

## **HEALTHWATCH RUTLAND ANNUAL REPORT 2016-17**

### **& AGM 15<sup>th</sup> SEPTEMBER 2017**

#### **THE ANNUAL REPORT 2016-17**

The Board of Healthwatch Rutland is required by law to prepare and circulate an annual report and this report is its third.

We hope that it gives a picture of the wide and extensive range of work which HWR has undertaken in the past year and the new work it has started or will start during 2017-18.

As ever, uncertainties over STP timings will continue to cast uncertainty over these plans.

The report is presented for information and comment and will be formally presented to the HWR Membership at the AGM.

#### **ANNUAL GENERAL MEETING 15<sup>th</sup> SEPTEMBER 2017**

At its last meeting, the Board decided to hold this year's AGM in Oakham (Gover Centre) after two successful AGMs in Uppingham and before that Oakham. Last year Jane Mordue, Chair of Healthwatch England, attended.

The format we have used has been to hold a number of discussion groups involving HW Members/public and professionals across the range of key issues which had been described in Annual Report.

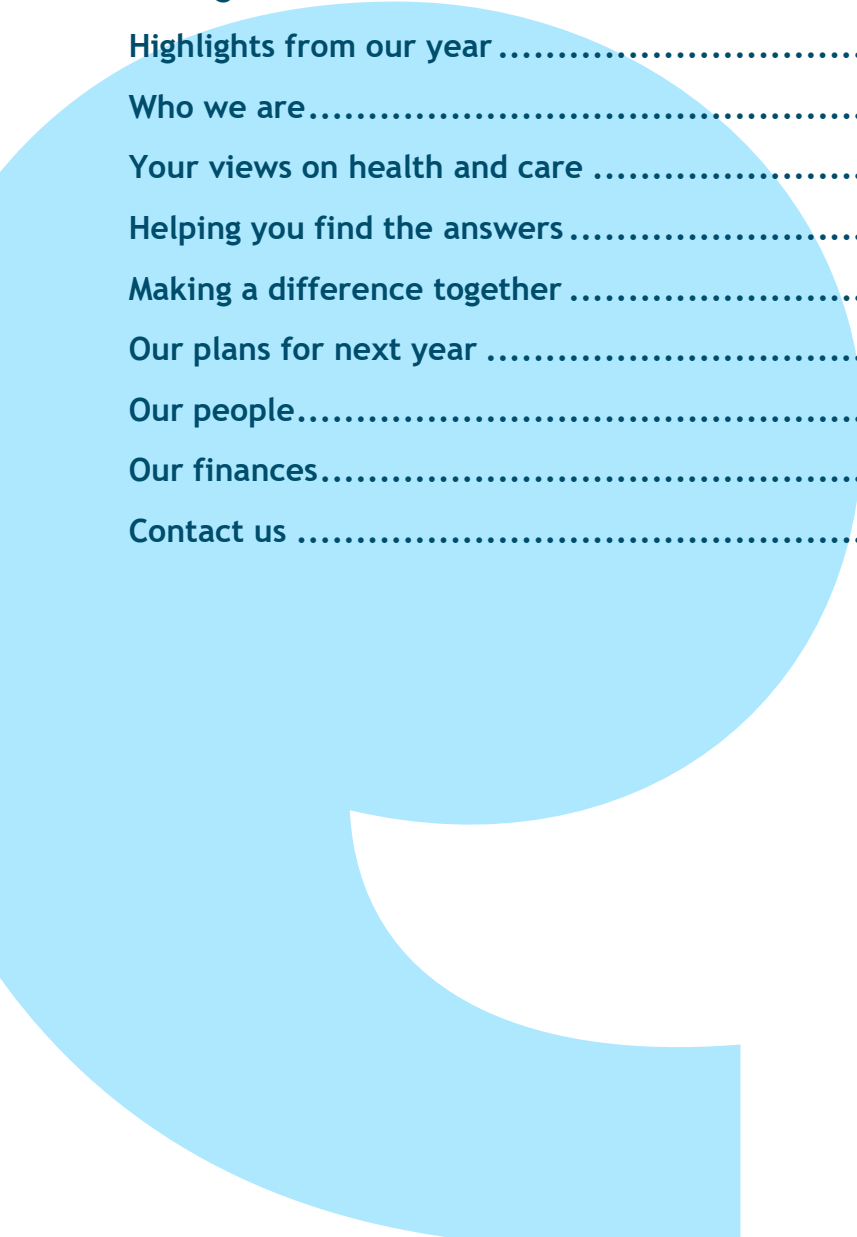
This format has been popular but Board Members' views on this year's format are sought.

#### **FOR DECISION**





# Contents



Message from our Chair .....	3
Message from our Chief Executive .....	4
Highlights from our year .....	5
Who we are.....	6
Your views on health and care .....	8
Helping you find the answers .....	11
Making a difference together .....	13
Our plans for next year .....	18
Our people.....	20
Our finances.....	22
Contact us .....	24



# Message from our Chair



This has been a very active and productive year for Healthwatch Rutland. I am extremely proud of the work of our, now large and effective, team of Healthwatch Board, Volunteers and Healthwatch Members and all they have achieved.

They are Rutland residents who give their time freely to both listen and be the voice of Rutland on health and social care matters. They are networked across every part of the County and know our health and social care needs. They listen to people's concerns extremely effectively not only as volunteers but because they are also caring friends and neighbours.

The public frequently tell us how reassuring it is to have local Healthwatch in their community not only listening but also passing concerns to policy makers and providers.

Issues this year have ranged from the strategic future of health and social care for all, through specific services such as young people's mental health, effective discharge from hospital and ambulance response times. The range is huge.

This year, we went out to the whole population to ask people what they thought of primary care services - we asked what they valued and what they would like to see improved. We received an impressive response from over 750 people.

The path of health and social care continues to be bumpy at national and local level as the system is stretched to meet ever growing demands. Rutland people recognise these pressures and are keen to be involved in co-planning services to meet 21st century needs.

We are proud to support the people of Rutland as its health and social care watchdog and extremely grateful for all the hard work of our volunteers who make it possible.

Jennifer Fenelon

# Message from our Chief Executive



2016/17 has been a fantastic year for Healthwatch Rutland. We have been incredibly busy working on a wide range of health and social care issues affecting residents in our county.

With the support of our fantastic volunteers, we have been able to listen to Rutland residents on a variety of issues. Importantly, we have worked hard with health and social care commissioners and providers to ensure that what we hear from the public is put at the centre of decision making.

We cannot do what we do without the public's support. We are so lucky to live in a county where people are prepared to engage with us.

It is always difficult to choose a couple of highlights when so much work has been done! However, the following have stuck in my mind as real successes.

Our Transfer of Care project (see details on page 15) has shown how gaining an insight

into people's experiences can make improvements to services happen. This has been possible due to this joint project with the Better Care Fund.

The county-wide Primary Health Care Survey which was undertaken in January 2017 has provided a huge amount of data describing the feelings of Rutland residents on local healthcare services (see details on page 10). This will allow us to ensure that the public voice will be heard as important decisions are taken on the future of our local services.

Our Enter and View project to visit all the care homes in Rutland is well underway. This is allowing us to spread good practice and make recommendations where we see improvements can be made.

As we move forward, our plans remain ambitious but achievable. We will continue to work hard to ensure that Rutland people's comments, concerns and views are heard by the people that commission and provide our health and social care services.



# Highlights from our year

*This year we've reached 2170 people on social media*



*Our volunteers help us with everything from events to major projects*



*We've visited 16 local services*



*Our reports have tackled issues ranging from Young People's Mental Health to Ambulance Services*



*We've spoken to 430 people on Sustainability and Transformation Plans*



*Our membership has grown to 351 members*





# Who we are

## **Healthwatch Rutland - your local health and social care watchdog**

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

## **Our Vision**

To put the views and experiences of Rutland residents at the centre of local service provision

We hold regular roadshows, public Board meetings and other events to hear what you have to say. We also carry out projects on specific topics that we know are of concern to local people. This includes 'Enter and View' visits of health and social care services used by the people of Rutland. We undertake surveys and questionnaires to gather your views and comments.

We gather first-hand experiences from the people of Rutland and develop them into recommendations for health and social care

commissioners and providers. The information we share helps them make important decisions about your local services.

**"Healthwatch Rutland's challenge is always constructive, reasoned and evidence based and as a consequence we take their views seriously. We would count HWR as friends but like most good friends their true value is in the fact that they praise when praise is due and point out our inadequacies when necessary"**

**M Wightman**

**Director of Communications, Integration and Engagement  
University Hospitals of Leicester NHS Trust**

**"Leicestershire Partnership Trust is committed to improving the patient experience by listening to and working with patients and carers and we are grateful to Healthwatch Rutland for sharing the experience of patients and carers in Rutland via our regular meetings, Enter and View visits and contributions to our engagement programmes."**

**M Clerc**

**Patient Experience and Involvement Manager  
Leicestershire Partnership Trust**

## Our Mission

To make health and social care better for ordinary people

We use the information we gather to identify important local issues and trends. We then carry out our own research into these issues. In particular, we want to make sure we represent the voice of the seldom heard, the vulnerable, and those in isolated communities.

And, most importantly, we have powers in law which give us influence. We feed back what we discover to the authorities. They have a legal responsibility to hear our views and answer any concerns we raise. You can be reassured that your views really do count.

## Our People

Our two staff, Sarah Iveson, CEO and Tracey Allan-Jones, Office Manager, work with Board Members and volunteers who are all involved in Rutland life.

**“I find working with Healthwatch both fascinating and rewarding. It is fascinating to learn what the recipients of medical and mental healthcare, and social care actually think about the services they are receiving. It is rewarding to be able to relay this to those in the positions to make decisions on the way ahead, and hopefully thereby to improve the services available to Rutland residents.”**

**M Williamson-Noble**  
Healthwatch Rutland Board Member and Volunteer



Our Board Members are : Jennifer Fenelon (Chair), Bart Hellyer, Christine Stanesby, Judy Worthington, Bart Taylor-Harris, Sarah Press, Jacqui Darlington, Nicola Darby, Miles Williamson Noble and Sean Williams.

Our large band of volunteers bring a huge range of skills and life experience. From day to day they will be found sitting with residents listening to their experiences, standing in the rain in market places or at Rutland events to meet the public, or visiting the practices and hospitals which care for our people. All of our volunteers and staff are DBS cleared and undergo annual refresher training which includes Safeguarding.

**“I volunteer because I want to give back to others what I have had the privilege of learning, and in doing so it empowers others to be able to fight for what they want. Volunteering also breaks the isolation that surrounds me due to my caring role.**

**J Darlington**  
Healthwatch Rutland Board Member and Volunteer





We can help you...

Are you struggling with your social care?  
Are you confused by the system?  
Don't let us know...

*Your views on health and care*

TOG 24  
Autism

## ***Listening to local people's views***

### **Primary Care Survey 2017**

In January 2017 Healthwatch Rutland undertook a county wide survey to understand people's experience of Primary Care Services, including GP practices, Urgent Care, Mental Health services, Ambulances, Dentists and Pharmacies.

**750 people responded to the survey from across Rutland. This is just over 2% of the adult population**

This survey was planned as a joint collaboration between Healthwatch Rutland and East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG).

The purpose of the survey was to inform health commissioners and providers about the views of Rutland residents on the services available to them at present, and, importantly, what they would value in the future.

**“Healthwatch Rutland has listened to anxious voices and translated them into effective messages for the attention of health and social care policy makers. An excellent example would be the recent Primary Care Survey. Well done Healthwatch Rutland!”**

**R Simpson BEM**

**Coordinator - Uppingham Neighbourhood Forum**

**Director and Secretary - Uppingham First**

**Accessing GP appointments is a concern for many**

The survey has provided a wealth of information on Rutland people's views of local health care services. This information has been shared with commissioners and providers and it is hoped that it will be used by them when making decisions about healthcare services for Rutland people. Commissioners and providers have all stated that the patient voice is central to all that they do; the information in this survey allows them to use patient views in their discussion on improving services and planning for the future.

**Many people are unaware of where Urgent Care services are and when they are open**

We would like to thank all those who responded to this survey. We also would like to acknowledge the hard work of Healthwatch volunteers who distributed the survey; the GP surgeries, pharmacies and other locations that allowed the survey to be displayed on their premises; all those organisations which distributed the survey by email or newsletter, and Leicester University for its assistance.

**Most people who responded had had very positive experiences of community pharmacy services in Rutland.**

To read the full report on the survey go to our website [www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk) or call the office on 01572 720381 if you require a paper copy.



## What we've learnt from visiting services

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.



In March 2017, we carried out a follow up Enter and View visit to the Neurological Rehabilitation Unit at Leicester General Hospital. We had previously visited there in March 2016 when it was called the Younger Person's Disabled Unit. We were supported on these visits by colleagues from Healthwatch Leicester City. We remained concerned that the unit is still in temporary accommodation as funding for a refurbished unit had been delayed due to the lack of central capital funding.

**“The Trust would like to thank Healthwatch Rutland for their continued interest in the experience of patients in our Neurological Rehabilitation Unit. We thank them too for the observations and recommendations detailed in this report which we found helpful and constructive.”**

University Hospitals Leicester

We will continue to discuss the future of the unit with the Trust.

In 2016 we started a programme of Enter and View visits to all the care homes in Rutland. To date we have visited Rutland Care Village, Belton House and Manton Hall. The visits are enabling us to make recommendations that could improve the quality of life of residents and to share good practice. The program has helped us to start to identify themes such as dental provision in care homes, meaningful activity programmes and dietary needs.

**“Service User activity will be an agenda item at next relatives meeting, it will continue to be a regular agenda item going forward.”**

### Rutland Care Village, Oakham


Providers are able to comment on the recommendations in our reports. We have been delighted with the positive response from the care home managers who have agreed to implement many of our recommendations.

A list of Healthwatch Rutland Authorised Representatives can be found below:

J Darlington, S Jackson, D Murphy, C Spark, P Hurford, B Hellyer, C Stanesby, B Henson, J Fenelon, B Taylor-Harris, S Henson-Amphlett, M Demaine, S Iveson, B Godfrey, J Brian, J Phillips, J Seddon, M Williamson-Noble, A Dewis and N Darby.

All of our Enter and View reports can be found at

<http://healthwatchrutland.co.uk/our-work/enter-and-view/> or paper copies can be supplied by contacting our office.



*Helping  
you find the  
answers*



## *How we have helped the community access the care they need*

We have been contacted by over 50 people this year by phone or through our website. We have been able to help signpost them to services ranging from NHS dentists to hospital transport. We have been able to help people access information on issues such as Carers support and GP services. We have referred people to a charity to support them if they have a complaint against an NHS service they have received.

Over 50 people have contacted us directly for help and advice.

One Rutland resident contacted us during his recovery from a stroke. He had been assessed for wheelchair 4 weeks previously, but it still hadn't arrived. Healthwatch was able to make enquiries and ensure that the wheelchair arrived as soon as possible.

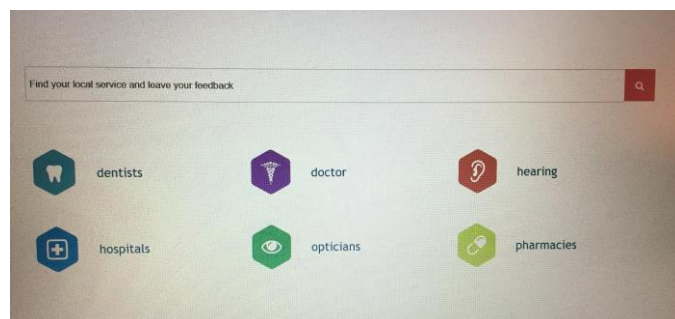
Another Rutland resident had not had respite care for her autistic son for over 4 months. Healthwatch was able to help her contact the local authority to ensure they gave the situation the priority it required.



## *Our website*

Our website has increased the number of sessions per month from 177 to 402

In 2016, we updated our website. The website now includes a 'Find a Service' Function. This allows people to find local services. Also included in this function is the ability for people to leave feedback on the services.



## *Out and About*

To help us hear from the public, we get out and about as much as possible. Whilst presenting information on Healthwatch Rutland and our work, we are able to hear about the public's concerns. We also are asked for advice from members of the public as to where they should go for help.

This year we have attended events such as: Rutland Show, Rutland One Team Event, Choices Unlimited, Local Authority Carers Event and the Stamford Dementia Event.

In addition, we have given presentations and taken questions from groups such as: Parish Council Forum, U3A, Rutland Lions, Care Home Provider Forum, Uppingham Town Council, Oakham Town Council, 7 Parish Councils, The Old Gits Club and Vista Blind.

*Making a  
difference  
together*

Have you  
visited  
Care Home  
Rel  
What was it like?

## *How your experiences are helping influence change*

### **The 5 Year Plan for Health & Social Care across Leicester, Leicestershire and Rutland (STP)**

Development of plans for our local health services has been a major theme which will continue for several years. Our main priority is to ensure that the public are properly engaged and consulted on any proposed changes to our health and social care services.

Sustainability and transformation plans (STPs) are place-based plans for improving health and care services in 44 areas of England. They set out how the NHS five year forward view will be delivered locally. STPs have had a difficult beginning, attracting criticism for the lack of involvement of patients, the public and staff; insufficient engagement with local authorities; and in some case for proposing controversial changes to hospital services.

*The Kings Fund*

Following the publication of the draft STP for Leicester, Leicestershire and Rutland (LLR), Healthwatch Rutland worked hard to ensure that the public were informed about the proposed changes to our services. We then gathered their comments and replied on behalf of the Rutland public to ensure that the views, concerns and questions raised by the Rutland public were highlighted to the people developing the STP.

As Rutland residents use healthcare services in areas other than LLR, for example in Stamford and Peterborough and Kettering, we have ensured that the Rutland voice is also represented in these areas. We will continue to work closely supporting the development of all of these plans, as the impact on Rutland could be considerable.

You can find our response to the STP and the reply from the NHS on our website here <http://healthwatchrutland.co.uk/your-future/>

We work closely with the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) on all aspects of health provision being planned. We are working with them to ensure that the patient voice is heard during discussions on Dementia care, Urgent care, and new ways of providing General Practice. Personal Healthcare Budgets, Home Care, Young People's Mental Health, 111, Autism and Carers.

**“Working with Healthwatch Rutland we are able to ensure that the patient voice is heard and at the heart of our decision making.”**

.....

**T Sacks**  
Chief Operating Officer, ELR CGG



## Transfer of Care Project 2016/17

Healthwatch Rutland had been hearing from the public about issues with transfer of care from hospital.

The issues highlighted included delayed transfer of care, discharge from hospital without sufficient support in place, discharge from hospital when the person requires rehabilitation rather than in-home support and confusion over what social care support is available on returning home.

Some people believed that their transfer of care experience could be improved.

In addition, the Rutland Integration Executive Group, which oversees local health and care service integration, had highlighted the need to gather patient experience and to hear the voice of service users as services evolve. This would allow them to plan and provide the best care possible.

### Summary of Findings

The following areas were identified:

- Praise for Front Line Workers
- Advocacy
- Equipment
- Non-emergency Transport
- Interim Beds
- Pharmacy
- Communication
- Loss of Personal Items
- Shared Assessments

Health and social care providers were able to use the information gained in the study to improve services.

“We welcome the findings of this study, which are helping to inform the next round of Better Care improvements, and would like to thank everyone who contributed.”

### M Andrews

Deputy Director of People, Rutland County Council

An example of one of the areas where improvements are being made is in communications with patients and service users. The study found that the complexity of understanding the health and social care system caused a lot of anxiety for patients and their families. Therefore, Healthwatch Rutland organised a workshop with Rutland County Council (RCC) for project participants and other members of the public to review some revised RCC communication products. This enabled RCC to hear from the public as to when information should be provided in a patient’s transfer of care, and what information was important for patients and their families to have. It also highlighted where jargon was being used and made suggestions for making the material more user-friendly.

Another area identified was that it difficult to return equipment once it was no longer needed. RCC are now in discussions with health providers to confirm what type of equipment might be returned for further use and what may need to be destroyed. They are also investigating whether a social enterprise could be supported in providing a local service to re-use equipment safely.

The complete report can be found at <http://healthwatchrutland.co.uk/our-work/task-groups/>



## Working with other organisations

Healthwatch Rutland work closely with numerous organisations across both health and social care. We share information with the Care Quality Commission and with Healthwatch England.

## Dental Provision for Rutland

Leicestershire, Rutland and Lincolnshire Dental Network is a network of clinicians and other stakeholders that meet and provide clinical input into NHS England.

They work to try to transform care and improve outcomes for patients. Healthwatch Rutland ensures that the patient voice, and specific Rutland concerns regarding dentistry are raised.

“Healthwatch Rutland makes a significant contribution to our work. They provide us with the voice of the population of Rutland very well. Last year I received unsolicited feedback from the associate postgraduate Dean from Health Education England confirming what a great contribution that Healthwatch makes to our work.”

J Wong

Leicestershire, Rutland and Lincolnshire Dental Network chair for NHS England

Due to information we gathered during our Enter and View programme to care homes in Rutland, we are working with the dental network to prepare a business case for the provision of dental services to care homes

across Leicester, Leicestershire and Rutland.

## Adult Mental Health

In 2016, we re-started the Rutland Mental Health Forum. This group of varied stakeholders intends to identify gaps in mental health provision in Rutland and work to encourage commissioners and providers to address these issues.

Just under half of those who had received mental health services felt their overall experience of the service was *poor* or *very poor*.

Source: Healthwatch Rutland Primary Care Survey 2017

Healthwatch Rutland has gathered people from health, the local authority and the voluntary sector to work together to improve services for those in Rutland who require mental health support.

To date issues that have been worked through include advocacy services for Rutland people and the Keep Safe scheme (details on this national scheme can be found at <https://www.rutland.gov.uk/my-community/community-safety/keep-safe-places> )

“Healthwatch Rutland has been instigative in re-igniting interest in the Keep Safe project in Rutland. Hitherto, this extremely important support scheme has been left to flounder but following a multi-agency meeting held by Healthwatch Rutland, hope for the future has been secured”

S Renton - Delivery Manager, Round Rutland

## ***Young People's Mental Health***

Healthwatch Rutland continues to receive national recognition for its work in listening to and responding to the voices of young people.



A major event jointly hosted by High Sheriff, Sarah Furness, and our Young People's Council brought young people, schools, health and social care together going forward.

Our latest report can be found at <http://healthwatchrutland.co.uk/our-work/task-groups/> or ordered in hard copy from our office.

## ***Ambulance Services in Rutland***

Rutland residents speak very highly of the service they receive from paramedics, who are seen as professional, caring and competent. However, we have been told that Rutland residents are concerned about response times in the County, which have consistently been, not only well below national targets, but also behind the rest of the region. People understand that this issue is part of a larger picture of rapidly rising public demand that includes other emergency care providers.

Therefore, we arranged an event in July 2016 to enable the public to hear direct from EMAS, and for EMAS to hear the concerns of residents.



**“We at EMAS have welcomed the opportunity to be involved with an event hosted by Healthwatch Rutland which has allowed for us to listen to local views and feedback directly from the local communities that we serve.”**

## **East Midlands Ambulance Service**

A report of the event can be found on our website or ordered in hard copy from our office. The report includes recommendations for EMAS and their response to these comments.

## ***Oakham Neighbourhood Plan (ONP)***

We have worked in partnership with the ONP to ensure people's views on future health and social care in Oakham is highlighted.

**“Healthwatch Rutland has not only been engaged with the ONP, but proactively worked with the team to share their insights and keep us informed of current consultations.”**

## **ONP Steering Group**



# *Our plans for next year*



We continue to work across the whole range of health and social care. We look at services now and plans for those in the future. Our aim is to try to ensure that services are the best they can be.

### **Examples of Future Projects**

**Enter and View** - Our Enter and View team will continue the project of visits to care homes across Rutland. By the end of the next year we will have visited every home in Rutland. The reports of the visits will be available on our website here:

<http://healthwatchrutland.co.uk/our-work/enter-and-view/>

Our team are also jointly planning with our neighbouring Healthwatch colleagues to visit the new A&E in Leicester.

**Maternity and Neonates** - we would like to find out about the experiences of Rutland residents of maternity care. This information is very important as changes under STP are being considered to maternity services in our area.

**End of Life** - we would like to find out about the experience of Rutland people with Palliative and End of Life support.

**Military Veterans** - we have a large military veteran population in Rutland and have been told of confusion over accessing help that may be available to these residents. We will plan an event to bring together both statutory and charity sector organisations to allow for a greater understanding of what is available to support these Rutland residents.

**Changing Places** - we will be working with Rutland County Council to scope the possibility of increasing the number of Changing Places in Rutland. Changing Places are provided for people with

profound and multiple learning disabilities, as well people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis who often need extra equipment and space to allow them to use the toilets safely and comfortably. You can find out more about this national project here:

<http://www.changing-places.org/>

**Carers** - We will support Carers UK during Carers week 2017 to raise the profile of support available to carers. We will join Carers UK in gathering the experiences of Carers across Rutland.



**Ear Syringing** - having been told by local people that there is confusion over the removal of ear syringing services in the county, we are already working with commissioners to address this problem. In particular the removal of this service affects people who wear hearing aids. We are hopeful that changes can be made to GP contracts to allow for the provision of this valued service.

**We need your help** - We cannot do what we do without the public's help. If you have a concern, or view on local health or social care services, please get in touch (contact details are on the back of this document).



*Our people*



## Decision making

The Healthwatch Rutland Board meets every two months. These meetings, and therefore the decisions about our work, are held in public to ensure that what we do is accountable, open and transparent. Board meetings are advertised in local media, on social media, in our newsletter and on our website, [www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk)



## How we involve the public and volunteers

We are accountable to the public, and everything we do is guided by what we hear from them.

The public have an opportunity to ask questions of us at our Board meetings in public. We keep the public informed through the media, our website, social media and through our newsletter.



If you would like to become a member of Healthwatch Rutland, and receive regular updates, you can complete an online form on our website, or contact our office (contact details on the back page of this report).

Our volunteers are involved in every aspect of our work. They meet bi-monthly as part of the Operations Group and are fully involved in making decisions about Healthwatch Rutland's work.



**“I think that HWR can facilitate improvements in healthcare provision in Rutland through sharing people’s good and bad healthcare experiences.”**

**J Brian**

Healthwatch Rutland Volunteer



*Our finances*





<b>Income</b>		<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities		65000
<b>Total income</b>		<b>65000</b>
<b>Expenditure</b>		
Operational costs		13433
Staffing costs		41228
Office costs		10147
<b>Total expenditure</b>		<b>64808</b>
<b>Balance brought forward</b>		<b>192</b>



# Contact us

## Get in touch

Address: c/o Rutland Community Hub  
Lands' End Way  
Oakham  
Rutland  
LE15 6RB

Phone number: 01572 720381

Email: [info@healthwatchrutland.co.uk](mailto:info@healthwatchrutland.co.uk)

Website: [www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk)

Twitter: @HWRutland

---

## ***Address of contractors:***

Rutland County Council  
Catmose Street  
Oakham  
LE15 6HP

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright (Healthwatch Rutland 2017)

