



Healthwatch Rutland Action Log March 2017 Paper B

Item - Month raised	Date	Action agreed & by whom	Current status
Ongoing -November 2015	EMAS performance	Meeting held with EMAS December 2015. Concern expressed by HWR that Rutland continued to be at the bottom of the access tables regionally partly due to ambulances tied up offloading at LRI. Agreed to hold an emergency services summit to work with the public to find specific solutions for Rutland.	<p>CQC report issued 12.05.16 and Healthwatch is part of the Oversight Group</p> <p>Rutland EMAS Listening Event held on 22nd July 2016 and report with this agenda.</p> <p>Presentation to Rutland Health and Wellbeing Board on 29th November 2016. Improvement seen in Red 1 category in November 2016</p> <p>Results deteriorated during December and January 2017 See agenda item Paper F of 10.03.17</p>
14.86 - Ongoing	SEND	<ul style="list-style-type: none"> Bring parent views on implementation back to Board Review periodically to chase progress 	<p>Jacqui Darlington asked to report back periodically as programme progresses.</p> <p>Policy currently being reviewed by RCC. See January agenda item number 11</p> <p>Concerns being addressed by RCC</p>
14.87a	Governance policies	<ul style="list-style-type: none"> Put on website as refreshed 	<p>New Website Commissioned & now being populated.</p> <p>March 2017 Progress update on refresh of policies - see January Agenda item 6. Completion date 31.03.17</p>
14.88 - Ongoing	Cancer Targets	<ul style="list-style-type: none"> JF to pursue with CCG DH to pursue with UHL 	<p>City CCG has issued RAP notice & date given by UHL for compliance . Leicester reported nationally as one of poorest performing units</p> <p>UHL still unable to say when they will achieve recovery. Considered at CCG on 13.12.16</p> <p>March 2017 No improvement against targets reported to ELRCCG in February 2017</p>

14.87- Ongoing	Enter & View	<ul style="list-style-type: none"> Review progress after one year Prepare forward programme 	<p>Forward programme agreed for 2016-17</p> <p>Current activity described in CEO report</p>
14.87d	Dementia Project	<ul style="list-style-type: none"> Complete Pathway Mapping (Hospital & End of Life) Complete Patient/carer interviews Complete Information section Prepare Interim report for RCC 	<ul style="list-style-type: none"> Project completed and HWR report published. Action being taken on it by Rutland County Council The report is now being considered by the ELRCCG which is leading the development of a strategy <p>March 2017 HWR CCG involved in BCT Implementation Strategy</p>
15.7.10	Minor Injuries	<ul style="list-style-type: none"> Contract awarded to N Doctors Arrangements to obtain public response to new contract agreed with CCG 	<p>Several more problem cases concerning interrelationship between Out of Hours/Urgent Care and 111 reported to West CCG . Sporadic unavailability of X Ray reported to ELRCCG . Session held with representative of West Leicestershire CCG to pass on cases and concerns February 2016.</p> <p>Focus Group held on 4th August to review 111 service .</p> <p>Assurance has been given by T Sacks that patients will be involved in preparation of spec for retendering</p> <p>March 2017 Unfortunately contract redesigned and retendered without patient input as promised</p>
15.7.14	Volunteers	<ul style="list-style-type: none"> Develop recruitment and support processes 	<p>Being gradually put in place as new recruits identified matching volunteer skills to work streams.</p>
15.18a Forward Plan	Ops Group for implementation	<ul style="list-style-type: none"> Start Planning for 2016-17 	<p>Proposals worked up and brought to January 2016 Board</p> <p>Draft Plan and Budget on March agenda See agenda</p>

15.18.g	ARRVA	<ul style="list-style-type: none"> Survey patient experience 	<p>item G 10.03.17</p> <p>Collaboration with RCC total transport study and offer of assistance with survey from RCC.</p> <p>Transport study completed by RCC but not helpful on non urgent transport</p>
15.65	Dentistry	<p>Await results of</p> <ul style="list-style-type: none"> Oral Health survey Out of hours consultation 	<p>Additional practice (4 dentist) in Oakham about to go out to tender by NHS England</p> <p>The new practice will provide out of hours cover for Rutland</p> <p>There will be a reduction in capacity in Uppingham</p> <p>March 2017 Contract problems are being resolved at Oakham and Uppingham</p>
15.70	Young People's Mental Health	<ul style="list-style-type: none"> publicize £1/2m allocation when official 	<p>Problems over national allocation resolved.</p> <p>Further serious problems have arisen over the allocation of these funds</p> <p>March 2017 - Confirmation awaited that financial allocation issues will be resolved</p>
15.72	Better Care Together / STP	<ul style="list-style-type: none"> Synchronise HWR listening with BCT consultation 	<p>STP published in draft and meeting of influencers held</p> <p>Consultation dates for BCT (now STP) still not known</p> <p>See agenda item 8</p>
16.20	Adult Social Care Charges	<ul style="list-style-type: none"> Express concerns at use of leading questions in survey design by RCC 	<p>Formal letter sent to Health Portfolio Holder and Chair of Health and Wellbeing Committee. No response received.</p>

16.36	Young People's Mental Health	<ul style="list-style-type: none"> ▪ Jacqui Darlington to pursue additional funding ▪ Ann Williams and Sarah Press to pursue Academic links ▪ Develop Resilience programme in Schools 	<p>1 Additional Funding given by Rotary and Carlton Hayes to Rutland</p> <p>2 Resilience Training being implemented across Rutland with these funds</p> <p>3 LLR “ Future in Mind Programme” moving from planning to implementation including a programme to eradicate the stigma of mental health</p> <p>4 Resilience Training supplied to all schools in Rutland and funded by Rotary</p> <p>5. Comments given on CAMHS standards consultation</p> <p>6 March 2017 - Very Successful high profile event held at Oakham Castle on 1st March 2017 . Hosted by High Sheriff and Young People of Rutland</p>
16.37 (3)	Enter & View	<ul style="list-style-type: none"> ▪ Publish YDU report 	YDU & Brightways Enter & View Reports Published
16.37(7)	Military	<ul style="list-style-type: none"> ▪ Pursue links with Welfare Officers 	Good contact now been made with both Kendrew and St George's Barracks
16.41	Oakham Neighbourhood Plan	<ul style="list-style-type: none"> • Put Oakham survey proposal to CCG • Request places for Sarah Press and Sarah Iveson on ONP 	Survey agreed by CCG and scheduled for January 2017 See agenda item 9 Places agreed for HWR on ONP
16.44 (2)	A report of investigations into unsafe practices	Feed findings of Ombudsman report into Transfer of care Task Group	Transfer of Care project established and underway with completion on 31 st March 2017

16.44 (3)	CCG proposes to engage with the public on paracetamol and prescribing and Continuing Health Care.	Publicize surveys to public	Paracetamol survey inserted in June Newsletter Problem with HW Leicestershire over survey results . NFA
16.44 (6) & 16.53.3	Mental Health Act Annual Report 2014/15. Dementia should be incorporated in Mental Health Task Group	Refer to Adult Mental Health Task Group	Mental Health Forum now established Dementia Group incorporated work of Mental Health Task Group
16.53.6	Website	Complete population of Website including “ find a service “ and “ Feedback Centre”	March 2017 Website signed off as completed
16.59	Glenfield Congenital Heart Service	Chair to write to CEO of UHL giving HWR support	Chair wrote with HWR views March 2017 – National consultation underway Campaign continues
17.08	STP Engagement Events	Hold events in Rutland Links to Neighbouring STP Teams	Three engagement events held .Summary and answers awaited from ELRCCG Discussions held with Peterborough and Cambridge but not yet with other neighbours
17.09	Survey of Primary Care in Rutland	Carry out survey	Online and survey at 20 outlets and multiple patient groups undertaken and completed on 01.02.17 Hard copy input by students from Leicester University underway Design of final set of reports underway