

Healthwatch Rutland Board Meeting held on 18th November 2016

Minutes of a meeting in public of the Healthwatch Rutland Board held on 18th November 2016, at Voluntary Action Rutland, Land's End Way, Oakham LE15 6RB

Present

Healthwatch Rutland (HWR) Board:

Jennifer Fenelon, Chair

Jacqui Darlington
Christine Stanesby
Bart Hellyer
Bart Taylor-Harris
Sarah Press
Sean Williams

In attendance from HWR:

Sarah Iveson, CEO
Tracey Allan-Jones, Office Manager

HWR Volunteers:

Margaret Demaine

HWR members and members of the public:

Liz Sanders, Oakham Neighbourhood Plan (ONP - Steering Group)
Jacqueline Thibault, Oakham Medical Practice - (OMP) Patient Participation Group (PPG)
Sarah Furness, High Sheriff of Rutland
Eve Saarmae, Rutland House Community Trust
Kerry Taylor, Rutland House Community Trust
Marion Gee, National Association for Patient Participation

16.65 Welcome and apologies for absence

The Chair welcomed Board Members, volunteers and public including the High Sheriff of Rutland.

Apologies were received from Board Members Judy Worthington, Nicola Darby, Miles Williamson-Noble

Apologies were also received from Ketan Paw, Stevie Jackson, Roger Sayer and Suzie Henson-Amphlett.

16.66 Declarations of interest

None received

16.67 Minutes of the previous meeting

The minutes of the previous meeting held on 15th July 2016 were received and agreed as a correct record.

16.68 Progress Log

The progress log was received and noted.

16.69 Matters Arising not covered by the Agenda/Progress Log

The Chair advised the meeting that HWR had sent a letter of support to the Glenfield Hospital against the closure of the Children's Heart Unit, arguing that the hospital should be given the time to meet the required standards.

A large public campaign in support of retaining the unit is in full swing.

Moves are being made to redefine the Glenfield Unit catchment area to extend the population numbers feeding into the Heart Unit, thereby bringing the unit increased referrals and increasing its ability to meet national standards.

16.70 Chief Executive Update

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

Task Groups:

- Young People's Mental Health
- East Midlands Ambulance Service
- Adult Mental Health
- Transfer of Care
- Rutland Primary Care Survey

Listen and Watch Groups

- Dental
- Military
- Care Homes

Working Groups

- Sustainability and Transformation Plans
- Enter and View
- Information Technology
- Cross Border Liaison
- Engagement
- Disclosure and Barring Service / Safeguarding
- Signposting
- Policies
- Recruitment and Support of Volunteers

16.71 Healthwatch Contract

i. Management Accounts

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

ii. Governance Review

It was noted that the new Audit Committee has been established under the chairmanship of Sean Williams.

All HWR policies are undergoing review at present and Board members agreed to take ownership of completing the individual policy reviews as follows:

Disciplinary Policy and Procedure	Miles Williamson-Noble
HWR Enter and View	Bart Taylor-Harris
Environmental Policy	Bart Taylor-Harris
Equality and Diversity	Jacqui Darlington and Bart Hellyer
Expenses Policy	Miles Williamson-Noble and Sean Williams
Grievance Policy	Sean Williams
Information Governance Policy	(Sarah Iveson)
Home or Remote Working	Jacqui Darlington
Standing Orders	Bart Hellyer
Whistleblowing Policy	Sean Williams

Sarah Press kindly offered to scan the policy documents into Microsoft Word for easy editing.

16.72 Annual Report and Mid-year Report

The publication of the HWR Annual Report in July 2016 was noted.

The Mid-year report would be sent to Rutland County Council on Monday 21st December and any suggested amendments were required immediately.

16.73 Health and Social Care Forward Plans

The Chair briefed the meeting on the Leicester, Leicestershire and Rutland Sustainability and Transformation Plan (STP) process - formerly Better Care Together. A veil of secrecy had been drawn around the process to date and HWR's stance had been one of disappointment at the lack of patient and public involvement in the plan's formulation.

The Plan was expected to be published any day, with HWR's role thereafter to ensure that the public hear the proposals and get ample opportunity to comment. The expectation is that a series of public consultation events would be planned for the New Year.

16.74 Oakham Neighbourhood Plan (ONP) & survey of health services in Rutland

Liz Sanders explained that the nature of Neighbourhood Plans, being community led, has necessitated the committee spending much time and effort on awareness raising in the community in order to obtain good public input. Once all the input is received a 20 year plan will be drawn together.

Health and medical issues have been the largest single proportion of the community feedback received so far. HWR and the ONP committee are collaborating on this element of the plan, which will be taken forward in the first quarter of 2017 with the Primary Care Survey.

Jacqui Thibault expressed concern that primary care services at Oakham Medical Practice (OMP) were over-subscribed and at breaking point now, with in excess of 4000 registered patients over capacity.

It was agreed that a rigorous, evidence-based statement of the problem to the CCG following the survey would offer invaluable help to strengthen the case for action.

Jacqui suggested close liaison between HWR and the Rutland Patient Participation Groups (PPGs) to promote the success of, and maximise feedback from the survey. Sarah Iveson would pull together a meeting to further this.

16.75 Policy and other matters for consideration by Healthwatch Rutland Board

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

1. Settings of Care Policy

The three clinical commissioning groups covering Leicester, Leicestershire and Rutland – East Leicestershire and Rutland, West Leicestershire and Leicester City CCGs – have asked patients, carers, families and the groups that represent them to share their thoughts and views on potential changes to the ‘Settings of Care’ policy. Those in receipt of Continuing Health Care have been specifically asked their views. The results of the survey are currently being collated and reviewed and will be taken into consideration in the drafting of an updated policy. If significant changes are recommended the CCGs will run a public consultation later in the year.

2. Over the Counter Medicines

From 31 October 2016 the majority of patients in East Leicestershire and Rutland are no longer be prescribed medicines by their GP if they are available over the counter at pharmacies and supermarkets. These medicines will include pain killers, cough medicines, hay fever tablets and cold sore treatments. Some patients will be exempt from this change if they have particular conditions, for example those who need paracetamol to manage chronic pain, and these people are being advised to discuss this with their GP.

3. Every Voice Matters

Healthwatch England has published its annual report for 2015-16 available at www.healthwatch.co.uk

4. Managing Conflicts of Interest

NHS England has issued revised statutory guidance for CCGs

5. Devolution – deal for Cambridgeshire and Peterborough

During the summer, formal consultation took place on devolution proposals for Peterborough and Cambridgeshire. Updates on www.peterborough.gov.uk/council/strategies-policies-and-plans

6. Care Quality Commission – identifying and managing clinical risks in new born babies and providing care for infants in the community who need respiratory support

7. End of life care

The Government has issued a response to an independent review of end of life care and made 6 commitments to the public to end variation in end of life care across the health system by 2020. www.gov.uk/government/publications/choice-in-end-of-life-care-government-response

8. Commissioning Services for People with Hearing Loss

A new framework for clinical commissioning groups has been published by NHS England

9. Widening Digital Participation programme

A new study has revealed that an NHS initiative to get vulnerable people online has dramatically improved their health and well-being and reduced demand for front line services

10. Personal Budgets in Social Care

The second report of the Public Accounts committee was published in June 2016

11. Better Mental Health for All

This report from the Mental Health Foundation focusses on a public health approach to mental health improvement

12. Care Quality Commission – Building Bridges, Breaking Barriers

This CQC report describes how care is integrated across health and social care and the impact on older people who use services, and their families and carers.

13. Securing Meaningful choice for patients

This CCG planning and improvement guide was issued by NHS England Improvement in August 2016

14. Engaging local people – a guide for local areas developing sustainability and transformation plans

This guidance published in September 2016 summarises the current legal and other guidance on engaging patients and the role of Healthwatch

15 NICE “Just one person”

This NICE guidance describes the named coordinator role from the perspective of the older person.

16. Procedures for clinical commissioning groups to apply for constitution change, merger or dissolution

NHS England has published new guidance for CCGs thinking of changing their constitution

Bart Hellyer expressed an interest in the “Personal budgets in Social Care” and requested a copy of the report.

16.76 Questions from members of the public

Jacqueline Thibault on behalf of the Oakham Medical Practice PPG asked what could be done to address the access issues there caused by over-subscription of patients, lack of physical space to expand staff numbers and choice. A less than helpful reply had been received from the County Council. It was agreed to expedite the meeting between Healthwatch and the PPG. (See 16.74 above).

16.77 Any Other Urgent Business

None raised.

16.78 Dates for future formal HWR Board Meetings (all to be held in the Tinwell Room, Voluntary Action Rutland from 1.30 – 4pm)

- Weds January 11th 2017
- Friday March 10th 2017
- Weds May 10th 2017
- Friday July 14th 2017
- (Sept – annual meeting tbc)
- Weds Nov 8th 2017