

Paper 5: 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 to the Board in October 2023.

Healthwatch Dementia Work

The local MP, Alicia Kearns held a meeting on 24/11/23 between voluntary sector providers of dementia support in Rutland, ICB, RCC, the PCN and HWR. Ms Kearns wants to support the county in increasing diagnosis rates by raising people's awareness in the community and encouraging people to come forward for assessment. Her own contribution would be by encouraging businesses around Rutland to have dementia friends training and raising the profile of the assessment services and support on offer. We await her plan of what this might look like.

A separate meeting of voluntary sector groups and dementia service providers was also held in November to ensure that all Rutland service providers are aware of each other and network together to raise public awareness of dementia.

Stakeholder Survey

A request was received to allow more time for the HWR stakeholder survey to be completed by one of our partners; it will now close on 12 January after which date the results will be collated and reported to the board to consider next steps.

Enter and View (E&V)

The [report on Oakham Medical Practice](#) was published in November as planned and presented to the public at an open PPG meeting on November 28 2023. The presentation was followed by OMP's responses to our recommendations (which are documented also in our report). The HWR recommendations and the Practice's actions will be monitored during ongoing regular reviews with the practice manager.

Hollie will begin planning our next E&V project in January.

Outreach

During the period since the last board meeting in public HWR pop up events have been held in Uppingham, Oakham, Ketton and Ryhall along with the Greetham Dementia event and Rural Coffee Connect at North Luffenham.

Coming up in January and February, Hollie will be at the [Chater Lodge](#) and [Tixover House](#) community coffee mornings and [Oakham Castle](#) to raise awareness, recruit volunteers and listen to public experiences of health and care.

NHS dentistry

The situation in Rutland remains that there are no practices in Rutland accepting adults and there is limited capacity for children. The Oral Health Needs Assessments in the Midlands region are due anytime now, which will allow regional decisions to be made on procuring new services to replace the loss of the Rutland MyDentist contract that was handed back in 2022.

The HWR Dental poll closed in late November with over 100 responses; the report is being worked on currently.

Same Day Access / Access at Place

The current position is that there is no funding for the Minor Injuries Unit or the out-of-hours Urgent Care Centre in Oakham after March 31, 2025, and a new model of same day access is being sought. In addition, the current offer is confusing for the public and needs to be simplified and understandable. A new proposed model will probably need consulting upon as it will involve changes to services.

A meeting was held by the ICB in late November to restart this work (see my meeting report to the board of 4/12/23) The agreed outcomes of the meeting were:

- That same day access is needed in Rutland outside of GP practice opening, it is not acceptable to close UCC and MIU and refer people out of county.
- Equally, it was accepted that a fully functioning 12-hour x 7-day Urgent Treatment Centre like Corby is not planned for Rutland.
- A single service is to be investigated that covers both daytime and evening/weekends and bank holidays that would cater for both illness and injury across all its opening hours.
- There will be investigation to find out if money for this could be released by taking the x-ray facility out of the same day offer. This would be on the proviso that the 2 days of x-ray at RMH for other UHL & LPT diagnostic/elective work would not be compromised.

The working hypothesis is that a single Rutland based urgent illness and injury service across day and evening/weekend would be simpler for the public to understand, with suspected x-ray/diagnostics need referred to other centres such as Corby,

Stamford etc (as is the case now from Thursday to Monday when the RMH X-ray is not available).

Ambulance Response Performance

Slight ambulance response improvements for Rutland during the summer dropped back again in November with the Category 1 response being over 14 minutes against the target of 7 minutes average.

I raised the issue of Rutland's category 1 response times being consistently poorer than our rural neighbours in the Rutland Integrated Delivery Group some months ago. Figures to November show that Rutland had poorer response performance than rural neighbours, in category 1, in 9 out of 12 months over the last year. The ICB had tried since to get some light shed on this with EMAS. Having made little progress I then requested that the Rutland patients' outcomes be investigated, to understand if having slower average ambulance conveyance for life threatening conditions has led to individual harm.

It has been agreed that EMAS will do a deep dive on recent category 1's to understand;

- a) If there is a real and consistent risk to Rutland patients or if the low numbers for Rutland mean that a single long wait drags down the average disproportionately
- b) If any individual Serious Incidents involving Rutland people have been as a result of slow ambulance response

Meetings

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

Rutland Health and Wellbeing Board	10/10/23	JU
Rutland Integrated Delivery Group	Monthly	TA-J
Rutland Strategic Health Development Programme Board	29/11/23	TA-J
RCC CEO/HWR catchup	14/11/23	JU
Rutland Comms & Engagement HWB subgroup	30/10/23	TA-J

Rutland Voluntary, Community & Faith Networking forum	Monthly	HH
Rutland Proactive Care Dementia pilot	5/10/23 23/10/23 20/11/23	TA-J
Rutland Substance Misuse JSNA review	7/11/23	HH
Rutland Same Day Access working group	30/11/23	TA-J
Rutland IDG/EMAS meeting	11/12/23	TA-J
Rutland Learning Disabilities Partnership Board	20/11/23	HH
Rutland Dementia Coproduction meeting	22/11/23	TA-J
Catchup with VAR CEO	1/10/23	TA-J, HH
Catchup with Citizens Advice	29/11/23	HH
HWR/Uppingham PPG	7/11/23	TA-J
HWR/Market Overton & Somerby PPG	15/11/23	HH
HWR/OMP/OMP PPG E&V report results meeting	20/11/23	TA-J
OMP E&V Public Meeting	28/11/23	JU, TA-J, HH
Alicia Kearns' Dementia meeting	24/11/23	JU, TA-J
HWR/PCN catchup	4/10/23	TA-J
HWR/Rutland Community Ventures catchup	9/10/23	TA-J, HH
Rutland Parkinsons Support group	12/10/23	HH
Age UK Rutland catchup	13/10/23	HH
HWR/HWLL catch-up	Monthly	JU, TA-J
LLR Integrated Care Board	Monthly	JU
LLR Primary Care Transformation Board	Monthly	TA-J
LLR Mental Health Shadow Collaborative	30/10/23	TA-J
LLR Health Equity Committee	17/10/23 19/12/23	JU
ICB Stakeholder Panel	25/10/23	JU
LLR Home First Collaborative	8/11/23	TA-J

LLR System Quality Group	Monthly	TA-J
LLR Joint HOSC	18/12/23	JU
LLR Autism Partnership Board	12/12/23	JD
LLR Maternity/Neonatal Voices Partnership	8/11/23	HH
LLR ASC Information Sharing	19/10/23	HH
LLR Virtual Ward Development Group	Monthly	TA-J
LLR Virtual Ward Comms Task & Finish group	31/10/23	TA-J
ICS Workforce Thinktank	9/10/23	JU
HWR/DHU Quarterly review	25/10/23	TA-J
HW/LLR ICB review	Every 6 weeks	JU
LLR Autism Partnership Board	12/12/23	JD
LLR System Engagement Meeting	Monthly	JU, TA-J
LPT Peoples Council	10/10/23 23/11/23	TA-J
LLR Dementia Programme Board	21/11/23	TA-J
LLR Dementia Friendly Communities meeting	11/10/23	HH
HWR/POhWER meeting	25/10/23	HH
HWE Data Sharing meeting	26/10/23	TA-J, HH

Acronyms:

ASC	Adult Social Care
COPD	Chronic Obstructive Pulmonary Disease
CYP (P)	Children and Young People (Partnership)
DHU	Derbyshire Healthcare
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
HWS	Health and Wellbeing Strategy
ICB	Integrated Care Board
ICS	Integrated Care System
IDG	Integrated Delivery Group
IMP	Information M anagement system of P atient experiences
LHW	Local Healthwatch
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
NEPTS	Non-Emergency Patient Transport Services
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
TASL	Thames Ambulance Services Limited
UHL	University Hospitals of Leicester NHS Trust
VCS	Voluntary and Community Sector