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Paper to The Board of Healthwatch Rutland – March 10th 2017

Proposed Forward Healthwatch Rutland Workplan for 2017/18

Introduction

This forward work plan aims to remain ambitious but realistic; mindful of the financial and volunteer resources available. In addition, flexibility needs to be maintained for issues that may arise during the next financial year. It is fully expected that this plan will have to be reviewed by the board during the year. If additional projects or workstreams are decided as being required, there may be the need for current projects or workstreams to be scaled down or ceased to allow for the resources to be re-allocated as needed. Timescales are estimates only. A financial plan will be prepared separately. Finances will be managed monthly to ensure that this workplan can be delivered within the Healthwatch Rutland (HWR) budget.

Current Task Groups

STP

This has to remain a high priority as the STP process progresses although timescales remain very vague. It is suggested that this group includes work on the CHC proposals, as it is hoped that this can be joined up by the CCG. Clarity will be required on any additional resources required (workshops, events etc)

Timescale: Ongoing

Primary Care Survey

Data has been gathered and currently the hard copies of the survey are being input into Survey Monkey to allow easier analysis. The next steps are the analysis of the results and the production of a comprehensive report. Steps will then need to be taken to feed this information back to the CCG, with follow up to understand what actions are taken considering the results. We will also use the data to help support patient voice input into the STP engagement and consultation process and in supporting the Oakham Neighbourhood Plan.

Timescale: Until June 2017

Transfer of Care

This project ends on 31st March. A comprehensive public report will be produced to share with health and social care providers and commissioners.

Timescale: Until end of April 2017

Adult Mental Health

The focus of this group should be the newly revived Rutland Mental Health Forum. This is showing initial promise to be a vehicle to effect positive change for people in Rutland accessing mental health services and support. Currently issues being addressed are: The Keep Safe Scheme, Advocacy Services, Listening Services and the possibility of a county-wide survey to find out what people need regarding mental health services and support.

In addition, staff/volunteers represent HWR at the CCG led Dementia Delivery Group.

Timescale: Ongoing

EMAS

As response times remain a concern in Rutland, this issue will be ongoing. Quarterly meetings with EMAS will continue but there may need to be a new strategy for HWR to highlight this issue and attempt to influence positive change including trying to ensure UHL addresses the handover issues. If it is decided by the Board that there is not to be any project work on this, it will become a working group.

Timescale: Ongoing

Current Listen and Watch Groups

Military

Contacts have been made with health and welfare at both army barracks. With a new regiment moving into Kendrew in May 2017, this will require further liaison with the new personnel.

It is hoped to hold a small seminar, getting all military charities who are active in Rutland around the table. These could include Royal British Legion, Soldiers Sailors Airmen and Families Association, Royal Air Forces Association, RAF Benevolent Fund, Army Benevolent Fund etc. There appears to be a lack of understanding as to what these charities provide for veterans and it is believed that it would be useful to get all interested parties around the table. This will have cross-over with the Adult Mental Health task group.

Timescales: Ongoing (charity seminar in May 2017)

Dental

HWR remains active on the Local Dental Network, and on the sub group looking at issues for older people. It is hoped that a volunteer can be identified to take on this task to free up staff resources.

Timescales: Ongoing

Other

The following Listen and Watch Groups remain: Primary Care (GPs), Community and Social Care Services, Pharmacy Services, 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, Services for Carers, End of Life.

Timescale: Ongoing

Current Working Groups

Young People's Mental Health

Dr Williams remains heavily involved in the various high level groups making decisions on the Future in Mind project. There may be a requirement for an event or report during the FY 17/18 in which case this would become a task group again.

Timescales: Ongoing

Enter and View

The Enter and View team are planning visits to the remaining care homes in Rutland (x6) and a joint visit to the A&E department at LRI in May. In addition, a team is undertaking a visit to the NSU (Neurological Support Unit, previously the YDU) at the end of March 2017, therefore the report from this visit will be published in FY 17/18.

It is suggested that the Enter and View Steering Group consider a round of re-visits to the care homes approximately 6 months after the E&V to consider progress made on recommendations from the reports. There remains the flexibility for additional E&V visits, subject to volunteer availability.

Timescales: Ongoing

Engagement

Staff and Board Members will continue with the scheduled visits to speak to all town and parish councils in Rutland. Staff will continue to scope opportunities for presenting to other community groups, volunteer organisations and others to highlight the work of HWR.

HWR will attend suitable events, dependant on volunteer support.

A monthly Newsletter will continue to be produced, with additional time-sensitive or important information being sent out to our membership. This information will also be on the website.

Staff will continue to deal with direct contact with members of the public in our information gathering and signposting role. Details of these contacts are now held on a database. Increasingly we are getting contact through the website, not just on the telephone.

The new Find a Service and Feedback centres on the website need to be finalised, and then a publicity campaign raised to alert the public to these facilities. This facility will be linked to other information and signposting services as appropriate.

Our Social Media activity will be increased (Twitter and Facebook).

HWR will continue to recruit members. Our membership has grown by approximately 50 from 280 – 333 members in recent months, due to increased public visibility.

Timescales: Ongoing

Funding

It is hoped that additional funding can be found for specific projects but also for general HWR work to allow us to increase our output.

Timescales: Ongoing

IT

It is suggested that Office 365 remain the provider for Office IT systems. Enquiries are being made as to the cost of continued website support from Datify. In addition, it is suggested that Mark Liley remain the preferred IT support provider for HWR.

Training

Enter and View Training can now be provided in house. Safeguarding training is being provided by RCC in March 2017, with an element of Train the Trainer, so that future training can be provided in house by the CEO. It is hoped that funds can be allocated for staff and volunteer training to allow attendance at conferences and training sessions on subjects that link directly to volunteers' activities with HWR.

Governance and HWR Contract

We will address longer term governance and sustainability issues for the HWR contract.

Current Committees, Groups and Meetings

The following committee, groups and meetings will continue to be attended/Chaired by HWR Board Members, Volunteers or Staff.

Health and Wellbeing Board	JF
Integration Executive Group	SI
Quality Surveillance Group	JF/SI
CQC Quarterly Meetings	SI
CQC Adult Social Care Info Sharing	SI
Young Peoples Mental Health (various)	AW
RCC Adult Scrutiny	JF
RCC Children and YP Scrutiny	JF
RCC HWR Contract Monitoring	SI
CCG Main Board	JF
ELRPPI Group/PPI MAG	JF/CS
PC Resilience Programme Board	JF
Personal Budgets Implementation	DM
Dementia Delivery Group	SI

UHL CEO Meetings	SI
PSFHT CEO Meetings	SI
LPT CEO Meetings	SI
(Potential for SI to join LPT Board)	
EMAS Quarterly Meetings	PH/JF/SI
EMidlands HW Network Group	JF/SI
HW England Annual Conference	SI
Local Dental Network	SI
Learning Disability Partnership	JD
PPG Network	JD/CS/SH-A
Keep Safe Group	SI
Rutland Mental Health Forum	ND
HWR Ops Group	SI
HWR Board Meetings	JF
HWR E&V Steering Group	BT-H
Oakham Neighbourhood Plan	SI
(Facilities Working Group)	

Future Projects

The following are suggestions for future workstreams when resources become available. Additional funding would be required for some (including any that require additional staff input – The Office Manager remains on 26hrs per week over 4 days, and the CEO will return to 23hrs per week over 3 days on 1st April 2017 when the funding for the Transfer of Care project ceases). Also, volunteer leads and additional volunteer commitment would be required to run these projects effectively. These are not in any priority order.

Specialist Mobility Equipment/Wheelchair Needs

The E&V to Rutwel and Brightways in November 2016 raised issues of the provision of specialist mobility equipment including wheelchairs. E&V was not the correct HW tool to investigate these issues further. However, as it is suspected that people are not getting a sound service it was hoped that HWR could run a project to scope people's experience of these services to enable us to influence positive change.

Timescale: 6-8 months

Investors in Volunteers

HW Lincolnshire has recently completed this process and received the award, HW Northants is also going through the process. It is believed that this accreditation would add to HWR's credibility as a volunteer organisation, and would benefit the organisation in

ensuring we are doing all that we should for our volunteers. Funding would be required (approx. £2K) and there are charities that support volunteer organisations with this funding if we can successfully secure it. This may not be viable until FY18/19.

Timescale: 10 months

Health Provision in Prisons

HW Peterborough undertook a nationally recognised piece of work on the provision of health services to their prison population. It is suggested that a similar piece of work could be provided for Rutland (MH Prison Stocken) by HWR. It is further suggested that this work could include, or be specifically designed to look at, the provision of mental health services in Prison. Recent press has highlighted problems in the Prison system nationally with regard to suicide, self-harm and mental health problems of prisoners. All of this links directly with issues around the success, or failure, of models of rehabilitation.

Timescale: 6 months

End of Life Care

This is an area that has not been investigated by HWR in detail. There are a number of issues around End of Life Care that may be impacted by the proposed STP. There may be the opportunity to work with the CCG working group on this issue, and potentially to gain funding to run a user experience project similar to the Transfer of Care Project.

Timescale: 8-12 months

Integration of Health and Social Care services

This is an issue that has been mentioned by the Better Care Fund lead (who funded the Transfer of Care Project). This may be a user experience project that the BCF may be willing to fund HWR to carry out. Details at present are sketchy as to what would be required.

Timescale: 8 months

Maternity and Children's Health

Due to the demographic of our volunteer base, and the members of the public we most come in contact with, this is an area where we have had little input. A project could be scoped to find out what issues Rutland residents have with services for both maternity and children's health, or as separate issues, to find out about the patient experience and how services could be improved.

Timescale: 9-12 months

Complaints Procedures

One of the frustrations often articulated to HWR is the difficulty in navigating any complaints' procedure for either health or social care. In addition, it appears that even if complaints are filed, with many providers and commissioners, lessons are not learnt from mistakes to ensure they don't happen again. Other local HW have been involved with providers and commissioners to enable a review of their complaints procedures. There are a number of providers and commissioners who may 1. Require this work to be done and 2. Be willing to allow HWR to lead on a project to look at this.

Timescale: 8-12 months

Carers

It has been suggested that a project could be scoped looking at support to Carers in our community.

Timescale: 6-12 months

FOR AGREEMENT

SJ Iveson

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CEO

Healthwatch Rutland