

Healthwatch Rutland Board Meeting Minutes 15th July 2016

PAPER A

Minutes of a meeting of Healthwatch Rutland Board held on 15th July 2016, at Voluntary Action Rutland, Land's End Way, Oakham LE15 6RB

Present

Healthwatch Rutland (HWR) Board:	Jennifer Fenelon, Chair Ann Williams Christine Stanesby Bart Hellyer Bart Taylor-Harris (by video link)
In attendance from HWR:	Sarah Iveson, General Manager Tracey Allan-Jones, Office Manager
HWR Volunteers:	Christine Spark Brenda White Margaret Demaine
HWR members and members of the public:	Kathy Reynolds

16.48 Welcome and apologies for absence

Apologies were received from Board Members Judy Worthington, and Sarah Press.

Apologies were also received from Nicola Darby, Miles Williamson-Noble, John Brian, Norah Forrest, Daphne Murphy and Jacqui Darlington

16.49 Declarations of interest

None received

16.50 Minutes of the previous meeting

The minutes of the previous meeting held on 20th May 2016 were received and agreed as a correct record.

16.51 Progress Log

The progress log at 20th May 2016 was received and noted.

16.52 Matters Arising not covered by the Agenda/Progress Log

None raised

16.53 General Manager Update

A report was presented by Sarah Iveson, General Manager covering the following topics:

1. Operational Group

The newly organised group is structured into Task Groups, Listening Watch Groups and Working Groups to allow better use of resources.

2. Enter & View

Brian Godfrey, Brenda White and Sarah Iveson have been trained to undertake Enter and View visits and future training will be offered in-house by Barry Henson.

Planned visits over the coming year include wheelchair provision, equipment needs of young people with learning difficulties and a NRU (YDU) follow-up visit.

The Chair thanked Barry Henson in his absence for undertaking the training role.

3. Dementia Report

The Dementia Report was published in June 2016. It has been very well received and has facilitated HWR's participation with providers to help influence positive change. The work of the Dementia group will continue under the Adult Mental Health Project.

4. Emergency Ambulance Event

EMAS response times in Rutland continue to be a cause for concern. The EMAS and HWR Listening Event on 22nd July will give the public the opportunity to air their views to EMAS and to hear about improvement plans.

5. Young People's Mental Health

The YPMH team continue to work towards influencing providers to implement the support required by our young people.

6. Communications

The HWR website is now live and the next phase is to develop a "Find-a -service" feature and a "Feedback centre".

HWR's stand at the Rutland Show was a great success in raising visibility and capturing useful public intelligence. Bart Hellyer raised the question of whether HWR should invest in its own marquee for outside events, but the Chair expressed willingness to lend hers when required.

Work continues to raise the profile of HWR and a presentation is to be given to the Parish Forum on July 18th (and other events are being scoped).

7. Recruitment and Support of Volunteers

Investigations continue into the "Investors in Volunteers" award. This nationally recognised quality standard for good practice would enhance the management of HWR's volunteers and HWR's reputation.

8. Engagement Event 4th August: 111 and Out of Hours Services

HWR has been asked by the CCG to organise an event to hear views and ideas on the re-design of these services, prior to a trial of a new system.

16.54 Management Accounts

The Management Accounts to the end of June 2016 were received and noted.

16.55 Annual Report and AGM

The Annual Report to be completed and ready for printing w/c/18/7/16

The AGM event to be planned for 16th September in Uppingham (timing and venue details to be finalised) for approximately 60 guests. The draft agenda was agreed.

16.56 Health and Social Care Forward Plans

The Chair briefed the meeting on a number of strategic and operational plans that are currently under development and will affect the way health and social care services are delivered to Rutland People:

- . Draft Sustainability and Transformation Plan (STP) incorporating Better Care Together
- . STP for Primary Care
- . Health & Wellbeing Board Strategy 2016
- . Rutland County Council (RCC) Corporate Plan 2016-2020
- . CCG Operational Plan

Some remain confidential, such as the STP.

16.57 Oakham Neighbourhood Plan (ONP)

The East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) have agreed to fund a joint county-wide survey that solicits the views of Rutland people on future provision of primary health services. HWR to drive the process and work with the Oakham Neighbourhood Plan.

The Chair would to lead this activity with a small task group.

16.58 Ambulance Service Matters

This item was covered in the General Manager's update above (16.53.4)

16.59 Children's Congenital Heart Service Glenfield

The Chair briefed the meeting on the NHS England proposal to cease commissioning children's heart surgery at Glenfield and close the unit due to standards not being met. A strong rebuttal had been issued by UHL..

There followed a long discussion on the high quality of surgical outcomes at Glenfield notwithstanding the standards, the so-called 'domino effect' on ECMO cardiac/respiratory and other services of closing the surgical unit, and the additional pressure that increased distances would place on Rutland families with sick children.

Healthwatch Rutland had participated in discussion on agreeing national standards for such units which had been introduced from April 2016 with a 5 year timeframe to meet them. It now appeared that units were expected to meet them forthwith and Christine Stanesby and Kathy Reynolds deplored the decision to overturn this implementation period.

Rutland patients would be expected to make long journeys to London or Birmingham centres and Kathy Reynolds pointed out that Birmingham is not equipped nor does it have the capacity to take on the increased demand.

Bart Hellyer suggested that HWR should collaborate with other East Midlands Local Healthwatch to frame a response.

It was moved that HWR should oppose the proposal to close the unit and argue that Glenfield should be given the time to meet the required standards as previously agreed. The Board agreed and asked the Chair to respond.

16.60 Consultation on Vanguard Sites

It was noted that West CCG were leading a Vanguard Urgent Care Project towards the integration of 111, out of hours, and urgent care services. Healthwatch Rutland had recently hosted a focus group to consider the revised arrangements for 111. Another HWR focus group had submitted evidence to West CCG on problems at the Urgent Care Centre in Oakham. The CCG had undertaken to involve the public in the current review of urgent care and Out of Hours services.

16.61 Policy and other matters for consideration by Healthwatch Rutland Board

The meeting received a report covering the following policy matters affecting Rutland people. Copies of all the reports are available from the Chair on request.

1. Carers

NHS England has published two documents intended to support carers and their families; a Carer's Toolkit and a consultation on a new strategy for carer support is underway until 31st July 2016.

2. Patient access to GP records online

Patients in England are set to be able to access GP records including test results, diagnoses, referrals, immunisations, medication history.

3. National Cancer Patient Survey, published July 2016

2015 results are available on request and says that Rutland's 3 local units at Peterborough, Kettering and UHL stand up well with the exception of support at home following treatment.

4. Investigations into unsafe discharge from hospitals

The Common's Public Administration and Constitutional Affairs Committee is inviting submissions about the quality and content of the Parliamentary Health Service Ombudsman's report on unsafe discharge from hospitals.

5. Involving the public in Primary Care commissioning

NHS England has developed a framework for patient and public participation in primary care commissioning. An online survey will run until the end of Dec 2016

6. New data security Standards for Health and Social Care

The Department of Health is seeking views on the proposed data security standards for health and social care organisations, the deadline for which is 7th Sept. 2016

16.62 Questions from members of the public

No questions were asked.

16.63 Any Other Urgent Business

None raised.

16.64 Dates for future formal HWR Board Meetings

Friday 16th September 2016 pm: AGM – venue/timings to be confirmed

Friday 18th November 2016 1.30-4pm: Gover Centre, Voluntary Action Rutland