

Development and delivery of Healthwatch Rutland

PAPER I

Report prepared by CEO for the Board of Healthwatch Rutland 19/04/2017

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. Our work continues apace, and 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.

A handwritten signature in black ink, reading "S J Iveson".

S J Iveson,
CEO Healthwatch Rutland
19th April 2017

TASK GROUPS

EMAS

Response times in Rutland remain a significant issue. March 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.

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. A meeting will take place on the 10th May, chaired by HWR, with other interested parties to discuss the future of the Keep Safe scheme in Rutland.

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.

Information about mental health support for military veterans, sourced from the planned joint HWR/Rutland County Council workshop in June 2017 will be fed into the RMHF.

HWR remains involved in the work of the CCG lead Dementia Delivery Group and recently commented on the proposed use of the Herbert Protocol across LLR.

Transfer of Care

The project ended on the 31st March and the report of the initial findings has been drafted and should be published soon. 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

Volunteers from the University of Leicester input the hard copies of the survey into Survey Monkey and analysis is underway. A comprehensive public report will be prepared 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.

POTENTIAL FUTURE PROJECTS

Prison Mental Health Project

Funding is being sought from the Carlton Hayes Mental Health Foundation for a HWR project at HMP Stocken capturing the prisoners experience of mental health provision at the facility. If funding is secured, the project would start in September 2017. M Williamson-Noble and the CEO met with the prison governor on 4th May.

End of Life

Initial scoping is underway about 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.

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. 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. To support this Healthwatch Lincolnshire have produced an electronic survey which HWR will use to survey Care Home managers about the provision of dental care in Rutland.

Military

Volunteers have arranged for a joint HWR/Rutland County Council workshop (Support to Veterans in Rutland) to be held on the 29th June 2017. The aim of the event is to identify support available to veterans within Rutland; create an understanding of that support amongst the bodies concerned; inform all organisations of what is available and to ascertain how they link together to provide that support.

Physical Disability

HWR were informed by the Rutland Access Group (RAG) about an issue with the provision of ear syringing for hearing aid wearers. We have taken this matter up with the Clinical Commissioning Group (CCG) and await a response.

In addition, the issue of 'Changing Spaces' for carers needed to change a child or adult while away from home has been raised. There is one facility in Oakham, but we are exploring the possibility of additional facilities being available possibly at Rutland Water.

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
Services for Carers

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 await a response. If a response is not forthcoming the matter may need to be escalated. HWR is now represented on the STP boards covering Primary Care and Home First.

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.

Enter and View (E&V)

An E&V visit was conducted on 31st 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. The report is with the service providers for comment. 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. A further Enter and View visit is being planned to Manton Hall Care Home on the 19th May 2017. The intention is still to visit all care homes in Rutland by the end of the year (a further 5 to be planned).

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 is undertaking 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

Our monthly newsletter continues to be well received. The total numbers of HWR members has increased again to 335, 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 Essendine, Lyddington and Ketton Parish Councils and Oakham Town Council. There are plans to present to Barrowden Parish Council in the next few months. The CEO presented to Vista Blind earlier this month.

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).

POLICIES

All policies have been reviewed and are presented at this meeting for Board approval.

Recruitment and Support of Volunteers.

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