

HEALTHWATCH RUTLAND ACTION LOG NOVEMBER 2016

PAPER C

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.	CQC report issued 12.05.16 and Healthwatch is part of the Oversight Group Rutland EMAS Listening Event held on 22 nd July 2016 and report with this agenda . Presentation to Rutland Health and Wellbeing Board on 29 th November 2016
14.86 - Ongoing	SEND	<ul style="list-style-type: none"> Bring parent views on implementation back to Board Review periodically to chase progress 	Jacqui Darlington asked to report back periodically as programme progresses
14.87a	Governance policies	<ul style="list-style-type: none"> Put on website as refreshed 	New Website Commissioned & now being populated.
14.88 - Ongoing	Cancer Targets	<ul style="list-style-type: none"> JF to pursue with CCG DH to pursue with UHL 	City CCG has issued RAP notice & date given by UHL for compliance Leicester reported nationally as one of poorest performing units

14.87- Ongoing	Enter & View	<ul style="list-style-type: none"> Review progress after one year Prepare forward programme 	<ul style="list-style-type: none"> Forward programme agreed for 2016-17 Current Activity described in CEO report
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
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>
15.7.14	Volunteers	<ul style="list-style-type: none"> Develop recruitment and support processes 	Being gradually put in place as new recruits identified matching volunteer skills to work streams.
15.17.i	Schedule of meetings on website	<ul style="list-style-type: none"> Finalise and publish 	Now being put on website
15.18a Forward Plan	Ops Group for implementation	<ul style="list-style-type: none"> Start Planning for 2016-2017 	Proposals worked up and brought to January 2016 Board Draft Plan and Budget on March agenda

15.18.g	ARRVA	<ul style="list-style-type: none"> Survey patient experience 	<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 	<ul style="list-style-type: none"> Additional practice (4 dentist) in Oakham about to go out to tender by NHS England The new practice will provide out of hours cover for Rutland <p>There will be a reduction in capacity in Uppingham</p>
15.70	Young People's Mental Health	<ul style="list-style-type: none"> publicize £1/2m allocation when official 	Problems over national allocation resolved.
15.72	Better Care Together / STP	<ul style="list-style-type: none"> Synchronise HWR listening with BCT consultation 	Consultation dates for BCT (now STP) still not known
15.73	Policy - CQC	<ul style="list-style-type: none"> Agree modus vivendi with RCC re inspection/Enter & View visits to avoid overlap 	Raised at contract monitoring
16.11	Young People's Mental Health	<ul style="list-style-type: none"> Showcase YPMH and other projects at Rutland Show 	Rutland Show held on 5th June 2016 and HWR stand drew interest from the public
16.20	Adult Social Care Charges	<ul style="list-style-type: none"> Express concerns at use of leading questions in survey design by RCC 	Formal letter sent to Health Portfolio Holder and Chair of Health and Wellbeing Committee. No response received.

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 	<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>
16.37 (3)	Enter & View	<ul style="list-style-type: none"> ▪ Publish YDU report 	YDU Enter & View Report 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
16.39	Annual Report & AGM	<ul style="list-style-type: none"> • Submit Annual Report to HWE • Arrange AGM 	<ul style="list-style-type: none"> • Annual report submitted to HWE • Successful AGM with Interim Chair of Healthwatch England as speaker
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 	<ul style="list-style-type: none"> • Survey agreed by CCG and scheduled for January 2017 • Places agreed for HWR on ONP
16.44 (2)	A report of investigations into unsafe practices	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> publicize surveys to public 	<p>Paracetamol survey inserted in June Newsletter</p> <p>Problem with HW Leicestershire over survey results</p>
16.44 (6) & 16.53.3	<p>Mental Health Act Annual Report 2014/15.</p> <p>Dementia should be incorporated in Mental Health Task Group</p>	<ul style="list-style-type: none"> Refer to Adult Mental Health Task Group 	<ul style="list-style-type: none"> 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 centre” and “Feedback Centre”	Work continuing
16.59	Glenfield Congenital Heart Service	Chair to write to CEO of UHL giving HWR support	Chair wrote with HWR views
16.60	Urgent Care	Continue to work with East and West CCGs on their separate initiatives	<ul style="list-style-type: none"> Discussions with West CCG re urgent care integration continuing Discussions with East CCG re revised specification continuing