

Paper 3: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 11 Sept 2019, covering period since the last Board meeting in June 2019.

The Healthwatch Rutland Team

Following the departure of Leila Mars, advertisements are currently running for a replacement part-time Healthwatch Officer (HWO) to take the lead on gathering and reporting the health and care user experiences of local people, offering signposting advice, providing support to our volunteers, and developing projects such as Young Healthwatch Rutland.

Until the HWO post is filled Esther Stimpson has been seconded from HW Northamptonshire for 2 days per month to work with Young Healthwatch.

Urgent Care/Minor Injuries

Adverse feedback to HWR from the public regarding Urgent Care and Minor Injuries services has reduced in recent weeks although some public confusion over opening times and terminology clearly continues. HWR has written to ELRCCG for an update on the timeline for the promised changes to the NHS website for the Rutland Memorial Hospital entries and the new Urgent Care Awareness materials that are expected.

NHS Long term plan engagement project

Through May and June Healthwatch Leicester/Leicestershire analysed data from the two surveys and crafted a Leicester, Leicestershire and Rutland wide report on findings. HWR fleshed out the draft with thematic detail from focus groups and free text survey responses. The draft was then offered to the Better Care Together team in July so that findings could be used to inform the formulation of the Local Plan, due in September.

Further thematic reporting has been undertaken for the Rutland data and a Rutland-only report is currently in production.

Ambulance Response Performance

Monitoring of ambulance response performance recommenced in July when East Midlands Ambulance Service (EMAS) shared response stats from January 2019-June 2019 (now continuing on a monthly basis). It is noted that performance over the last year has shown slow but positive improvement in Category 1 & Category 2 response times, but there is a long way to go (see appendix: there are gaps in the cat 3 and 4 data we have received so this data has not been graphed) .

Call volumes to EMAS are up by 6.5% over this time last year. EMAS have in the same period achieved operating efficiencies that mitigate 3% of that but it still leaves them with increased demand to manage. Anecdotally, one day during the hot spell in July saw more calls made to EMAS than at the very peak of winter 2018.

Winter Planning will start this month. The Trust believes it is better placed going into this winter season with extra staff and an upgraded vehicle fleet.

HWR has offered to facilitate a café-style drop-in meeting for EMAS to engage directly with the Rutland public in advance of our next board meeting. We wish to enable further discussion on the challenges EMAS face and give EMAS the opportunity to articulate what they are doing to equalise ambulance responses in rural areas such as Rutland. Details of the event and board meeting will be circulated in due course.

Young Healthwatch Rutland (YHWR)

YHWR brought young people together with members of the Leicestershire Partnership Trust Child and Adolescent Mental Health Service (CAMHS) team at a meeting on 26 July. YHWR presented the patient experience they had gathered during the piloting of their survey on young people's health and CAMHS were able to listen to families' experiences of the service first hand.

Following the summer break, monthly YHWR meetings will resume in September, when it is hoped that a new young person will join the team following their expression of interest in joining given at the CAMHS event. The team will get on with the planning of 'Restart a Heart' training for October.

Armed Forces Survey

The draft report has been presented to RCC and was well received. Decision makers from the Ministry of Defence, Local Authorities, Health and Education services came together at a symposium event held in August to discuss the recommendations in the draft report and next steps.

A formal launch of the final report will be held in Harborough in October.

Engagement

Despite mixed weather conditions, adult volunteers and Young HWR volunteers staffed the HWR stand at the Rutland County Show until rain and winds stopped proceedings. Adult volunteers were on hand to explain what HWR does, listen to people's experiences of health and care services and offer signposting advice. YHWR took the opportunity to raise awareness of their group and ask young people about how seriously they take their health and their experiences of care.

HWR had a table at the Rutland Wellbeing Service's Volunteer Fair on 5th June at Oakham Castle. This was a public information event appealing to people seeking volunteering

opportunities in the county, allowing introductions and relaxed chats about volunteering openings with community/non-profit groups and charities etc.

Meetings

The following partner boards/meetings were attended during the period since the March HWR board meeting:

PCN Clinical Director	10/6/19	JU, TA-J
LLR Carers Delivery Group	18/6/19	JD
BCT Primary Care Board	18/6/19	JU
RCC Adults & Health Scrutiny Panel	20/6/19	JU
BCT Integrated Community Board	25/6/19 23/7/19	TA-J TA-J
RCC Health and Wellbeing Board	25/6/19	JU
CAMHS Info event & YHWR meeting	26/6/19	TA-J, LM, JD
LLR Information Sharing	27/6/19	TA-J
LLR Dementia Programme Board	2/7/19	TA-J
Local Dental Network MCN/Gerodontology meeting	2/7/19	TA-J
Strategic Director for People, RCC	3/7/19	JU, TA-J
BCT Partnership Group	15/7/19	JU
BCT Comms & HWLL	16/7/19	TA-J
ELRCCG - Personal Health Budgets	18/7/19	JD, TA-J
Healthwatch/EMAS quarterly Meeting	30/7/19	TA-J
CAB: Healthy Rutland Grant Scheme	1/8/19	TA-J
NWAFT CEO meeting	7/8/19	TA-J
RCC Annual Contract Review	13/8/19	WP, KH, JU, TA-J
ELRCCG Governing Body Meeting	13/8/19	JU
BCT Patient Participation Group update	21/8/19	JU, TA-J

Healthwatch / UHL quarterly meeting	22/8/19	JU/TA-J
Social Prescribing, RCC	29/8/19	TA-J
Rutland First AGM	30/8/19	JU
BCT Integrated Neighbourhood Teams Workshop	3/9/19	TA-J
HW England East Midlands Network	10/9/19	JU, TA-J