU, TA-J
ELRCCG Governing Body Meeting & Annual meeting	10/9/19 8/10/19	JU
BCT Primary Care Board	15/10/19	JU
Social Prescribing Working Group, RCC	15/10/19 5/12/19	TA-J TAJ
BCT Integrated Community Board	22/10/19	TA-J
LLR Dementia Engagement group	24/10/19	TA-J
Community Services Redesign Business Case Steering Group	29/10/19	TA-J
LPT All Age Transformation update	23/9/19 11/11/19	TA-J TA-J
Rutland Learning Disability and Autism Partnership Board	12/11/19	JD
LLR Dementia Programme Board	19/11/19	TA-J
Healthwatch/EMAS quarterly meeting	19/11/19	JU, TA-J
Healthwatch / UHL quarterly meeting	21/11/19	JU/TA-J
Rutland CoCreate PCN engagement meeting	25/11/19	JU, TA-J
RCC Peer Challenge meeting	27/11/19	JU
HW England East Midlands Network	3/12/19	JU, TA-J

Acronyms:

BCT	Better Care Together
ELRCCG	East Leicestershire and Rutland Clinical Commissioning Group
EMAS	East Midlands Ambulance Service
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
PCN	Primary Care Network
RCC	Rutland County Council
UHL	University Hospitals of Leicester Trust