

HEALTHWATCH RUTLAND ACTION LOG JULY 2017

PAPER C

Reference	Item	Action agreed & by whom	Current status
Ongoing	EMAS performance	Despite a local conference and regular meetings with the local management of EMAS, target achievement in Rutland continues to be the worst in East Midlands Region in all categories at all times	<p>CQC report of reinspection awaited</p> <p>Performance has improved overall since January 2017 March Access target data continue to show Rutland as having the worst performance across all Healthwatch. (see agenda item I)</p> <p>Director of Information at EMAS is arranging to present the new national dispatch system to HWR which will change the way data are recorded.</p> <p>Jennifer Fenelon and Phil Hurford attended CQC quality summit on EMAS on 20th June 2017. EMAS given overall rating of “Requires Improvement”. CQC was more positive about EMAS performance than hitherto which says it feels it has “turned the corner”.</p>
14.86- Ongoing	SEND	<ul style="list-style-type: none"> ▪ Bring parent views on implementation back to Board ▪ Review periodically to chase progress 	<p>Jacqui Darlington asked to report back periodically as programme progresses</p> <p>SEND policy update to be presented to Rutland Health and Wellbeing Board on 30.06.17. Miles Williamson-Noble to attend</p>

14.87a	Governance policies	<ul style="list-style-type: none"> ▪ Under revision 	Updated suite of policies brought to HWR Board and approved 10.05.17
14.88 - Ongoing	Cancer Targets	<ul style="list-style-type: none"> • Achievement of targets • Differentiation of results between providers – ELRCCG results are an amalgam of UHL, Peterborough and Kettering 	<p>Leicester reported nationally as one of poorest performing units</p> <p>ELRCCG was reporting by CCG only but since May is now reporting by provider as well which enables monitoring of individual Trusts</p> <p>In July 2017 UHL reported that it had hit all three access targets for the first time in a number of years.</p> <p>Leave RAG rating as yellow until this improvement being sustained but overall is good news</p>
14.87- Ongoing	Enter & View	<ul style="list-style-type: none"> ▪ Review progress after one year ▪ Prepare forward programme 	<ul style="list-style-type: none"> ▪ Forward programme agreed for 2017-18 ▪ Current activity described in CEO report including programme of coverage of all care homes ▪ Lack of progress in rehousing NRU patients is causing concern and meeting with UHL lead Board Member arranged
14.87d	Dementia Project		<ul style="list-style-type: none"> ▪ CEO sits on STP project Team which is led by ELRCCG
15.7.10 16.60	Minor Injuries	<ul style="list-style-type: none"> ▪ Contract under review by CCGs ▪ Arrangements to obtain public response to new contract agreed with CCG ▪ Continue to work with East and West CCGs on their separate initiatives 	<ul style="list-style-type: none"> ▪ No information available from ELRCCG re contract spec • Outcome of urgent care Vanguard awaited • Information awaited from West CCG re 111 revision • Primary Care Survey 2017 highlighted confusion among public over location /opening hours of Urgent Care Centres

15.7.14	Volunteers	<ul style="list-style-type: none"> ▪ Develop recruitment and support processes 	Being gradually put in place as new recruits identified matching volunteer skills to work streams.
15.18a Forward Plan	Ops Group for implementation	<ul style="list-style-type: none"> ▪ Planning for 2017-18 	<ul style="list-style-type: none"> ▪ Plan approved by HWR Board March 2017 ▪ Implementation being taken forward by Operations
15.18g	ARRVA	<ul style="list-style-type: none"> ▪ Survey patient experience 	Contract ended for Arriva and awarded to Thames Ambulance Service
15.65	Dentistry	<p>Await results of</p> <ul style="list-style-type: none"> ▪ New Contract/Out of hours 	<ul style="list-style-type: none"> ▪ Contract procurement underway for additional practice (4 dentists) in Oakham about to go out to tender by NHS England The new practice will provide out of hours cover for Rutland • Access to dentures services by care home under review
<ul style="list-style-type: none"> • 15.70 	<ul style="list-style-type: none"> • Young People's Mental Health 	<ul style="list-style-type: none"> • Formal request for reinstatement of £1m of LLR Future in Mind Funding submitted jointly by LLR HW Chairs 15.03.17 	<ul style="list-style-type: none"> • No satisfactory reply received to date re funding. Copy of reply sent to MPs • Successful YPMH event held at Oakham Castle on 1st April. Problems over national allocation resolved. Hosted by High Sheriff • Rutland YPMH Charter Group has met and is moving forward to oversee implementation in Rutland
<ul style="list-style-type: none"> • 15.72 	<ul style="list-style-type: none"> • Better Care Together / STP 	<ul style="list-style-type: none"> • Rewrite of STP Awaited in May 2017 involving reduction in bed closures 	<ul style="list-style-type: none"> • Engagement/Consultation dates for STP still not known • Revision of plan underway involving recalculation of bed numbers. • No decisions made on capital nationally • Deadline for response to 20 day letter enclosing submission from Rutland to ELRCCG expired

			12th April. Acknowledgement subsequently received from ELRCCG CEO to say response cannot be made during Purdah
• 16.11	• Rutland Show	• Showcase HWR projects at Rutland Show	• Rutland Show held on 4th June 2017. Successful event & thanks due to volunteers who helped man the stand
• 16.37(7)	• Military	• Establish meeting of veterans' support groups	• Veterans' event scheduled for 29th June 2017
• 16.39	• Annual Report & AGM	• Submit Annual Report to HWE • Arrange AGM	• Annual report submitted 30.06.17 • AGM scheduled for 15 th September 2017
16.41	Oakham Neighbourhood Plan	• Put Oakham survey proposal to CCG • Request places for Sarah Press and Sarah Iveson on ONP	• Online and survey at 20 outlets and multiple patient groups undertaken and completed on 01.02.17 • Hard copy input by students from Leicester University completed • Design and analysis of final set of reports underway • Results will be shared with the ONP Survey agreed by CCG and scheduled for January 2017 • Places agreed for HWR on ONP
16.44 (6) & 16.53.3	Mental Health Act Annual Report 2014/15. Dementia should be incorporated in Mental Health Task Group	• Refer to Adult Mental Health Task Group	• Mental Health Forum now established • Dementia Group incorporated work of Mental Health Task Group
16.53.6	Website	Complete population of Website including "find a centre" and "Feedback Centre"	• Work completed on website • Collaborative project to develop common templates across EMHW Network underway
16.59	Glenfield Congenital Heart Service	Chair to write to CEO of UHL giving HWR support	▪ Discussed at May HWR Board meeting and formal response agreed

