



**Healthwatch Rutland**  
Annual Report 2013/14



# Contents

## Chair Introduction

From start up into our second year

4

## Listening

What we have done in 2013/14

6

8

## Influencing

What we have done in 2013/14

10

11

What we are going to do in 2014

14

## Information and Guidance

15

## Our Governance

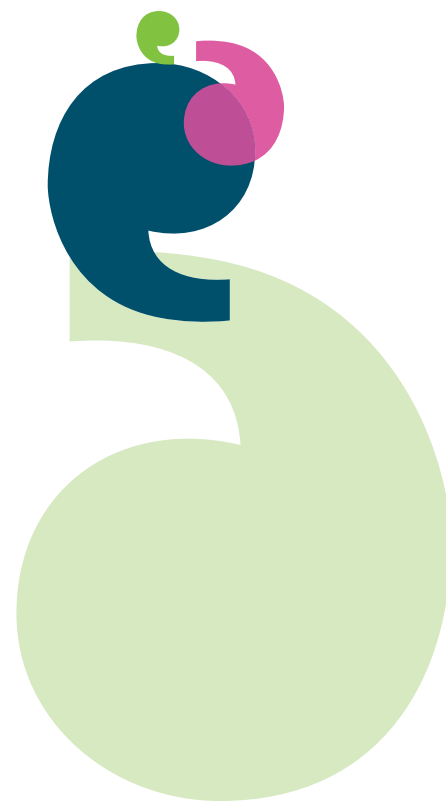
17

## Financial Information 2013/14

21

## Appendix

23



# Introduction

## Healthwatch Rutland - from start up into its second year



### **Welcome to Healthwatch Rutland's annual report.**

**Healthwatch  
Rutland has  
been set up to be  
the voice of the  
community of  
Rutland for health  
and social care.**

We are established by law and our full range of statutory duties is set out on page 20. We see our job as:

- Listening to the concerns of patients and members of the public
- Influencing care providers to give a better service
- Signposting patients and their carers to the best services for their needs

For the first year, Voluntary Action LeicesterShire based in Leicester managed Healthwatch Rutland.

Since 1st April 2014, a new Community Interest Company has managed us based in Rutland.

This 2013/14 report has been produced jointly by the two organisations and includes plans for the current year.

Funding is provided by Rutland County Council using money supplied by the Department of Health (Financial Information page 22).

In addition to this relatively small amount, Healthwatch Rutland relies heavily on volunteer support.



### We see our job as:

- Listening to the concerns of patients and members of the public
- Influencing care providers to give a better service
- Signposting patients and their carers to the best services for their needs

We are greatly indebted to this dedicated band who represent us on many boards and groups. We are also indebted to our Membership of over 350 individuals and organisations who give us valuable feedback.

Not surprisingly Healthwatch Rutland holds the distinction of being one of the smallest Healthwatch in the country. This distinction is shared with Isles of Scilly and City of London but, regardless of size, we all have to deal with the same wide range of issues.

Additionally Rutland has nearly all of its hospital services located across eight different Counties, Cities and Unitary authorities which requires a lot of energy on the part of our volunteers to keep in touch.

In 2014 we are developing a number of new initiatives, which we describe in this report.

We would welcome new volunteers with suitable skills or experience to assist with these and other initiatives.

Jennifer Fenelon

Chair





# Listening - to the people of Rutland and gathering evidence



# Listening

**Our most important role is to be the ‘eyes and ears’ of the people of Rutland on Health and Social Care matters. As a new organisation, we had to make ourselves known to people in Rutland.**

## Promotional Campaigns

A promotional campaign was rolled out across the county to raise awareness and provide people with an opportunity to share their experiences.

12 Drop-in sessions in Oakham and Uppingham Library during July - August 2013



Kept members up to date with work

350



Signposted members to health and social care consultations, events and surveys including Urgent Care Services, NHS Care data, maternity services review and Elective Care Services



Local events attended

20



2 member events held to develop 4 new volunteer roles



Total no. of followers

346

No. of people engaged with over



500

# What we have done in 2013/14

**We wanted to develop effective ways of reaching the many, sometimes hidden, communities of Rutland and to listen to their concerns about health and social care.**

In libraries and supermarkets many people had interesting stories to tell. In February, March and April 2014 we talked to a range of people in many different settings across Rutland.

Our volunteers joined forces with colleagues from East Leicestershire and Rutland Clinical Commissioning Group and together reached over 120 people in a wide variety of locations.

These ranged over market places, barracks, men's groups, mum & toddler groups, schools, colleges and drop in centres for the elderly.

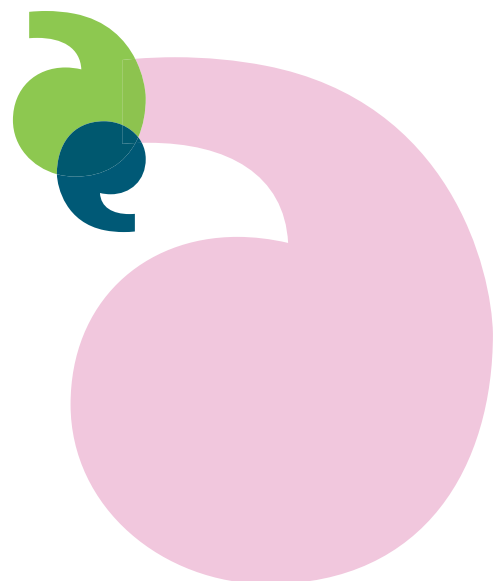
We found that many people were concerned about services with over two thirds expressing dissatisfaction.

Areas they were concerned about included:

1. **Access**
2. **Appointment booking especially in primary care**
3. **Waiting for treatment in hospital**
4. **Communication**
5. **Staff attitude**

Under these headings lie a whole range of problems faced by many people and we will be exploring the issues they raised over the coming year.

'Let's Make a Difference' stakeholder event was attended by 40 members of voluntary organisations, Hospital Trusts, Health and Social Care professionals, service users and carers, helped plan how best to gather Rutland people's experiences of health and social care







**healthwatch**  
Rutland

## your voice counts

Have your say on local health and social care services

Healthwatch Rutland is running a series of drop-in sessions in local libraries to hear your views and experiences of Health and Social Care services in Rutland.

**Come along to meet your local Healthwatch**

**Oakham Library**  
Every Wednesday 11am - 2pm

**Uppingham Library**  
Every Friday 9am - 12pm

Drop-in sessions run until the end of August.

**Find out more**

0116 2574 999  
info@healthwatchrutland.co.uk  
www.healthwatchrutland.co.uk



**healthwatch**  
Rutland

East Leicestershire and Rutland  
Clinical Commissioning Group

## We are listening

Tell us about your experiences of local health and social care services and what matters most to you



- **Wednesday 26 February, 2pm-3pm, at Oakham Drop-in Centre, Oakham Congregational Church**
- **Monday 3 March, 1pm-2.30pm, at Visions Children's Centre, Catmose Campus, Huntsmans Drive, Oakham**
- **Saturday 15 March from 10.30am, at Rutland Parent Carer Voice family day, Greatham Community Centre**

Listening. Responding. Delivering.

**healthwatch**  
Rutland

## Come and see us and get involved

We are holding two events in December to give you an opportunity to:

- Find out more about Healthwatch Rutland
- Meet the Interim Chair and members of the Steering Group
- Discuss volunteer roles available

<p><b>Oakham</b> Wednesday 4 December 11am - 1pm Whisper in, Market Place, Oakham, LE15 6QW</p> <p>Volunteer event in Oakham - open house and refreshments, come and meet the team.</p>	<p><b>Uppingham</b> Thursday 5 December 5pm - 7pm Don Paddy's, The Market Square Uppingham, LE15 9QH</p> <p>Volunteer evening in Uppingham - combine a cup of coffee and chat with late night shopping.</p>
---	---

No need to book.  
If you have any accessibility needs contact:

0116 2574 999  
info@healthwatchrutland.co.uk  
@HWRutland  
www.healthwatchrutland.co.uk



## Our plans for listening in 2014 include:

### Enter & View

We have powers to visit any publicly funded service (except children's homes which are covered by Ofsted) in order to see services at first hand. Developed jointly with neighbouring Healthwatch, our visiting teams will be trained and operational by September 2014.

### The power of personal stories

We plan to capture people's stories in a series of short DVDs. People describing their experiences can be as powerful as reams of statistics.

### Mapping pathways of care

Through the work of nine task groups, we plan to build a picture both of what services are available as well as what they really feel like to the patient and his or her carer.

We plan to feed these pictures back to commissioners and providers. Dementia services will be first followed by reviews of all other care groups in Rutland.

### Young People

We have formed a Young People's Healthwatch with six volunteers. They are out talking to young people across the County finding the most effective ways of listening to the concerns of young people.

Young people, including the Youth Council and Young Ambassadors, have told us about their concerns and further listening will start when schools return in September 2014.

### Social media & website

We plan to extend our use of both our website and social media as other means of listening.

### Working with voluntary and other organisations

Many of our colleagues in voluntary organisations hear people's views about services and we will build on these in mapping trends in public opinion.



# Influencing - Planners, commissioners and providers of care



# What we have done in 2013/14

**A great deal has been done already in securing the patient's voice at decision-making tables and volunteers are involved in a wide range of provider activities. Inclusion in the work of these groups enables Rutland public and patient involvement in new developments at a formative stage.**

## Examples of developments we have contributed to:

### Ophthalmic Services at Leicester Royal Infirmary (LRI)

We pressed University Hospitals of Leicester (UHL) to improve the administration of its Ophthalmic Services and new services starts in June 2014.

### Safeguarding

Safeguarding procedures were invoked on two occasions in response to Healthwatch concerns and we are also involved in one serious quality enquiry and five Care Quality Commission (CQC) reviews.

### Ambulances

We have worked closely with East Midlands Ambulance Service (EMAS) to monitor services. Healthwatch have been seeking improvements on Ambulance performance figures (in rural areas), Out of Hours Services, A&E and NHS 111.

The Chair of Healthwatch Rutland is now a participating Observer on the main Board of EMAS with a Healthwatch brief for rural areas across East Midlands such as Rutland.

### Planned Care

Our volunteers have been involved in planning improved elective health care services for Rutland. We support the emphasis on moving services closer to Rutland where possible and making the best use of Rutland Memorial Hospital. Our volunteers bring the patient perspective.

### Reconfiguration of Health & Social Care over the next five years

We are involved closely in a range of decision making bodies developing the five year plan for Leicester, Leicestershire and Rutland. We ensure that the patient and carer voice of Rutland is heard.

### Minor Injury

Developing new minor injury and urgent care proposals at Rutland Memorial Hospital. We now plan to gather people's views on how they wish to be informed about how the new system will work.

### Complaints

In conjunction with Healthwatch Leicester and Healthwatch Leicestershire we have developed a set of standards for the handling of complaints. These standards have also been adopted by Healthwatch across the region which will help us monitor handling performance.

### National Submissions

We have joined with Healthwatch Leicester and Healthwatch Leicestershire in submitting joint views to national bodies including Healthwatch England on the operation of the following:

- Enter & View
- Patient Led Assessments of the Care Environment (PLACE)
- Francis and Winterbourne Reports
- Clwyd-Hart Report
- Mid Staffordshire NHS Foundation Trust Public Inquiry: Francis report

## Quarterly Meetings

Healthwatch Rutland in partnership with Healthwatch Leicestershire and Healthwatch Leicester has over the past year established a programme of meetings, held on a quarterly basis with the Chief Executive of University Hospital of Leicester NHS Trust, the Chief Executive of Leicestershire NHS Partnership Trust and the Assistant Director of Operations at the East Midlands Ambulance Service.

Approximately 25 Healthwatch representatives from across Leicester, Leicestershire & Rutland attend these meetings to not only represent the public voice but also to ask further questions to clarify where things still seem unclear. They are able to hear first-hand the responses received and challenge where necessary.

## Task Groups

We have been involved in a number of joint Task Groups with Healthwatch Leicester and Healthwatch Leicestershire to work on specific issues with members, voluntary and community sector organisations and service providers to identify problems and find solutions.

These have been on Dementia, Ambulance Service (EMAS), Enter & View, NHS Complaints and the Francis, Winterbourne & Berwick Reports.

The Task Groups are all at different stages in their development and therefore are achieving different things. All the groups have been effective in bringing together the right people (Healthwatch members, members of the public, voluntary and community sector organisations and statutory service providers) to work together to influence decisions and improve services.







## Involvement in Decision Making Groups

Healthwatch Rutland has extended its influencing powers through its involvement in high level meetings which take a strategic view. These include:

- Quality Surveillance Group
- Health & Wellbeing Committee and sub groups covering Children, Complex Needs, Staying Healthy and the Joint Strategic Needs Assessment (JSNA)
- Scrutiny Committee (Health & Adults)
- East Leicestershire and Rutland Clinical Commissioning Group (ELR CCG)
- Better Care Together Programme Board

We sit on around 40 committees. The list illustrates the wide range of groups our Board Members and Volunteers currently contribute to:

### Policy Groups Strategic & Planning

- LLR Complaints Task Group
- LLR Francis and Winterbourne Task Group
- LLR Frail Older People Network
- Minor Injuries Unit Project
- Alliance Steering Group
- LLR Elective Care Group
- LLR Maternity Review
- Signposting information project
- Young Peoples Team with the Youth Council and Young Inspectors
- Complex Needs Group - Rutland County Council
- Governance policies -LLR NHS 111 Communications and IT Group Leicester Leicestershire and Rutland Better Care Together Programme Board
- Leicester Leicestershire and Rutland Better Care Together Patient and Public Participation Group
- Leicester Leicestershire and Rutland 5 Year Plan Delivery Group

- Leicestershire and Rutland Joint Strategic Needs assessment
- Rutland Health and Wellbeing Board & Development Group
- Rutland Children's Trust
- LLR Maternity Review
- East Leicestershire & Rutland CCG
- Rutland Staying Healthy

### Quality Surveillance Groups

- Leicestershire & Rutland Quality Surveillance Group
- Specific joint investigations with CQC/ QSG
- Quarterly meetings with NHS
- Leicester, Leicestershire & Rutland NHS 111 Clinical Governance Group
- Rutland Health and Adult Scrutiny Board
- Enter & View Task Group and link with E&V Healthwatch Peterborough
- Collaborative meetings with CQC

### Provider Groups

- UHL Board
- UHL Quarterly Meetings
- EMAS Main Board
- EMAS LLR Stakeholder Group
- Urgent Care Board
- England Local Area Team Director
- Quarterly Meeting - Leicestershire Partnership Trust (LPT) CEO

### Collaborative Groups

- Link with Healthwatch Peterborough
- Voluntary Action Rutland Health and Social Care Forum
- Listening project with CCG and RCC on behalf of EM Network
- East Midlands HW Chairs Network

# What we are going to do in 2014 - LLR 5 Year Plan

**In Autumn of 2014 the Leicester, Leicestershire and Rutland Health & Social Care 5 Year Plan will be launched. We have been closely involved in its development but it is even more vital now to ensure that the Rutland Community is involved in planning the shift to more primary and community based care.**

## Getting more closely involved in our widely spread Hospitals

Acute care - There is a substantial shift underway as patients chose to attend Peterborough Hospital instead of the traditional Leicester Hospitals.

Currently 70% of Rutland ambulance cases go to Peterborough while patients from the south of the County use Kettering, and in the North they travel to Stamford, Grantham and Nottingham.

## Mental Health Care

There are also persistent reports that, while in-patient mental health services are improving, community mental health and disablement services are still under strength.

We aim to get more closely involved in looking at these services.

## Transport

Transport remains a constant concern in this rural County and we will be working both with EMAS main board and with transport providers at local level.

## Care Homes

The rate of growth of elderly people in Rutland is one of the highest in the country and demand for care home places continues to rise as a result. We will remain vigilant and work with care home providers to ensure our elderly receive the best possible care.

## Next Steps

We need to be abreast of all these shifts to ensure Rutland residents receive high quality care no matter where they go.

We will work closely with organisations involved in overseeing standards such as the Care Quality Commission and the Quality Surveillance Group and we will continue to report findings that give us concern.

We plan to increase our volunteer group so that we can achieve this planned level of involvement.





# Information and Guidance

# Information and Guidance

**Our third major role is to provide information to the public on how to access good care. We do this in collaboration with Rutland Citizens Advice Bureau.**

## What have we done in 2013/14

In 2013 the Signposting Telephone Service was located in Leicester. The Signposting Service is now located in the Rutland Citizens Advice Bureau (CAB) at 56 High Street, Oakham.

Having the service at the CAB gives us an address which is well known to Rutland people as well as a "One Stop Shop" where local residents can have a wide range of queries dealt with by expert advisers in one visit.

Healthwatch volunteers and staff hold a "Surgery" at CAB once a week where we are available to see people with complex problems.

## What will we do in 2014?

We are expanding our information database to ensure advisers can answer any query as well as work alongside Citizens Advice Bureau as it develops specialist Cancer and Dementia information services under the auspices of "For Rutland In Rutland".

We will analyse the type of information people seek to help us understand the issues they are struggling with.







# Our Governance

**We are established by statute and good governance is an essential feature of our service. Our Governance arrangements are set out below**

### **Governance Arrangements - Voluntary Action Leicestershire (VAL) 2013/14**

Company Limited by Guarantee: 1357513  
Charity Number: 509300

#### **Trustees of VAL:**

Steve Kendall  
Mohammed Salim Esat  
Peter Warlow  
Dipak Kumar  
Ben Humphris  
Anil Majithia  
Tina Williams  
Alastair Jackson  
Paul Bott  
Anne Gasper  
Linda Jones  
Pam Richardson

### **Governance Arrangements - Healthwatch Rutland Community Interest Company from 1st April 2014**

A non-profit making Community Interest Company established for the benefit of the people of Rutland  
Companies House Registration No: 8943486

#### **Trustees:**

Mrs Jennifer Fenelon  
Mr Bart Hellyer  
Mrs Jenny Pearce  
Mr Barry Read  
Lady Elizabeth Tebbit  
Mrs Judith Worthington

#### **Governance Policies cover:**

- Introduction & overview including Articles of Association
- Code of Conduct
- Standing Financial Instructions
- Standing Orders
- Data Protection
- Safeguarding
- Enter and View
- Equality & Diversity
- Expenses
- Working at home

Decision Making Structure - see website for detail

### **Our Members**

**We have 350 Members who are located in all wards of Rutland.**

**Membership is free and provides regular bulletins and information about current Health & Social Care topics.**

**Join via our website  
[www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk)**



Ward	HW members per ward	Parishes in the Ward
Braunston and Belton	2	Ayston, Belton-in-Rutland, Braunston-in-Rutland, Brooke, Leighfield, Preston, Ridlington and Wardley
Cottesmore	10	Barrow, Cottesmore, Market Overton and Teigh
Exton	3	Ashwell, Burley, Egleton, Exton, Hambleton, Horn and Whitwell
Greetham	8	Clipsham, Greetham, Pickworth, Stretton and Thistleton
Ketton	5	Barrowden, Ketton, Tinwell and Tixover
Langham	8	Langham
Lyddington	2	Bisbrooke, Caldecott, Glaston, Lyddington, Seaton, Stoke Dry and Thorpe By Water
Martinsthorpe	13	Gunthorpe, Lyndon, Manton, Martinsthorpe, Morcott, Pilton and Wing
Normanton	7	Edith Weston, Empingham, Normanton, North Luffenham and South Luffenham
Oakham North East	104	East of Railway line and North of South Street and Burley Road
Oakham North West		West of Railway Line and north of Braunston Road and the parish of Barleythorpe
Oakham South East		East of Railway line and south of South Street and Burley Road
Oakham South West		West of Railway Line and south of Braunston Road
Ryhall and Casterton	1	Essendine, Great Casterton, Little Casterton, Ryhall and Tickencote
Uppingham	26	Beaumont Chase and Uppingham
Whissendine	1	Whissendine
<b>Total Wards</b>	<b>226</b>	<b>Rutland</b>
<b>Individuals Outside Rutland</b>	<b>40</b>	<b>In neighbouring counties</b>
<b>Organisations in Rutland</b>	<b>80</b>	<b>Rutland and Leicester</b>
<b>TOTAL</b>	<b>346</b>	

# Our Statutory Duties

## Our Statutory duties are listed below:

1. Promoting & supporting the involvement of local people in the commissioning, provision and scrutiny of local care services
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Providing advice and information about access to local care services so choices can be made about local care services.
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved and sharing these views with Healthwatch England.
7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or where the circumstances justify doing so, making recommendations direct to the CQC) and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

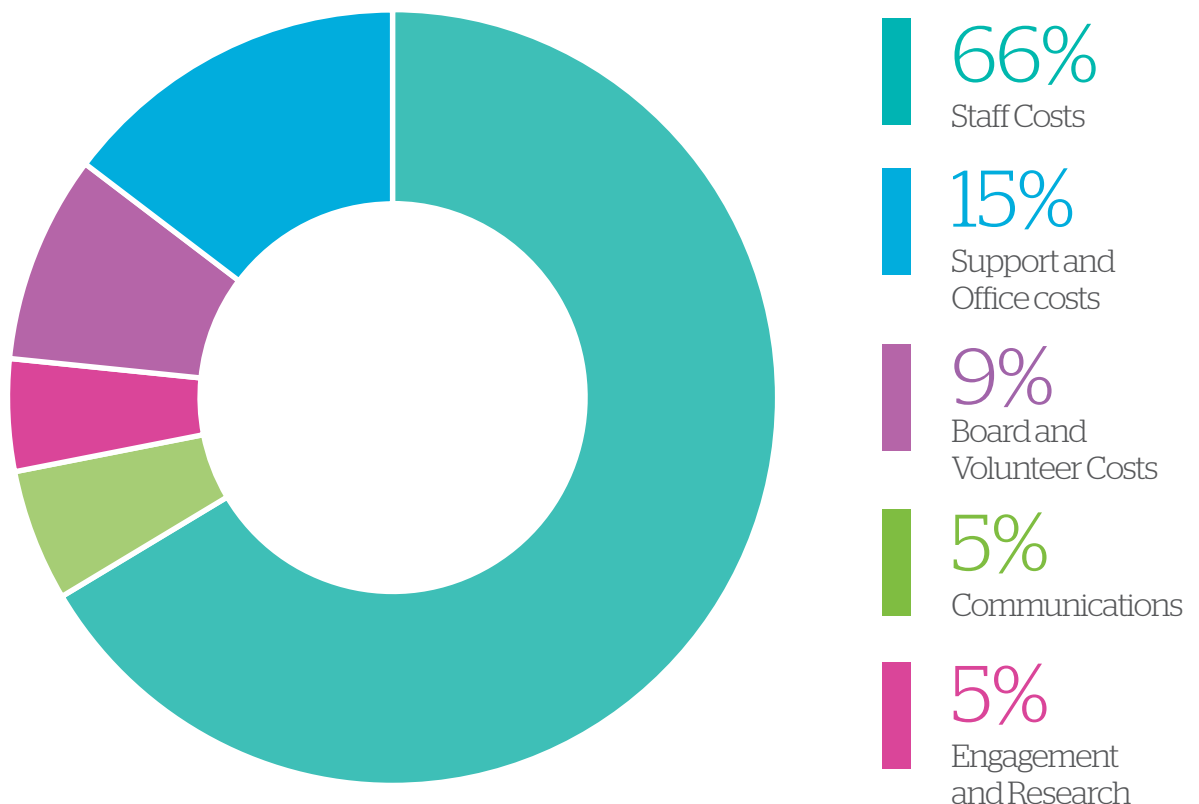




# Financial Information 2013/14

# Annual Accounts

## 2013/14



**Full audited accounts for Voluntary Action Leicester (including these accounts) will be available in September/October 2014.**

**The yearly figures for 2013/14 are (subject to audit)**

Income for the Year	£55,000
Spending for the Year	£60,741
Surplus/(Deficit)	(£5,741)

**(Healthwatch is commissioned by Rutland County Council)**



# Appendix A

## Distribution of this Annual Report

- Healthwatch England
- Trustees Voluntary Action LeicesterShire
- Trustees and Volunteers of Healthwatch Rutland
- Members of Healthwatch Rutland
- Voluntary Organisations in Rutland
- County Councillors
- Parish Councils
- Churches in Rutland
- Chamber of Commerce
- Providers and commissioners of Health Care in Rutland, Leicester, Leicestershire, Lincolnshire, Peterborough & Stamford, Northants and Nottingham
- Providers and commissioners of Social Care in Rutland
- Patient and Carer Support Groups in Rutland

**Additional copies can be downloaded from our website [www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk)**

---

# Appendix B

## Healthwatch Rutland contact details

**Our health and social care Signposting and Advice Service is provided by Rutland Citizens' Advice Bureau:**

Visit: 56 High Street, Oakham Rutland, LE15 6AL

Telephone: 01572 725818

Offices and telephone lines are open: Monday 10am - 6pm Tuesday - Friday 10am - 4pm

**Our Healthwatch Rutland Offices can be contacted:**

Telephone: 01572 720381

Email: [info@healthwatchrutland.co.uk](mailto:info@healthwatchrutland.co.uk)

Website: [www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk)

Post: Healthwatch Rutland c/o Voluntary Action Rutland  
Lands End Way  
Oakham  
Rutland  
LE15 6RB

**Healthwatch Rutland is operated by Healthwatch Rutland Community Interest Company (No.08943486) a not for profit organisation established to serve the community of Rutland.**



**Healthwatch Rutland**

Healthwatch Rutland c/o  
Voluntary Action Rutland  
Lands End Way  
Oakham, Rutland  
LE15 6RB

01572 720381

[info@healthwatchrutland.co.uk](mailto:info@healthwatchrutland.co.uk)

[www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk)