

Paper 2: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland (HWR), on 12 March 2018, covering the period since the last Board meeting in December 2018.

The Healthwatch Rutland Team

We welcomed Dr Janet Underwood as Chair of HWR from January 1st 2019 and thanked outgoing interim chair Prof Will Pope for his invaluable guidance in the early months of the new contract.

We also welcomed Leila Mars who joined as Healthwatch Rutland Officer in January, working part-time to take on the challenge of developing Young Healthwatch Rutland, looking for new recruits to widen our adult volunteer base, as well as assisting with engagement/outreach activities and signposting.

Office move

We are moving offices on 20th March, to The King Centre, Main Road, Barleythorpe, LE15 7WD. Our telephone number will remain the same.

NHS 10-year Plan engagement project

HWR has received the expected grant to run engagement activities on the NHS Long Term Plan that was offered to all local Healthwatch organisations. Starting in March, HWR will be working with HW Leicester/Leicestershire (HWLL) to gather public feedback across Leicester Leicestershire and Rutland. This will inform the Better Care Together partnership's formulation of the Local Plan. We will be running a survey and focus groups to gather data and experiences to be published in June in an LLR wide report. HWLL have received similar funding for their engagement work, plus an additional grant to oversee the project and produce the report.

Enter and View

The report on our visit to Rutland Care Village was published in December and is available on the website. A visit to Manton Hall Care Home was conducted just before Christmas and the report is currently in production. Volunteers have requested that the next visit be to Rutland Memorial Hospital - to be scheduled following training of more E&V authorised representatives in March.

Young Healthwatch Rutland (YHWR)

On 19th December YHWR members met at Kettering General with their counterparts in Northamptonshire Young Healthwatch to help give out Christmas cards and gifts. In early Feb, YHWR was busy engaging the Rutland community of 11 to 25 year olds with a 'Mini Chatterbox' event to raise awareness by encouraging young people to chat about

mental health over a tea or coffee. This was in support of the Time to Change Charity's "Time To Talk" day and the event was used to pilot the questions for a YHWR Quick Mental Health survey for use going forward.

Next steps for the YHWR project will include Heart Start training for members, planning work activities for the forthcoming new financial year and planning how to launch YHWR at the Rutland Show in June - all led by the young people themselves.

Armed Forces Survey

The survey went live in early January with press releases, social media, newsletter, website links and hardcopy surveys in libraries and other outlets, to encourage as broad a participation as possible. By the end of February, we had over 500 responses - a great result so far, with further engagement work planned in March, with stands at Oakham Market, Uppingham Market, Tesco and Co-op in Burley road to engage with shoppers and encourage more survey responses.

We expect to close the survey at the beginning of April and publish the report in early summer.

Work Planning for new financial year

The process of mapping out the areas HWR wants to work on during the next financial year was begun at the February Ops & Planning meeting. Starting with a short presentation of the themes in the NHS Long Term Plan and the top priorities of partners and commissioners, the group went on to prioritise the various work areas in terms of their importance to Rutland people and experience of services here. Its hoped that this democratic approach to work-planning will ensure that HWR is focused on health and care themes that are of particular importance to people in Rutland. Further work to flesh out detail of the workplan for 2019/20 will be completed at the April Ops and Planning Group.

Ongoing activities

Communications

All our online media are stable or improving across Facebook, Twitter, Instagram as is Newsletter distribution.

Volunteers

Ron Warden, our newest volunteer received induction training in January and joined the Ops and Planning group on 20 Feb for his first meeting. A second new volunteer, Kay Jaques, will receive induction training in early March to join the Enter and View Authorised Representatives team. Two further potential volunteers are meeting with us shortly. Further ads will be run to attract volunteers and new board members in newsletters and communications in March.

Engagement

HWR had a table at the Armed Forces Conference on 9th January. This was a stakeholder event appealing to schools' representatives, local military related voluntary organisations, local council representatives etc - all with an interest in understanding how better to support and provide services for serving forces families in Rutland. It enabled us to raise the profile of HWR and the Armed Forces Survey.

Meetings

Quarterly Healthwatch/UHL, Healthwatch/CQC and Healthwatch Rutland/EMAS meetings have been re-established this quarter

The following partner boards/meetings & events were attended during the period since the September Board meeting:

HW England East Midlands Network	11/12/18	TA-J
BCT PPI Group	9/1/19	JU
Armed Forces Conference	9/1/19	TA-J
LLR Dementia Programme Board	15/1/19	TA-J
Rutland Health and Care Board	20/12/18 24/1/19	TA-J TA-J
RCC Contract Monitoring	29/1/19	KH, TA-J
RCC Adults & Health Scrutiny Panel	7/2/19	JU
Learning Disability Partnership Board	11/2/19	JD
Special Care Dentistry/Gerodontology Network Group	12/2/19	TA-J
ELRCCG Governing Body Meeting	12/2/19	JU
Carers Delivery Group	19/2/19	JD
HWR Ops and Planning Meeting	20/2/19	JU, JD, TA-J. LM, CS, BH, JH, MD, BG, RW
Healthwatch / UHL quarterly meeting	21/2/19	JU
Healthwatch/CQC quarterly meeting	22/2/19	TA-J
BCT Community Services Redesign engagement	26/2/19	JU, JD, TA-J
BCT Integrated Community Board	22/1/19 26/2/19	TA-J TA-J

TA-J 28/2/19

