

Paper 5: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 9 March 2021, covering the period since my last report to the Board in December 2020.

Healthwatch Rutland Operation during coronavirus

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

Advertising for the Community Engagement Officer vacancy was conducted throughout February, interviews held on 26 February, and a job offer has now been made.

Rutland COVID-19 vaccination programme

Since the start of the programme just before Christmas 2020, HWR has been assisting the Rutland Health Primary Care Network (PCN) with communications about the programme with regular website and social media updates on progress and logistics of working through the priority groups. The programme has made exceptionally good progress, achieving the milestone of vaccinating 10,000 people by 23 February. HWR has had, and reported, excellent feedback from people who have been vaccinated. The PCN has also been very responsive when we have reported problems - particularly with people missing booking invitations coming by text message to “non-smart” old mobile phones. Likewise the CCG was quick to modify its comms when we evidenced confusion caused by CCG press releases about hospital hub vaccinations. Our own website carries regular [updates](#), and the [PCN website](#) is updated regularly.

University Hospitals of Leicester (UHL) acute & maternity reconfiguration consultation

The 12 week consultation on the proposals ran from 19 September until 21 December 2021. The business case provided by UHL was analysed to identify how the proposals most directly affect people in Rutland and resulted in a series of [questions](#) being submitted by HWR to the CEO of the clinical commissioning groups.

HWR’s objective throughout the period of the consultation was to engage with people in Rutland to ensure they knew about the plans and encourage people to have their say. We held a [public meeting](#) in October, chaired by Janet, to give an overview of the plans and hear from the public how they and their families and friends would be affected - good and bad.

We had for some time been advocating that the CCG run a Rutland-specific engagement event. After evidencing demand at the HWR public meeting, and through a Quick Poll, the CCGs agreed and ran the Rutland locality event, to discuss health and care in Rutland in its widest sense, on 3 December.

In all, HWR attended 10 online community/support group chat sessions to update people on the plans and to hear and log their feedback. All the feedback from public meetings, engagement drop-ins, quick poll etc was passed to the CCG in a HWR response [report](#) at the end of the consultation just before Christmas. This document also queried unsatisfactory replies from the CCGs to our questions about travel difficulties and bed numbers/waiting lists.

Digital Inclusion

The COVID-19 survey that we worked on with the CCGs and HW Leicester/shire during the first lockdown, revealed high levels of satisfaction with telephone/online health appointments and consultations. It was agreed to conduct a 'deep dive' across LLR to better understand in more detail, what can be done to increase digital inclusion and encourage people who cannot, or do not wish to take advantage of online health and care consultations. A survey has been created that will look closely at why people do not feel able to utilise these methods. Issues of affordability, disinterest in technology, fear, lack of communications access (broadband/mobile), experience so far etc will all be investigated in some detail. The results will inform an LLR action plan to improve digital inclusion for access to health and care. The work is on hold at present until face-to-face engagement can restart.

Locally in Rutland, the Digital Inclusion working group has produced a signposting resource for the voluntary sector to use when advising people how they can get access to devices, support and training.

St Mary's Medical Centre (Stamford)

Lakeside Healthcare announced in September that it would be closing the St Mary's Medical Centre site in Stamford at the end of its lease on the building in early December. Many residents in the east of Rutland choose Lakeside Stamford GP services and this proposed closure constituted a significant change to the service offered. The Lincolnshire Primary Care Commissioning Committee blocked the proposal, securing an extension to the lease on St Mary's whilst an in-depth study of primary care provision in Stamford is undertaken, that will inform long term strategy. Lakeside was also asked to review and address issues raised by patients arising from the engagement survey put out after the initial announcement of closure, including problems getting appointments, long wait times etc.

Wellbeing and Dementia collaborative

As pandemic restrictions ease, there is an opportunity for voluntary sector groups to work together on forwarding the Dementia Strategy in Rutland. Age UK has ideas and some funding for projects that sit within the Living Well workstream. An initial meeting was held in January between Age UK, Admiral nurses, Active Rutland and HWR to discuss collaboration in this area. HWR has undertaken a quick poll through February and March to gain some insight on attitudes to memory loss to inform this work.

Operations and Planning Group

The group met virtually in February to discuss work plans for the new financial year and agreed the following work projects:

- Health and Care at ‘Place’ in Rutland
- Digital Inclusion
- What do people want from the NHS once the pandemic is under control?

The group identified several areas of special interest that HWR would monitor and support via collaborative work with other organisations wherever we can over the coming year:

- Travel and transport issues for Rutland people
- Dementia - help for people living with dementia and their families, including what financial support is available
- Carers - increased pressure on families caused by lack of respite and reduced support
- Increase in social isolation and frailty caused by successive pandemic stay-at-home orders - clear information about befriending and support available as pandemic measures ease
- Bereavement support - clear information about the support available and how to access it

A review of progress on the 2020-21 workplan to be tabled.

Ambulance Response Performance

Response times rose in Categories 1 and 2 in January, as may be expected with longer handover waits at the Leicester Royal Infirmary and rising number of hours lost before handover (see paper 6).

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
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HWR/HWLL monthly catchup	Monthly	JU, TA-J
Rutland Voluntary, Community & Faith Forum	2/12/20 16/12/20 20/1/21 24/2/21	TA-J
CCG Care Closer to Home engagement	3/12/20	JU
LLR Maternity Voices Partnership	10/12/20 25/02/21	TA-J
LLR Travel Planning Steering Group	10/12/20 14/1/21	JU
Rutland Digital Working Group	10/12/21	TA-J
LLR Joint Health Overview & Scrutiny Committee	14/12/20	JU
HW/CCG Strategy meeting	15/12/20	JU
Carers Delivery Group	15/12/20 10/2/21	JD
UHL/HW quarterly meeting	17/12/20	JU, TA-J
LLR Info sharing group	17/12/20	TA-J
Primary Care Commissioning Committee Meeting	5/1/21 2/2/21	JU
Health Inequalities task & Finish group	7/1/21 4/2/21 18/2/21	JU
Intro to LPT Peoples Council	11/1/21	TA-J
LPT Peoples Council	12/1/21 27/1/21 2/2/21	TA-J
Rutland Health and Wellbeing Board	12/1/21	JU
Dementia Programme Board	19/1/21	TA-J
Wellbeing and Dementia Collaborative (Rutland)	20/1/21	TA-J
HW/CCG Chairs meeting	21/1/21	JU
Rutland Children's & Adults Health Scrutiny	21/1/21	JU
CQC/HW review of LPT progress	22/1/21	TA-J
Introductory meeting with ICS Chair David Sissling with	22/1/21	JU
LPT/HW quarterly meeting	29/1/21	JU, TA-J
LLR CCGs Governing Body meeting	8/2/21	JU

ICS Transition meeting	10/2/21	JU, JD, TA-J
HW/RCC: Place-based care engagement	1/2/21 15/2/21	JU, TAJ
LLR Primary and Community Care Design Group	23/2/21	TA-J
HWE E Midlands Network meeting	25/02/21	JU
LLR System Leadership Team	25/2/21	JU

Acronyms:

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
LMPP	Leicester Mercury Patients Panel
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

1/3/21