

Paper 3: Report from Healthwatch Rutland Manager

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

Reorganisation

Prof Will Pope has continued as interim Chair of the HWR Board through the period. The post of substantive Chair is tabled for election at the December board meeting.

Tracey Allan-Jones was confirmed as HWR Manager on October 1.

The post of Healthwatch Rutland Officer was variously advertised on the Healthwatch Rutland, Connected Together CIC and Healthwatch Northamptonshire websites, the Indeed online jobs search portal and with a paid advertisement in the local paper throughout October and November. Interviews will be conducted on 7th December.

Better Care Together (BCT)

Following the 3 Clinical Commissioning Group's decision to continue with the planned reconfiguration of Intensive Care Level 3 beds across the Leicester Hospital sites without public consultation, the BCT engagement events were broadened to specifically include the Intensive Care Unit (ICU) and associated services issue. The Rutland event, held in Oakham on 19 November was well attended, but many felt the Q&A session was cut short when several audience members still had raised hands. The BCT team acknowledged that the ICU reconfiguration proposals had not been well handled in terms of engagement or consultation and promised more and better communication, engagement and consultation on wider plans for county-wide community services and hospital reconfiguration in Leicester.

NHS 10-year Plan engagement project

HWR has applied for grant funding from HWE to engage the public across the LLR STP footprint. The objective will be to provide the NHS with insight into the local population's views on how the Long-term Plan should be implemented and also to inform a national HWE report. If successful, the work would be expected to start in January and run through March 2019.

Enter and View

Follow-up visit was conducted to Rutland Care Village in late October and the report is in production. It is hoped to undertake further visits to Manton Hall and Belton House pending volunteer availability.

The November Ops and Planning Meeting took the decision to pause the Care Home revisits in the New Year and conduct visits instead to Rutland Memorial Hospital step-down care ward and the newly merged Rutwel and Brightways services located now at Catmose Campus.

Young Healthwatch Rutland (YHWR)

YHWR has been granted a bursary of £1500 by the East Midlands Academic Health Science Network to help set-up and run the group. The bursary will be used to fund a launch event in early 2019 and for ongoing travel expenses to ensure that the young people can travel safely to and from YHWR meetings and events.

On 19th December YHWR members have been invited by their counterparts in Northamptonshire Young Healthwatch to help give out Christmas cards and gifts at Kettering general Hospital.

Armed Forces Survey

The RCC AF officer has done some piloting of the survey questions and it is expected that the survey will go live in early January, running for 6 weeks. Volunteer help will be sought to disseminate the survey throughout peer networks and to encourage as many people as possible to complete.

Ongoing activities

Communications

The monthly HWR newsletter distribution list stands at 88, an increase of 10% in subscribers over the period. Twitter followers are up slightly to 1358 and Facebook followers are static.

New Instagram and Twitter accounts were set up for YHWR in August and followers are up to 74 and 34 respectively.

Volunteers

Advertisements to encourage new volunteers have been run throughout the period in Newsletters, on the website, social media and on posters. We have recruited one new volunteer who is interested in community engagement activities with military families and another who is just starting the application process. Induction training will be run in early 2019 for the new volunteers.

Engagement

HWR had a table at the well- attended Choice Unlimited event aimed at disabled people, older people and carers across Rutland, on 16th October. It was looked after by volunteers Caroline and Christine Spark who between them engaged with over 50 visitors to the HWR table.

We also had a table (looked after by Janet Underwood) at the RCC Carers Rights Day event on 30th November, by nature a small event at Oakham Castle designed to allow Carers to network with each other and understand where they can go for advice and support.

Meetings

The following meetings were attended during the period since the September Board meeting:

Rutland Voluntary Sector Conference	21 Sept	TA-J
LLR Dementia Programme Board	25 Sept & 27 Nov	TA-J
Special care Dentistry/Gerodontology Network Group	25 Sept	TA-J
BCT PPI Group Extraordinary Meeting	26 Sept	JU
Rutland Health and Care Board	27 Sept	TA-J
LLR Joint Commissioning Collaborative Board	28 Sept	JU, KH
Healthwatch England Conference	3-4 Oct	KH, TA-J
ELRCCG Governing Body Meeting	9 Oct, 13 Nov, 11 Dec	JU
Childrens' Trust Board	11 Oct	Esther
LLR Information Sharing Group	18 Oct, 13 Dec	TA-J
Carers Delivery Group	23 Oct	JD
BCT Engagement Event Melton	1 Nov	JU, TA-J
BCT Engagement Event Oakham	19 Nov	CS, JD, JU, WP TA-J
Carers Delivery Group	20 Nov	JD
Learning Disability Partnership Board	27 Nov	JD
RCC Carers Rights Day event	30 Nov	JU, TA-J
RCC Health and Wellbeing Board	4 Dec	WP
RCC Dementia Pathway Launch	11 Dec	JD, M Demaine, TA-J
HW England East Midlands Network	11 Dec	TA-J

Annual Meeting

Audience Top 3 issues:

Attendees were asked to record their top three issues in health and care and the themes that emerged were:

- **Keeping services local and better utilisation of community hospitals at Oakham and Melton**
- **Problems of rural transport**
- **GP appointment access - phone problems and waiting times**

Formal public feedback is already being sought on the 1st topic through the BCT Community Services Redesign Project and I have asked the lead Tamsin Hooton to ensure that the project runs an engagement session specifically in Rutland in the New Year to which we will encourage Rutland people's attendance.

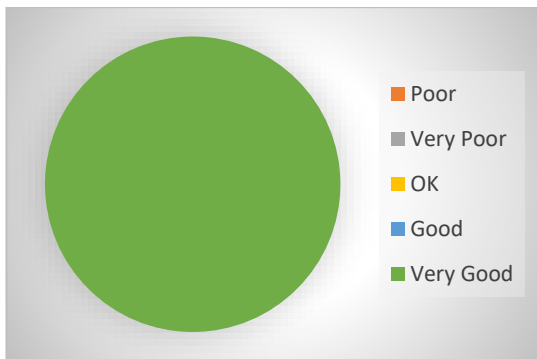
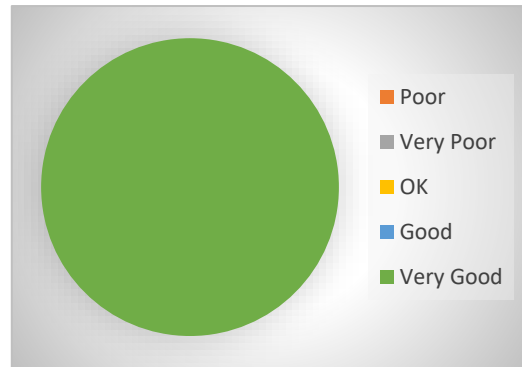
On the 2nd topic Rutland County Council is currently running a formal consultation on the draft Local Transport Plan that will run to 2036 and the need for good public transport to support health and wellbeing is recognised therein. We are consequently promoting the consultation through newsletters, social media and website.

The 3rd topic has not yet been addressed but it is hoped that the issue can be highlighted through the Rutland Health and Care Board in the New Year.

See appendix for feedback on the annual meeting.

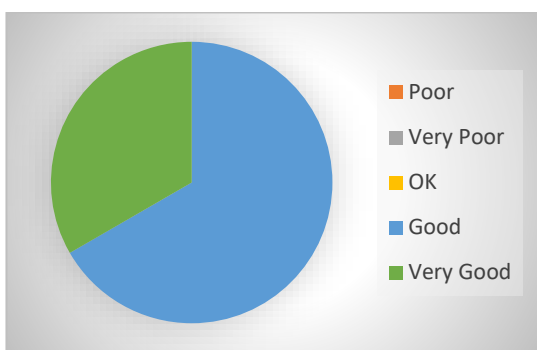
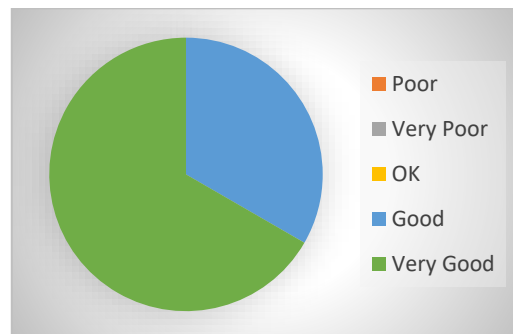
Appendix: Feedback on annual meeting

What did you think of the organisation of the meeting?



What did you think of the venue?

What did you think of the programme?



What did you think of the meeting overall?

3 completed feedback forms!