

## **Paper 5: Report from Healthwatch Rutland Manager**

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

### **The Healthwatch Rutland Team**

The team is stable with 2 staff working a total of 58 hours per week.

At the last Connected Together CIC Board meeting on 13th May it was agreed that Susan Hills, the independent lay member on the Board, would be the link between the CIC and both the Healthwatch Boards. Susan will provide updates to the Boards as necessary and can be approached at any time with any questions or queries connected to the CIC Board. As the independent lay member she is also the Whistleblowing Champion for the organisation.

### **Susan Hills**



Susan Hills – Lay Member

After a successful career in the world of information science and project management at the British Library, Susan moved into the NHS as Chair and subsequently Non-Executive Director of Primary Care Trusts in Northamptonshire. Susan has worked in the voluntary sector with the Citizens Advice Bureau, Northamptonshire Network 50+, and other organisations for some years. Susan is also a lay member with the Employments Tribunals service.

### **NHS 10-year Plan engagement project**

Starting at the end of March HWR has been working alongside HW Leicester/Leicestershire (HWLL) to gather public feedback across Leicester Leicestershire and Rutland (LLR) to inform the Better Care Together partnership's formulation of the Local Plan. We ran two Healthwatch England surveys across the area - a 'general' one and a 'specific conditions' one. This has allowed people to submit broad feedback about NHS services or to drill down into their experiences of care for specific conditions such as cancer, diabetes, heart and lung diseases etc. Further engagement work was undertaken in Rutland during April to gather additional insight from people living with dementia, with learning disabilities, with

Autism, and their carers. In addition, volunteers and staff have been out talking to people in GP surgery waiting rooms, community events, the memory café and youth groups for disabled young people.

The surveys closed in mid May and HWLL is in the process of crafting an LLR-wide report on findings, due out at the end of June. Further thematic reporting will be undertaken for the Rutland data once the LLR report has been published, if required.

## **Enter and View**

The report on our visit to Manton Hall Care Home was published in April and is available of the Healthwatch Rutland Website.

## **Young Healthwatch Rutland (YHWR)**

Members of YHWR have been regularly meeting in the run up to launching their group at The Rutland County show on 2<sup>nd</sup> June. The team have put together a survey which asks young people about how seriously they take their health. They have also created their own designs for t-shirts, caps and banner using Healthwatch branding and hope to recruit some new members at the Show.

Their workplan for the year includes a project to scope and report on Young Peoples' experiences of mental health services in Rutland. The project will encompass an engagement event with young people to help shape the Leicestershire Partnership Trust CAMHS strategy and the survey/report on their experiences of mental health services with a specific spotlight on new online support services such as Kooth.

## **Armed Forces Survey**

The survey closed on 31<sup>st</sup> March with over 800 responses from across Rutland, South Kesteven and Harborough and the report is currently in production, due out this month.

## **Work Plan**

The process of mapping out the areas of work for HWR during 2019-20 was begun at the February Ops & Planning meeting and the plan is put forward for the Board's approval as paper 6.

## **Communications**

All the online social media accounts are stable or improving across Facebook, Twitter, Instagram both for HWR and YHWR. The HWR Newsletter distribution has seen a significant rise from 96 at the end of the last financial year on March 31 to a current total of 232 at the end of May. This large rise in the distribution is as a result of the engagement work on the armed forces survey and NHS Long Term Plan.

## Engagement

Rutland Parent Carer Event Live! on 21 March in Oakham: HWR had an information table at the event and gave a short update on upcoming engagement work on the NHS Long Term Plan focusing on young people with learning disabilities and Autism.

## Stakeholder engagement

HWR had a table at the Future in Mind Transformation event in Uppingham on 9 April. This was a stakeholder event appealing to schools' representatives, local related voluntary organisations, local council representatives, mental health practitioners etc all with an interest in understanding how better to support and provide services for young people with mental health issues in Rutland. It enabled us to raise the profile of HWR and begin a conversation with Leicestershire Partnership Trust about a possible link up between CAMHS staff and Young Healthwatch Rutland.

HWR collaborated on joint local Healthwatch responses to Quality Accounts for Leicestershire Partnership Trust and EMAS.

## Meetings

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

RCC Health and Wellbeing Board	5/3/19	KH
Community Services Redesign meeting	8/3/19	JU, TA-J
HW England East Midlands Network	5/3/19 28/5/19	TA-J TA-J
Rutland Social Prescribing Workshops	6/3/19 24/4/19	TA-J TA-J
BCT PPI Group	13/3/19 8/5/19	KM KM
LLR Dementia Programme Board	19/3/19	TA-J
RCC Adults & Health Scrutiny Panel	21/3/19	JU
BCT Integrated Community Board	26/3/19	TA-J
LLR CCG Stakeholder event	26/3/19	JU
Rutland Health and Care Board	28/3/19 23/5/19	TA-J TA-J
RCC Contract Monitoring	9/4/19	KH, TA-J

ELRCCG Governing Body Meeting	9/4/19	JU
Healthy Rutland Grant Scheme Panel	11/4/19	TA-J
Carers Delivery Group	16/4/19	JD
Primary Care Board	16/4/19 21/5/19	JU
Rutland First	29/4/19	JU, TA-J
HWR Operations & Planning meeting	8/5/19	JU, JD, TA-J, LM, DM, RW
Leics, Lincs, Northants Quality Surveillance Group	9/5/19	TA-J
CTCIC Board meeting	13/5/19	JU, TA-J
Healthwatch/EMAS quarterly Meeting	14/5/19	JU/TA-J
Empingham Patient Participation Group	14/5/19	LM
HWE Quality Framework meeting	15/5/19	TA-J
LLR Integrated Care System workshop	16/5/19	JU
Healthwatch/CQC quarterly meeting	21/5/19	TA-J
Healthwatch / UHL quarterly meeting	22/5/19	JU/TA-J
Urgent Care Service and patient experience update meeting with ELRCCG	24/5/19	JU, JD, TA-J

