

Minutes of a meeting held in public of the Healthwatch Rutland Board held on 11th January 2017, at Voluntary Action Rutland, Land's End Way, Oakham LE15 6RB

Present**Healthwatch Rutland (HWR) Board:**

Jennifer Fenelon, Chair
Nicola Darby
Jacqui Darlington
Judy Worthington
Bart Hellyer
Miles Williamson-Noble
Bart Taylor-Harris
Sean Williams

In attendance from HWR:

Sarah Iveson, CEO
Tracey Allan-Jones, Office Manager

HWR Volunteers:

Ann Williams
Daphne Murphy
Suzie Henson-Amphlett
Christine Spark

HWR members and members of the public:

Sarah Furness, High Sheriff of Rutland

17.01 Welcome and apologies for absence

The Chair welcomed Board Members, volunteers and public including the High Sheriff of Rutland.

Apologies were received from Christine Stanesby and John Brian

17.02 Declarations of interest

None received

17.03 Minutes of the previous meeting

The minutes of the previous meeting held on 18th November 2016 were received and agreed as a correct record.

17.04 Progress Log

The progress log for January 2017 was received and noted.

The lack of progress on Cancer Targets was discussed (point 14.88 in the log) and Judy Worthington noted that more detailed information is required in order to understand why

Leicester's performance is amongst the poorest in the country. The Chair took an action to obtain more detail that offer a further breakdown by disease.

17.05 Matters Arising not covered by the Agenda/Progress Log

None raised

17.06 Chief Executive Update

A report was presented by Sarah Iveson, covering the following topics;

Task Groups:

- Young People's Mental Health
- East Midlands Ambulance Service
- Adult Mental Health
- Transfer of Care
- Rutland Primary Care Survey

Listen and Watch Groups

- Dental
- Care Homes

Working Groups

- Sustainability and Transformation Plans (STP)
- Enter and View
- Information Technology
- Cross Border Liaison
- Engagement
- Disclosure and Barring Service / Safeguarding
- Signposting
- Policies
- Recruitment and Support of Volunteers

17.07 Healthwatch Contract: Management Accounts

The Management Accounts to the end of November 2016 were received and noted.

17.08 Health and Social Care Forward Plans (STPs)

The Chair summarised HWR's activities since the publication of the Draft Leicester, Leicestershire and Rutland (LLR) STP in November 2016:

The HWR Board had favoured a collaborative approach to the process in an attempt to support the widest public involvement in the CCG's (Clinical Commissioning Group) engagement and consultation activities, whilst making it clear in that much more clarity and detail is required by the public.

HWR's pre-engagement STP awareness event at Oakham Castle on 8th December had received a good turnout. Answers to the 12 Page list of questions raised at the meeting had not yet been received from the CCG, nor had the promised STP executive summary.

The CCG had publicised two engagement events in Rutland on 24th January at Voluntary Action Rutland in Oakham and 26th January at The Falcon in Uppingham. Formal consultation on the LLR STP is expected from May onwards, for a period of approximately 3 months. Consultation cannot start until after a decision is made on the capital required for implementation and also will have to avoid the period of local government elections .

Suzie Henson-Amphlett raised concern that as Rutland residents are entitled to utilise health care services from surrounding trusts outside LLR, their views must therefore be represented in cross-border feedback on the Northants STP. The Chair took an action to ensure HWR is involved in the consultation on neighbouring STPs.

17.09 Survey of health services in Rutland

The HWR survey of primary care services in Rutland commenced on 4th January and will close on 1st February 2017. Hardcopy surveys were made available in 20 outlets in Oakham, Uppingham and the villages and the online version was made available through the HWR website. Several Volunteers had also supplied hardcopies to clubs, groups and committees etc.

17.10 Young People's Mental Health

NHS England is running a consultation on proposed changes to specifications for the CAMHS Tier 4 services (Child and Adolescent Mental Health Service)

Ann Williams briefed the meeting on the headline proposals that include;

- removal of the existing tier system in favour of a more patient-focused approach using care pathways
- better national co-ordination
- creation of local multi-disciplinary teams to aid and speed up needs assessments
- ongoing assessment and improved patient feedback
- improved child to adult service transition management

Ann Williams commented that the proposals, if implemented, would go a long way to improving the service, but expressed concern that the necessary ring-fenced funding must be secured first.

It was agreed that HWR through the Chair would respond to the consultation & proposals and that the Chair would take the discussion offline with Ann Williams to craft HWR's response.

17.11 Special Educational Needs and Disability (SEND)

Jacqui Darlington reported on the recent review of Rutland County Council's SEND policy published by the council in November 2016.

It was noted that the document is a comprehensive overview of the strategy including measurable outcomes and targets, but with notable perceived weaknesses, namely;

- that the first of the 4 key actions to 'increase child's and parents' involvement' puts families squarely in the centre, yet it is understood within the carer's community that no input to the strategy had been gathered from the children or their carers

- the academic nature of the strategy document renders it difficult to read and assimilate for busy carers

It was suggested that the purpose of the document and the intended audience is not clear at present. Jacqui Darlington and Ann Williams took an action to clarify this with Councillor Foster and request a simplified, user-friendly synopsis if that is not already in the pipeline.

17.12 Policy and other matters for consideration by Healthwatch Rutland Board

The meeting received an overview from the Chair covering policy matters affecting Rutland people (attached 'Policy and other Papers to be noted by Healthwatch Rutland'). Copies of all the reports are available on request.

17.13 Questions from members of the public

None raised

17.14 Any Other Urgent Business

None raised.

17.15 Dates for future formal HWR Board Meetings (all to be held in the Tinwell Room, Voluntary Action Rutland from 1.30 – 4pm unless otherwise stated)

- Friday March 10th 2017
- Weds May 10th 2017
- Friday July 14th 2017
- (Sept – annual meeting tbc)
- Weds Nov 8th 2017

Policy and other Papers to be noted by Healthwatch Rutland Jan 2017

Board Members are asked to note the following recent policy and other items which are relevant to the work of Healthwatch Rutland.

1. Chair & CEO appointed to Healthwatch England

Jane Mordue has been appointed Chair of Healthwatch England and Imelda Redmond as National Director.

2. Homecare Support – consultation by Rutland County Council

Prior to renewal of contract, a three-month consultation is underway by Rutland County Council on the way domiciliary care services are provided. The Council's homecare consultation runs until March 31st 2017, during which time service users, family members, carers and providers are being encouraged to get involved and have their say. A special listening event is also being held at the Council offices in Oakham on Friday 13th January 2017, from 2.00-4.00pm. The event is for anyone receiving support at home. A questionnaire is being made available at the Council Offices, local libraries & GP surgeries. It can be completed online at bit.ly/rutlandhomecare. The survey ends on Friday 20th January 2017, after which the Council will produce a set of options for further consultation between February and March 2017.

3. STP Engagement Events West Leicestershire CCG

NHS East Leicestershire and Rutland CCG and Healthwatch Leicestershire will be inviting people to find out more about proposals for healthcare in Lutterworth in January ahead of a formal consultation early 2017. Two events are being held at the Wycliffe Rooms, George Street, Lutterworth, Leicestershire, LE17 4ED. The first will take place on Monday 9 January 2017 from 12pm to 3pm and the second on Tuesday 24 January from 6pm to 8.30pm. This follows the publication of the draft Sustainability and Transformation Plan (STP) last month.

4. Tier 4 CAMHS standards. (See main agenda)

NHS England are currently conducting a National Review of Children and Adolescent Mental Health Service (CAMHS) Tier 4. NHS England have opened a consultation for 90 days to gather as much feedback from as many people impacted by these

services. This includes professionals and charities that support work with young people and their families.

NHS England have asked Young Minds to produce a survey for young people, parents and carers so that as many voices are heard. **Young Minds will also host two interactive workshops with Young People (January 28th 2017) and Parents and Carers (January 26th 2017)**

- 5. Action to reduce sales of sugar-sweetened drinks on NHS premises.** NHS England is consulting until 18th January 2017 on proposals to reduce sales of sugary drinks on NHS premises

6. CQC Reports

- **Learning, candour and accountability (Dec 2016)**

This national review by the CQC has found that the NHS is missing opportunities to learn from patient deaths and that too many families are not being included or listened to when an investigation happens.

- **Dentistry**

After visiting nearly 1000 dental practices of which over 90% met the regulatory standards, the CQC has pronounced dental services safe.

At the same time Healthwatch England published "Access to NHS Dental services – what people told local Healthwatch" which concluded there are still access issues in some areas

- **Regulation development**

The CQC is currently consulting on the next phase of its development until February 2017

7. Continuing Healthcare

Proposals to revise the CHC strategy including a planned reduction of £24m are awaited from the CCG.

8. Ombudsman

A draft bill is being brought forward to bring together the Parliamentary & Health Ombudsman and the Local Government Ombudsman into a new and single public ombudsman service.

FOR INFORMATION