

Paper 3: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 7 December 2021, covering the period since my last report to the Board in September 2021.

Healthwatch Rutland Operation during COVID-19

Staff, both double vaccinated, 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 is still infrequent, fully risk assessed with staff and volunteers required to take a negative lateral flow test before attending any meetings with the public.

Let's Talk... engagement project

This project, in collaboration with HWLL, explores through a series of themed community engagements and individual interviews, the effects of changes that have occurred in health and social care services over the course of the COVID-19 pandemic. So far, we have researched the following:

[Let's Talk... Accessing GP Practice Appointments](#) asked how the changes in accessing appointments at GP Practices has affected Rutland patients and gathered feedback from 26 people. The findings were used by Clinical Commissioning Groups to help inform a series of high impact actions that are being deployed to tackle ongoing pressures on GP practice appointments and practice workloads across Leicester, Leicestershire and Rutland.

[Let's Talk... Hospital Visiting](#) asked people in Rutland how they felt about changes to hospital inpatient visiting and the impact it had on them. The various limitations on hospital visiting throughout the pandemic have been designed to help limit the spread of Coronavirus and in turn reduce the strain on the NHS but they have also had a big impact on friends and family of patients. We received some moving feedback and presented it in the report in the format of patient stories, to illustrate the complex issues and feelings.

An article for the HWR website with feedback from the [*Let's talk... NHS Health Checks and Screening*](#) engagement is in production.

For [*Let's Talk... Maternity*](#) we will be running an informal open session in January at a soft play centre in Melton Mowbray to engage with both Rutland and Leicestershire parents, as well as offering individual phone interviews and a virtual focus group.

Volunteering

i) New roles

The pandemic continues to hinder face-to-face engagement with volunteers and with members of the public. So, we have to work harder and differently to ensure that we are

hearing from as many residents in Rutland as possible about their health and care experiences - good and bad. Whilst our Annual Plan drives work on priority research projects, it is part of Amy's remit, as our Community Engagement Officer, to build our volunteer base and relationships with community groups in order to maintain channels for gathering general feedback and information on health and care matters. Plans to develop a 'Community Healthwatch Champion' role are currently being worked up to be reviewed with our Ops and Planning group.

ii) Training and accreditation

Now that some in-person meetings and engagement are possible, we are in the process of setting up refresher safeguarding training for all volunteers. Disclosure and Barring Certification will also be refreshed for volunteers as necessary.

HWR, along with the contract holder Connected Together and Healthwatch Northamptonshire, will be beginning work on our Investing in Volunteers accreditation next year when it is due for renewal.

Rutland Place-led Health and Care planning

The Integrated Delivery Group (IDG) is developing the Health and Wellbeing Strategy (HWS)/Place Led Plan on behalf of the Health and Wellbeing Board (HWB) and the 6-week consultation has now begun. HWR continues to attend the HWB and IDG, highlighting peoples' views and concerns through the planning process to ensure that the strategy and plans reflect what Rutland people want. HWR did not participate in the working group designing the consultation documentation, although we have reviewed final drafts to assure accessibility and readability. We will also work independently to encourage as many people as possible to complete the consultation questionnaire and contribute to development of the evolving delivery plans as they progress.

Primary Care Network Patient Group

HWR and the Rutland Health PCN have been working together to assess the appetite for a PCN-wide patient group that can have a strong voice in the development and design of the services and operation of the primary settings of care in Rutland.

It is envisaged that the Rutland Health PCN Patient Group (RHPPG) will have a clear involvement in design and operation of the PCN offer and future developments, an opportunity to share information and good practice between individual GP Practice PPGs, and provide a collective primary care patient input into place-led planning.

A first meeting of the proposed Rutland Health PCN Patient Group has been held to begin to develop purpose, terms of reference and governance.

ICS Governance update

As health and care providers and commissioners move closer together towards formal Integrated Care Systems (ICS) across England, Healthwatch England (HWE) at a national level has been dissecting and responding to the Government's Health and Care Bill, which will be the primary legislation that will formally establish ICS in April next year. HWE has recently made recommendations that Local Healthwatch take up their seat on the local

Integrated Care Partnership (responsible for meeting health and care needs), and should also try to secure a non-voting seat on the Integrated Care Board (ICB - responsible for commissioning) by April 2022.

HWR has been collaborating for some time with local commissioners and providers to clarify the situation, and we are happy to have secured this representation already.

We are currently working with HWLL to understand how local Healthwatch 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.

From December HWR has been invited to join the LLR Quality and Performance Improvement Assurance Committee which seeks to provide oversight and assurance to the LLR ICB for the development and delivery of a System Quality and Performance Strategy and Improvement Plan.

Ambulance Response Performance

In the context of an increasing number of calls in category 1, EMAS response times have lengthened over the three months to October against a mean average target of 7 minutes and within 15 minutes, 9 out of 10 times.

Although the number of calls classed as category 2 has decreased in the 3 months to October, response times have lengthened substantially against the mean target of 18 minutes and within 40 minutes, 9 out of 10 times.

Handover delays

Total hours lost to handovers at the Peterborough City Emergency Department have stabilised, showing an improvement in October, although at a high level. The average time taken pre-handover continues to be high, although again improving.

At Leicester Royal Infirmary the upward trend of increasing hours lost to handovers and increasing time taken pre-handover continues in October, as it has done so from early summer.

Based on Ambulance Response stats to October 2021 (see appendix)

Meetings

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

LLR Engagement and Experience Meeting	Fortnightly	JU, TA-J
HWR/HWLL catch-up	Monthly	JU, TA-J
PCN/HWR catch-up	Monthly	TA-J

UHL/HW quarterly review	6/12/21	JU, TA-J
LPT/LHW quarterly meeting	2/11/21	JU, TA-J
NWAFT/HW quarterly update	11/10/21	TA-J
HWR/EMAS quarterly review	13/9/21	JU, TA-J
LLR ASC Info sharing group	28/10/21	TA-J
LPT Peoples Council	13/9/21 18/10/21	TA-J
Carers Delivery Group	2/11/21	JD
Dementia Strategy Review planning meeting	18/11/21	TA-J
LLR Dementia Programme Board	21/9/21	TA-J
LLR Learning Disabilities Partnership Board	20/10/21	JD
LLR Primary and Community Care Design Group	26/10/21	TA-J
LLR Maternity Voices Partnership	23/9/21 24/11/21	AC
LHW/LLR/CCGs Review	24/10/21 28/10/21	JU
CQC PMS/LHW quarterly review	6/10/21	TA-J
Rutland Health and Wellbeing Board	5/10/21	JU
Rutland Adults and Health Scrutiny	9/9/21 25/11/21	JU, TA-J
LLR Joint Health Overview & Scrutiny Committee	13/9/21 16/11/21	JU
Rutland Integrated Delivery Group	23/9/21 28/10/21 25/11/21	TA-J
Rutland Voluntary, Community & Faith Networking forum	18/11/21	AC
HWE Network meeting	2/11/21	TA-J
Rutland Children's and Young Peoples' Partnership	8/9/21	TA-J
LLR CCGs Governing Body meeting	12/10/21	JU
Year 1 review of Peoples Council	1/11/21	TA-J
PCN PPG	16/11/21	TA-J
HWR/OMP Operational Update	24/11/21	TA-J
LLR SEND Strategy launch	29/11/21	TA-J

LLR CCG General Practice Plans update	30/11/21	JU, JD, TA-J
LLR ICS QPIAQ	2/12/21	TA-J
ICS CEO Stakeholder Group	29/10/21	JU
LLR CCGs Annual Meeting	28/9/21	JU

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
HWLL	Healthwatch Leicester & Leicestershire
HOSC	Health Overview & Scrutiny Committee
ICP	Integrated Care Partnership
ICB	Integrated Care Board
ICS	Integrated Care System
LHW	Local Healthwatch
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
NHSE/I	NHS England and NHS Improvement
NWAFT	North West Anglia Foundation Trust
PCH	Peterborough City Hospital
PCN	Primary Care Network
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
UHL University Hospitals of Leicester NHS Trust

Tracey Allan-Jones

26/11/21


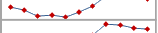
Appendix: East Midlands Ambulance Service response performance to October 2021

Cat Code	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Trend
Category 1												
Response	34	32	19	24	26	32	33	40	36	41	49	
Mean	00:10:46	00:14:33	00:08:50	00:10:35	00:09:07	00:10:15	00:11:40	00:13:59	00:09:31	00:12:52	00:13:28	
90th Centile	00:20:38	00:23:05	00:15:51	00:23:42	00:18:03	00:17:01	00:21:23	00:21:40	00:18:34	00:24:09	00:23:06	
Category 2												
Response	246	211	216	227	238	291	254	253	252	203	231	
Mean	00:37:57	00:39:50	00:32:06	00:31:13	00:37:07	00:42:48	00:51:10	01:00:56	00:53:00	00:53:00	01:12:17	
90th Centile	01:06:13	01:13:40	00:55:31	00:58:57	01:07:47	01:19:28	01:39:25	01:59:48	01:45:52	01:42:13	02:14:51	
Category 3												
Response	66	77	83	101	105	103	68	58	64	68	52	
Mean	01:46:12	01:32:40	01:16:47	01:31:09	01:31:42	02:10:07	02:22:29	02:29:18	03:01:05	03:22:18	03:58:32	
90th Centile	03:29:51	03:27:53	02:55:52	03:13:28	03:05:05	04:35:48	05:05:33	05:25:09	08:22:22	07:25:50	09:19:10	
Category 4												
Response	0	1	0	1	1	3	2	0	0	0	1	
Mean	00:00:00	01:02:49	00:00:00	01:48:28	00:45:34	01:14:09	01:12:39	00:00:00	00:00:00	00:00:00	01:41:21	
90th Centile	00:00:00	01:02:49	00:00:00	01:48:28	00:45:34	01:57:48	01:25:46	00:00:00	00:00:00	00:00:00	01:41:21	
Category 5												
Response	5	11	10	12	24	4	11	4	10	6	3	
Mean	01:56:34	01:26:50	01:48:10	01:20:41	01:27:27	01:49:38	01:38:09	02:45:21	03:03:09	02:41:10	02:00:40	
90th Centile	02:51:07	02:38:37	03:20:19	02:41:53	02:28:49	02:49:30	02:25:11	04:40:56	04:33:34	04:04:54	02:13:46	

Leicester Royal Infirmary Handovers

Types	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Trend
No Of Vehicles At Hospital	5463	5247	4891	5541	5519	5785	5525	5251	5236	4892	5040	
Pre Handover	00:29:05	00:31:25	00:24:04	00:23:07	00:27:40	00:24:56	00:30:44	00:41:52	00:47:55	00:47:14	00:55:40	
Total LostHours Pre	1385:12:05	1523:21:40	827:19:28	856:34:37	1253:27:38	1042:36:04	1527:15:34	2423:04:44	2943:45:51	2704:56:42	3483:56:15	

Peterborough City handovers

Types	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Trend
No Of Vehicles At Hospital	806	789	770	894	940	989	826	816	767	752	769	
Pre Handover	00:52:31	00:45:31	00:31:50	00:33:12	00:29:01	00:40:09	00:53:31	01:17:09	01:18:50	01:14:25	01:09:00	
Total LostHours Pre	513:35:37	411:37:14	229:00:39	283:45:33	230:06:12	424:30:41	537:06:48	851:40:40	820:39:56	748:50:38	697:57:23	