

Paper 5: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 8 June 2021, covering the period since my last report to the Board in March 2021.

Healthwatch Rutland Operation during COVID-19 measures

Staff continue to work from home, in the expectation that this will continue at least until June 2021.

Our new Healthwatch Community Engagement Officer, Amy Crawford, started work in early May and is developing a new network of Community Healthwatch Champions. This will help HWR better engage with the public to gather insight and experiences of health and care services. Amy is also assisting with engagement projects and signposting and works 24 hours per week (usual working days are Monday through Thursday).

What matters to you? public engagement

We know from previous engagement work that accessing distant services out-of-county can be problematic for Rutland residents and that people want excellent health and care services provided locally. So our project, *What matters to you?* is asking what support and treatment should be available locally in the future to make services better, what would make it easier for people to take control of their own health and wellbeing, and to help themselves live a healthier life.

The project will report to the Rutland Health and Wellbeing Board to help inform the formulation of the Place-led plan for health and care services in Rutland. This place-based plan is expected to be published in Autumn 2021.

As requested by Rutland County Council and to avoid confusion with the ongoing Future Rutland Conversation, the 'What matters to you project is gathering qualitative data. We have held several chat group sessions and meetings throughout April and May to give communities and groups the opportunity to discuss their ideas. A report on findings from the research will be available in mid-July.

Step Up to Great Mental Health consultation

The 12-week public consultation runs from 24 May to 15 August 2021 and is about mental health services delivered by Leicestershire Partnership NHS Trust. The proposals are specifically about services to improve support to adults in the community who need mental health help urgently and does not include children's services or inpatient mental health care.

The aim is also to bring ongoing mental health support out into local communities, making it easier and quicker to access support where people live. The consultation proposes to join up mental health services with physical health and social services, and voluntary services to improve the health and wellbeing of people in Leicester, Leicestershire and Rutland. The

proposals consider how best to improve care – in people's homes, the community and hospital. Wherever possible, the aim is for people to be seen at home or in the community to avoid them being admitted to hospital.

Some changes were made during the pandemic and commissioners want to know if they should be made permanent.

Access to GP appointments

Feedback to HWR from members of the public struggling to access appointments at two local GP practices has been increasing in recent weeks and months. At the same time, the national emerging picture has been one of dramatically increasing demand across GP practices for appointments, as lack of walk-in access to practices has put pressure on telephone lines and online services.

Oakham Medical Practice

A meeting was held with partners and staff at the practice, the Patient Participation Group and separately with the clinical director of the Primary Care Network to discuss the issues at Oakham Medical Practice and to understand how they can be addressed. It was clear that staff are working hard to provide patients with high quality care. In response to patients' feedback, partners at the practice are taking steps to better understand the increased demand on the practice and how this can be managed and balanced. They are also improving the supply of GP appointments by completing the hiring process for new GPs and looking to improve communication to patients: [Access to appointments at Oakham Medical Practice | Healthwatch Rutland](#)

Lakeside Healthcare Stamford

We heard from patients of issues with telephone response times and new carparking arrangements and consequent fines during March and April. We understand that the Patient Participation Group felt that it had no meaningful open dialogue with the practice at this time, and so, unable to discharge its role of representing the patient voice all members resigned en masse.

HWR sent a letter to the Practice in mid-April seeking further information and comment and at the same time asked the LLR CCGs to investigate the issues on behalf of the Rutland patients registered at the surgery. We await responses from the practice and from the CCG.

Annual Quality Accounts

NHS Trusts are required to publish their annual Quality Accounts by June 30 and have solicited partner statements as usual for the year 2020-21.

HWR has submitted statements to North West Anglia Foundation Trust, Leicestershire Partnership Trust and has contributed to a joint statement with other Midlands Healthwatch for East Midlands Ambulance Trust (EMAS).

Annual Plan 2021-2022

The process of mapping out the areas of work for HWR during 2021-22 was begun at the February Ops & Planning meeting and the plan is put forward for the Board's approval as paper 6

Ambulance Response Performance

EMAS Response times improved in Categories 1 and 2 following easing of winter pressures after January, but worsened in April. This was in the context of improved handover delays in February and March, again slipping back towards January levels in April.

Meetings

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

LLR Engagement and Experience Meeting	Fortnightly	JU, TA-J
HWR/HWLL catchup	Monthly	JU, TA-J
PCN/HWR catchup	Monthly	TA-J
Rutland Voluntary, Community & Faith Forum	24/3/21 21/4/21 19/5/21	TA-J TA-J TA-J, AC
LLR Maternity Voices Partnership	29/4/21	TA-J
LLR Travel Planning Steering Group	22/4/21	JU
LLR Primary and Community Care Design Group	23/3/21 27/4/21 25/5/21	TA-J
Carers Delivery Group	23/3/21 18/5/21	JD
UHL/HW quarterly review	29/3/21	JU, TA-J
LLR ASC Info sharing group	22/4/21	TA-J
Primary Care Commissioning Committee Meeting	2/3/21 6/4/21 4/5/21	JU
LPT Peoples Council	11/3/21 17/5/21	TA-J
LLR Dementia Programme Board	26/3/21	TA-J
HWR/EMAS quarterly review	29/3/21	JU, TA-J

HW/LLR CCGs Quarterly Review	27/5/21	JU
Introductory meeting CQC Mids Hospitals Directorate	22/4/21	TA-J
CQC/HW review of LPT progress	19/4/21	TA-J
CQC PMS/HW quarterly review	14/5/21	TA-J
LPT/HW quarterly meeting	30/4/21	JU, TA-J
ICS Workshop	13/5/21 15/4/21 29/4/21	JU
LLR Joint Health Overview & Scrutiny Committee	5/3/21	JU
PCN development meeting	16/3/21	JU
Rutland Integrated Design/Delivery Group	25/3/21 28/4/21 27/5/21	TA-J
HWE Combined E and W Midlands Network meeting	28/5/21	TA-J
LLR CCGs Governing Body meeting		JU
Rutland Health and Wellbeing Board		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
HWE	Healthwatch England
HOSC	Health Overview & Scrutiny Committee
ICS	Integrated Care System
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
NHSE/I	NHS England and NHS Improvement
PCH	Peterborough City Hospital
PCN	Primary Care Network

RCC	Rutland County Council
RISE	Rutland Integrated Social Empowerment team
UHL	University Hospitals of Leicester NHS Trust

Tracey Allan-Jones

25/5/21