

GOVERNING BODY MEETING

Date of meeting	19 July 2016	Agenda item number	15
Title of report	Patient and public engagement update report		
Paper Presented by:	Jennifer Aldridge, Chief Nursing Officer		
Paper prepared by:	Amanda Bate, Community Engagement Manager		

CCG strategic objective supported by this paper: (please tick ✓)	Develop and maintain an effective organisation	✓
	Commission high quality, safe and cost effective services which reduce health inequalities and improve access to healthcare	✓
	Effectively engage patients and the public in decision making	✓
	Develop excellent partnerships which lead to improved health outcomes	✓
	Make the best use of resources	✓

Purpose of report
The purpose of this report is to provide an update to the Governing Body on the Clinical Commissioning Group's Patient and Public Engagement Activity and to seek approval for planned future activity.
Recommendation
The Governing Body is asked to note the contents of the report and approve the planned future activity.

Please indicate which Group this has been discussed with (please tick ✓)			
Executive Management Team		Quality Improvement and Governance Cttee	✓
Clinical Commissioning Committee		Finance and Performance Committee	
Audit Committee		Remuneration Committee	
Council of Members		Other/Not Applicable	
Patient and Public Engagement:	The paper outlines the activity for Patient and Public Engagement		
Equality Impact Assessment:	Equality Impact Monitoring forms part of Patient and Public Engagement Activity		
Resource Implication(s):	Not Applicable		
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GOVERNING BODY MEETING – 19 JULY 2016

PATIENT AND PUBLIC ENGAGEMENT UPDATE

This paper provides an update to the Governing Body of NHS Fylde and Wyre Clinical Commissioning Group's patient and public engagement activity. The Governing Body is asked to approve the content of this report.

EDS grading

The CCG's annual Equality Grading System event was held on the 26th May 2016. The event was attended by a range of patients, members of the public and representatives of protected characteristic groups. The group listened to a number of presentations from provider services, commissioners, public health colleagues and engagement staff after which they scored the CCG performance for 2016. The results were mixed with some graders scoring lower than last year's score. An evaluation of the event and discussion at the Influence Panel identified two key areas which influenced this feedback to be the lack of time to discuss as a group and a shift of focus away from continuous improvement to services via the bespoke and innovative engagement with protected characteristic groups, children and young people and LGBT+ communities. As the event was attended by a small number of people there will be further engagement to validate the scoring for 2016/17.

Ipsos Mori and 360 stakeholder

The results of both Ipsos MORI public perception and 360 degree stakeholder survey have now been presented at various groups and committees and feedback obtained about how this will be used to improve public perception, stakeholder relationships and shape service design particularly around episodic projects. Further detail will be provided in the presentation as a separate agenda item.

Unscheduled care

The Communications and engagement team have been working in collaboration with Blackpool CCG to seek views on urgent care services across the Fylde Coast. An online survey was launched in June and has so far received 150+ responses. The data from the survey will help to shape the communications and engagement plan to raise awareness of urgent care provision and encourage the appropriate uptake of services.

IAPT

The increasing access to psychological therapies (IAPT) advisory panel held its first meeting on 2 June 2016. The panel is made up of current and previous service users and will meet regularly to provide recommendations to help design the service going forward. A number of focus groups are planned to seek the broader views of service users, carers and members of the public which will then be considered by the panel in two further meetings to be held in August. A report on the recommendations will be available in September 2016.

Healthy New Towns

Communications and engagement officers from Fylde and Wyre CCG recently met with the programme manager for the Whyndyke Garden Village Healthy New Town to share ideas and discuss a collaborative approach to taking forward key messages locally. Actions identified include the development of a comprehensive stakeholder mapping exercise, development and launch of the website and social media and a draft action plan detailing public and stakeholder engagement which will be monitored by the HNT lead.

Fylde Coast Vanguard

The communications team, as part of its agreed collaboration and support, has been working closely with the extensive care team and service users to develop an informative video to promote extensive care internally and to NHSE. The video features a number of patient and staff stories.

Review of the Year 2016

The CCG's Review of the Year 2015/16 will be published during July. The review showcases some of the significant achievements in Fylde and Wyre over the previous twelve months. For 2015/16 there will also be an digital version allowing online access to videos and patient stories.

Children and Young People

Building on the feedback from the CYP insight work into experiences of primary care services, the communications and engagement team are currently finalising their approach to consistently engage with this age group. An officer will be attending the Wyre Youth Council and Fylde Youth Council and is working closely with BTH and Fylde and Wyre PPGs to recruit a number of CYP with a view to setting up a panel which will meet regularly. It is anticipated that members of the group will be encouraged to shape the model of engagement and future progress will be reported to the Governing Body. The project is anticipated for launch in September 2016.

Healthier Lancashire & South Cumbria

The CCG is working to support the partnership to provide updates and key messages locally and to enable stakeholders to shape the programme going forward. A number of Councillor briefing sessions were held throughout Lancashire in June and the programme team have requested support to establish a 'Sounding Board' event in early September to facilitate this.

Patient and Public Engagement Group

The Patient and Public Engagement Group (PPE) is chaired by the CCG's lay member with remit for engagement. The group meets monthly and discusses a range of issues pertinent to the CCG, patient experience intelligence, local concerns and partner activities, equality and inclusion and the continuous development of the CCG's patient and public engagement activity and infrastructure. Membership of the PPE Group is diverse, with a number of patient representatives across protected characteristic groups. The group receives regular updates from executive and commissioning leads. The minutes of this meeting are submitted to the Quality Improvement, Governance and Engagement Committee.

In May 2016 and June 2016 the group

- Received a presentation from Lancashire LGBT+ on experiences of primary care. A recommendation for this to be taken to the Council of Members was made and this will take place in September 2016.
- Received an update on the public pledges report
- received an informative presentation from disability first which outlined the support it provides locally and some of the issues around hate crime and disability.
- Received a report with proposals for setting up a CYP panel in response to the findings of the survey of experiences in primary care.
- Developed a Volunteer Expenses Policy which was presented to the Quality Improvement Governance and Engagement Committee for ratification.

Patient Participation Groups

The PPG Chairs' group continues to meet bi-monthly and build upon shared good practice and the learning from the PPG conference held in May 2016. The CCG's lay member for patient engagement has met with colleagues from other CCGs who are keen to learn from Fylde and Wyre and will be looking to use a similar model of PPG engagement within their areas.

The senior communications and engagement officer is working to assist practices get the most from social media and has recently visited Clifton Medical Practice to set up their Facebook page bringing the total number of practices now using Facebook to five.

Influence Panel

Attendance at the influence panel remains high with between 12 to 15 participants at each session. IN May the panel helped to review the evaluation of the EDS grading event recommending that further insight be conducted to validated the scoring.

In June the panel shared their experiences and knowledge of unscheduled and urgent care services on the Fylde coast to help us in the promotion of these services using the Think! Why A&E? branding. The online survey was also discussed and developed in collaboration with the panel.

Working voices

Working Voices is aimed at people in full-time or part time employment. The communications and engagement team visit workplaces across Fylde and Wyre to gather feedback from people who would not be engaged with through existing engagement channels because of their employed status.

In June the team met patients at Wyre Council's Wyre Civic Centre and saw a good turnout of staff wishing to pass on feedback of experiences of NHS services. The next event is planned to take place 27 June at Blackpool Victoria Hospital (subject to confirmation) to get feedback from hospital staff of their experiences as patients.

Listening cafes and online feedback form

The listening café schedule continues with engagement staff visiting a number of venues to provide one to one drop in sessions. The online survey which can be filled in using portable hand held devices went live in May 2016 with a soft launch to PPG groups and on social media. Due to its success it has been extended via social media to local residents' groups

and has seen 77 entries returned to date. Feedback from the online survey will be entered onto the datix system as we develop a new dashboard for reporting themes and trends in soft data.

Influence membership

Influence membership currently stands at 103 members, an increase of 38 since the last report. Members continue to receive a bi-monthly newsletter and invites to various events and make regular contributions as our readers' panel.

Commissioning a better patient experience – Lyndsey any updates

In order to support the implementation of the Fylde coast health economy's five year cancer strategy, a cancer patient sub-group has been developed. The group held a further meeting on the 8th July attended by Macmillan who have offered support as the group begins its regular meetings. Attendance at the group remains consistent.

Additional activity and partner events

The CCG also attended the Fylde parent carer forum receiving valuable insight and feedback from parents of children with learning disabilities.

The team has also led on/facilitated the following public relations activity and media releases:

- Sod turning at Over Wyre Medical Centre attended by ex-Manchester United footballer and OWMC patient Alex Stepney to mark the commencement of improvement work.
- New community stoma service launched
- Carers Week – self-care for carers promoting key messages
- Falls service launched
- Antibiotic awareness following alarming findings of the Review on Antimicrobial Resistance

Recommendation

The Governing Body is asked to note the contents of the report and approve the planned future activity.

Jennifer Aldridge
Chief Nursing Officer

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