

# news

Local news from your local Healthwatch

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## All the local news and coming events from Healthwatch Rutland - December 2017

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### Ear Irrigation (Ear Syringing) - You Said - We Did

Members of the public raised the issue of ear irrigation, and its availability in Rutland GP practices earlier this year. Healthwatch Rutland investigated and discovered that GP practices were not commissioned to provide this service, even though it is required for NHS hearing services when patients require hearing aids. We raised the issue with the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG), and following their own investigation, we are delighted to report that they now commission this service in all GP practices in Rutland for those patients that have a clinical need for the service. Healthwatch Rutland have contacted all practices to confirm this is now available for those with a clinical need and can confirm that it is available at Uppingham Medical Centre, Empingham Medical Practice, Market Overton Surgery and Somerby Surgery. Oakham Medical Practice is currently “in the equipment procurement and staff training phase” and will inform their patients (and Healthwatch Rutland) when they are able to provide this service.

### UHL Listening Events

- 1. Patient Information:-** University Hospitals Leicester (UHL) are reviewing the information they provide to patients about their condition and about procedures that they may need. They hope to make this information easier to understand and to find. To help them do this they are holding a special “Listening Event” for patients on Wednesday, January 10th, 2018. Further details can be found on our website [here](#).
- 2. Disabled People’s Experiences:** UHL are also holding a special event to find out about the experiences of disabled people (and their carers) in Leicester’s Hospitals, on 16<sup>th</sup> January. Details can be found [here](#).

### Patients reassured that GP care is available over Christmas and New Year

Health leaders across Leicester, Leicestershire and Rutland (LLR) are reminding patients that medical care is still available over the Christmas and New Year Holiday when their local GP practices are closed. Read the press release on our website [here](#).

### Healthwatch Rutland Latest Enter and View Report

We have recently published our report on our Enter and View visit to Chater House Care Home in Ketton. You can read the report, along with all our other Enter and View reports, [here](#).

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### Staying Healthy in Cold Weather

Cold weather can be seriously bad for your health. In [this special edition](#) of Your Health, NHS Choices explains why it's important to look after yourself, especially during the winter months.

### University Hospitals Leicester (UHL) and LLR Alliance Patient Partners

Both UHL and the LLR Alliance are recruiting new Patient Partners over the next month or so. Full details can be found on our website [here](#).

### Care Quality Commission (CQC) Reports

The CQC have published 2 recent reports on services used by Rutland residents. The first is St Mary's Dental Practice in Stamford; the report can be found [here](#). The second is the Lodge Trust in Market Overton; the report can be found [here](#).

### Mental Health Training Courses in Stamford

Free mental health training courses will be running again in Stamford in early 2018. The Recovery College, part of Lincolnshire Partnership NHS Foundation Trust, will be delivering these courses in conjunction with New College, Stamford. Details can be found [here](#).

### CQC Report on their Children and young people's survey 2016

A national survey, undertaken by the Care Quality Commission (CQC) shows most children and young people report good experiences of hospital care, but highlights some areas for improvement. The report can be found [here](#).

### Raising Concerns and Making Complaints - People with LD and/or Autism

The NHS are undertaking a survey for children, young people and adults with a learning disability (LD), autism or both, their families and paid carers. They are carrying out this survey to add to what have they learned at events and meetings about people's experiences of raising concerns and making complaints. The survey ends on 12 January 2018 and can be found [here](#).

### Merry Christmas



Finally, Healthwatch Rutland would like to wish all our members a very Merry Christmas and a Happy New Year. Thank you for all your support over 2017, and we look forward to continuing to provide you with useful information and local news on health and social care issues in 2018.

The Healthwatch Rutland Office will be closed over Christmas from 1pm on Friday 22<sup>nd</sup> December until 9am on Tuesday 2<sup>nd</sup> January.

### Our Contact details

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