

Development and delivery of Healthwatch Rutland. PAPER C
Report prepared by Sarah Iveson for the Board of Healthwatch Rutland
15/07/2016

Dear Board Members

I am very pleased to give this, my third report to the Board of Healthwatch Rutland. I continue to very much enjoy learning about my new role and have been struck by breadth of issues facing Healthwatch Rutland. The year ahead will be challenging, but I have every confidence that we can make a positive difference to the experience of health and social services for the people of our county.

Sarah Iveson
General Manager

Operational Group

A reorganisation of the Operations Groups (Ops Group) was agreed by volunteers at the meeting in June. Details of the new structure can be found at Appendix 1. Volunteers have now been organised into Task Groups, Listening Watch Groups and Working Groups. This allows us to prioritise issues and better use our resources. The forward workplan can be found at Appendix 2.

Enter & View

The Enter & View Steering group met in June and planned a number of visits over the next year. These include:

- Wheelchair Provision
- Equipment needs of young people with learning difficulties
- YDU Follow up visit

It has been suggested that E&Vs be carried out at a number of care homes in Rutland, and the General Manager has been liaising with both the CCG and RCC to see where best to use our resources.

There is also scope for E&Vs to be arranged to support both the Adult Mental Health Project and the proposed Transfer of Care Projects.

Three more volunteers undertook E&V training and we are now lucky enough to have 'In house' training available through B Henson.

Dementia Report

The Dementia Report was published in June 2016. It has been very well received and allowed us to enter discussions with providers to help influence positive change. The work of the Dementia group will continue under the Adult Mental Health Project to ensure that the views and experience of people is captured as changes to the system take place.

Young People's Mental Health Team

The Young People's Mental Health Team continue to work towards influencing providers to implement the support that they have highlighted as so vital to our young people.

Emergency Ambulances

EMAS response times in Rutland continue to be a cause for concern. HW Rutland will continue to raise this issue and try to influence changes in the system to create a better service for our residents.

HW Rutland has organised an event with EMAS to give the people of Rutland the chance to air their views to EMAS, and to hear about plans to improve the service in our area. This will take place at Voluntary Action Rutland on 22nd July from 10am to 1pm. Office staff are working to publicise this event to ensure a good turn out.

Communications

Our website is now live at www.healthwatchrutland.co.uk . We are delighted to have an online presence again. The website is still under development and will soon feature a 'Find a Service' and a 'Feedback Centre'.

HW Rutland will be presenting at the Parish Forum on Monday 18th July. It is hoped this will then lead to offers to present at individual Parish Councils. Visits to other organisations such as Rotary and WIs are also being planned to continue to raise the profile of HW Rutland.

We had a stand at this year's Rutland Show on Sunday 5th June. This was very successful in raising our visibility with the public and allowing us to capture some useful intelligence. Lessons learnt have been noted to make the organisation of the event next year smoother, and it is hoped we can be at the show again in 2017. We are also scoping other events which it may be useful for HW Rutland to attend.

Relevant literature and publicity material will be distributed to GP offices, Dentists, Pharmacists and libraries.

Recruitment and Support of Volunteers.

Investigations continue into HW Rutland gaining an 'Investors in Volunteers' (IiV) award. If funding can be secured, it is believed that this nationally recognised quality standard for good practice in volunteer management programme would enhance the management of our volunteers and our reputation.

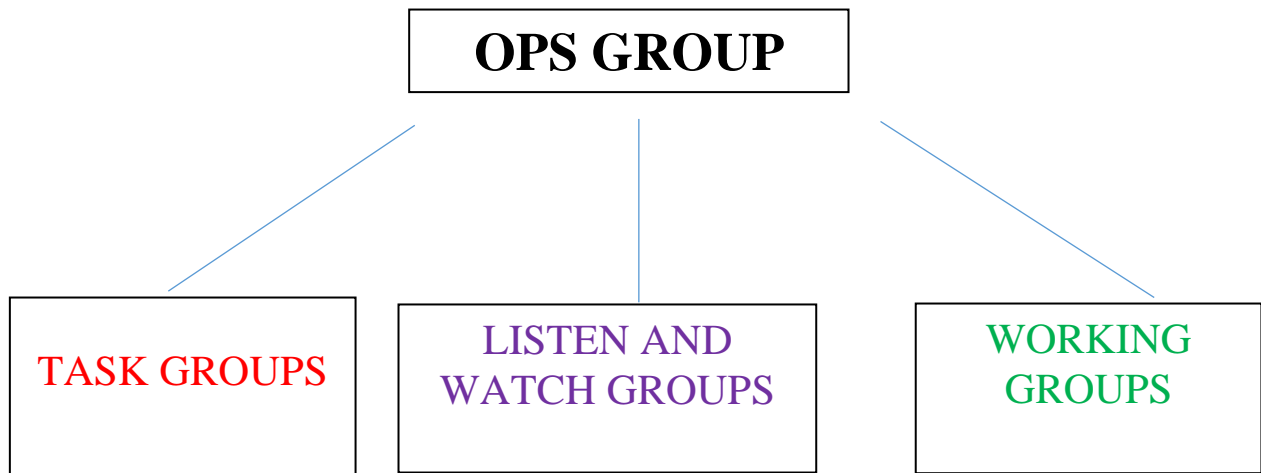
More details can be found at <http://iiv.investinginvolunteers.org.uk/> .

Engagement Event – 111 and Out of Hours Services

HW Rutland has been asked by the CCG to organise an event for them to hear from us views and ideas on the re-design of the 111 and out of hours service. This is prior to a trial of the new system when they will gather feedback from service users. The event is scheduled to take place at Voluntary Action Rutland on Thursday 4th August.

Appendix 1 – Operations Group Re-organisation

1. The following is the agreed re-organisation of the Ops Group, to better use our volunteer work force and be able to prioritise work. The re-organisation centres around dividing the Ops Group into three sections; Task Groups, Listen and Watch Groups and Working Groups.



2. Task Groups

These are groups of volunteers, with a nominated lead who are working on a specific project, for example the Adult Mental Health Project. The group will be working to produce specific outcomes (focus groups/events/reports etc). They will be working with the issues that are considered of the highest priority and will therefore have more volunteers involved to share the workload. The leader of the group will have Terms of Reference detailing what is required of the group.

3. Listen and Watch Groups

These will be groups of one or two volunteers, plus the General Manager who will be responsible for gathering information and being a point of contact on issues that do not require a specific outcome (report etc) at the moment. For example, the nominated volunteer/s may attend meetings regarding a specific subject, and sign up for relevant newsletter etc. If situations change, these groups can be ramped up into Task Groups. An example at the moment is Dental issues. Leads will have Terms of Reference.

4. Working Groups

These will be groups of staff/board members/volunteers with responsibility for other issues not covered in the Task Groups or Listening Watch Groups. An example is Website development and IT. Leads will have Terms of Reference.

Task Groups:

Youth Mental Health

Adult Mental Health (including Dementia Care)

Transfer of Care (following recommendations after the YDU E&V and DTOC work being undertaken by RCC – subject to additional funding)

EMAS

Listen and Watch Groups:

The Military

Primary Care (GPs)

Care Homes, Community and Social Care Services

Dental Health Services

Pharmacy Services

Services for Older People

Services for People with Learning Disabilities

Services for People with Physical Disabilities

Maternity and Neonates

Planned and Elective Care

Urgent Care

Services for Carers

End of Life

Working Groups:

BCT (This can be a Task Group or moved to a Task Group when specific work needs to be undertaken, such as consultation with the public)

Enter and View (To link in with Task Groups or Listening Watch Groups should issues arise that require using E&V to inform us/the public on specific services.)

Website and IT

Investors in Volunteers

Cross Border Liaison (Peterborough/Lincolnshire)

Funding

DBS

Engagement events

Appendix 2 – Healthwatch Rutland Forward Workplan 2016/17

The following is the proposed forward work plan for Healthwatch Rutland for the financial year 2016/17. It is recognised that this plan must contain the flexibility to react to any health or social care issues that are brought to our attention. In particular, it is recognised that the Better Care Together Plan (BCT) will require significant engagement on our part, and as such other areas of work may have to be reduced or temporarily suspended to allow this to happen.

This plan should be read in conjunction with the Operations Group (Ops Group) reorganisation (dated 25th May 2016) that was agreed by the Ops Group. This reorganisation of volunteers has allowed us to better use our resources, prioritise work and be in a position to produce as much quality output as possible.

Task Groups

Youth Mental Health Project. The success of this project has allowed HWR to influence service providers to agree to the provision of support in schools. This project is now at the political level, where HWR are involved in discussions to get the support into schools as soon as possible. There may be a requirement for HWR to be involved in project managing the pilot project getting the services into schools depending on additional funding for manpower being available. HWR will also still monitor the views of Young People regarding the provision of mental health services.

Adult Mental Health Project. This project is in its infancy and more volunteers are needed to run a successful project. The project needs to be scoped (identifying project objectives) and resourced.

Ambulance Services (urgent and non-urgent patient transport). As a continued area of concern for Rutland this project needs to remain a priority. A listening event is being planned for July 2016 with EMAS and others may need to follow. It is possible that patient's experiences may need to be captured at some stage to add weight to HWR's concerns. With a potential contract change to the provision of non-urgent patient transport, HWR needs to ensure that the patient voice is heard during new contract negotiations.

Transfer of Care. There is an opportunity for HWR to influence positive change in this contentious area of care. However, additional resources are required so a project proposal will be written to try to win additional funding to allow this project to go ahead. Should funding be available, there is a group of volunteers waiting to start on an information/service user experience gathering project to allow HWR to give the patient voice to the service providers.

Listen and Watch Groups

The following areas of care will be covered by staff and volunteers on a listening basis. They may require attendance at meetings, remaining informed of media coverage and listening to public concerns. Also these groups may become more involved as BCT develops and the impact on individual services becomes clearer.

The Military
Primary Care (GPs)
Care Homes, Community and Social Care Services
Dental Health Services
Pharmacy Services
Services for Older People
Services for People with Learning Disabilities
Services for People with Physical Disabilities
Maternity and Neonates
Planned and Elective Care
Urgent Care
Services for Carers
End of Life

Working Groups

Better Care Together. HWR needs to remain engaged in this activity, and as noted before, this work strand will need additional resourcing once consultation starts.

Enter and View The steering group has identified the following visits to be planned and resourced this year:

Wheelchair provisioning
Equipment needs of young people with learning disabilities
A re-visit to the YDU
Care Homes –
Visits linked to Task Groups. If necessary, E&Vs could be arranged to support the work of the Adult Mental Health task group and/or the Transfer of Care task group.

Training of new volunteers and refresher training can now be carried out as required in house. There may also be the requirement for Safeguarding training to be sourced and provided. DBS checks need to be carried out as required.

Standard E&V pack-ups for volunteers need to be produced.

Engagement. The following work streams are required to ensure engagement with as many people as possible.

Website and social media. HWR will raise our profile using these tools.

Engagement events such as the CCG AGM (September), Uppingham Flower Show (August), Rutland Day (September), Choice Unlimited (October).

Engagement with Parish councils is planned. Staff and volunteers will attend the Parish Council Forum in July 2016 and aim to make contacts to allow visits to Parish councils to raise our profile.

Engagement with other community groups. It is hoped that staff and/or volunteers can arrange invitations to speak about the work of HWR at groups such as Rotary/WI etc.

Literature. Paper based leaflets, fliers and posters will be made available in the local community through GP surgeries, dentists, pharmacists, libraries etc.

Investors in Volunteers. This programme will be run by staff with volunteer support. Funding will need to be sourced to proceed, but the outcome could raise HWR's prestige.

Cross Border Liaison (Peterborough/Lincolnshire). With Rutland residents accessing health and social care outside of the county, it is important that HWR is represented and gathering intelligence about issues outside our borders.

Funding. Income generation is going to be required to resource some of the work already identified. There may also be more general funding streams available to support our work, and these need to be investigated.

Signposting. Better ways of signposting people to the correct services need to be investigated. The website and documents will be used to give this information to Rutland residents.

Representation on Committees/Groups HWR will maintain representation on the following committee/groups to ensure that the patient voice is heard by decision makers.

Quality Surveillance Group	<ul style="list-style-type: none"> ○ Main QSG Board ○ Sub Committees on specific topics ○ Risk Summit oversight Boards
Health & Wellbeing Board	<ul style="list-style-type: none"> ○ H & WBB ○ Integration Executive Group ○ Children's Trust
Rutland County Council	<ul style="list-style-type: none"> ○ Contract monitoring meetings

	<ul style="list-style-type: none"> ○ Older Peoples Forum ○ Mental Health Forum ○ Dementia Group ○ Falls Group ○ Youth Council ○ Better Care Fund Implementation Groups
Scrutiny Function	<ul style="list-style-type: none"> ○ Adult & Social Care Scrutiny ○ Children & Young Peoples Scrutiny
East Leicestershire & Rutland CCG	<ul style="list-style-type: none"> ○ CCG Main Board ○ CCG Primary Care Commissioning Group ○ ELRPPI Group ○ Annual Meeting
Better Care Together	<ul style="list-style-type: none"> ○ Partnership Board ○ PPI Assurance Group + 10 work streams ○ Public meetings and consultation
Providers	<ul style="list-style-type: none"> ○ UHL Board ○ Meetings with UHL CEO ○ Annual Meeting UHL ○ LPT Board ○ Meetings with LPT CEO ○ Trust Annual Meeting ○ PCH Board Meetings (as required) ○ The Alliance- planned care
East Midlands Ambulance Service	<ul style="list-style-type: none"> ○ Main Board ○ HW Rutland EMAS local collaboration group ○ HW Ambulance Leads Regional meeting
CCG & RCC Commissioning Consultation	<ul style="list-style-type: none"> ○ Primary Commissioning consultation ○ Secondary commissioning consultation ○ Social Care Commissioning consultation
NHS ENGLAND /GEM	<ul style="list-style-type: none"> ○ Specialist Commissioning
CQC	<ul style="list-style-type: none"> ○ CQC Regional meetings ○ CQC Inspections
HWE	<ul style="list-style-type: none"> ○ Annual Conference ○ EMHW Network Meetings