

Paper 1

**Healthwatch Rutland Board Meeting
Wednesday 11 September 2019
4.00 - 5.00 p.m.**

Gover Centre, Rutland Community Hub, Lands' End Way, Oakham

Present: Tracey Allan-Jones (TA-J HWR Manager), Dr Janet Underwood (JU -HWR Chair), Kate Holt (KH -CEO), Karen Kibblewhite (KK -Commissioner RCC), Jacqui Darlington (JD - HW Board Member), Caroline Spark (CS - HW Board Member), Jennifer Fenelon (JF), Kathy Reynolds (KR), Kay Jaques (KJ), Margaret Demaine (MD), John Lawford (JL).

In attendance: Julie Curtis (JC - Minutes)

Apologies: Barry and Jean Henson

Item No.	Item	Action
1.	<p>Welcome and introductions:</p> <p>The Chair, Dr Janet Underwood welcomed the Board members and everyone attending to the meeting, and gave the apologies received.</p>	
2.	<p>Declarations of Interests:</p> <p>JU asked if there were any declarations of interest from anyone - the response was none.</p>	
3.	<p>Minutes of previous meeting 11 June 2019: (Paper 1)</p> <p>6. “What Would you Do?” NHS Long Term Plan engagement:</p> <p>TA-J said that the Leicester, Leicestershire and Rutland report had not yet been published as expected but Healthwatch Leicester and Leicestershire would be publishing it very soon. (The Healthwatch Rutland report had been launched at the annual meeting earlier in the afternoon).</p> <p>7. Updates from the Chair</p> <p>Ketton Branch Surgery Closure:</p> <p>JU had written a letter to Tim Sacks, the Chief Operating Officer at East Leicestershire and Rutland Clinical Commissioning Group and</p>	

	<p>Mark Andrews, Director of People at RCC about the absence of electronic prescribing at Uppingham, poor alignment of public transport with Uppingham surgery times from Ketton and lack of a promised survey to understand Ketton patients' experiences since their satellite surgery had been closed. She had received a reply to say that a survey would be done with the patients to see how they were subjectively finding surgery access and care provision since the closure of the Ketton surgery. JU had not heard anything about the results of their survey so wrote another letter to Tim Sacks on the 28.08.2019 (Paper2) and to date had not received a response. She would chase this matter again.</p> <p>JU reported that Uppingham surgery were going to introduce electronic prescriptions by September this year, but again she had not heard so would chase this matter also.</p> <p>Blood Pressure monitoring in Rutland surgeries:</p> <p>JU had written to Oakham Medical Practice informing them that it had been noted blood pressure monitoring machines were being loaned to patients, but they were not being given instructions on how to use the machines. This matter was being passed through the GP Federation and is to be discussed in October 2019.</p>	<p>JU</p> <p>JU</p>
<p>4.</p>	<p>Matters Arising:</p> <p>None</p>	
<p>5.</p>	<p>Appointment of new Board Member:</p> <p>JU introduced Kay Jaques, who would like to be considered to become a Healthwatch Rutland Board member. Kay then gave details to all present of some of her work experience which included being a Registered Nurse, a Midwife, and working with a Parent Partnership for Children with Special Needs and with a Children's Centre. Kay said that she would very much like to be involved with Healthwatch as she would want to help to make a difference to people and their lives.</p> <p>JU said that she would be very happy for Kay to be a Board Member and CS proposed and JD seconded.</p>	
<p>6.</p>	<p>General Updates:</p> <ul style="list-style-type: none"> • Better Care Together Public Participation and Involvement Group (BCT PPIG) <p>JU reported that the BCT PPIG was changing and provided an update on the replacement format at three distinct levels:</p>	

	<p>Partnership Group:</p> <p>The Chairs of various organisations and voluntary organisations (LPT, UHL etc..) will oversee plans proposed by the System Leadership Team for becoming an Integrated Care System. JU has taken up an invitation to represent Healthwatch Rutland at this group.</p> <p>Assurance Group:</p> <p>A group of approx. 12 people from Leicester, Leicestershire and Rutland will be chosen by an external independent panel. These people need to be passionate about health and social care and will help to ensure that adequate public and patient engagement takes place.</p> <p>Citizens' Panel:</p> <p>NHS and social care partners in Leicester, Leicestershire and Rutland are developing an additional opportunity for gathering feedback from people on a range of health and care issues. They are forming a Citizens' Panel. This will involve a digital platform for an online group of up to 1100 people, who will be demographically representative of the LLR population. These people will provide a public viewpoint about healthcare developments locally through polls, questionnaires and surveys. Depending on their personal interests, people will also have the opportunity to get involved in focus groups to discuss a range of health and care services that really matter to them.</p> <p>There then followed a lengthy discussion about these matters. JF raised her concerns about the Partnership Group and said it could be a very difficult position for HWR, as possible conflict could arise from this.</p> <p>JF also stated that HWR could be barred from membership of the Assurance Group.</p> <p>KH replied that it is within our remit to challenge the decisions the Officers make and to make sure the public are at the centre of healthcare.</p> <p>KR suggested that HWR carefully read the Terms of Reference that BCT has put out.</p> <p>Action: JU to review the Terms of Reference.</p> <p>TA-J acknowledged the concerns of JF and KR. JU said she would put forward their concerns at the next meeting of the BCT PPIG on the 23rd September 2019. JU requested KR to email her with her concerns so she could represent them accurately, which KR agreed to do.</p>	<p style="text-align: center;">JU</p>
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	<p>JF asked what the plans are for HWR to listen to the public, as at their Rutland Health Policy Consortium meeting which was held on the September 4th, the public were clearly saying that their voice is not heard.</p> <p>KH replied informing that we make project plans for all pieces of work and if JF and KR would like to be involved with this, please inform JU and TA-J. KH also reported that, with a very small budget, Healthwatch Rutland scope is constrained by the amount of people and resources that we have.</p>	
7.	<p>Healthwatch Rutland Manager Update (paper3):</p> <p>TA-J circulated her report to all. No questions were raised.</p> <p>Ambulance Response Performance:</p> <p>The monthly reports from East Midlands Ambulance Service showing the performance against response targets, have shown that Category 1 has shown some slow improvement. EMAS have agreed to run an event with the Rutland public to give them an opportunity to discuss the issues and explain what they are doing to equalise the ambulance response rates in rural areas. It was hoped that this event could take place before the end of this year, and is dependent on availability of EMAS staff. Further details to follow once agreed.</p> <p>TA-J said that now HWR are receiving this data regularly and would bring it to the public's attention through board meetings in public.</p> <p>John Lawford gave a story about one of his neighbours who had a nasty fall and said that patient falls do not come under CAT 1 or CAT 2 responses. Tracey said this could be a CAT 3 and that she would pick this up at the next quarterly EMAS monitoring meeting. She reported that HWR would shortly be gathering patients' experiences and stories about calling 999 to help inform collaborative work across other Midlands based Healthwatch on the subject of ambulance response performance.</p>	
8.	<p>Any Other Business:</p> <p>None reported.</p>	
9.	<p>Next Board Meeting:</p> <p>10 December 2019 6.30 - 8.30 p.m. Tinwell Room, Rutland Community Hub, Lands End Way, Oakham</p>	

