

Survey Responses

01 July 2021 - 26 July 2021

Is there anything we missed in the health and wellbeing summary report?

Future Rutland

Project: Health and wellbeing



VISITORS					
25					
CONTRIBUTORS			RESPONSES		
11			11		
1	0	10	1	0	10
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous



Respondent No: 1

Login: Anonymous

Email: n/a

Responded At: Jul 06, 2021 15:24:00 pm

Last Seen: Jul 06, 2021 15:24:00 pm

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** Yes

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

not answered

Q4. **Please use the space below to provide any further comments or feedback you may have:**

The "empty chair" is the future and sustainability of Rutland Memorial Hospital. We cannot all traipse to Leicester/Peterborough. RMH must be upgraded as a hospital and staffed accordingly.



Respondent No: 2

Login: Anonymous

Email: n/a

Responded At: Jul 14, 2021 17:42:54 pm

Last Seen: Jul 14, 2021 17:42:54 pm

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** Yes

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

not answered

Q4. **Please use the space below to provide any further comments or feedback you may have:**

I think it has been made clear that Oakham Medical Practice not efficient or fit for it's purpose. Patients are frustrated that they can never get an appointment and staff being horribly rude when you may be feeling very vulnerable anyway, especially is you have a long term or chronic illness that has personal aspects that you really don't want to divulge to somebody on the end of the phone who is already being cantankerous. Also, to be able to have care that is continuity of care from a Dr that you see regularly, that knows your history is far better than spending ten minutes explaining your history to somebody who has no familiarity with your condition and may not make informed decisions about your issues. This is hugely important to me and I really do avoid making contact with OMP unless I am really desperate due to these issues.



Respondent No: 3

Login: Anonymous

Email: n/a

Responded At: Jul 15, 2021 10:54:18 am

Last Seen: Jul 15, 2021 10:54:18 am

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** Yes

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

not answered

Q4. **Please use the space below to provide any further comments or feedback you may have:**

A good summary of feed back. Let's hope that the ideas will be worked upon. No mention of Rutland for Rutland I notice which can support health issues. No mention of VAR and the help on offer there.



Respondent No: 4

Login: Anonymous

Email: n/a

Responded At: Jul 15, 2021 11:03:47 am

Last Seen: Jul 15, 2021 11:03:47 am

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** No

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

There is no mention of those of us on the eastern side of the county who have to go outside LLR for medical and dental services

Q4. **Please use the space below to provide any further comments or feedback you may have:**

not answered



Respondent No: 5

Login: The Ramage's

Email: bcarroll@fleetmarsh.co.uk

Responded At: Jul 17, 2021 03:40:16 am

Last Seen: Jul 17, 2021 02:38:34 am

IP Address: 94.66.55.6

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** No

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

I would like to make a comment about Oakham Medical Practise to add to the summary please. This practise is difficult to access, staff are unfriendly and all in all this practise seems to go out of its way to make sourcing medical support extremely challenging. I know that the council are not directly responsible for this service but it is one of the most talked about negative aspects by residents of living in Rutland/Oakham. Please do something about it. At present residents that are registered with this practise are often forced to resort to either going out of county or elsewhere (A&E at Peterborough/other medical practices ie at Empingham and Somersby) to find medical services that actually want to help. I would shut this practise and start again elsewhere...it is a waste of time and resources. It is shocking that people that are (already) often ill have to be put under this sort of pressure to access medical support. OMP was very poor prior to the Covid pandemic bur they seem to have used the pandemic to reduce services etc even more (shutting on Saturday morning for instance). The answer phone system is also appalling involving a wait of at least 20 minutes (in a morning their system is now constructed such that it is impossible to get through before 9am) accompanied by a message which is not only inordinately long but also telling the caller not to abuse staff! Have they ever considered that ill parents might be getting frustrated and upset at not being able to get through to find help! I could go on. Something needs to be done as this practise is at present a wholesale waste of resources.

Q4. **Please use the space below to provide any further comments or feedback you may have:**

not answered



Respondent No: 6

Login: Anonymous

Email: n/a

Responded At: Jul 17, 2021 11:54:33 am

Last Seen: Jul 17, 2021 11:54:33 am

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** Yes

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

not answered

Q4. **Please use the space below to provide any further comments or feedback you may have:**

RCC hasn't listened. It allows more houses to be built which increases the population and puts further pressure on the health facilities in Oakham without any plan to increase those services!!



Respondent No: 7

Login: Anonymous

Email: n/a

Responded At: Jul 20, 2021 11:10:20 am

Last Seen: Jul 20, 2021 11:10:20 am

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** Yes

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

not answered

Q4. **Please use the space below to provide any further comments or feedback you may have:**

It is vey important to ensure that there is a fully integrated approach to healthcare and social care which recognises future demographic trends, availability of facilities in neighbouring counties and the need for suitable public transport.



Respondent No: 8

Login: Anonymous

Email: n/a

Responded At: Jul 21, 2021 16:25:50 pm

Last Seen: Jul 21, 2021 16:25:50 pm

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** No

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

How did you take such passionate and heartfelt comments about the complete inadequacy of the Oakham Medical facility and summarise it in such a bland vanilla way? This is completely disingenuous and disrespectful to the people who took the time to fill out the survey

Q4. **Please use the space below to provide any further comments or feedback you may have:**

not answered



Respondent No: 9

Login: Anonymous

Email: n/a

Responded At: Jul 21, 2021 16:53:46 pm

Last Seen: Jul 21, 2021 16:53:46 pm

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** Yes

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

not answered

Q4. **Please use the space below to provide any further comments or feedback you may have:**

It took me 61 attempts on-line to secure a GP phone call. This is completely unacceptable. RCC should ban with immediate effect, any new Planning Applications for housing. Also, the promise of a new GP practice which was promised in New Barleythorpe and which has not been started yet (if ever) should be fulfilled immediately. Recruiting four new GPSs for the Cold Overton practice, to replace the ones who have recently left, should now be paramount.



Respondent No: 10

Login: Anonymous

Email: n/a

Responded At: Jul 21, 2021 17:49:03 pm

Last Seen: Jul 21, 2021 17:49:03 pm

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** No

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

It's good that you've consulted with the community but my experience of the structured questionnaire was that it didn't allow one to comment on some of the key strategic issues which are of concern to Rutlanders. So whilst you've analysed the answers you've elicited ... the absence of question giving opportunities to comment on other issues means you haven't obtained a 360 degree understanding of the public's views. The report doesn't show any reference to the concerns about accessing primary care in Stamford by residents in the east of the county , or the reconfiguration of hospitals in Leicester/Leicestershire. It doesn't pick up on the real concerns about cross border access to care and how Rutland practices such as Empingham are directed to use care pathways that look west to Leicester/Leicestershire rather than across into stamford Lincolnshire (4 miles away) or Peterborough in Cambs (about 20 miles away). Empingham patients physio therapy are forced to go 35-40 miles to Leicester instead much nearer facilities in Stamford. The LLR CCG shortly to become the ICS needs to broaden its understanding of how those in the forgotten east of the county live their lives. We define limit our lives by lines on a map ... instead we follow the local road and travel systems and wherever community activities take us. The failure to e gave with and draw respondents from Ryhall, Tickencote, Essendine and Belmesthorpe shows the problem you have in being Oakham centric and hide kind by the mindset of county boundaries. The PCN of 4 Rutland practices has the potential to collectively deliver great locally accessible healthcare if given more resources . In Dr Fox you have a strong strategic thinker with the vision to create a groundbreaking primary care system. The risks associated with an under resourced St George's barracks township however are significant and need addressing as a matter of urgency.

Q4. **Please use the space below to provide any further comments or feedback you may have:**

not answered



Respondent No: 11

Login: Anonymous

Email: n/a

Responded At: Jul 22, 2021 17:45:13 pm

Last Seen: Jul 22, 2021 17:45:13 pm

IP Address: n/a

Q1. **Q1. Did you take part in the first stage of Future Rutland, between April and June?** Yes

Q2. **Do you think that the summary report produced for health and wellbeing is a fair and accurate reflection of what matters to people in Rutland?** Yes

Q3. **Please use the space below to tell us what you think is missing from this summary, or needs to be added:**

not answered

Q4. **Please use the space below to provide any further comments or feedback you may have:**

There would appear to be a general consensus about the inadequacy of oakham medical practice ability to manage and cope with the population. I would add that it was pretty impossible to get and appointment even prior to covid. It's sad because the actual doctors & medical staff have always been great. Alas it would appear the reception staff and poor booking system that has managed to wreck the service.
