

Minutes of a meeting in public of the Healthwatch Rutland Board held on 14th July 2017, at Voluntary Action Rutland, Land's End Way, Oakham LE15 6RB

Present

Healthwatch Rutland (HWR) Board:

Jennifer Fenelon, Chair
Nicola Darby
Jacqui Darlington
Judy Worthington
Miles Williamson-Noble
Sean Williams
Christine Stanesby
Bart Hellyer

In attendance from HWR:

Sarah Iveson
Tracey Allan-Jones

HWR Volunteers:

Christine Spark
Suzie Henson-Amphlett
Daphne Murphy
Margaret Demaine
Marion Gee

Other Organisations, HWR members and members of the public:

James Bartlett, OMP PPG
Brian Kenworthy, Empingham PPG
Simon Mutsaars, CAB
Tim Sacks, ELRCCG
Elaine Rootham, Macmillan Cancer Support

17.42 Welcome and apologies for absence

The Chair welcomed Board Members, volunteers and members of the public. Apologies were received from Bart Taylor-Harris, Sarah Press, Alf Dewis, Brenda White, Ketan Paw, Kathy Hammond, Sheila Fletcher, Ann Williams, Barbara Keene, Sandra Taylor.

17.43 Declarations of interest

None received.

17.44 Minutes of the previous meeting

The minutes of the previous meeting held on 10th May 2017 were received and agreed as a correct record.

17.45 Progress Log

The progress log was received and noted.

17.46 Matters Arising not covered by the agenda / progress log

None raised.

17.47 Spotlight on Macmillan Cancer Support

The Chair welcomed Elaine Rootham, Macmillan Volunteer Project Coordinator for Rutland who presented an overview of the new Macmillan Cancer Support service which had now been in place for 3 months.

The service is for people over the age of 18 who have, or have had to deal with cancer (including their families, friends and carers). Individuals may self-refer or be referred by their GP.

It is a befriending service supported by trained volunteers who visit people in their homes to help support them through what can be a very difficult time. Volunteers can visit for a chat and cup of coffee, help the person take a walk or go to the shops or whatever they can do to make life easier for them. At present it is time-limited up to 12 weeks after which time the person would be signposted to other organisations for longer term support if needed.

Elaine explained that her time so far has been spent increasing awareness, recruiting volunteers, and building collaborative links with other organisations such as Age UK, Marie Curie, Loros, Dove Cottage Hospice, For Rutland in Rutland etc.

Elaine answered several points put during the discussion and Q&A session that followed:

- The Service is based in Uppingham at Age UK.
- It is a new community based project, distinct from the established Macmillan Nurses.
- 6 Volunteers have been recruited so far, with the aim of achieving 50 in total, in order to support up to 200 clients.
- Volunteers will be sympathetically supported in their roles and comprehensive training is being put in place
- The service is time-limited to 12 weeks to start with; this may be reviewed over time as when service take-up can be assessed

The Chair thanked Elaine warmly for presenting to the meeting and wished the project well.

17.48 Survey of Primary Care Services in Rutland

Sarah Iveson summarised the key messages from the analysis of the 2017 Primary Care Survey that was conducted in Rutland during January 2017 (Report - paper B).

The report had been released to primary care providers and commissioners in advance of publication and it was noted that some providers had already responded:

- Oakham Medical Practice (OMP) had advised of their plans to upgrade their telephone system
- Lincolnshire Partnership Trust had requested detailed qualitative comments for analysis prior to meeting Healthwatch Rutland to discuss next steps.

Sarah expressed disappointment that the GP Practice Managers had declined invitations to the meeting to discuss the report, as did James Bartlett and Brian Kenworthy.

On Dental issues it was noted that a new contract from December 1st has been awarded by NHS England for a new 4 Dentist practice and out of hours service to be set up in Oakham.

Tim Sacks thanked Healthwatch Rutland for the detailed report which he anticipated would be 'incredibly helpful' in informing decisions about healthcare.

Tim acknowledged there were concerns about both getting through by telephone and accessibility of appointments at OMP which had also been highlighted by the recently published national NHS GP Patient Survey.

Nicola Darby had tried to book a non-urgent appointment recently to be told that the wait was 4 weeks and Suzie Henson-Amphlett cited patients with chronic long-term health problems who were giving up on regular check-ups due to lack of appointment availability. Tim went on to indicate that underlying difficulties with recruiting, pressure on physical space at the surgery and long-term rising demand had all contributed to poor public ratings of OMP appointment accessibility. Tim informed the meeting that in spite of long-term rising demand driven by Oakham population increases, the OMP list has not been growing as new patients have sought alternative surgeries.

The Chair thanked everyone for the discussion and suggested that further dialogue about how to go forward with the survey results would be tackled offline. HWR would be involving all appropriate providers and would be sharing progress and responses with all interested groups and the public.

17.49 Healthwatch Rutland Annual Report & AGM

The HWR Annual Report was received (paper D) and it was noted that hardcopies of the report will be available at the Annual Meeting on 15th September 2017 in the Gover Conference Room at Rutland Community Hub. It was agreed that the agenda would be based on a topically-themed workshop format that had been used successfully in previous years.

17.50 Leicester, Leicestershire and Rutland (LLR) Sustainability and Transformation Plan (STP) and associated projects.

17.50 (a) **STP:** It was reported by the Chair that the plan was being revised and rewritten with some changes to the bed closure proposal. No detail had been published to date but there would be a meeting between local Clinical Commissioning Groups (CCGs) to discuss the revised STP later in the month.

17.50 (b) Continuing Health Care (CHC) / Settings of Care

Bart Hellyer gave an update on the proposed policy changes which had been scheduled for consideration by the three CCGs in Leicester, Leicestershire and Rutland on 11th July 2017.

Around £73 million is spent on CHC funding in LLR per annum. The current Settings of Care Policy permits CCGs to spend up to 25% more than the cheapest option to provide care in a patient's setting of choice (often at home). The new policy proposes that CCGs can decide to exceed the cheapest option by up to 10%. Each patient would be considered individually.

The new policy would be applied to all new cases deemed eligible for CHC. Existing CHC patients would be subject to the new policy upon review if their clinical needs changed.

On 11th July the board of East Leicestershire and Rutland CCG approved the policy as it stood, whilst the West Leicestershire and Leicester City CCGs deferred the decision to await an assessment of the impact of the proposed policy upon patients and services. They

proposed to bring the policy back for consideration in early 2018 when the impact assessment was completed.

There followed a long debate on this topic which was joined by Tim Sacks of ELRCCG who confirmed that ELRCCG was able to approve the policy in its own right and had done so.

Judy Worthington expressed disappointment that changes to CCG board meeting times on the 11th July had prevented her attendance due to prior commitments and it was noted that the period of notice given for the meeting had not met the requirements of ELRCCG's constitution.

Miles Williamson-Noble suggested that the CCGs provide some financial projections to highlight how future expenditure under the new policy would compare to current expenditure under the existing policy. Tim Sacks felt that this would not be feasible due to the wide variations of expenditure on each individual driven by their particular needs.

The discussion concluded with Bart Hellyer saying that he had grave reservations about the policy as written. At the Governing body meeting, he had made a number of points about both the content and draughtsmanship. He had issued a running objection that the notice requirements had not been met thus probably invalidating the decision made. He stressed the need for HWR to study the revised policy when brought back to ensure his objections had been addressed.

17.51 Healthwatch Rutland Community Interest company Governance & contract 2017

17.51 (a) To note the establishment of an Audit Committee under the chairmanship of Sean Williams: noted, first meeting to be held on 3rd August 2017.

17.51 (c) To note progress on the Register of Board Members' Interests: noted.

17.51 (d) To receive the Management Accounts to May 2017 (paper E): received and noted.

17.52 Chief Executive Update

A report was presented by Sarah Iveson, CEO, covering the following topics;

Task Groups:

- East Midlands Ambulance Service
- Adult Mental Health
- Transfer of Care
- Rutland Primary Care Survey

Potential Future Projects

- Prison Mental Health Project
- End of Life
- Maternity
- Long Term Conditions

Listen and Watch Groups

- Dental
- Military

Physical Disability
Carers

Working Groups

Sustainability and Transformation Plans (STP)
Young Peoples' Mental Health
Enter and View
Information Technology
Cross Border Liaison
Engagement
Information Accessibility Standards
Signposting

The report is attached to the minute book.

17.53 Questions from members of the public

None raised.

17.54 Any Other Urgent Business

None raised.

17.55 Dates for future formal HWR Board Meetings

- Friday 15th Sept – annual meeting, Gover Conference Room, Rutland Community Hub
- Weds Nov 8th 2017