

HEALTHWATCH RUTLAND ACTION LOG NOVEMBER 2017

PAPER E

Reference	Item	Action agreed & by whom	Current status
Ongoing	EMAS performance	Despite a local conference and regular meetings with the local management of EMAS, target achievement in Rutland continues to be the worst in East Midlands Region in all categories at all times	<p>Jennifer Fenelon & Phil Hurford attended CQC quality summit on EMAS on 20th June 2017. EMAS given overall rating of “Requires Improvement”. CQC was more positive about EMAS performance than hitherto and says it feels EMAS has “turned the corner”.</p> <p>Jennifer Fenelon attended the EMAS AGM.</p> <p>HW Chairs and CEOs from across the EM Region had a very constructive meeting with the EMAS Chair and CEO on 12th October 2017.</p> <p>Phil Hurford, Sarah Iveson and Jennifer Fenelon continue to hold regular and constructive meetings with the EMAS Divisional Manager who presented the new access targets to the HWR AGM on 15th September 2017.</p> <p>There is now an hiatus in receiving all access data. On 12th October all EM Healthwatch stressed that provisional data must be made available and not wait until after 1st April 2018 as intended by NHS England.</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>Rutland Services for Children with Special Educational Needs and Disabilities have been described as committed, inclusive and highly effective in the latest Ofsted inspection. Please follow this link to read the full Ofsted report.</p>

14.87a	Governance policies	<ul style="list-style-type: none"> Under revision 	Updated suite of policies brought to HWR Board and approved 10.05.17																								
14.88 - Ongoing	Cancer Targets	<ul style="list-style-type: none"> Achievement of targets Differentiation of results between providers – ELRCCG results are an amalgam of UHL, Peterborough and Kettering 	<p>Leicester reported nationally as one of poorest performing units</p> <p>ELRCCG was reporting by CCG only but since May is now reporting by provider as well which enables monitoring of individual Trusts</p> <p>In July 2017 UHL reported that it had hit all three access targets for the first time in a number of years.</p> <p>Leave RAG rating as yellow until this improvement being sustained but overall is good news. Cancer targets reported to ELRCCG in October 2017 below</p> <table border="1"> <tr> <td>Cancer 2WW</td> <td>93%</td> <td>Q1 17/18</td> <td>95.2%</td> <td>94.62% (Rank 86/147)</td> <td>96.59% (Rank 40/147)</td> <td>93.87% (Rank 104/147)</td> <td>DNR</td> <td>93.65% (Rank 109/147)</td> <td>96.12% (Rank 50/147)</td> <td>95.19% (Rank 67/147)</td> <td>92.44% (Rank 125/147)</td> </tr> <tr> <td>Cancer 62 Day</td> <td>85%</td> <td>Q1 17/18</td> <td>81.25%</td> <td>79.15% (Rank 98/147)</td> <td>89.06% (Rank 22/147)</td> <td>77.30% (Rank 112/147)</td> <td>DNR</td> <td>79.94% (Rank 94/147)</td> <td>73.04% (Rank 128/147)</td> <td>89.87% (Rank 15/147)</td> <td>83.48% (Rank 76/147)</td> </tr> </table>	Cancer 2WW	93%	Q1 17/18	95.2%	94.62% (Rank 86/147)	96.59% (Rank 40/147)	93.87% (Rank 104/147)	DNR	93.65% (Rank 109/147)	96.12% (Rank 50/147)	95.19% (Rank 67/147)	92.44% (Rank 125/147)	Cancer 62 Day	85%	Q1 17/18	81.25%	79.15% (Rank 98/147)	89.06% (Rank 22/147)	77.30% (Rank 112/147)	DNR	79.94% (Rank 94/147)	73.04% (Rank 128/147)	89.87% (Rank 15/147)	83.48% (Rank 76/147)
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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 2017-18 Current activity described in CEO report including programme of coverage of all care homes Lack of progress in rehousing NRU patients is causing concern and meeting with UHL lead Board Member arranged 																								
14.87d	Dementia Project		<ul style="list-style-type: none"> CEO sits on STP project Team which is led by ELRCCG 																								
15.7.10 16.60	Minor Injuries	<ul style="list-style-type: none"> Contract under review by CCGs Arrangements to obtain public response to new contract 	<ul style="list-style-type: none"> No information available from ELRCCG re contract spec Outcome of urgent care Vanguard awaited Information awaited from West CCG re 111 revision Primary Care Survey 2017 highlighted confusion among public over location /opening hours of Urgent Care Centres. 																								

		<p>agreed with CCG</p> <ul style="list-style-type: none"> Continue to work with East and West CCGs on their separate initiatives 	
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.
15.18a Forward Plan	Ops Group for implementation	<ul style="list-style-type: none"> Planning for 2017-18 	<ul style="list-style-type: none"> Plan approved by HWR Board March 2017 Implementation being taken forward by Operations Group
15.18.g	ARRIVA	<ul style="list-style-type: none"> Survey patient experience 	<p>Contract awarded to Thames Ambulance Service (TASL).</p> <p>TASL to come to Board meeting on 08.11.17 to report progress to date</p>
15.65	Dentistry	<ul style="list-style-type: none"> Await results of New Contract/Out of hours 	<ul style="list-style-type: none"> Contract procurement underway for additional practice (4 dentist) in Oakham about to go out to tender by NHS England by end 2017. The new practice will provide out of hours cover for Rutland Access to dentures services by care home under review
15.70	Young People's Mental Health	<ul style="list-style-type: none"> Formal request for reinstatement of £1m of LLR Future in Mind Funding submitted jointly by LLR HW Chairs 15.03.17 	<ul style="list-style-type: none"> No satisfactory reply received to date re funding. Copy of reply sent to MPs Successful YPMH event held at Oakham Castle on 1st April Problems over national allocation resolved. hosted by High Sheriff Rutland YPMH Charter Group has met and is moving forward to oversee implementation in Rutland. Funding will be required and various potential sources being approached

15.72	Better Care Together / STP	<ul style="list-style-type: none"> Rewrite of STP Awaited in May 2017 involving reduction in bed closures 	<ul style="list-style-type: none"> Engagement/Consultation dates for STP still not known Revision of plan underway involving recalculation of bed numbers. No decisions made on capital nationally Deadline for response to 20-day letter enclosing submission from Rutland to ELRCCG expired 12th April. Acknowledgement subsequently received from ELRCCG CEO to say response cannot be made during Purdah
16.11	Rutland Show	<ul style="list-style-type: none"> Showcase HWR projects at Rutland Show 	<ul style="list-style-type: none"> Rutland Show held on 4th June 2017. Successful event & thanks due to volunteers who helped man the stand
16.37(7)	Military	<ul style="list-style-type: none"> Establish meeting of veterans' support groups 	<ul style="list-style-type: none"> Successful Veterans' event held on 29th June 2017
<ul style="list-style-type: none"> 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 30.06.17 AGM scheduled for 15th September 2017
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"> 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 completed Design and analysis of final set of reports underway Results will be shared with the ONP Survey agreed by CCG and scheduled for January 2017 Places agreed for HWR on ONP
16.44 (6) & 16.53.3	Mental Health Act Annual Report 2014/15.	<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

	Dementia should be incorporated in Mental Health Task Group		
16.53.6	Website	Complete population of Website including "find a service "and "Feedback Centre"	<ul style="list-style-type: none"> • Work completed on website • Collaborative project to develop common templates across EMHW Network underway
16.59	Glenfield Congenital Heart Service	Chair to write to CEO of UHL giving HWR support	<ul style="list-style-type: none"> ▪ Discussed at May HWR Board meeting and formal response agreed ▪ Formal decision awaited from NHS England on 30th November 2017
17.48	Primary Care Survey	Bring back to full meeting after local discussion	<ul style="list-style-type: none"> ▪ Local discussions held during summer including at HWR AGM ▪ On agenda for 08.11.17 to check progress
17.50(b)	Settings of Care	Bart Hellyer to oversee developments and report back	<ul style="list-style-type: none"> ▪ Public Accounts Committee and Equalities Commission have taken up the issues ▪ ELRCCG implementation likely in the New Year