

Paper 3

The King Centre
Main Road, Barleythorpe,
Oakham,
Rutland
LE15 7RB

01572 720381

Mrs Kathy Reynolds
By email

17th March 2021

Dear Kathy,

Thank you for your questions, received 9/3/21 and copied in the Appendix.

Question 1.1

Agreement has been reached between Rutland County Council (RCC) and Healthwatch Rutland (HWR) that HWR will undertake to engage with people to gather fully representative views to understand what good local health and care should look like at “Place”. The work is just beginning, and the views of Councillor Walters, Mr Morley and Dr Fox have been noted. As a result, the engagement will take the form of survey, chat groups and public meetings (mostly virtual as required by COVID restrictions) and phone interviews targeting people who are not digitally enabled. The outputs, available in July, will inform the wider place-based planning being undertaken locally. HWR will publish information about the engagement work on our website in due course when plans are finalised.

Question 1.2

HWR listens to the public on an ongoing basis through various means, in order to represent the public voice in many situations. These means include, but are not limited to, public meetings, direct unsolicited feedback, social media, discussion & chat groups, intelligence from volunteers etc. Where specific topics or feedback are needed, and if this is the case in our involvement in the Integrated Delivery Group, we solicit direct feedback through surveys, quick polls and listening events.

Question 2.1

HWR was commissioned with a £1100 grant from Leicester Clinical Commissioning Groups (CCG) to conduct chat groups with people who do not traditionally come forward to give their views. Feedback from each group was logged directly with the CCG and is included in the [HWR consolidated feedback report](#) submitted at the end of the Leicester Hospitals/Maternity consultation.

Question 2.2

The CCGs issued a standard service level agreement to all the groups they commissioned to help with extending their public reach for the consultation. Healthwatch Rutland has

not traditionally published such documents on our website, however in the interests of transparency, we are happy to attach a copy of the agreement. The document will therefore naturally appear on our website when this written response to your questions is published as part of the minutes of the 9th March HWR board meeting in public.

Question 3

HWR board meetings in public are advertised in the '[events](#)' section of the website (removed automatically after the date has passed). Details also appear in the newsletter preceding the meeting, which is also posted on social media. Papers and meeting logistics are published in both the events and '[news and reports](#)' sections of the website one week before the meeting.

Further question

The HWR Standing Orders state the following:

- (4) There will be an agenda item for questions from the public to be submitted 48 hours in advance of the meeting to enable the Chair and the Board to give them due consideration. An opportunity for the public to speak and ask questions at the meeting without prior notification will be at the sole discretion of the Chair.

In purely logistical terms it makes sense to align the virtual meeting registration process to the same timeframe as submitting questions. We do this to ensure that everyone who wants to attend one of our meetings in public, is able to do so. HWR has limited administrative resources and the notice period ensures that requests to attend are picked up and actioned during this time of flexible and part-time, home-based working patterns. We operate as flexibly as we can however, and where anyone has made late requests to join virtual meetings, we have accommodated this.

Sincerely,



Dr Janet Underwood
Chair, Healthwatch Rutland

Appendix

Emailed questions to the board meeting held 9/3/21

Subj: Board meeting
Tue 09/03/2021 11:10

Hello Tracey

Despite a heads up from Janet some time ago I have only today noticed that HWR Board meets this evening. I recognise that I have missed the cut off for attendance and asking questions. However, I would like to put in 3 questions for a written reply.

Question 1

1. I listened to the Rutland County Council H&WB in January and note the outcomes as listed below:
 1. Dr Fox from the PCN, John Morley from RCC, Dr Underwood from Healthwatch and the Chair, Councillor Walters, would work together on a communication and engagement strategy that would capture the widest possible range of views from residents across the County, including those registered at a practice out of county, and report back to the Board.
 2. A representative from Healthwatch would be appointed to the Integrated Development Group (IDG) to represent the public voice.
1. Has the meeting with Dr Fox, John Morley and Councillor Walters taken place? If not when will it take place and if it has what plan has been agreed to engage with the residents?
2. How will HWR collect the public voice so that it can represent it on the IDG?

Question 2

1. At the start of the UHL Reconfiguration Consultation I learnt that BCT were offering payment to groups to facilitate the Consultation. "[Where you feel able, we would like to work in partnership with local voluntary and community organisations to help us deliver the a consultation that is more personalised to your community. In some cases and where necessary we may be able to offer a simple paid service level agreement.](#)" I notice from HWR Board Papers that HWR received financial assistance to facilitate the Consultation. To ensure transparency please answer the following:
 1. What did the financial assistance amount to in £s or in other support?
 2. Did HWR sign an "impartiality agreement" or something similar? If so again for the purpose of transparency can you share the agreement and post it on your website?

Question 3

1. How does HWR publicise it's Board Meetings in Public? I'm asking because last December after the public meeting on Reconfiguration hosted independently on 9/12/21 I was asked by a number of individuals, what is HWR? What do they do? How do I see what they are doing? or similar questions I referred them to your website so hopefully they will have navigated there and will know about your role etc.

Kind Regards
Kathy Reynolds

Further question

Subj: re: Board meeting
Tue 09/03/2021 18:27

Hello Tracey

I recognise that questions from members of the public although good practice are not legislated for so time limits and a written reply to late questions may be a necessary evil.

However I fail to understand why it is necessary to register 48 hours in advance for a meeting in public under Public Bodies (Admission to Meetings) Act 1960 legislation? Indeed the legislation is to ensure the press & public have right of access except in exceptional circumstances when the Board elects to go into private session. I fail to understand why this requirement has been introduced for Zoom meetings? Can you please tell me what regulations/guidance supports the HWR decision to require registration 48 hours prior to the meeting? Also point me to the minute where the decision was made.

I look forward to receiving replies and will look out for the minutes of this evenings meeting.

Kind Regards
Kathy

Copy

Service level agreement and impartiality clause

We are asking local voluntary and community organisations to act as supporters for our consultation; by promoting to targeted groups and communities.

Organisations *will not* be expected to promote support for the proposal itself, but rather support the consultation process by encouraging as many people as possible to give their feedback and have their say.

In acting in the role of promoting the consultation to groups and communities it is important that supporters remain *impartial*. Organisations are not expected to express views or opinions on the consultation when engaging with their communities, should they be positive or negative, and all queries and questions should be signposted to official literature or NHS leads. However, we do appreciate that organisations in their own right as registered charities or other entities, may wish to contribute to the consultation and express their views using the range of feedback mechanism open to them.

Between 28th September – 21st December 2020 organisations will be required to:

- Promote the consultation as far and as wide as possible
- Share, distribute and display information on the consultation (with consideration to social distancing measures)
- Encourage and facilitate communities and groups to have their voices heard
- Support and encourage individuals to complete the survey online utilising resources wherever possible
- Demonstrate how, when and where groups and communities have been engaged on the consultation
- Signpost to appropriate feedback mechanisms
- Encourage promotion and sign-up to the Leicester Leicestershire and Rutland Citizen's Panel as a way to stay informed and give your views on local health services
- Offer and collect views on digital inclusivity to support the local NHS in understanding the position of individuals and communities.

Organisations must also:

- Follow the latest government guidelines and legislation on social distancing when planning and delivering engagement activities
- Use official literature provided by the Clinical Commissioning Groups when tailoring or producing promotional materials for communities
- Deliver support through the agreed actions within the given timeframes
- Meet virtually with the project lead on a monthly basis to monitor progress and adapt approaches where necessary to achieve the aims of the project

Organisations will capture targeted responses, and gather views and insight through survey completion or documented conversations and engagements. Full payment will be made upon completion of the engagement process and delivery of the agreed objectives.

I agree to the above on behalf of

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SignDate