

Paper 3: Report from Healthwatch Rutland Manager

I am pleased to submit this report to the Board of Healthwatch Rutland, on 19th September 2018, covering the summer period since the last Board meeting in July.

Reorganisation

Advertisements for a substantive Chair Rutland-based Chair have yielded a little interest but no tangible results as yet. Will Pope continues as “interim” but is keen to be replaced by a substantive, local, Chair. Advertising will therefore be stepped up with a paid advert in the jobs pages of the local papers.

The post of Healthwatch Manager was advertised on the Healthwatch Rutland, CTCIC and Healthwatch Northamptonshire websites between 22nd August and 7th September. Interviews will be conducted on 14th September.

Proposals to change Urgent Care Services

East Leicestershire and Rutland CCG proposals to make changes to out-of-hours services (also known as urgent care services) have progressed through to presentation of the extended primary care services model to the CCG governing bodies in week commencing 10/9/18, for a final decision to proceed. The CCG ran an engagement event in Oakham that was well-attended by Melton, Lutterworth and Rutland residents and conducted a survey which closed on 24th July. HWR participated in the Engagement Panel on 6th August to review all the feedback and survey results, supporting the majority public opinion that closure of Urgent Care Centres at weekends and on Bank Holidays should not be curtailed to 5pm as suggested in the original proposals, and that much more focus needs to be placed on ensuring GP opening hours are harmonised to offer patient services up to 6.30pm weekdays.

Non-emergency patient transport service (NEPT) provided by Thames Ambulance Services Limited (TASL)

Remedial actions implemented in response to the Quality Surveillance Group’s Risk Review appear to be showing some results and HWR has received no calls of complaint from the public in the period since the last board meeting (July).

Recorded messages are now in place on the TASL patient helpline to assist in signposting patients in the event that they are deemed ineligible for transport. Some issues of lack of information available to patients about eligibility for transport services remain; work is still required by TASL to modify existing eligibility information for use with the LLR contract and have it publicised on CCG websites

STP

The Better Care Together team issued the Next Steps document on 23 August that aims to

summarise plans for priority areas and set out a refreshed strategic direction that responds to public feedback on the initial proposals. We hope to have speaker from the BCT leadership team to present at the Annual Meeting.

EMAS

The Board of EMAS have developed a new vision and values for the service and we hope to have a short presentation from the Ambulance Operations Manager at our Annual Meeting to present it.

Ongoing activities

Communications

New accounts have been set up for Young Healthwatch Rutland on Twitter, Instagram and Facebook and are starting to pick up followers. The HWR newsletter distribution list has remained static since the 'opt-in' change in May. Twitter followers are on the increase (1308 in early May up to 1351 at present) and Facebook followers are static. New A4 posters have now been printed for distribution by volunteers to primary care settings, high street outlets, libraries and noticeboards etc.

Volunteers

Induction training was delivered by Becky Calcraft of HW Northamptonshire (HWN) in July and recruitment adverts and posts have been made in the Newsletter, social media and noticeboards for new volunteers. It is hoped that Enter and View training can be run jointly with HWN in October.

Engagement

HWR will be having a table at the Choices Unlimited event aimed at disabled people, older people and carers across Rutland, that will take place at the Oakham Rugby Club on 16th October. Volunteer help will be sought to look after the stand and engage with visitors throughout the day.

Meetings

The following provider/commissioner meetings were attended during the period since the July Board meeting:

ELRCCG Extended Primary Care Procurement Group, (TA-J) 18 July
Learning Disability Partnership Board, (JD) 24 July
RCC Integration Executive Group, (TA-J) 26 July
ELRCCG Primary Care Engagement Review Panel, (TA-J), 1 Aug
ELRCCG Primary Care Commissioning Committee (KH) 7 Aug
EMAS AGM (WP and KH) 7 Aug
LLR Information Sharing Group, (TA-J), 16 Aug
EMAS Vision Meeting, (TA-J), 5 Sept
ELRCCG Board Meetings (JU), 14 August and 11 Sept
ELRCCG AGM, (TA-J), 11 Sept
Better Care Together PPI Group, (KM) 12 Sept