

The value of listening

Healthwatch Rutland
Annual Report 2023–2024



healthwatch
Rutland

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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

Our Annual Report always heralds a time of reflection for me. Have we served the Rutland population as best as we can? What might we have missed? The report shows that we have worked hard over the last year. I know we have done our best to represent the voice of Rutland residents in health and care matters, despite being without an engagement officer for the first half of the year. I am immensely proud of the work we have completed on NHS dentistry, Oakham Medical Practice and urgent and emergency care.. These are detailed in this report and demonstrate how our work has led to positive changes.

Resource constraints have meant we might have missed some opportunities to drive improvements. As ever, I am grateful to staff and volunteers for their hard work and to our contract holder, Connected Together CIC, for its much-appreciated support. We have said goodbye to some long-standing volunteers this year and we are looking for more! We would love to hear from anyone who is inspired to help us make a difference.

We always need more people to tell us about their experiences of health and care services – by talking to us or responding to our surveys. Through this we can confidently say we are reaching all corners of our community. Healthwatch Rutland is your service, providing you with the opportunity to have your say. Please use and support us so that the Rutland voice is recognised across the Leicester, Leicestershire and Rutland health and care system.

JE Underwood



Ever-improving medical techniques and an ageing population mean that people are living longer with more complex illnesses and increasing demands on our health and care system. At Healthwatch Rutland we represent the needs of local residents while understanding that commissioners and providers are juggling resources to meet our needs.

Dr Janet Underwood PhD, Chair of Healthwatch Rutland



About us

Healthwatch Rutland is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

Healthwatch Rutland is your strong, independent community champion. We give local people a voice and work in partnership to influence the design and quality of health and social care provision so that you can get the care and support you need.



Our mission

To make sure people's experiences help make health and care better



Our values:

- We will be accessible and visible
- We will be independent and objective
- We will be open, honest and transparent in everything we do
- We will be inclusive and embrace diversity and equality, reflecting the diverse needs of local people
- We will listen to and understand the experiences of people in Rutland, especially if they don't always have their voices heard
- We will speak up for local people and enable people to speak for themselves
- We will seek out and use evidence from local people to drive change and make health and care services better



Year in review

Reaching out:

1690 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

1127 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



Making a difference to care:

During the year we published

5 reports

about the improvements people would like to see in health and social care services.

Our most popular report was

Oakham Medical Practice Visit Report

which highlighted some improvements, but a continuing struggle to get appointments.



Health and social care, working for you:

We're lucky to have

11 outstanding volunteers who gave up

141 days to make care better for our community.

We're funded by our local authority.

In 2023 – 24 we received

£72,600

which is the same as the previous year.



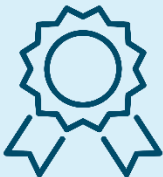

We currently employ

2 members of staff

(1.8 full time equivalent) who help us carry out our work.



How we've made a difference this year

Spring	<p>During the development of the Local 5-year NHS Plan for Leicester, Leicestershire and Rutland, we invited members of the Integrated Care Board to present their ideas about transforming health and care over the coming years. They shared their early thinking with our Board and the public and listened to feedback. We then reviewed the draft Plan in detail to ensure that Rutland people's priorities around equality of access to services were encompassed within it.</p>	
Summer	<p>Our Enter and View volunteers joined with volunteers from Healthwatch North and West Northamptonshire at the end of 2022-23 to visit the Corby Urgent Care Centre. We then published our joint report.</p> <p>We reviewed the Quality Accounts of East Midlands Ambulance Service, Leicestershire Partnership Trust, and North West Anglia NHS Foundation Trust. The responses included our assessment of the quality of their services, patient safety, effectiveness of treatment and the use of patient feedback.</p>	
Autumn	<p>To assure the quality and robust governance of our work, we achieved ISO 9001:2015 Quality Management System accreditation. ISO 9001 is an international standard that demonstrates that holders have a commitment to quality in all their work.</p> <p>We also renewed our Cyber Essentials certification demonstrating that we have robust processes in place to protect our systems and the data we collect, from cyber-attack.</p>	
Winter	<p>Our volunteers reviewed the mental health support pages being developed for all the Rutland GP Practice websites. They made comments and suggestions to ensure that the information was clear, jargon-free, accessible and easy to navigate.</p> <p>In our Stakeholder Perceptions Survey, partners shared their thoughts about how we approach our work, the insight we provide and how we communicate. This has helped us to understand what we're doing well and how we can be more effective for our local residents. 94% agreed that "HWR is a trusted partner that my organisation wants to work with"</p>	

Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Rutland influence decisions made about services at Leicester, Leicestershire and Rutland (LLR) Integrated Care System (ICS) level.

We work closely with Healthwatch Leicester and Healthwatch Leicestershire where we feel that the patient voice from across the whole LLR area can help to drive change. We have agreed a memorandum of understanding between our 3 Healthwatch. The agreement sets out how we work together to be effective advocates for change, based on the feedback we receive from our respective populations. So, we develop work plans accordingly, meet jointly with the health and care service providers and trusts and join forces to conduct Enter and View visits.

This year we've worked with Healthwatch Leicester and Healthwatch Leicestershire to achieve:



Dementia: There are over 13,000 people over 65 in LLR living with dementia. The results of our joint research were published in our report '[Living with Dementia in Leicester, Leicestershire and Rutland](#)'. This focused on how people with dementia and their carers and families were experiencing diagnosis and support services.

We found inconsistencies across the City and rural areas with variations in the speed of and access to diagnostic pathways. This has led to standardisation of the memory assessment pathway for all patients across the ICS. The full findings of our joint work have fed directly into the new LLR Dementia Strategy 2024-2029 to be published in Summer 2024. The new strategy is designed to ensure that the needs and gaps identified by patients and carers are fully addressed in the coming years.

NHS Dentistry: Access to NHS dentistry has deteriorated since the pandemic and has been a high priority for the public for several years. Together with our colleagues in Leicester and Leicestershire, we have investigated the impacts of poor access to NHS dentistry on adults and children. We have actively advocated for improvement with the LLR Integrated Care Board and regional commissioners now that decision-making has been delegated to the local level.



Leicester Royal Infirmary Adult Emergency Department: Our joint visits to the Leicester Royal Infirmary Adult Emergency Department (ED) resulted in a set of recommendations to improve patient experience. Changes were then made by University Hospitals of Leicester NHS Trust including removal of confusing electronic displays and improved wheelchair access.



Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to providers to help them improve services.

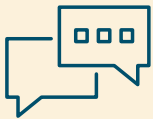
The Patient Voice at Oakham Medical Practice

After many improvements were made by the Practice following an Inadequate CQC rating in 2022, we explored how patients were experiencing the changes.

The project involved the use of our statutory powers of Enter and View. In a new approach for Healthwatch Rutland (HWR), we teamed up with the Practice Patient Participation Group (PPG) to gather in-depth evidence and observations.

The PPG was very keen to get involved with assessing how fellow patients were finding the changes that had been made, particularly to appointment systems. After receiving training in the HWR structured approach to Enter and View visits, PPG members worked together with us to agree the question set that would be used for the visits.

The same approach was taken to co-design a survey that ran alongside the visits.



82 people shared their experiences during visits to the Practice in August and September 2023. In addition, 1055 people completed our survey, which was available both online and in hardcopy.

You told us that:

- Most people were satisfied with their medical care but there were reports that they could not get same-day care for an urgent health issue and wanted more available appointments and sooner.
- Many were confident and happy to see healthcare professionals other than GPs and the practice nurses are valued highly.
- Long waits on the telephone continued to be a problem.
- Reception did not have seats for queuing patients who might feel too poorly to stand.
- Storage of a wheelchair in the disabled toilet was taking up manoeuvring space needed by people with disabilities.



The Patient voice at Oakham Medical Practice continued

Our recommendations included:

- Improve signage both at the main building and at the Oakham Medical Practice (OMP) clinics in the adjacent hospital building.
- Enhance training for Patient Services staff to maintain high standards of customer care and be sensitive to patients' privacy during conversations at reception.
- Simplify online appointment booking by providing clarity about appointment codes and make more doctors' appointments available to book online throughout the day.
- Create more space in the disabled toilet by storing the wheelchair elsewhere and provide seating near reception.

Response from Oakham Medical Practice

"We would like to thank Healthwatch Rutland and OMP PPG for undertaking this Enter and View project. Patient feedback is of great value to us and so we would like to thank every patient for their open and honest feedback.

We are pleased our efforts to improve have been recognised but understand we still have areas requiring improvement. We strive to implement the recommendations as soon as possible and have in fact, since the survey, introduced a call-back feature to our telephones.

For recommendations we cannot implement, we can offer an explanation and moving forward we hope we can work with our PPG to educate patients on what modern general practice looks like for them."



Read the [OMP Enter and View Report](#)

NHS Dentistry in Rutland

We campaigned through 2022 for improved access to NHS dental care in Rutland. Despite some reforms, feedback from the public in 2023 continued to be negative. So, our dentistry poll last year was designed to gather recent evidence to support our continued pressure for improvements. We heard a lot of worrying experiences that suggest that many people in Rutland cannot access the NHS dental services they need.



59% of respondents to our 2023 poll were unable to get an NHS dental appointment in the previous 12 months.

What did you tell us about NHS dental care?

- Many people feel that they have no choice but to attend private surgeries because NHS appointments are not available to them.
- Some people mentioned the high cost of private dentistry which is perceived to be “unaffordable for a hard-working person”.
- There were reports of people feeling pressure from private clinics to spend more money on what are considered to be unnecessary, cosmetic treatments such as teeth whitening.



“My children and grandchildren (one disabled) are unable to get into NHS dentist anywhere. The 8-year-old has never been to a dentist due to this.”

People who are entitled to free dental care, for example women who are pregnant or have had a baby in the last 12 months, told us that they face the same challenges as everyone else when trying to get an NHS appointment:



“I am on maternity leave and should have free treatment during my pregnancy and maternity leave. Unfortunately, I have not been able to find an NHS dentist locally even though I regularly look.”

At the end of the financial year, no NHS dentists in Rutland had capacity to accept new adult patients for routine treatment and limited capacity for children. We continued to press for effective incentives for dentists to offer more local NHS appointments and major reform of the 2006 dental contract to attract and retain more dentists to deliver NHS dentistry in Rutland.

How we are making a difference to the community

Themes that we identify through public feedback and our own research and engagement often lead to further work where we drill down into specific areas of concern or need. We continuously work behind the scenes to raise these issues and call on commissioners and providers to bring about change and improvement by listening to you and your experiences. Change takes time!

Improving local dementia care

We have been working closely with partners in voluntary sector organisations and in the local authority to ensure that the research findings and recommendations in our report *Living with Dementia in Rutland* (2022–23), are acknowledged and actioned.

We are pleased that much progress has been made, with tangible changes:

- dementia diagnosis rates have improved
- people going through the dementia diagnosis journey can now receive care locally in Rutland

When Memory Clinic services resumed after the initial lockdown of the COVID-19 pandemic, diagnosis for Rutland residents involved a journey to Leicester City. Our report called for this service to be resumed in Rutland, and for more and better information about support to be made available and given in-person.



At the time our report was being written (January 2023) the dementia diagnosis rate in Rutland was just 48%. Small, steady increases now see a rate (April 2024) of 52% as more cases of dementia are diagnosed locally in Rutland.

The weekly Memory Clinic was reinstated at Rutland Memorial Hospital in July 2023. Now, following an assessment or a follow-up appointment at the Oakham clinic, patients and carers have the opportunity to talk to a Multi-Disciplinary 'wraparound' team including an Admiral Nurse, a Care Co-ordinator from the Rutland Primary Care Network and a Social Prescriber. This enables attendees to access a range of wider support services, tailored to their individual needs. It also offers people the much requested opportunity to discuss their concerns and questions in person and in an informal setting.

The wraparound service has also travelled out into Rutland communities, so far to Barrowden and Greetham. This offers the personalised approach that people tell us they want, in supporting what can be a sensitive topic.



Making a difference to the community... continued

Understanding Urgent Care needs

Using our powers to Enter and View publicly funded health and care settings, we completed our suite of visits (begun in early 2023) to the Urgent Care Centres in and around the county, that are used by residents of Rutland.

Over the last 18 months we have visited all the local urgent care centres and also the Emergency Department at Leicester Royal Infirmary. We engaged with 389 people in total across all of the visits. Your experiences, along with our findings and recommendations, have been fed directly into the work being done by commissioners and service providers to investigate options for Same Day Care in Rutland from 2025 onwards.

Corby Urgent Care Centre

We teamed up with volunteers from Healthwatch West and North Northamptonshire to listen to people's experiences of using the service over two days. We engaged with 38 people in total.

Overall patients were very satisfied with the service, with 79% of people from the survey rating their overall experience at the centre as 'very good'.

"The staff were very helpful, and we were seen within about 40 minutes, triaged and then follow-up tests. It was so much better than trying to get to an A&E unit, all the hospitals are so far away. This unit is a godsend."

The [Corby Urgent Care visit report](#) contains 9 minor recommendations for improvement.

Oakham Minor Injuries Unit

We spoke to 11 patients who were attending the Minor Injuries Unit during our visits. In addition, we received feedback from 125 people who completed an online survey. Our findings show that people value the Minor Injuries Unit and are satisfied with the treatment they receive. However, clarity and awareness of the services available at the unit are needed for patients. Our recommendations included:

- Enhance training for reception staff to ensure high standards of patient care and privacy during conversations at reception.
- Upgrade the doors to the building so that people with disabilities can enter more easily.
- Provide a private space for patients to use for discussions with reception.

What's changed?



Reception staff have received a tailored Customer Care training package to upskill them in their dealings with patients visiting the unit. A review of the physical condition of the setting is being undertaken with the building owner, including addressing concerns regarding access doors, treatment rooms and the out-of-order phone.

Read the [Oakham Minor Injuries](#) visit report



Hearing from all communities

We aim to engage with as many different community groups as possible within Rutland. It is important for us to connect with people of all ages and backgrounds, especially those we hear from less frequently. We want to make sure that everyone has a voice to help shape services to meet their needs.

This year we have reached different communities by:

- Visiting Rutland libraries with a pop-up stand to speak to people who may not be involved in other community groups.
- Working in partnership with Citizens Advice Rutland and the Rural Coffee Connect van to connect with people in our rural villages.
- Linking with Patient Participation Groups so that active members of the community know where to direct patients who would like to share their experiences.

Supporting our local community groups

We consider it important to raise awareness of the local support groups operating in our county. We visit as many groups as possible to discuss the work of Healthwatch Rutland and listen to people in return.

In October 2023 we attended a Parkinson's Support Group which is based in Oakham. We were made to feel welcome as soon as we arrived, it was great to see such a large group of people providing support for one another.

The group organiser, Cath Jones, commented:

"We are a friendly group who are there to support not only the people living with Parkinson's but also the carers too".

Linking up with people in social care and independent living settings

By attending coffee mornings and friendship groups in care homes and sheltered living settings, we connect with housebound people and those who may not leave their homes often and who could face challenges when attending routine healthcare appointments.

In January 2024 we attended a coffee morning at Chater Lodge Care Home in Ketton, which welcomed both residents of the care home and members of the public. We heard valuable feedback which contributed towards our report on dentistry in Rutland.



"I do appreciate all the help you have given me over the past few weeks and I know that many of the homeowners here were very pleased to learn more about your organisation and the support you are able to provide"

Independent Living resident in Oakham



Advice and information

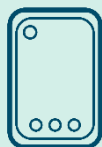
If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and information to help you understand your options and get the help you need. Whether it's getting information on NHS dentistry, finding transport to health appointments or making a complaint – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust. For example about how to access breast screening for over 70's
- Helping people navigate the health and social care services they need such as accessing anti-viral medications for vulnerable people
- Supporting people through referrals into other community organisations such as Age UK and Active Rutland

Changes in how UHL communicates with patients on waiting lists

It's essential that people have clear, accurate communication about their care.



Thanks to the efforts of Healthwatch Rutland, University Hospitals of Leicester NHS Trust reviewed the text messages being sent to patients waiting over 40 weeks for planned surgery, offering them the chance to get quicker treatment at other hospitals. Changes were made to the content of the texts and national and regional NHS teams were also advised to make similar amendments.

Healthwatch Rutland was made aware of potential issues after a patient, who had been waiting for 22 months for a procedure, received a text asking if they wished to be considered for treatment at a hospital outside of Leicester, Leicestershire and Rutland. They were advised to follow a link to agree, and if they did so, their case would be reviewed by a clinical team.

The text contained no context or information to help the patient to understand what was being offered, nor assurance that they have any choice in the matter if they agreed to be considered for treatment elsewhere. Would they lose their place on the UHL waiting list? Did they have a choice over the distance they were prepared to travel? On calling the helpline number, they received only partial answers and were left feeling anxious, with insufficient information to decide whether to accept the offer or not.

As a direct result of the patient's feedback, UHL amended the text messaging to state that patients would remain on the UHL waiting lists during the process until transfer is agreed between the new provider and the patient.

Helping people to get to health and care appointments during the cost-of-living crisis

We have had many enquiries this year from people trying to find the most cost-effective ways to obtain transport to health and care appointments. We have signposted to the NHS Low Income Scheme that provides financial help to people with limited means who are not exempt from NHS charges such as prescriptions, NHS dentistry, sight tests and travel to NHS appointments.

We have also referred people to the Voluntary Action Rutland (VAR) Community Transport scheme that helps vulnerable people travel to health and care appointments with a reduced cost, door-to-door service.



"Many thanks again for contacting VAR on my behalf. I am most grateful for your help."

The connections we have built with voluntary and community groups in Rutland enable us to keep up-to-date with our local services and signpost people to get the help they need. We regularly attend voluntary and community sector engagement meetings to network and raise awareness of our services.



Volunteering

Thanks to our team of amazing volunteers, we are able to reach people in all areas of the community. They help us to understand what health and care services are working for people in Rutland and what needs improving. Our volunteers support our projects as well as our community outreach work. They enable us to represent the Rutland voice and influence change within the health and social care system at a local level.

This year our volunteers:

- Raised awareness of Healthwatch Rutland through various local outreach events and supported their communities to share their views
- Collected patient experiences so that we can influence change and understand what services work well within our integrated care systems
- Carried out enter and view visits to local services which are used by Rutland people, both within the county and across the borders



"In 2015 I attended a Healthwatch Rutland meeting out of curiosity and ended up having conversations about the need for young people to have mental health support, especially with so many teenagers being educated out of county and at home. My passion was spotted and before I knew it, I had become a volunteer and I loved it.

I am not a typical home maker and needed to do something outside the home that fitted around my caring responsibilities. Volunteering gave me exactly that, as well as the opportunity to learn more about health and social care and how working together we can improve things for those who use these services."



Jacqui –
Healthwatch Rutland
Board Member



"My background is in nursing and teaching and I chose to volunteer for Healthwatch because I was interested in how health and social care needs were met in my local community. I also heard many concerns from people expressing their difficulties making appointments, in treatment delays and cancellations. I only became a volunteer recently but have found it to be a very positive experience."



Shirley – Healthwatch
Rutland Authorised
Representative



In March we said a huge thank you to our long-standing volunteers Barry and Jean as they retired from their volunteering roles after nearly 10 years with Healthwatch Rutland. Thank you both for your invaluable support and help. We will miss you!

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatch.co.uk/volunteer



01572 720381



info@healthwatchrutland.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£72,600	Expenditure on pay	£83,815
Additional income	£1,213	Non-pay expenditure	£22,171
Total income	£73,813	Total expenditure	£105,986

Total expenditure exceeded funding by £32,173, a shortfall which was subsidised with income from additional commissioned work and funding from Connected Together CIC. This ensures that Healthwatch Rutland benefits from professional support e.g., ISO 9001:2015, Cyber Essentials accreditation, Investing in Volunteers, HR and communications support etc.

Next steps

Over the next year, we will continue to reach out to every corner of our county, especially to people in isolated and deprived areas, so that decision-makers hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS and Social Care culture where, at every level, staff strive to listen and learn from the lived experience of patients and service users to make care better.

Our top three priorities for the next year are:

1. Campaigning for fair NHS dental access for Rutland
2. Ensuring the widest public participation in upcoming consultation on Urgent care and Same Day Access services
3. Completion of our research project on how NHS communications and Administration processes affect the patient experience



I wanted to write to thank you all for the exceptional work Healthwatch Rutland does in representing Rutlanders' interests and concerns to our local health and social care providers.

I am very grateful for your regular stakeholder updates and have no doubt that our local services are vastly improved by your work. We are lucky to have you!

Alicia Kearns, MP for Rutland and Melton during the period of this report 2023-24



Statutory statements

**Healthwatch Rutland, The King Centre, Main Road,
Barleythorpe, Oakham, Rutland, LE15 7WD.**

**Connected Together Community Interest Company is the
legal entity and governing body for Healthwatch Rutland:
Moulton Park Business Centre, Redhouse Road, Northampton,
NN3 6AQ.**

**Healthwatch Rutland uses the Healthwatch Trademark when
undertaking our statutory activities as covered by the licence
agreement.**

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Rutland Advisory Board consists of 4 volunteer members, including the Chair, who receives a modest annual honorarium. The Advisory Board provides strategic direction, oversight and scrutiny of our activities, ensuring that decisions about our work reflect the concerns and interests of our local communities.

Throughout 2023/24, the Board met 4 times and made decisions on matters such as:

- Responding to the National Dental Recovery Plan in a Briefing Paper, calling on local commissioners to develop a robust place-based plan, with engagement from the public, for improving NHS dentistry in Rutland urgently.
- The Board felt that it would be valuable to local commissioners and providers to draw together the Rutland responses from our LLR wide project to understand the experiences of people who are living with dementia and their families and carers. The Rutland-specific findings were then fed into Rutland Neighbourhood work and the 2023 Anticipatory Care pilot.

Development of annual work priorities is driven by our volunteers and for 2024/25, we invited wider public involvement through an online survey and a Listening Event during February and March. This, along with the public feedback we received over the year, enabled us to hear which health and care themes mean the most to local people and has shaped our plan of work going forward.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using health and care services. During 2023/24, we have been available by phone and email, provided a web form on our website and through social media, as well as attending meetings of community groups, support groups and forums.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds, including those who are often not heard by health and care decision-makers. This year we have done this by, for example, attending support groups for young mums, people living with Parkinson's Disease and their carers and coffee mornings with people living in sheltered living accommodation.

We ensure that this annual report is made available as widely as possible by publishing it on our website, by email to newsletter membership and stakeholders, via social media and directly to the Care Quality Commission and Healthwatch England.

Responses to recommendations

Throughout the year all providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, therefore no resulting reviews or investigations.

The way we work continued

Taking people’s experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to the Rutland Health and Wellbeing Board where we are represented by our Chair, Dr Janet Underwood. In addition, the Board’s sub-groups are attended by staff members to ensure that patient experience is brought to the fore in all planning and delivery activities.

Janet also represents Healthwatch Rutland on the Leicester, Leicestershire and Rutland Integrated Care board and the Health and Wellbeing Partnership. She has consistently represented the voices and experiences of 41,000 Rutland residents to ensure they are not overlooked within the 1.1 million population of the Leicester, Leicestershire and Rutland Integrated Care System. Throughout the year, Janet has particularly championed the need for better provision of NHS dental care in Rutland., highlighted difficulties in travel and access to health and care services and the communication problems people experience when they go out of the Leicester, Leicestershire and Rutland system for their health care.

We also take insight and experiences to decision makers in the Leicester, Leicestershire and Rutland Integrated Care System through the Health Equity Committee, System Quality Group, Maternity and Neonatal Voices Partnership, the Joint Health Overview and Scrutiny Committee, quarterly meetings with local trusts and providers and several NHS design groups and collaboratives. Our Vice Chair, Jacqui Darlington, represents Healthwatch Rutland on the LLR Autism Partnership Board and the LLR Carers Delivery Group. A full list of the boards and meetings we attend can be found in our annual plan.

We collaborate with colleagues at Healthwatch Leicester and Leicestershire to ensure that between us, Healthwatch is present at all major system decision making forums. We also routinely share our research and feedback data with Healthwatch England to help address health and care issues at a national level.

Acronyms	
ED	Emergency Department
HWR	Healthwatch Rutland
ICB	Integrated Care Board
LLR	Leicester, Leicestershire and Rutland
OMP	Oakham Medical Practice
PPG	Patient Participation Group
UHL	University Hospitals of Leicester NHS Trust

Enter and view


This year, we completed 4 Enter and View visits. We made 30 recommendations to the service providers in our final reports. This included 1 revisit to review progress against our recommendations made following the visits to the Leicester Royal Infirmary Emergency Department in 2022.

Location	Reason for visit	What we did as a result
Corby Urgent Care Centre (CUCC)	The visit was requested by CUCC as part of their commitment to engage with and get feedback from members of the public.	We worked alongside Healthwatch North Northamptonshire and West Northamptonshire to create a report with our findings with some minor recommendations.
Oakham Medical Practice	The 2022 Care Quality Commission report rated the practice as 'inadequate' overall. Later that year the practice was rated 'good' so we wanted to understand how the patients were experiencing the services following the changes.	We worked with the Oakham Medical Practice Patient Participation Group to complete the project. Along with the Patient Participation Group we presented the report and our findings to an open public meeting. The Practice Manager and a GP Partner presented their responses and plans to address the recommendations.
Leicester Royal Infirmary Emergency Department Revisit	To review the Trust's progress against the recommendations which were made in the report from the initial enter and view visit of September 2022.	Alongside Healthwatch Leicester and Leicestershire, we noted that changes had been made by University Hospitals of Leicester NHS Trust including removal of confusing electronic displays, improved wheelchair access, enhanced patient information in some areas and more privacy when booking in at reception. UHL also developed an action plan to tackle the remaining recommendations.
Rutland Minor Injuries Unit	This completed our suite of enter and view visits to urgent and emergency care centres that are used by Rutland residents.	We published a report with 11 recommendations for the service provider, DHU. The findings have been fed into the ICB to inform current work that is modelling how future same day access services will work in Rutland after March 2025.

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