

Paper 1: Minutes of Healthwatch Rutland (HWR) Board Meeting in public

Tuesday 11 June 2019

Rutland Community Hub, Lands' End Way, Oakham

Present: Dr Janet Underwood (JU) Chair, Jacqui Darlington (JD),
Caroline Spark (CS), Kirsteen McVeigh (KM)

In attendance: Tracey Allan-Jones (TA-J), Leila Mars (LM), Christine Spark (CSp), Ron Warden (RW), Jean Henson (JH), Barry Henson (BH), Ron Warden (RW), Melissa Chesman, Joyce Wells (JW), Ron Simpson (RS), Bart Hellyer (BHe), Cllr Gordon Brown RCC (GB), Mark Andrews RCC (MA)

Item No.	Item	Action
1.	<p>Welcome and introductions</p> <p>The chair, Janet Underwood, welcomed everyone; apologies were noted from Kate Holt (CTCIC), Karen Kibblewhite (RCC)</p>	
2.	<p>Declarations of Interests</p> <p>No declarations made.</p>	
3.	<p>Minutes of previous meeting</p> <p>JU asked if everyone present approved the minutes of the previous Healthwatch Rutland Board Meeting on the 12 March 2019. All agreed and JU signed off the minutes as correct.</p>	
4.	<p>Matters arising from minutes of the previous meeting</p> <p>No matters arising</p>	
5.	<p>How is Rutland prepared for taking its place in an Integrated Care System (ICS) for Leicester, Leicestershire and Rutland? (LLR)</p> <p>The Chair welcomed Mark Andrews, Strategic Director for People, Rutland County Council (RCC), who presented an overview of what an</p>	

	<p>ICS is, how the LLR ICS is evolving and what it means for the care on the ground that patients receive (presentation slides attached).</p> <p>Mark Andrews went on to answer questions put during the subsequent discussion:</p> <p>CS described the difficulties in identifying people who are isolated in our rural community, who may need help but do not ask for it. RS went on to say that there are several organisations that have excellent links with people they know to be isolated in their locality, but how can this ‘social intelligence’ be better shared across the system in the context of GDPR and privacy requirements? MA acknowledged the challenge and went on to explain that patients Summary Care Records containing important patient information from GP records such as medications and allergies, are a start, and can be used by authorised staff in the health system. Their use is being developed to be shareable by care staff through NHS data sharing agreements. It is hoped that with stronger data sharing arrangements, more information about isolated and vulnerable patients will be available to professionals across the local system.</p> <p>Picking up on the focus on personalised Reablement help offered by the council, BHe commented on the importance of resocialisation and retraining for people who have sustained life-changing damage such as spinal injuries. MA responded that the Council’s Rutland Adult Learning and Skills Service based at Ashwell Enterprise Park was able to provide some training in this area.</p> <p>TA-J asked how the MICARE complex care service is invoked for an individual and what qualification criteria are used. MA explained that referrals from GPs and social workers are assessed on a case-by-case basis to understand if the holistic approach would enhance the person’s overall quality of life.</p> <p>RW asked how Healthwatch Rutland could help with the challenges outlined during the presentation. MA responded that HWR’s value is in representing all voices of the community including young people, rural isolated, and anyone who does not usually push their views forward. By monitoring changes in the system and challenging the pace of change when progress is not evident on ground level, HWR could keep the spotlight on services where patient experience indicates improvements are needed.</p> <p>The Chair thanked Mark Andrews warmly for presenting to the meeting and the discussion of challenges and future plans.</p>	
6.	<p>“What Would You Do?” NHS Long Term Plan engagement</p> <p>TA-J gave an update on progress; Healthwatch Leicester/Leicestershire was in possession of all survey data and the</p>	

	<p>results of Rutland engagement work with people living with, Autism, dementia, learning and physical disabilities. First draft of the report was due for review and quality assurance imminently. Following that, the report would be submitted to the Better Care Together (BCT) team so that officers responsible for the BCT Workstreams could assimilate the patient feedback into their update for the Local Plan, due in September.</p> <p>HWR was considering whether a Rutland only report of the public feedback obtained through the engagement work would be of value and this would be decided once the LLR report is finalised. Action:</p>	<p>TA-J</p>
<p>7.</p>	<p>Updates from the chair</p> <p>Ketton Branch Surgery closure</p> <p>Cllr Gordon Brown’s response detailing ongoing issues with some Ketton residents and the Uppingham Surgery and concerns about a falling attendance rate at Barrowden surgery was discussed.</p> <p>Action: It was agreed that JU should write to Tim Sacks, the Chief Operating Officer at East Leicestershire and Rutland Clinical Commissioning Group and Mark Andrews, Director of People at RCC about the absence of electronic prescribing at Uppingham, the promised survey to see how patients were subjectively finding surgery access and care provision post-Ketton surgery closure, transport difficulties and concerns about the underuse of appointments in Barrowden.</p> <p>Prostate Cancer Pathway in LLR</p> <p>JU reported that she had been in communication with Mr Andrew Furlong, the medical director at the University Hospitals of Leicester NHS Trust. From May 2019, all men with elevated prostate specific antigen (PSA) will be offered an MRI scan prior to biopsy as per new recommendations. The levels at which MRI scans will be offered are graduated by age and HWR has requested and received confirmation about these age-related PSA levels.</p> <p>Blood Pressure monitoring in Rutland surgeries</p> <p>JU gave an update on this situation, reporting that a neighbour had been loaned a standard (not 24 hr) blood pressure monitoring machine by Oakham Medical Practice had but had received no instructions about its use.</p> <p>Action: JU to write to OMP to note that machines are now being loaned but patients need instructions!</p>	<p>JU</p> <p>JU</p>

	<p>Urgent Care and Minor Injuries Services in Oakham</p> <p>There had been reported incidents of patients being turned away from the Urgent Care Centre at Rutland Memorial Hospital and gaps in services. HWR remained in close contact with the Clinical Commissioning Group about these issues and were informed that these problems were from contract changes and were being given urgent attention. More recently the problems seemed to have been resolved but HWR would continue to monitor the situation closely.</p> <p>BHe asked how people visiting the area could access urgent medical care? A: During weekdays they can walk in to the Minor Injuries Service for injuries or register as a temporary resident at a local surgery for minor illness. During evenings and weekends they can walk in to the Urgent Care Centre. At any time they can call NHS111.</p>	
	<p>HWR Manager Update</p> <p>TA-J had submitted a written update on the development and recent activities of HWR and no questions were raised.</p> <p>The Healthwatch Rutland Workplan for 2019-20 was approved by the board. Action: publish on HWR website</p>	<p>TA-J</p>
<p>8.</p>	<p>Any Other Business</p> <p>LM highlighted the upcoming meeting between Young Healthwatch Rutland (YHWR) and the Child and Adolescent Mental Health Service (CAMHS) on 26 June at Rutland Memorial Hospital. The meeting is designed to allow YHWR to present the patient experience they had gathered during the piloting of their survey on young people’s health. The meeting will be preceded by a stakeholder briefing offered by CAMHS to Rutland professionals to update on recent development of the service.</p> <p>TA-J gave details of the HWR Annual Meeting to be held at the Rutland Community Hub on 11 September. Action: ensure BHe receives an invitation</p> <p>Action: Circulate board planning meeting dates to HWR board</p> <p>Action: Confirm date and supply hardcopy papers for Operations and Planning meeting for CSp</p>	<p>TA-J</p> <p>TA-J</p> <p>TA-J</p>

	<p>Next Board Meeting Dates:</p> <p>11 September 2019 Annual Meeting 1.30-3.30pm followed by board meeting in public 4-5pm 10 December 2019 6.30 - 8.30pm</p>	
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