

Development and delivery of Healthwatch Rutland

PAPER F

Report prepared by CEO for the Board of Healthwatch Rutland 01/07/2017

Dear Board Members

I am very pleased to give this report to the Board of Healthwatch Rutland (HWR). The last few months has seen a huge amount of output from HWR and our work continues apace. We will 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.

A handwritten signature in black ink, appearing to read 'S J Iveson'.

S J Iveson,
CEO Healthwatch Rutland
1st July 2017

TASK GROUPS

EMAS

Response times in Rutland remain a significant issue. May 2017 statistics from East Midlands Ambulance Service (EMAS) are attached to this document. We are still waiting for detailed statistics showing the actual response times, not just if targets are met. We will be meeting with EMAS on the 26th July. In addition, EMAS will be reporting back to the Rutland Health and Wellbeing Board on their progress against the recommendations made in our report last year (the report following the event we hosted in July 2016 can be found [here](#).)

Adult Mental Health

The Rutland Mental Health Forum (RMHF) remains the focus of the work of this team. Issues being discussed currently are the provision of Advocacy and the Keep Safe Scheme. HWR will now be involved in discussions about the contracting of Advocacy services for the county. Healthwatch Rutland took the lead on trying to invigorate the Keep Safe scheme, and have gained an agreement in principle for the new Rutland Access Partnership (RAP), headed up by Citizens Advice Rutland, to take the lead. Results from the HWR Primary Care Survey with regard to the provision of mental health services will be scrutinised by the RMHF with a view to taking issues highlighted by the public forward. HWR remains involved in the work of the CCG lead Dementia Delivery Group .

Transfer of Care

The 'Initial Findings' report following the Transfer of Care project was published on the 26th May 2017. The report was very well received by the public and also commissioners and providers. The report has been presented to the Rutland Integration Executive and we have been asked to present it at the ELRCCG Board. Work will continue with health and social care providers to influence change in light of findings from this project. The project showed how powerful this type of qualitative data can be in capturing the patient/client experience.

Rutland Primary Care Survey

The results from the Primary Care Survey undertaken in January 2017 were analysed and a comprehensive report was published on the 27th June 2017. The report is to be discussed as an agenda item at this Board Meeting.

POTENTIAL FUTURE PROJECTS

Prison Mental Health Project

Unfortunately the Governor of Stocken Prison was not minded to support a HWR mental health project at this time. This is therefore now removed from our forward planning.

End of Life

We have heard from the public that this is an area that they would welcome the opportunity to feedback on. Scoping is still underway regarding resources for a project capturing the experience of Rutland people with regard to support available for end of life care. There may be the potential to work with the National Council for Palliative Care who have run a recent project with Tesco in Peterborough.

Maternity

There is still a need to find out about Rutland residents' experience of maternity and neonatal care. It is not expected that this will require large financial resources but a willing and able volunteer is still needed to lead the project.

Long Term Conditions

The management of long term conditions is a high priority for health and social care providers in Rutland during the next financial year. There may be an opportunity for HWR to be involved in ensuring that the patient experience is captured to inform decision making going forward.

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 Gerodontology sub-group. HWR has input into the 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. To support this we have surveyed Rutland Care Homes about the provision of dental care for their residents.

Military

A joint HWR/Rutland County Council (RCC) workshop (Support to Veterans in Rutland) was held on the 29th June 2017. The event was very well supported and created much discussion and information sharing with an aim to improve support to Rutland military veterans. A report from the event will be prepared and published. Going forward it is hoped that HWR can be involved in facilitating other organisations working together to improve access to local services and support.

Physical Disability

Following our request that the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) look at the provision of ear syringing for Rutland people, especially for hearing aid wearers, we received a response in June 2017. We were delighted that they decided to implement a new contract to ensure that this valued service is available to Rutland residents.

We continue to explore the potential for additional 'Changing Spaces' in Rutland, in partnership with Rutland County Council (RCC).

Carers

We supported Carers UK during Carers Week 2017 in June. We joined them at local GP practices and other events to speak to Rutland Carers about their experiences.

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

Maternity and Neonates

Planned and Elective Care

Urgent Care

WORKING GROUPS

Sustainability and Transformation Plans (STP)

HWR published the response to the STP agreed at the last board meeting. The paper was sent to the STP team and we received a response on 10th May 2017 (details can be found on our website [here](#).) Unfortunately, due to the general election purda, they were unable to answer the outstanding questions raised by both HWR and the public. We still await a response on this.

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. Volunteers are engaged in moving forward a 'Mental Health Covenant' for our local schools.

Enter and View (E&V)

An Enter and View visit was undertaken to Manton Hall Care Home on the 19th May 2017 (the report can be found on our website [here](#)). A visit was also undertaken to Aberdeen House care home in June 2017, the report from that visit will be published shortly. In addition, an E&V visit was conducted jointly with all 3 LLR Healthwatches 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.

We have increased our social media presence and have gained more Twitter followers.

The Office Manager undertook HWE CRM training in May 2017. This will allow us to share intelligence across the Healthwatch network.

Cross Border Liaison

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

Engagement

We again had a stand at this year's Rutland show held on the 4th of June. This gave us a great opportunity to share our work with the public and to engage with them to hear what issues they wanted to discuss.

Our Annual Report was published on the 28th June, and has been very well received by the public and health and social care commissioners and providers.

Our monthly newsletter continues to be well received. The total numbers of HWR members has increased again to 352, and it is hoped we can increase this number further as 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 Braunston and Manton Parish Councils. Staff presented to Vista Blind and Board members and staff presented at the Barrowden Parish Health evening.

Information Accessibility Standards

J Phillips has volunteered to undertake an audit of local NHS trusts and their fulfillment of the new NHS Information Accessibility Standards. She will report back to the Board in due course.

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. We are also working with RCC on the development of the new Rutland Information Service (RIS).



S J IVESON
HWR CEO