

**Development and delivery of Healthwatch Rutland** **PAPER E**  
Report prepared by CEO for the Board of Healthwatch Rutland 10/03/2017

Dear Board Members

I am very pleased to give this report to the Board of Healthwatch Rutland (HWR). I continue to be struck by breadth of issues facing HWR and the importance of ensuring the public are heard. This is particularly true during a period of such major planned changes to health and social care services. We continue to face challenges, but I have every confidence that we can make a positive difference to the experience of health and social services for the people of our county. Also presented to the Board at this time is a forward workplan and budget for 2017/18 (Papers G and H)

A handwritten signature in black ink that reads "S J Iveson".

S J Iveson,  
CEO Healthwatch Rutland  
27<sup>th</sup> February 2017

## **TASK GROUPS**

### **Young People's Mental Health**

Significant work is still ongoing to ensure that funding for Young People's Mental Health across Leicester, Leicestershire and Rutland (LLR) is being used wisely. Work continues to try and ensure that the Future in Mind project delivers programmes to support our Young People. An event is to be held on 1<sup>st</sup> March 2017 to further highlight Young People's Mental Health as an issue. This is to be supported by the Local Authority, the Youth Council and local dignitaries.

### **EMAS**

Response times in Rutland remain a significant issue. January 2017 statistics from East Midlands Ambulance Service (EMAS) are attached to this document ( Paper ?). EMAS has agreed to provide HWR with detailed statistics showing the actual response times, not just if targets are met. We await these statistics to enable us to have a better picture of how long people are waiting for an ambulance.

### **Adult Mental Health**

The re-started Rutland Mental Health Forum, now Chaired by HWR, is bringing together people from different areas of Mental Health provision both in the voluntary and public sector. It is hoped that this forum can effect positive change for people of Rutland with regard to support and services for Mental Health care. Initial areas being looked at include the Keep Safe Scheme, Advocacy, Listening schemes and the possibility of a county wide survey to scope the requirements and experience of service users.

### **Transfer of Care**

This project is in its final month. The response from the Local Authority (LA) to the data already collected has been very positive, and they are using the information gathered to try and improve the patient experience. The project is still gathering data and has also facilitated a workshop for the public to comment on LA plans to develop literature to support people through the transfer of care. They have requested a further workshop in late March.

### **Rutland Primary Care Survey**

There was a good response to the survey, which was live for the whole of January 2017. We have collected responses from approximately 750 people, both electronically and in hard copy. Volunteers from Leicester University are currently inputting the data from the hard copies into the electronic version to aid analysis. The next steps will be analysing the results and producing a comprehensive public report to share the findings with the CCG and other commissioners and service providers. We will also be sharing the report with the Oakham Neighbourhood Plan.

### **LISTEN AND WATCH GROUPS**

#### **Dental**

We remain active with the Local Dental Network (LDN) and attend the Steering Group. We continue to be represented on the recently set up Gerodontology sub-group. Our representation along with colleagues from HW Leicester City is enabling the work of this group to have the patient voice heard. The group is currently working on a business case to try to fund a scheme to introduce better dental health services in care homes and increasing the access to dental services to those who cannot get to dental practices.

#### **Other Listen and Watch Groups**

Healthwatch Rutland staff and volunteers are also involved in the following issues:

Pharmacy Services

Care Homes

Services for Older People

Services for People with Learning Disabilities

Services for People with Physical Disabilities

Maternity and Neonates

Planned and Elective Care

Urgent Care

The Military

Services for Carers

### **WORKING GROUPS**

#### **Sustainability and Transformation Plans (STP)**

HWR attended both of the STP public engagement events held in Rutland in January 2017 and ensured these events were publicised widely. These events highlighted the concerns that the public have in regard to a number of proposals in the plan. HWR are continuing to try and ensure that the STP team respond to those public concerns.

#### **Enter and View (E&V)**

The report for the E&V visit to Rutland Care Village in Oakham has been published. A visit to Belton House Retirement Home was carried out in January 2017 and that report has also been published. It is planned to conduct Enter and View visits to all remaining care homes in Rutland over the next 12 months. An E&V visit is being planned for late March 2017 to the Neurological Support Unit (previously called the Younger Person's Disabled Unit (YDU)) to follow up on the visit undertaken in March 2016. In addition, an E&V, organised jointly with all 3 LLR Healthwatches, is being planned to the new Leicester Royal Infirmary Accident and Emergency Department in May 2017.

**IT**

The new 'Find a Service' and 'Feedback Center' functions are now live on the website. Once we have 100% confidence in these functions, it is planned to have a publicity campaign to highlight these new functions to the public. These new functions will provide valuable signposting functions for the public and valuable intelligence gathering for HWR.

#### **Cross Border Liaison**

HWR staff and volunteers continue to forge links with neighboring local healthwatches and health and social care providers.

#### **Engagement**

Our monthly newsletter continues to be well received. The total numbers of HWR members has increased again to 333, and it is hoped we can increase this number further as interest in the STP grows and we continue to engage more people in a wide range of health and social care issues.

In the last 2 months Board members and staff have presented to Cottesmore and Ashwell Parishes and Uppingham Town Council. In addition, the CEO presented to the Rutland Lions and U3A to publicise the work of HWR. There are plans to present to Ketton, Essendine and Lyddington Parish Councils over the next month. It is hoped to reach many more parish and town councils over the next 12 months.

#### **DBS/Safeguarding**

The Officer Manager has completed a full audit of DBS checks as required by our policy. Safeguarding training is being provided by Rutland County Council later in March 2017. They will present the training with an element of 'Train the Trainer' so that the CEO can provide in house refresher training, and training for new volunteers. The current Safeguarding policy is under review.

#### **SIGNPOSTING**

We now routinely capture direct contact with the public, and this is allowing us to start to analyse where people require help with signposting. It is hoped that the new Find a Service function on the website will help the public find what they are looking for. In particular it allows us to update the website monthly with the availability of NHS dentists in Rutland.

#### **POLICIES**

A review of all of HWR's policies is underway as part of a wider review of all governance arrangements. It is hoped that this work will be complete by the end of March 2017.

#### **Recruitment and Support of Volunteers.**

Work is continuing to produce a robust Volunteer policy, using the work already done by Healthwatch Cambridgeshire as a starting point. This work is required to provide a sound initiation for new volunteers, and useful information for current volunteers.

Aspirations to undertake the 'Investor's in Volunteer's' programme will be subject to resources being available to complete this work.