



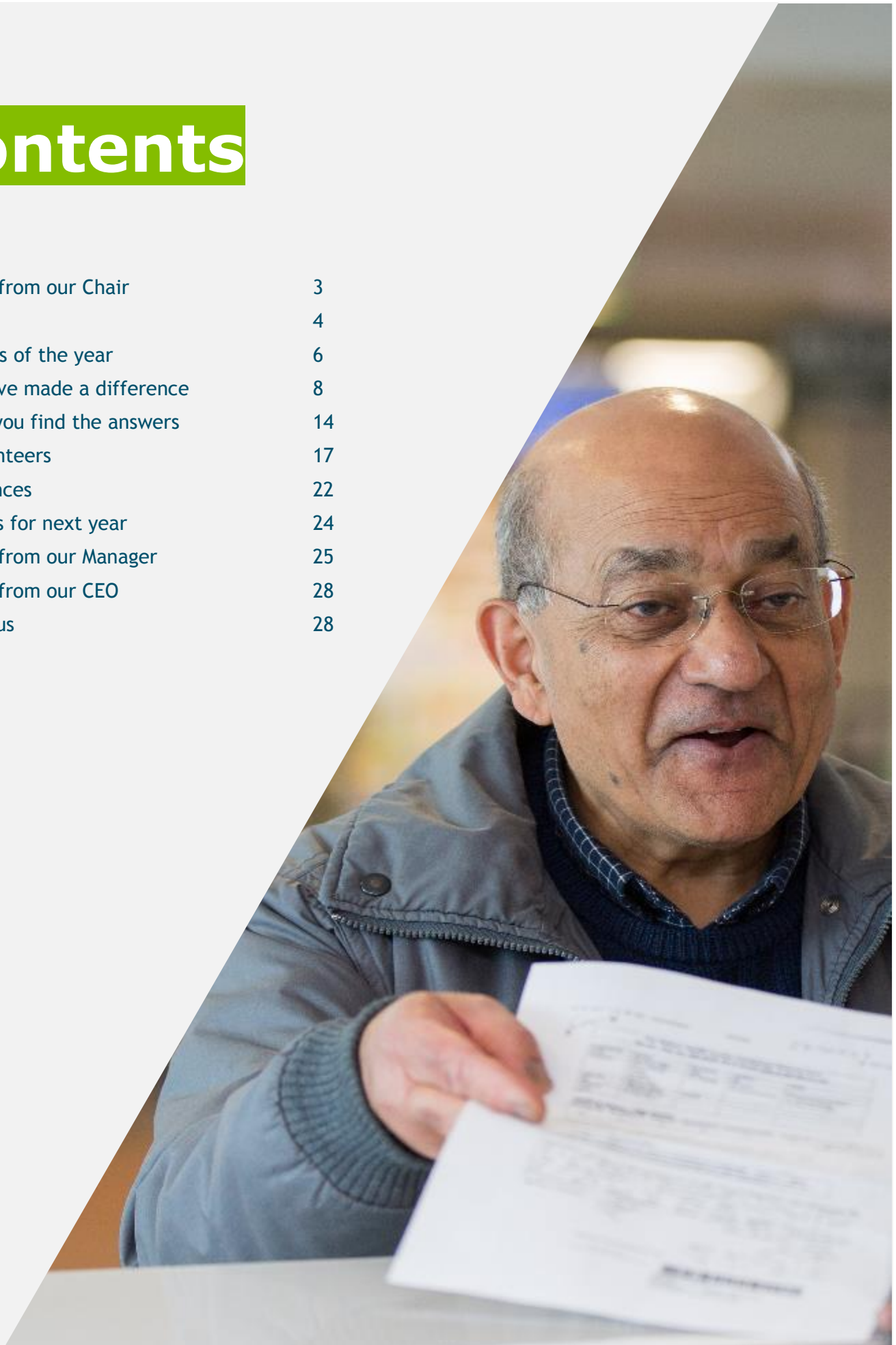
Healthwatch Rutland

Annual Report 2018-19



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Message from our Chair

Having grown up in Rutland and spent all my adult life in this, England's smallest county, I was really proud to take on the role of Chair in January 2019. In writing this, I reflect both on the last year and our plans going forward.

After losing the volunteer board and chief executive at the time of the change of contract in April 2018, those few of us left felt particularly challenged. However, bearing in mind the Rutland motto, *multum in parvo* (much in little), we determined to utilise our collective skills and experiences to 'build'. These efforts to build have resulted in a new Healthwatch Rutland Board in July 2018, new staff, more volunteers, stronger relationships with local partners and stakeholders and last, but by no means least, a Young Healthwatch Rutland. Enter and View visits to local services have been restarted and we launched an armed forces survey across Rutland, South Kesteven and Harborough. We also contested major changes which were about to be made to intensive care services in Leicester without proper public consultation; and commissioners are now more ready to engage with and talk to Rutland people.

So, I look back over the last year with gratitude to those volunteers who have given their time and their hand of friendship, to the Board

members who stand steadfastly at my side, to our Manager and Officer who have supported me and to those 'strangers' over the border in Northamptonshire who initially 'took us over' but have become supporters of Healthwatch Rutland and Rutland people. I would like to express particular thanks to Professor William Pope for his encouragement of our efforts to build a new Healthwatch Rutland in his role as Interim Chair, and for his continued support. I look forward, with optimism, to building further on the foundations we have laid as we embark on new projects with a stronger team to represent all Rutland people.



Dr Janet Underwood
Healthwatch Rutland Chair

"It's vitally important to me that the voices of all Rutland people are heard on the local delivery of health and social care"

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen 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.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Rutland, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.

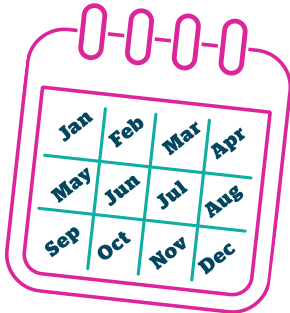




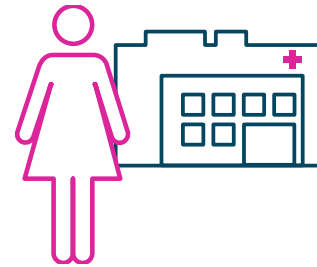
Highlights from our year



Find out about our resources and the way we have engaged and supported more people in 2018-19.



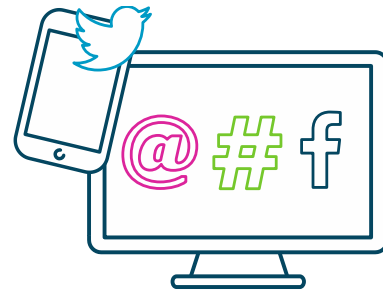
We have 16 adult volunteers helping to carry out our work and they gave up a massive total 840 hours of their valuable time during the year



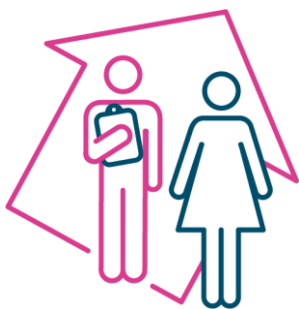
We attended 85 commissioner and provider meetings



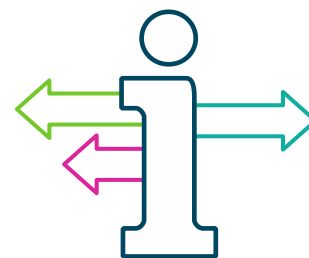
We engaged with 366 people across 7 events, to listen to their experiences of health and care, or simply to explain to them more about the work that Healthwatch Rutland does



Social Media: we increased our Twitter following by 7% and our Facebook likes were up by 73% on the previous year



We had over 6000 visits to our website



We have given advice and information to 37 people



How we've made

a difference

Championing patients' rights to consultation

During the summer of 2018 we heard concern from members of the public in Rutland about the proposal to relocate level 3 Intensive Care beds and associated services from Leicester General Hospital to the Glenfield Hospital in Leicester.

Healthwatch Rutland put forward a strong challenge to this proposal, 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. The Joint Scrutiny Committee for Leicester, Leicestershire and Rutland upheld this view and recommended that the plans be paused to enable full public consultation.

The Clinical Commissioning Groups and University Hospitals of Leicester Trust however were committed to pursuing the planned changes but they resolved to improve involvement of patients, the public and stakeholders in discussion of future proposals. Events that the Better Care Together* team had organised for October and November, to explain Leicester Hospitals reconfiguration plans, were broadened to include discussion on the intensive care proposals before contracts with the preferred provider were concluded.

Throughout the period, Healthwatch Rutland used its statutory position to champion the views of the public and their rights to a full consultation on the changes. We used the opportunity to forge stronger links with the Better Care Partnership and commissioners to ensure that we get better, more targeted engagement with Rutland in the future.

* Better Care Together is the partnership of commissioners and providers of health and care that are working together in our area to oversee integrated care services.



Young Healthwatch Rutland kicked off in September 2018

Young Healthwatch Rutland kicked off in September 2018 at Jules House with five enthusiastic young volunteers, following an online advert appealing to young people who might be interested in meeting up and having their say on local health and care issues.

From the beginning, the young volunteers wanted to drive their own agenda and activities, facilitated by Healthwatch Rutland staff.

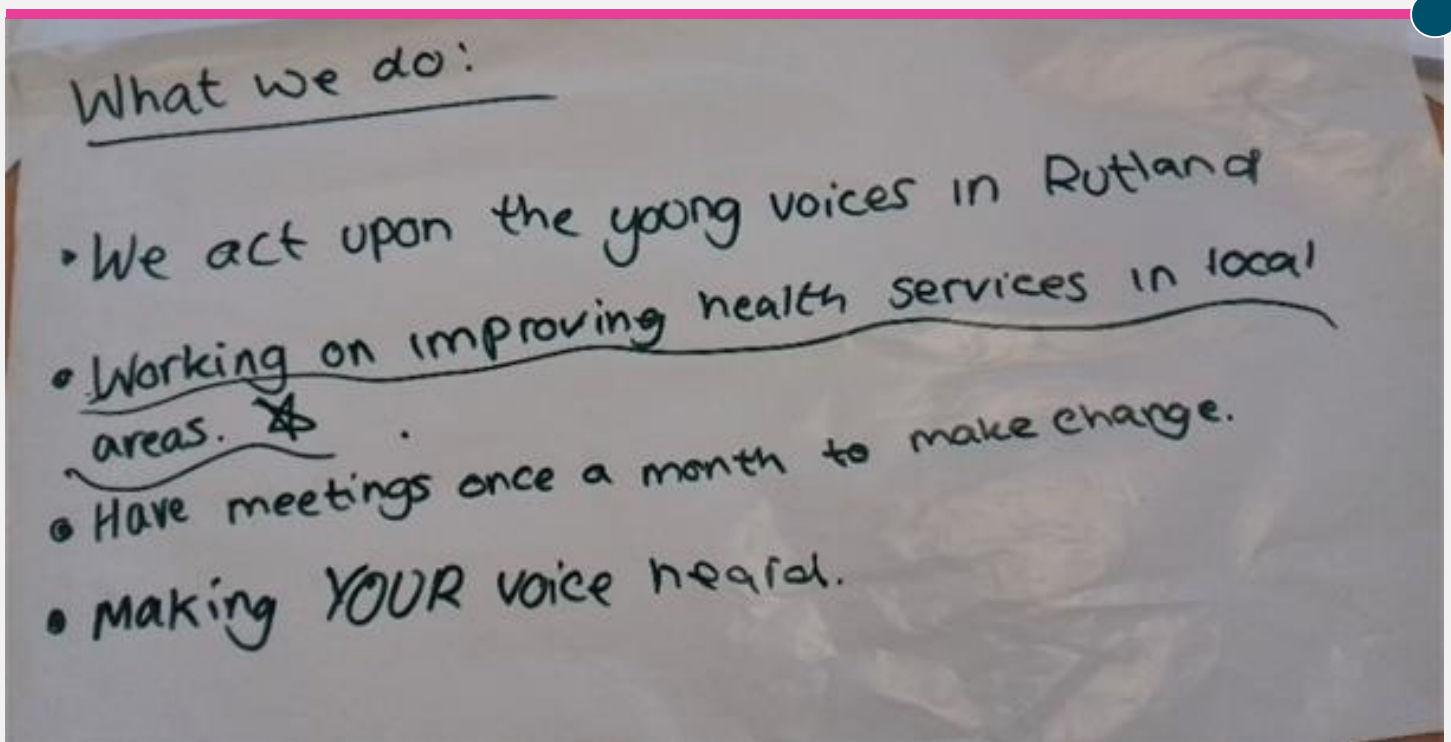
It's been busy!

In their meetings they wondered how young people in Rutland accessed mental health services, and if they knew about them at all. Could they help to make sure that young people have up-to-date information on mental health services? The more people know, the more likely they are to look for help. So the group worked on putting together a survey to find out what matters most to their age group when thinking about mental health.

To pilot the survey Young Healthwatch Rutland went to a 'Chatterbox' event for 'Time to Talk' day in February in Oakham to talk directly to other young people about mental health. The idea was to chat over a tea or coffee to hear about their thoughts and experiences. The event was after school from 3.30-5pm and they managed to get lots of surveys completed.



They spent some time discussing and deciding what their priorities should be and created a mission:





Young Healthwatch Rutland and Young Healthwatch Northamptonshire visited patients at Kettering General Hospital at Christmas

From the pilot survey Young Healthwatch Rutland learnt what is important:

- + Help teens to not feel ashamed or embarrassed about discussing their mental health
- + Make sure schools are aware of the importance of mental health - it's not a minor issue
- + More advertising needed so young people know where to get help
- + Make sure young people know they can go to their GP about mental health worries

During the next year Young Healthwatch Rutland hope to increase the number of young volunteers and use the survey as widely as they can to get as many views as possible. They also want to reach out to other young peoples' groups such as, the Youth Council, the Disabled Youth Forum and Youth Chaos, to make sure everyone's views are heard.

In October 2018 Young Healthwatch Rutland was awarded a grant of £1,500 from the East Midlands Academic Health Science Network to support health participation in Rutland. This will be used to help with transport costs to ensure that our young people can safely travel to and from meetings and engagements as well as helping them to brand their work.

In December 2018 YHWR joined up with Young

Healthwatch Northamptonshire to visit patients in Kettering General Hospital to spread some Christmas cheer by delivering cards made by a local primary school. This was followed by a joint meeting where Young Healthwatch Rutland learnt more about the work of an established Young Healthwatch and agreed that it would be a great idea to visit services in the future that both groups use.



Young Healthwatch Rutland currently has 79 Twitter followers and 111 Instagram followers. Follow us on Instagram: @younghealthwatchrutland Follow us on Twitter: @YoungHWRutland

Ruby, the Young Healthwatch Rutland Chair said:

“Young Healthwatch is a brilliant opportunity for me and people my age to get involved with youth health issues in Rutland. Fitting in my role with my studies is not the easiest but having a flexible team makes things move forward.

We design our own surveys and make the events happen to get the surveys done and make new contacts.

My vision for the future of Young Healthwatch Rutland is to encourage more people to engage, volunteer and be concerned about the welfare of the young people in Rutland”

Eligibility for non-emergency patient transport

Patients across Leicester, Leicestershire and Rutland continued to report problems with non-emergency patient transport services operators Thames Ambulance Service Limited (TASL) who had taken up the contract in late 2017.

Many complaints were about late or missed collections and drop-offs, and problems with the telephone booking line. This resulted in the NHS convening a series of Quality Surveillance Risk meetings to address the problems.

Patient feedback to Healthwatch Rutland however, focused more on aspects of eligibility. We concentrated our efforts on working with commissioners and the Quality Surveillance Group to highlight those that were specifically Rutland patient experiences.

Our aims were three-fold:

1. To clarify important anomalies on eligibility for Rutland service users. Firstly, Rutland residents registered with Lincolnshire GP practices were being deemed ineligible for transport because their GP was outside Rutland. Secondly, eligible patients attending hospital appointments were being refused onward transport when subsequently referred further out of area.

2. To encourage better signposting to alternative transport providers for patients who were refused transport on grounds of eligibility.
3. A clear escalation process to offer patients a way of appealing operator decisions on eligibility where they felt them to be incorrect.

As a result, commissioners quickly removed eligibility barriers to Rutland residents registered with Lincolnshire GPs and patients further referred out of area. TASL updated call operator scripts and added recorded messages on their patient helpline to signpost patients to voluntary driver services and 'call connect' services. TASL recruited staff into a patient experience team to respond to patient questions and appeals against operator's eligibility decisions.

Healthwatch Rutland subsequently received little patient feedback on the service and it was a great disappointment to receive the CQC report in February rating TASL as inadequate. We continue to monitor the situation through the Quality Surveillance Group.

Care home staff had tried to book non-emergency transport to get a 94-year-old wheelchair user with vascular, heart and skin problems to Leicester Royal Infirmary but were told by operators that he was not eligible. Healthwatch Rutland was able to escalate the problem to the commissioners to review the decision and ensure that the provider, Thames Ambulance Service Ltd, provided the required transport.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchrutland.co.uk

t: 01572 720381

e: info@healthwatchrutland.co.uk



Closing gaps between GP and urgent care services

East Leicestershire and Rutland Clinical Commissioning Group (CCG) made proposals in early summer 2018 to make changes to Urgent Care (out-of-hours) services that would affect the people of Rutland. Healthwatch Rutland was able to present public feedback to the CCG that the 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 more focus needed to be placed on ensuring GP opening hours were harmonised to offer patient services up to 6.30pm weekdays when urgent care services would begin.

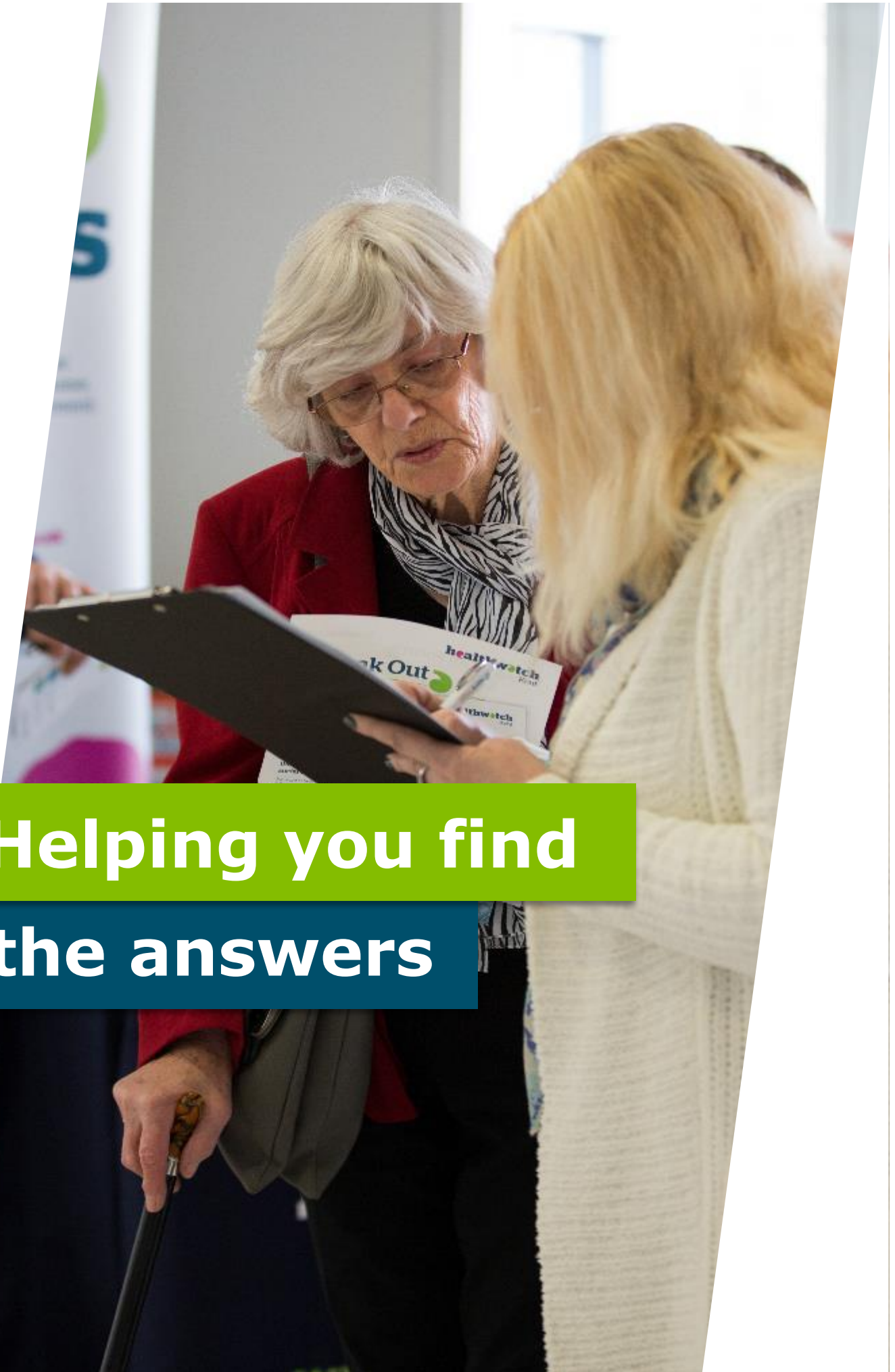
What would you do?

In common with other local Healthwatch around the country, Healthwatch Rutland was commissioned in March 2019 to run engagement activities on the NHS Long Term Plan. Work began, in conjunction with Healthwatch Leicester/Leicestershire, to gather public feedback across Leicester, Leicestershire and Rutland (LLR). The results

will inform the Better Care Together partnership's formulation of the Local Plan. Healthwatch across the patch planned to run two surveys and conduct focus work with groups who are not often heard, such as people living with dementia and those with learning disabilities/Autism. The themes and experiences are to be published in an LLR wide report, due to be available in Summer 2019.

Health and social care needs of the Armed Forces community

From January to March 2019, people in Rutland, Harborough and South Kesteven with a connection to the British Armed Forces were asked to share their views and experiences as part of a wide-ranging survey run by Healthwatch Rutland for Rutland County Council. Responses from the survey were designed to help identify issues and gaps in physical and mental health care and support services, as well as employment and education, for veterans, reservists, serving personnel and their families. The report publication is planned for July 2019.



Helping you find

the answers

How we provide people with advice and information

People need information and advice in order to get the health and care support they need, but often do not know where to find it. Healthwatch has an important role to play in providing advice and pointing people in the right direction.

During the year 37 people contacted us, 16 of whom we signposted to organisations that would support them.

People often want to give feedback or to make a complaint about a health or care service they have used for example their GP surgery, hospital, dentist etc. They may find it helpful to discuss their concerns with us or find out which organisations could help them to make a complaint.

To get the information you are looking for, you can come to us for advice and information in a number of ways:

- + Post, phone or email
- + Through the 'Have your say' section on our website
- + Through social media channels



We have referred people to other local organisations

One person wanted to complain about a member of staff at their surgery and they required support in writing a letter. We contacted the Citizen's Advice Bureau (CAB) and provided them with the individual's details so that CAB could contact them and support them.

We have provided information to people to help them decide if they wish to make a complaint

A caller was frustrated over the length of time it took to get a GP appointment and then the wait to see a consultant. They wanted to know what formal time limits the NHS put on these actions. We advised that there are no formal time limits on GP appointment times, but they could give written feedback to the practice. We also advised that the NHS Referral to Treatment pledge gives an 18-week time limit that starts on the day the hospital receives the referral letter and goes to the first day of treatment or monitoring activity.



We have advised people about support services which they may have not considered

One person had a cancer diagnosis and although they felt the treatment at the hospital was good, they required more emotional support in addition to the clinical treatment. We therefore suggested the Age UK/Macmillan Cancer Befriender service and the possibility of buddy assistance.

People often like to share their positive experiences with us

Thank you so much [to our GP practice] for always going that extra mile! Big thank you also to the wonderful reception staff that do a fantastic job under such pressure.

During the past year we have signposted to the following organisations:

- + Age UK/Macmillan befriender
- + Thames Ambulance Service Limited Patient Experience Team
- + Healthwatch Leicester/Leicestershire
- + Rutland County Council
- + NHS England
- + Age UK
- + POhWER
- + Beacon
- + Hospital Patient Advice and Liaison Services
- + NHS 111
- + Carers UK volunteer support worker
- + Mental Health Matters
- + Let's Talk - Wellbeing
- + JDRM (Dental Care) Oakham

We have begun collecting patients' stories which we pass on to providers and commissioners at every opportunity to highlight some of the problems that individuals face in getting 'joined up' care locally.

We became aware of a couple in their late 80's experiencing increasing frailty and struggling to manage. We encouraged them and their family to ask for help from Rutland Social Services. Housing modifications, mobility aids and an alarm system were all supplied. As a result the couple remain safely and independently in their own home



Are you looking for help?

If you have a query about a health and social care services or need help with where you can go for further support, get in touch.

www.healthwatchrutland.co.uk

t: 01572 720381

e: info@healthwatchrutland.co.uk



Our volunteers



How do our volunteers help us?

As one of the smallest Healthwatch in the country, Healthwatch Rutland could not function without the help of all our volunteers, young and not so young. From our longstanding volunteers to newer Board members and the youngest member of Young Healthwatch, all our volunteers work diligently to help make care better for our community.

They 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 peoples' needs
- + Collect people's experiences and views on health and care services to use in our reports



Enter and View

This year, trained Enter and View volunteers have visited Rutland Care Village and Manton Hall Care Home to see and hear how services are provided. Their role was to observe how care is delivered, talk to residents and staff and to make comments and recommendations based on their observations and findings in a report.

The resulting reports offer a lay person's perspective of the service to inform the public and can be read on our website.

... I was very concerned about lack of information reaching some of the hard to reach members of the community and using the skills and knowledge I have, I decided to use them in a new direction, which in turn helped me to give something back to the community

We love celebrating success...

...and this year we have been cheering on a volunteer Board member who does so much for the local community. We refer of course, to Jacqui Darlington, our Vice Chair, who received her Volunteer Recognition Plaque from the Mayor of Oakham in March 2019.



Jacqui Darlington receiving her Volunteer Recognition Plaque from the Mayor of Oakham in March 2019

Before that Jacqui featured on Good Morning Britain talking about the loneliness that carers can sometime feel. Jacqui then attended Downing Street, as a representative of Carers UK where the Prime Minister, Theresa May, spoke about creating a Strategy for Loneliness.

In June 2018 Jacqui was proud to attend the Royal Garden Party at Buckingham Palace, having been nominated by the Lord Lieutenant in recognition of her voluntary work in Rutland and in October 2018 Jacqui featured in the first cross-Government strategy for tackling loneliness.

Hats off to Jacqui who is tireless in her effort to champion people living with disabilities and their carers. We are very lucky at Healthwatch Rutland to have her knowledge and experience inspiring and guiding our work.



Our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



“As a Rutland resident I wanted to give something back to my community and hope to help in some small way. Being a board member of Healthwatch Rutland has empowered me to feel that I have a voice and can discuss health issues that I know worry particularly the elderly and more vulnerable people of Rutland”

“I joined Healthwatch Rutland because I was very concerned about the local difficulties in getting a GP appointment. Then I realised that the work that Healthwatch does matches exactly with my skills and interests and also provides the challenge I need to keep me actively and meaningfully involved in my retirement”



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at:

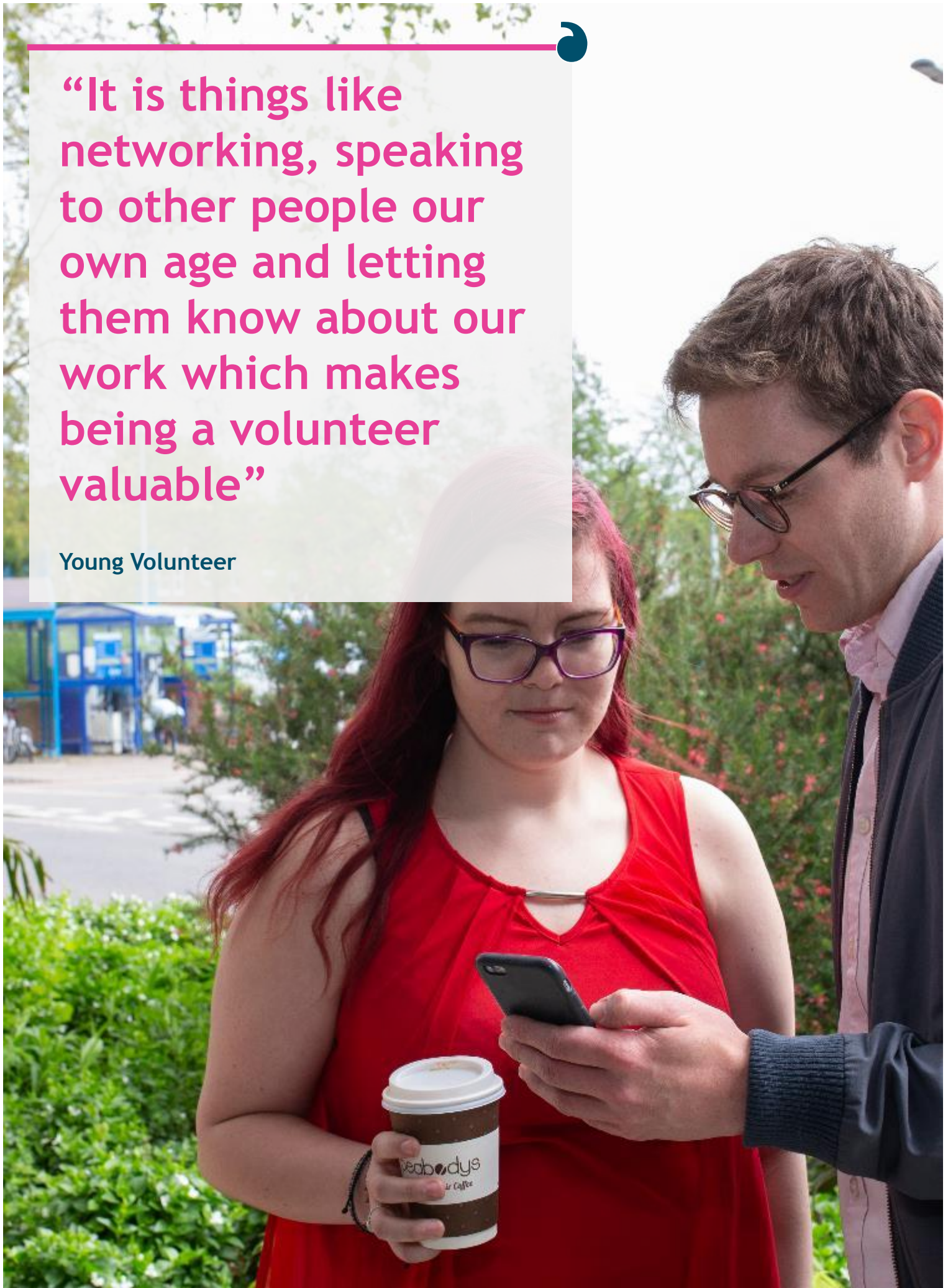
www.healthwatchrutland.co.uk

t: 01572 720381

e: info@healthwatchrutland.co.uk

“It is things like networking, speaking to other people our own age and letting them know about our work which makes being a volunteer valuable”

Young Volunteer





Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £78,564.

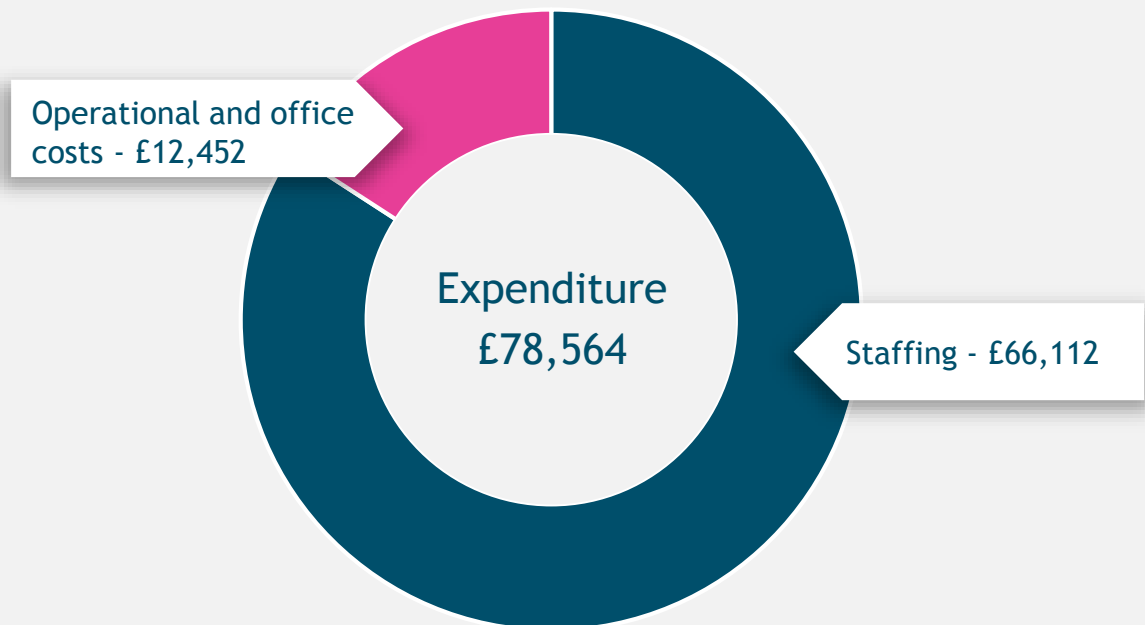
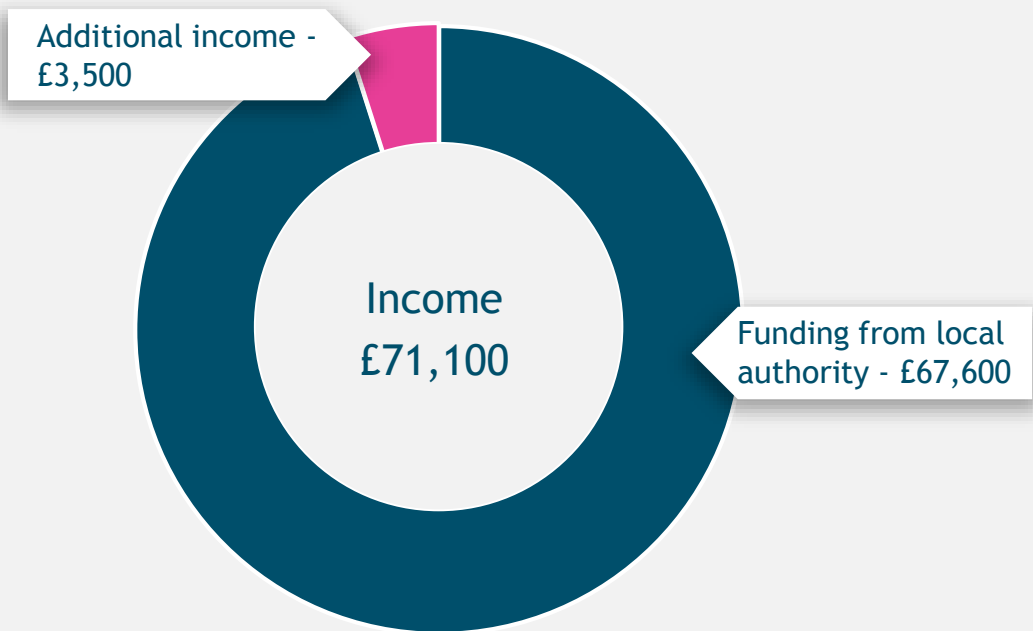
We also received £3,500 of additional income.

Income:

- + Funding received from local authority
- + Additional income

Expenditure:

- + How much we pay our staff
- + Our operational costs





Our plans for

next year

Healthwatch Rutland Manager on plans for next year

Throughout 2018 we worked hard to reach out to providers to establish strong relationships and convene regular meetings to track issues and progress, with University Hospitals of Leicester Trust and East Midlands Ambulance Service. Our challenge during the next year will be to do the same with the new leadership of Leicester Partnership Trust, and the recently formed Rutland Primary Care Network.

We have tried to listen widely to all sections of the Rutland population, especially those that we have not heard from very much in the past. This will be a theme that runs through all our work in the future - ensuring that the less articulate, and those who do not push themselves forward to be heard, are sought out and helped to give their views.

Our priorities for the next year are four-fold:

- + To complete the engagement work on the NHS Long Term Plan in conjunction with our colleagues at Healthwatch Leicester/ Leicestershire and work with the Better Care Together team 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 experience of being cared for by today's GP practices, and how the new Primary Care Networks, launched in the NHS Long Term Plan, 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 we hear about so many problems that patients experience with communication. This can be how understandable they find information given to them, communication between services such as GPs and hospitals about their condition, the time given to patients to ask questions, or perhaps getting information in a timely manner, for instance, when being discharged from a service

I look forward to another busy year working with volunteers, colleagues and partners. Please contact me if you want to share your experience of health or care services, I'm here to listen and make sure that your voice is heard.



Tracey Allan-Jones
Healthwatch Rutland Manager

Message from our CEO

Looking back

2018-19 was a year of considerable change for Healthwatch Rutland as Connected Together, a Community Interest Company (CIC), took over the contract on the 1 April 2018 and with it the requirement to revise and refresh ways of working.

We started the year recruiting new Healthwatch Rutland Board members and staff, updating policies and procedures and establishing relationships with our partners. Tracey Allan-Jones was appointed as the new Healthwatch Rutland Manager in September 2018 and Leila Mars as the Healthwatch Officer in January 2019.

Looking ahead

Although a small staff team they are very experienced and Healthwatch Rutland will go into 2019-20 in a much better position, supported by Connected Together, to engage more fully and proactively with people to get their voices heard.

With the very capable and enthusiastic Board members and volunteers, led by the Chair, Dr Janet Underwood, a very experienced healthcare professional, we have ambitious plans to engage more people effectively and also to establish a Young Healthwatch Rutland to ensure that the voice of children and young people is heard locally too.

I am confident that Healthwatch Rutland will go from strength to strength championing the voice of people in Rutland on all health and social care issues.



Kate Holt
CEO
Connected Together CIC

Thank you

Thank you to everyone who helps us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work

“Primary care forms the bedrock of the NHS, with 90% of all healthcare experiences in England starting and finishing in this setting. In Rutland and across England, GP practices are working more closely together to develop Primary Care Networks. This means increased opportunities for health, social care and the voluntary sector to deliver improvements and developments in services closer to home. In Rutland, organisations are already well advanced in working in this way to deliver the best possible services for local people. Partnership working with Healthwatch Rutland is an important part of this and together, we will continue to listen to local people to influence the future of services in Rutland.”

Tim Sacks, Chief Operating Officer, East Leicestershire and Rutland Clinical Commissioning Group



Contact us



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First for Community Engagement

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If you need this in an alternative format please contact us.

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