

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 June 2025.

Healthwatch Rutland Officer recruitment

Recruitment is underway for a 12-month fixed term Healthwatch Engagement Officer . The closing date of the vacancy is 21 September, with interviews to follow.

Penny Dash review of patient safety across the health and care landscape

The [Penny Dash review](#) published in July, sets out that the statutory functions of local Healthwatch will be combined with the involvement and engagement functions of Integrated Care Boards in relation to healthcare, and those of local authorities in relation to social care. Healthwatch England will be subsumed into the Department of Health and Social Care (DHSC).

Primary legislation will be required to make these changes. The DHSC and the Ministry of Housing, Communities and Local Government are currently working on the details of the new legislation.

In the meantime, local authorities have been instructed to ensure that an effective Local Healthwatch organisation continues to be commissioned and operate in every area. Funding for Local Healthwatch services in 2025-26 will continue as usual and the funding mechanism after 2025-26 will be confirmed in due course.

Local Healthwatch response to the loss of independent services that give people a voice in NHS and Social Care

HWR is part of a national network of local Healthwatch organisations that is seeking ways to urge the Government to reconsider proposals that will bring public voice functions under the control of local authorities and NHS commissioning bodies – thus losing all independent means for public feedback.

An [open letter](#) endorsed by 131 local Healthwatch has been sent to Wes Streeting, the Sec. of State for Health and Social Care, and a [petition](#) is currently running on the parliamentary website.

Women's survey

An LLR-wide survey, commissioned by the LLR Women's Health Partnership was launched on 1 September.

The survey seeks to understand if women and girls have the right information at the right time in their lives to make autonomous and informed choices about their health

and wellbeing. It runs through into the new year with a report due to be created at the end of the financial year.

In addition to the main survey, nine topic surveys are available for people who wish to provide more in-depth feedback.

HWR is collaborating with HW Leicester and Leicestershire to ensure good engagement from Rutland women and girls. This will involve wide publicisation of the project, engagement at outreach events, use and collection of hardcopy surveys where needed, and the possibility of a focus group for Rutland people who access women's health and care services.

Annual report

The HWR Annual report was published at the end of June in line with statutory requirements – available via the HWR website: [Unlocking the Power of People-driven Care](#)

Paper prescriptions at Oakham Medical Practice

The practice is seeking to get as many patients as possible to use online methods for repeat prescriptions. This saves staff administration time, offers higher accuracy and therefore safety for both patient and practice, and preserves patient privacy. Steps had been taken earlier this year to bring the paper prescription box inside the practice to give staff the opportunity to engage with patients about moving online.

Following the subsequent re-siting of the paper prescription box from the waiting area to a location behind reception, HWR received feedback that elderly patients were having to stand in lengthy queues to hand in prescriptions. The seats for people queuing at reception were not consistently available for use.

HWR is concerned that this approach is creating an accessibility barrier for older/ vulnerable people who are unable to use online methods, may not have family to help, or struggle to stand in line at reception.

Following a meeting with the practice, it was agreed that the chairs would be in place and kept free for patients who need them, and the situation will be reviewed in September. It is expected that diminishing returns on numbers moving from paper to online will mean that the box can be moved back out into the waiting area for use by people who have pre-arranged to continue with paper, due to being unable to engage online.

Meetings

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

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| Rutland Integrated Delivery Group | Monthly | TA-J |
| Rutland Mental Health Neighbourhood group | 27/8/25 | TA-J |
| HWR/Rutland Health PCN | 16/7/25 | TA-J |
| Rutland PCN PPG | 3/7/25 | TA-J |
| Rutland Dementia Participation Group | 13/8/25 | TA-J |
| OMP PPG/OMP meeting | 29/7/25 | TA-J |
| Rutland Gambling Related Harm workshop | 4/9/25 | TA-J |
| Rutland Disabled Youth Forum | 2/7/25 | TA-J |
| Leics/Rutland Oral Health JSNA Steering Group | 30/6/25 | TA-J |
| LLR Integrated Care Board/AGM | 10/7/25 14/8/25 | JU |
| LLR System Quality Group | Monthly | TA-J |
| LLR Mental Health Shadow Collaborative | 28/7/25 | TA-J |
| LLR Community Care Partnership | 14/8/25 | TA-J |
| LLR Transferring Care Safely | 19/8/25 | JU |
| LPT Peoples Council | 11/8/25 | TA-J |
| LLR Pre Hospital Model of Care Steering Group | 17/7/25 21/8/25 | TA-J |
| LLR Falls Steering/Delivery | 7/8/25 | TA-J |
| LLR Dementia 100 Toolkit meeting | 20/8/25 | TA-J |
| LLR Cancer Design group | 19/8/25 | JU |
| HW/ICB Chief People Officer catch up | 22/8/25 | JU |
| LLR Women's Partnership – survey launch plan | 20/8/25 | TA-J |
| HWLL - Women's survey planning | 28/8/25 | TA-J |
| HW/LLR ICB digital lead | 21/7/25 | TA-J |
| LLR Meds optimisation lead | 21/7/25 | JU |
| LLR System Engagement | 2/7/25 23/7/25 | TA-J |

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| CQC/HW quarterly | 11/8/25 | TA-J |
| HWR/HWLL catch-up | Monthly | JU, TA-J |
| HW in LLNR Cluster meeting | 18/8/25 | JU, TA-J |
| East Mids HW network | 18/7/25 | TA-J |
| Local HW Response group | 24/7/25 21/8/25 4/9/25 | TA-J |
| HWE & LHW chairs | 4/7/25 | JU |

Acronyms:

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| ASC | Adult Social Care |
| COPD | Chronic Obstructive Pulmonary Disease |
| CYP (P) | Children and Young People (Partnership) |
| DHSC | Department of Health and Social Care |
| 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 | Information Management system of Patient experiences – HWR feedback collection system |

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| 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 |