

Summary Annual Report 2018/2019



it starts with
YOU

healthwatch
Rutland

About Healthwatch Rutland

Part of a national network that aims to put the public voice at the heart of all health and social care services

We are the independent champion that listens to what people value about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

Our staff and volunteers identify what matters most to people by visiting services to see how they work, conducting surveys and focus groups and going out into the community to listen.

As well as championing your views locally we also share them with Healthwatch England which makes sure that the Government puts people at the heart of care nationally: www.healthwatch.co.uk



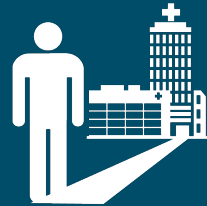
Highlights from our year

How we have engaged and supported people

We have 16 adult volunteers who gave 840 hours of their time during the year



We attended 85 commissioner and provider meetings



We engaged with 366 people across 7 events to listen to their experiences



On social media we increased Twitter following by 7% and Facebook likes by 73%



Our website received over 6000 visits



We gave advice and signposting information to 37 people



How we've made a difference

Championing patients' rights to consultation

We put forward a strong challenge to proposals to relocate level 3 Intensive Care beds away from Leicester General Hospital, voicing public concern that people's views had not been properly sought or heard on an issue that would substantially change services to patients in Rutland

Young Healthwatch Rutland

The new group kicked off in September with five enthusiastic young volunteers who are passionate about having their say on local health and care issues

Non emergency Patient Transport

We worked with commissioners and the provider Thames Ambulance Services Ltd to clarify eligibility anomalies that Rutland patients were experiencing early in 2018





Our volunteers

As one of the smallest Healthwatch in the country we could not function without their help, young and not so young!

Our volunteers work hard to

- + raise awareness of our work in the community at events and meetings
- + visit services through our Enter and View programme to make sure they are meeting people's needs
- + collect people's experiences and views on health and care services to use in our reports

... "After a career working mainly in the NHS, volunteering for Healthwatch Rutland provides an opportunity to use my knowledge and skills to help contribute to improving local services and benefit the community"...



Helping you find the answers

We helped people to find and access:

- + Non-emergency patient transport
- + NHS dentists
- + County Council services
- + Cancer support & befriender services
- + Community transport scheme
- + Mental health support
- + NHS complaints and advocacy service
- + Hospital Patient Advice and Liaison services
- + Carers' support
- + NHS Continuing Healthcare information and support

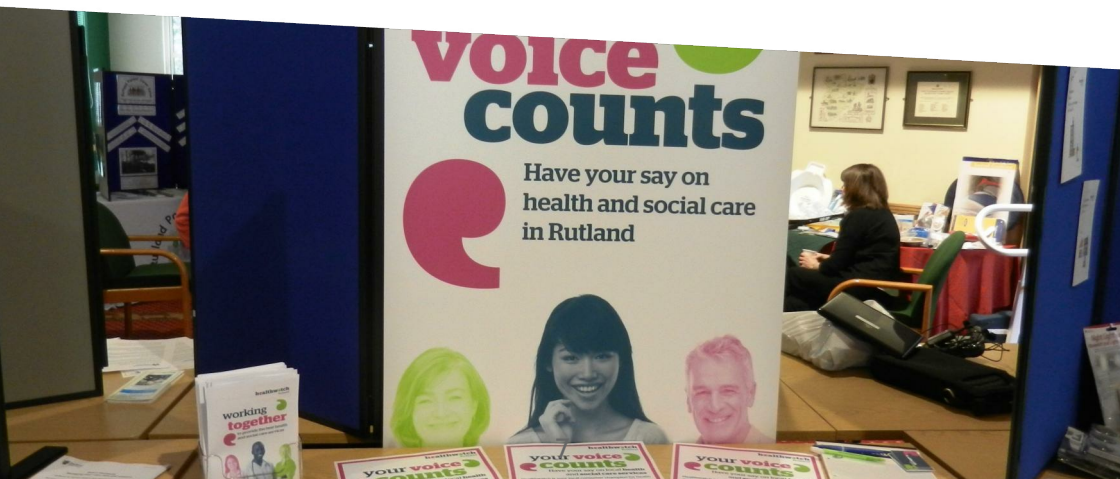
We signposted people for help, advice and support by:

- + telephone
- + face-to-face at events
- + through our website and email

Going Forward

Our priorities for the next year are:

- + To complete the 'What would you do?' engagement on the NHS Long Term Plan and work to ensure that the findings are embedded in the Local Plan for our health and care system
- + To talk to people in Rutland about their experiences of being cared for by today's GP practices, and how the new Primary Care Network may take shape and affect patients' use of GP services in the future
- + To map mental health services for young people in Rutland and to understand how our young people experience them
- + To shine a light on why so many patients experience problems with communication - such as how understandable they find information given to them, communication between services such as GPs and hospitals about their condition, or perhaps getting information in a timely manner, for instance, when being discharged from a service



healthwatch Rutland

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