

## Paper 6: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 14 September 2021, covering the period since my last report to the Board in June 2021.

### Healthwatch Rutland Operation during COVID-19

Staff, both double vaccinated, are adopting a hybrid working model, based predominantly at home for now, working in the office one day per week or more as necessary. Face-to-face engagement work will resume as needed, fully risk assessed with staff and volunteers required to take a negative lateral flow test before attending any meetings with the public.

#### *What matters to you?* public engagement

The project asked what people want from health and care services *at place* (locally) to access help when they are ill and to help themselves live a healthier life and maintain wellbeing. As planned the report was shared with the Rutland Health and Wellbeing Board (HWB) to help inform the formulation of the Rutland Place-led plan in mid-July. It was published complete with response from the Chair of the HWB in mid-August and can be found on our website: [What Matters to you?](#)

### Place-led health and care planning

Health and Wellbeing Boards in Leicester, Leicestershire and Rutland are working on producing place-led health and care plans that are proposed to be synonymous with the Health and Wellbeing Strategy for those places, rather than being separate documents. In Rutland it is proposed that the strategy document will be complemented and underpinned by a detailed action plan to drive forward further integration and localisation of services.

Healthwatch Rutland is represented on both the Health and Wellbeing Board (HWB) which is driving the strategy, and on its working group, the Integration Delivery Group (IDG), which is designing the priorities and action plans.

The next steps for the IDG are as follows:

9/9/21 The IDG will outline the planning approach to the Rutland Adults and Health Scrutiny Committee to sense check the proposed process and emerging potential priorities.

5/10/21 Draft outline strategy and indicative action plan will be presented to the Rutland HWB.

#### *Lets Talk...* project

The project aims to hear people's experiences of the new ways of working in health and social care since the pandemic started in early 2020 using the approach of a monthly theme to engage on different issues.

We started with the first theme '*Lets talk... accessing GP practice appointments*' and have gathered lots of feedback on what is a topical subject currently, nationwide. We then moved on to '*Lets talk ... visiting patients in hospital*'. Reports on the first 2 themes are in production and the next topic for engagement, '*Lets talk... health checks and screening*' has begun.

## Step Up to Great Mental Health consultation

The 12-week public consultation on mental health services delivered by Leicestershire Partnership NHS Trust closed on 15 August 2021. HWR provided a response to the consultation (paper 2) and submitted public feedback gathered through a website poll and a chat session held in Carers Week discussing carers' views on mental health service provision in Rutland.

The CCGs are planning a celebration event with Voluntary Sector organisations in October, to share findings on the key themes and learning that came out of the consultation process, as well as agreeing next steps in co-designing services going forward. HWR will publicise this as details become available.

## Access to Primary Care

At '**System**' level Clinical Commissioning Groups conducted an LLR-wide survey in June/July to hear people's views on GP-led primary care services during COVID-19 in order to help the local NHS build on the things that people like about the service and to identify areas of care that could be improved. The CCGs are currently working with Primary Care Networks (PCN) to identify what 'high impact actions' may be taken in areas such as self-care, improving access to GP practice appointments, improving knowledge about out-of-hours access and improving communication with patients.

Early findings from our first *Lets Talk.... GP practice access* project have been shared with the CCGs to help inform the high impact action planning, by adding context from what we have heard from patients in Rutland.

**Locally, regarding Oakham Medical Practice**, feedback to HWR from members of the public struggling to access appointments continued in July, has reduced in August and we continue to monitor. The feedback has been shared with practice management and a meeting has been sought to enable HWR to communicate more widely with the public on practice progress with improvement plans.

## COVID-19 Vaccinations

Rutland Health Primary care Network (PCN) has now completed phase 2 of the COVID-19 vaccination programme having delivered 44,500 vaccinations since December 2020. This outstanding achievement is thanks to local GP practice staff, retired clinicians and volunteers who have worked incredibly hard to support the programme. Healthwatch Rutland has received numerous messages of congratulation and thanks from the public, which we have had pleasure in passing on to the PCN.

Clinical Commissioning Groups are now working on phase 3 plans as the national arrangements for extending qualifying age groups and booster vaccinations are finalised. Healthwatch Rutland continues to encourage the CCGs to offer vaccinations at another Rutland site in the near future and is awaiting further information.

## Ambulance Response Performance

The numbers of EMAS responses in Rutland has reduced slightly in the period from April in Categories 1 and 2 following easing of winter pressures after January. However, at the same time the general trend for performance in these categories has worsened since April (ignoring July, data for which is incomplete and should be ignored).

See appendix

## Meetings

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

LLR Engagement and Experience Meeting	Fortnightly	JU, TA-J
HWR/HWLL catchup	Monthly	JU, TA-J
PCN/HWR catchup	Monthly	TA-J
Future Rutland Vision Workshop	30/6/21 23/8/21	TA-J TA-J
LLR Primary and Community Care Design Group	21/6/21 24/8/21	TA-J TA-J
ICS Partnership Board	19/8/21	JU
LLR Carers Delivery Group	13/7/21	JD
LLR ASC Info sharing group	26/8/21	TA-J
LLR Dementia Programme Board	20/7/21	TA-J
LLR CCGs Governing Body meeting	8/6/21	JU
Rutland Adults and Health Scrutiny	17/6/21	JU
Rutland Health and Wellbeing Board	22/6/21	JU
Rutland Integrated Delivery Group (IDG)	24/6/21 22/7/21 26/8/21	TA-J TA-J TA-J
IDG core working group	6/7/21 5/8/21 2/9/21	JU TA-J TA-J
Rutland Children's and Young Peoples' Partnership	10/6/21	TA-J

LPT Peoples Council	19/7/21 16/8/21	TA-J TA-J
HWR/EMAS quarterly review	14/6/21	JU, TA-J
HWLLR/CCGs quarterly review	22/7/21	JU
HWLLR/LPT quarterly review	3/8/21	JU, TA-J
UHL/HW quarterly review	6/7/21	JU
Mental Health Triangle of Care Update	23/7/21	JD
NHSE/LHW dentistry briefing	2/8/21	TA-J
CQC/HWR: Assessment Framework workshop	21/7/21	TA-J
PMS/HW quarterly review	4/8/21	TA-J
HWE Midlands Network meeting	24/8/21	TA-J
LPT Community Mental Health Services update	28/6/21	TA-J
LPT Speech and Language Therapy update	26/7/21	JU, TA-J
OMP video and website review	21/6/21	JU, JD
Rutland Voluntary, Community & Faith Forum	16/6/21	AC

#### Acronyms:

ASC	Adult Social Care
BCT	Better Care Together
CCG	Clinical Commissioning Group
CQC	Care Quality Commission
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
LHW	Local Healthwatch
LPT	Leicestershire Partnership Trust
LLR	Leicester, Leicestershire and Rutland
NHSE/I	NHS England and NHS Improvement
OMP	Oakham Medical Practice
PCH	Peterborough City Hospital

PCN            Primary Care Network  
PMS            Primary Medical Services review  
RCC            Rutland County Council  
RISE            Rutland Integrated Social Empowerment team  
UHL            University Hospitals of Leicester NHS Trust

*Tracey Allan-Jones*

*3/9/21*

## Appendix

# East Midlands Ambulance Service: Healthwatch Performance to June 2021

Cat Code	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Trend
Category 1													
Response	28	31	29	34	32	19	24	26	32	33	7		
Mean	00:12:59	00:10:47	00:11:03	00:10:46	00:14:33	00:08:50	00:10:35	00:09:07	00:10:15	00:11:40	00:18:32		
90th Centile	00:23:08	00:17:20	00:21:02	00:20:38	00:23:05	00:15:51	00:23:42	00:18:03	00:17:01	00:21:23	00:28:31		
Category 2													
Response	248	238	215	246	211	216	227	238	291	254	57		
Mean	00:37:59	00:35:55	00:35:54	00:37:57	00:39:50	00:32:06	00:31:13	00:37:07	00:42:48	00:51:28	01:02:26		
90th Centile	01:07:16	01:05:36	01:03:43	01:06:13	01:13:40	00:55:31	00:58:57	01:07:47	01:19:28	01:40:25	02:12:06		
Category 3													
Response	71	94	80	66	77	83	101	105	103	68	9		
Mean	01:23:03	01:39:36	01:11:34	01:46:12	01:32:40	01:16:47	01:31:09	01:31:42	02:10:07	02:23:54	01:44:27		
90th Centile	02:54:24	03:52:54	02:45:10	03:29:51	03:27:53	02:55:52	03:13:28	03:05:05	04:35:48	05:05:33	02:59:15		
Category 4													
Response	3	2	0	0	1	0	1	1	3	2	0		
Mean	01:36:56	01:16:40	00:00:00	00:00:00	01:02:49	00:00:00	01:48:28	00:45:34	01:14:09	01:12:39	00:00:00		
90th Centile	03:34:15	01:39:25	00:00:00	00:00:00	01:02:49	00:00:00	01:48:28	00:45:34	01:57:48	01:25:46	00:00:00		
Category 5													
Response	8	9	7	5	11	10	12	24	4	11	0		
Mean	02:28:32	02:20:43	01:19:36	01:56:34	01:26:50	01:48:10	01:20:41	01:27:27	01:49:38	01:38:09	00:00:00		
90th Centile	04:37:16	04:01:19	02:18:58	02:51:07	02:38:37	03:20:19	02:41:53	02:28:49	02:49:30	02:25:11	00:00:00		

**Note: July figures incomplete, please ignore**