

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

Tuesday 12 March 2019

Rutland Community Hub, Lands' End Way, Oakham

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

In attendance: Tracey Allan-Jones (TA-J), Leila Mars (LM), Christine Spark (ChrS), Ron Warden

Members of the public: Sarah Furness (SF), Joyce Wells (JW), Sue Stevenson (SS), Keith Stevenson (KS)

Item No.	Item	Action
1.	<p>Welcome and introductions</p> <p>The chair, Janet Underwood, welcomed everyone; apologies were noted from Kate Holt</p>	
2.	<p>Declarations of Interests</p> <p>No declarations.</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 December 2018. All agreed and JU signed off the minutes as correct.</p>	
4.	<p>Matters arising from minutes of the previous meeting</p> <p>TA-J had written to University Hospitals Leicester Trust (UHL) with the board's request to re-instate quarterly meetings between UHL and local HW to improve communication, and a schedule of such meetings had been agreed. Similarly, quarterly meetings with East Midlands Ambulance Service had been scheduled going forward.</p> <p>JU explained that she had not progressed the action relating to understanding the exchange of letters between the Equalities and</p>	

	<p>Human Rights Commission and East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) on the subject of Continuing Healthcare policy due to the sensitivity of the legal position.</p> <p>The action on TA-J to follow up with ELRCCG on progress with the mitigations agreed in connection with the closure of the Ketton Branch Surgery was carried over, in order to allow sufficient time for the mitigations to be implemented.</p>	TA-J
5.	<p>Update on Young Healthwatch Rutland (YHWR)</p> <p>LM introduced Ruby Hayward, the YHWR Chair, and went on to explain that the group currently comprised of five young people who have been meeting up to do lots of planning to decide what themes they would like to work on this year and how they would like to take the group forward.</p> <p>The intention is to launch YHWR at the Rutland County Show in June, and this will be used as an opportunity to raise awareness of the group and to recruit new members from age 11 onwards.</p> <p>Other work plans under consideration include focusing on young people’s mental health provision in Rutland and listening to what young people think of the services currently in place.</p>	
6.	<p>NHS Long Term Plan</p> <p>JU gave an overview of the main themes of the NHS Long Term Plan that was published in January 2019 (slides available). JU also advised that HWR has received a patient story from a HWR volunteer that will be used to highlight some of the failings of care that were experienced by a patient and carer recently.</p> <p>SS raised concern that one of the themes of the Long Term Plan was to use more technology in the communication with, and monitoring of, patients in the community. Her own family’s experience was one of frustration when trying to communicate with her father’s GP surgery by email, with receptionists knowing little about the surgery’s implementation of this communication method. Response times to emails were slow (or messages unanswered) and it was felt that the system might work well for GPs but that it is not working well for patients at the moment.</p> <p>TA-J updated the meeting on the engagement work that all local Healthwatch have been asked to conduct on behalf of Healthwatch England and NHS England, to find how service users think the Local Leicester, Leicestershire and Rutland (LLR) system should implement the Long Term Plan. The Healthwatch Rutland (HWR) work on this is to run through April and early May, and comprises two surveys (online</p>	

	<p>and paper-based) and engagement meetings with people in Rutland whose voices are not often heard by the Better Care Together partnership. Specific emphasis is to be placed on getting the feedback of people living with dementia and their carers, and people living with learning disabilities, Autism and other additional needs.</p> <p>The board were asked to note and agree this approach.</p> <p>Noted and Agreed.</p> <p>Questions and Answers followed:</p> <p>KS asked what confidence had HWR that the feedback received would actually be used by the Better Care Together Partnership (BCT). TA-J responded that the Healthwatch involved (HWR and HW Leicester/Leicestershire) had pre-agreed with BCT that the results of the engagement would be presented to an event with BCT partners to discuss findings and how the findings can be taken forward and used to inform the formulation and delivery of the Local Plan in LLR.</p>	
<p>7.</p>	<p>Updates</p> <p>Community Services Redesign Project Engagement Event 26 Feb 2019</p> <p>JU gave an update of the event, commenting that it was well attended and that the workshop approach was much more engaging for the public. JU regretted that the future of community hospitals such as Rutland Memorial Hospital would be addressed in a future second phase of the project whilst phase 1 was concentrating on the Intensive Community Support service, District Nurses and increasing integration with social care crisis response/reablement services.</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>Better Care Together Patient Participation & Involvement group (PPI) restructure</p> <p>TA-J tabled a paper (attached) briefly describing the recent review undertaken by the Better Care Together team on the PPI group restructure. The Chair of the existing PPI group Evan Rees and Sue Venables the BCT Comms and Engagement Lead, had indicated that they felt that Healthwatch should have a seat on the PPI Assurance Group.</p> <p>SF commented that the views of the Rutland public had often been overlooked in the past and that the county has pockets of deprivation and issues of rurality and transport that must not be ignored.</p>	

	<p>Following discussion, the board resolved to write to Evan Rees and Sue Venables requesting further clarification of proposals and offering the HWR board’s position that HWR should be a member of both the PPI Assurance group and also the BCT Partnership group in order to gain better visibility of BCT at the system leadership level. Action:</p>	TA-J
8.	<p>Any Other Business</p> <p>TAJ highlighted disappointing CQC reports that had been published recently with Thames Ambulance Service Limited rated as “inadequate” and Leicestershire Partnership Trust rated as “requires improvement”. HWR would be monitoring these through HWR involvement in Health Scrutiny boards and the Midlands Quality Surveillance Group.</p> <p>JU asked for board inputs to the upcoming Joint LLR Health Overview and Scrutiny meeting. Action:</p>	Board members
	<p>Next Board Meeting Dates:</p> <p>11 June 2018, 6.30-8.30pm 11 September 2018 TBC Annual Meeting followed by Board Meeting</p>	

Paper to be tabled:

Better Care Together Patient Participation

The BCT team has in recent months undertaken a review of the existing Patient Participation & Involvement (PPI) group. They concluded that reorganisation of PPI is required. Although this is still 'work in progress' it is being proposed that the existing PPI group be reconstituted as;

- a) **PPI Assurance Group** to review, comment on and recommend actions on patient engagement and participation in specific BCT projects or areas of work.
- b) **Citizens' panel**, comprising approximately 1100 online members, representative of the demography of Leicester, Leicestershire and Rutland, to provide BCT with a ready source of systematic insight and feedback on health and care issues. This would be an additional tool to complement other engagement activities and not a replacement. (A £40,000 grant has been awarded for setting up the Citizens Panel and running it for the first year).

Additionally it is suggested that the PPI Assurance group would be represented on, and report findings to, a new **BCT Partnership group** that would work alongside the BCT System Leadership Team (SLT).

The Partnership Group may consist of non-executive, elected members or lay representatives from the following: *

Leicester City Council
Leicestershire County Council
Rutland County Council
Health & Wellbeing Board Chairs
University of Leicester Hospitals
Leicestershire Partnership Trust
Derbyshire Health United •
NHS East Leicester and Rutland Clinical Commissioning Group (CCG)
NHS West Leicestershire CCG
NHS Leicester City CCG
Chair of the Patient Participation (Assurance) Group
Representative from the voluntary sector

None of the plans appear to be fully worked up and proposals for creation of terms of reference for each of these new groups is in progress.

Healthwatch in Rutland and in Leicester/Leicestershire have the opportunity to give input to inform this re-organisation of PPI, which is being worked on at present. Early discussions (JU & TA-J) with the Chair of the existing PPI group Evan Rees and Sue Venables the BCT Comms and Engagement Lead, indicated that they feel that Healthwatch should have a seat on the Assurance Group.

TA-J 11/3/19

*Source: agenda and papers for 21st February 2019 SLT meeting