

Dear Board Members,

I am very pleased to give this report to the Board of Healthwatch Rutland (HWR). HWR continues to produce a huge amount of output for an organisation of our size, influencing change and improvement across local health and social services. We now enter a period of uncertainty until the Local Authority makes its decision regarding the contract for Healthwatch services in Rutland, but we will ensure that this does not detract from our important core work as we continue apace with work and projects across the health and social care environment and plan for schemes of work into 2018.

S J Iveson,
CEO Healthwatch Rutland, 5th January 2018

TASK GROUPS

EMAS

We are awaiting statistics to show if national changes to response times, and changes to the way that EMAS work, have had the desired positive effect on response times in Rutland. We continue to meet with EMAS management quarterly and look forward to hearing very soon if the changes have had the anticipated positive impact. We are aware of the extreme pressures the service has been under during the Christmas period, and of the measures put in place by EMAS to try and manage the increase in demand and pressures across the system.

Non-Emergency Patient Transport

In addition to the ongoing concerns about emergency ambulance transport, concerns have been raised about the new non-emergency transport provider for Leicester, Leicestershire and Rutland (LLR). TASL took over from Arriva on the 1st of October 2017, and the new service has had considerable problems from day one. HWR, along with other HW colleagues where TASL provide services, are working with commissioners and TASL to ensure that patient feedback on the services is fed into work to improve the situation.

Adult Mental Health

Verbal Update on The Rutland Mental Health Forum (RMHF) meeting scheduled for 11th January 2018.

A new mental health provider has started in Rutland, Mental Health Matters. Details are on our website. We have met with them to gain a better understanding of what they are offering. They say that the "Mental Health Wellbeing and Recovery Service helps people who are experiencing mental health distress and need advice, information and support". We confirmed with them that people can self-refer into the service.

Concerns over the reduction in the hours of the Mental Health Facilitator at Oakham Medical Practice have been raised with us. We passed these concerns onto the East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG), and they responded. Oakham Medical Practice is now speaking directly to the provider.

Rutland Primary Care Survey

Mental Health and General Practice are on the agenda for this meeting.

Long Term Conditions

The project has been publicised and data collection has begun. We have been pleased with the initial response and useful information is already being captured. The initial findings have been shared with the Better Care Fund reps (both health and social care). Participants will continue to be advertised for until mid-February 2018. A publicly available report will be produced at the end of the project.

POTENTIAL FUTURE PROJECTS

End of Life

We have heard from the public that this is an area where they would welcome the opportunity to be heard. Scoping has begun on a project capturing the experience of Rutland people with regard to support available for end of life care. It is hoped that we will be able to work with the Integrated Care Project, LOROS, National Council for Palliative Care and other interested organisations on this project.

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 needs some willing volunteers to run it. We have been approached by someone interested in being involved, and a new volunteer has also agreed to help, so it is hoped this may begin in early 2018.

Young Healthwatch Rutland

HWR has had considerable success in working with young people in Rutland on mental health issues. This work is ongoing. In addition, HWR volunteers are also working closely with the Rutland Youth Council on a survey that is being developed to gain young people's views on the health services they use. It is hoped that with the support of the Youth Council, we can further develop on the work already started and form a vibrant and inclusive Young Healthwatch Rutland. This work will commence in early 2018.

Complaints Processes

Following on from work done by local Healthwatch across Leicester, Leicestershire and Rutland a couple of years ago, it is believed that a review of the complaints processes in our area would be beneficial. We hear from the public that many of the original issues remain - complaints processes can be hard to understand, navigate and many leave people with the feeling that complaints do not lead to positive service changes. It may be possible to mirror work done by Healthwatch Hackney in producing a Complaints Charter for service providers and commissioners to sign up to.

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 Gerodontology sub-group where HWR has input into the business case to try to fund a scheme to introduce better dental health services in care homes and increase the access to dental services to those who cannot get to dental practices. To support this, we have surveyed Rutland Care Homes about the provision of dental care for their residents (the report is available on our website.)

Care Homes

HWR participated in a Rutland County Council led workshop in December "Enhancing Care in Rutland Care Homes." The event looked at work done by Vanguard sites in Nottingham and also

looked at quality of life issues for Rutland Care Home residents. The programme of work carried out by our Enter and View team last year was well received.

Carers

We have recently been approached by Rutland County Council to work with them in improving support to unpaid Carers following useful information being gathered in the Long-Term Conditions project.

Military

Following feedback from the event we held with Rutland County Council in June, HWR has been working with RCC and other partners to scope a potential 'Rutland Armed Forces Officer', funded by the Armed Forces Covenant Fund and employed by RCC, to take this work forward. This work has broadened to look at support to the whole Military 'Family' in Rutland, including serving Military personnel, their families and Military Veterans. The bid for these funds went in at the end of November.

Physical Disability

We were delighted that, following feedback from patients to HWR and our approaching East Leicestershire and Rutland CCG to provide for ear syringing, they decided to implement a new contract to ensure that this valued service is available to Rutland residents. The service is now available in all practices except Oakham Medical Practice, who are in the process of training staff and procuring new equipment. They will inform HWR when the service is running. This service is only available to people who are assessed to have a clinical need for it.

Following our request, RCC continue to explore the potential for additional 'Changing Spaces' in Rutland, possibly at Rutland Water.

Pharmacy

The draft 2018 Pharmaceutical Needs Assessment for Rutland has been shared with our membership. Every three years, pharmaceutical needs assessments (PNAs) are carried out around the country to ensure that local community pharmacies, "chemist shops", are meeting the pharmaceutical needs of local people. The consultation ran until the 2nd January.

The last board meeting had a spotlight session on Pharmacy services. We have asked for a user-friendly guide to the new repeat prescription process, as we have heard that there is a lot of confusion amongst the public, particularly in Oakham.

Other Listen and Watch Groups

Healthwatch Rutland staff and volunteers are also involved in the following issues:

- GP services
- Diabetes
- Dementia
- Services for Older People
- Services for People with Learning Disabilities
- Maternity and Neonates
- Planned and Elective Care
- Urgent Care

WORKING GROUPS

Sustainability and Transformation Partnership (STP)

We still await an update on the revised STP.

Continued Healthcare (CHC)/Settings of Care

HWR continue to work with others, including the CHC Alliance, to challenge the CCGs proposals for changes to the Settings of Care policy which would see a cap on funding for people eligible for continuing health care in their preferred choice of setting.

Young People's Mental Health

HWR Volunteers were asked by Leicester, Leicestershire and Rutland (LLR) CCGs to bring together a group of Young People (YP) to participate in a YP's evaluation of existing health services. A questionnaire was re-designed by the Rutland group and has been adopted by LLR. It is being sent out on social media to thousands of YP to complete for the New Year. This group will hopefully be the basis for the new Young Healthwatch Rutland.

HWR have been influential in ensuring that Future in Mind funding for resilience training is allocated to Rutland schools. Originally only one Rutland school was to get support, but thanks to the hard work of HWR volunteers a full programme for the primary schools will start in January. The consortium of secondary schools approved the Charter for a Young Peoples' Mental Health, Whole School Approach. A clear mandate was given to HWR CIC to apply for private funding which would allow: a baseline and final evaluation in all the schools, full training in resilience, training the trainers in mental health first aid, mindfulness and a peer education programme.

Enter and View (E&V)

The Enter and View team has been working extremely hard and has recently undertaken visits to Tixover House Nursing Home, Chater Lodge Care Home and the Lodge Trust. This completes our ambitious plan to visit all care homes in Rutland this calendar year. The intention is for the CEO and head of the E&V Steering Group to revisit all the homes in the first few months of 2018 to find out which of our recommendations have been implemented. This will allow us to quantify the impact of our E&V work.

IT

The 'Find a Service' page is also being updated to include tabs for more local services including patient transport and mental health support.

Engagement

Our monthly newsletter continues to be well received. Consideration is being given to moving to 2 newsletters a month, as we are getting ever increasing amounts of information to share. The intention is to send out a quick survey monkey questionnaire to capture their preferences. The total numbers of HWR members has increased again to 365.

We have continued to increase our social media presence and have gained more Twitter followers, with a total of 1,273 followers at present.

SIGNPOSTING

We continue to signpost people to the health or social care services they need. We do this on the phone, face to face at events, and through our 'Find a Service' function on the website. In addition, we have worked with Rutland County Council on developing the updated RIS (Rutland Information Service).

GOVERNANCE

The Equality and Diversity Policy and the Volunteer Involvement Policy have been updated and are available on the website. A new Health and Safety Policy is also available. The Data Protection Policy will be reviewed in light of legislation changes planned for May 2018.

The audit committee has approved a Risk Register for the organisation.

The development of volunteering roles with HWR is being discussed. Once the roles are finalised it is planned to have a recruitment drive to increase our capacity. Consideration is being given to seeking funding for a Volunteer Co-ordinator to further develop our team.