

**A meeting of the Wolverhampton Clinical Commissioning Group Governing Body
will take place on Tuesday 8th November 2016 commencing at 1.00 pm
at Wolverhampton Science Park, Stephenson Room**

A G E N D A

Amended Document

	16	Communication and Engagement update	Ms P Roberts	1 - 6



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WOLVERHAMPTON CCG
Governing Body –8 November 2016
Agenda item 16

Title of Report:	Communication and Participation update
Report of:	Pat Roberts – Lay member for PPI
Contact:	Pat Roberts and Helen Cook, Communications & Engagement Manager
Communication and Participation Team Action Required:	<input type="checkbox"/> Decision <input checked="" type="checkbox"/> Assurance
Purpose of Report:	<p>This report updates the Governing Body on the key communications and participation activities in October 2016.</p> <p>The key points to note from the report are:</p> <p>2.1.3 Stay Well this Winter– official campaign launch</p> <p>2.1.4 Non-Emergency Patient Transport Services (PTS)</p>
Public or Private:	This report is intended for the public domain
Relevance to CCG Priority:	
Relevance to Board Assurance Framework (BAF):	1,2,2a,4
<ul style="list-style-type: none"> • Domain 1: A Well Led Organisation 	<ul style="list-style-type: none"> • Involves and actively engages patients and the public • Works in partnership with others
<ul style="list-style-type: none"> • Domain 2a: Performance – delivery of commitments and improved outcomes 	<ul style="list-style-type: none"> • Delivering key mandate requirements and NHS Constitution standards
<ul style="list-style-type: none"> • Domain 2b: Quality 	<ul style="list-style-type: none"> • Improve quality and ensure better outcomes for patients
<ul style="list-style-type: none"> • Domain 4: Planning (Long Term and Short Term) 	<ul style="list-style-type: none"> • Assurance that CCG plans will be a continuous process, covering not only annual operational plans but the 5 Year Forward View and longer term strategic plans including the Better Care Fund.

1. BACKGROUND AND CURRENT SITUATION

- To update the Governing Body on the key activities which have taken place in October, to provide assurance that the Communication and Participation Strategy of the CCG is working satisfactorily.



2. MAIN BODY OF REPORT

Communication – key updates

2.1.1 Sustainability Transformation Plans (STP)

Work is progressing across the Black Country area to finalise our STP. Alongside this, we are working with our communication and engagement partners in the Black Country from Acute Trusts, Local Authorities and other CCGs to develop a long term Communications and Engagement strategy to aid delivery of the local STP. First draft plan was submitted in June and the second, more detailed has been submitted in late October.

2.1.2 Seven Day Hospital Services

Working with our colleagues at Royal Wolverhampton Trust (RWT) and NHS England we have developed a joint communications and engagement plan around the seven day hospital services, with which RWT is an early implementer site. Work around informing members has begun with attendance at the Team W and a stakeholder event on 26 October.

2.1.3 Stay Well this Winter– official campaign launch

The [2016/17 Stay Well This Winter campaign](#), jointly led by NHS England and PHE, has formally launched throughout England with a national TV, radio, print and online advertising campaign. The campaign aims to keep vulnerable people well through winter and reduce pressures on the NHS. The first phase of the campaign is being led by Public Health England and focusses on promoting free flu vaccinations for children aged 2-7, people over 65, those with a long-term health conditions - such as diabetes, stroke and heart disease – and pregnant women. Local campaigns are already under way and Stay Well

From 7 November the campaign moves into the winter phase, led by NHS England. This part of the campaign will prepare the vulnerable for winter by giving advice on how to ward off common illnesses. It will urge those at risk to keep warm, get help from your pharmacist if you feel unwell and stock up on prescription medicines before pharmacies close for Christmas.

Locally, planning is well underway for a joint winter campaign this year with both Wolverhampton Public Health Department and Royal Wolverhampton NHS Trust. The first few months will be aimed at flu vaccination uptake and, from November onwards, the campaign will mirror the national stay well campaign until end of March 2016, particularly targeted to pregnant women, children under 5 and those with long term conditions.

2.1.4 Non-Emergency Patient Transport Services (PTS)

The new contract for PTS started on 10 October 2016 with its new provider West Midlands Ambulance Service (WMAS). WMAS has worked closely with Dudley and Wolverhampton CCGs to develop a service that will deliver a range of improvements for patients. The contract is for three years with an option of a further two years. The contract will operate from strategically based sites in Dudley and Wolverhampton, with a control room at Trust Headquarters in Brierley Hill.

Patients in Wolverhampton will continue to call the Royal Wolverhampton NHS Trust on 01902 694999. The line is open from Monday to Friday between 8.30am and 5.00pm. An eligibility criteria will continue to be used as before as set out by Dudley and Wolverhampton Clinical Commissioning Groups and is designed to identify actual medical and mobility requirements.



Communication and Participation framework

2.2.1 GP Bulletin

The GP bulletin is a fortnightly bulletin and is sent to GPs, Practice Managers and GP staff across Wolverhampton city.

2.2.2 Practice Nurse Bulletin

The ninth edition of the Practice Nurse bulletin went out in mid October. Topics included: MASH update, an introduction to the Primary Care Quality Assurance Coordinator, offers for training opportunities such as HEE fundamentals of GP nursing and Older Person's Fellowship for Nurses and Allied Health Professionals and free introductory taster sessions of bereavement support.

2.2.3 Practice Managers Forum

The September meeting discussed varied topics including:

- Risk stratification
- Role of community matrons in primary care
- IP Telephony – improving the patient experience with improved phone systems
- Community Dermatology – updates on services and referral pathways
- First Practice Management – Training opportunities for Primary Care
- Health Visiting services – Update
- Introduction of the new head of primary care – What is going on with the GP forward view/5 year plan/CCG work/full delegation etc
- School nursing programmes update
- PREVENT and emergency planning training
- Local Pharmacy services, developing the link in the community
- WCCG Quality updates

Patient, Public and stakeholders views

Patient, carers, committee members and stakeholders are all involved in the engagement framework, the commissioning cycle, committees and consultation work of the CCG.

2.3.1 Commissioning Intentions

Planning for next year's round of Commissioning Intentions via the Commissioning cycle has begun and it has been decided to have more interactive public engagement in the form of a week's events in May 2017.

2.3.2 PPG and Citizens Forum

This really well attended meeting were informed of: Primary Care and New Models of Care, the electronic Choose and Book system and the BCPFT research tool for mental health carers.

It has been decided to hold these meetings bi-monthly in future to aid communication for the patients and the CCG. The next meeting will be in November.

2.3.1 Urgent Care Centre Patient Survey

The Lay Member met with the Vocare representative for the Urgent Care Centre together with a Healthwatch Representative to discuss a specification KPI for a patient survey at the UCC.



3. LAY MEMBER MEETINGS

- 3.1.1 The Lay Member met with the Healthwatch Interim Chair and discussed patient issues in particular how to advertise our services more effectively and the UCC patient Survey
- 3.1.2 The Lay member hosted a Local Lay Member meeting here at the Science Park. Six members attended and discussed a variety of topics from STP to patient stories. There will be a further meeting arranged in January.

4. CLINICAL VIEW

GP members are key to the success of the CCG and their involvement in the decision-making process, engagement framework and the commissioning cycle is paramount to clinically-led commissioning.

5. RISKS AND IMPLICATIONS

None to note

6. RECOMMENDATIONS

- **Receive** and **discuss** this report.
- **Note** the action being taken.

Name – Pat Roberts

Job Title - Lay member for PPI

Date: 26 October 2016

RELEVANT BACKGROUND PAPERS

(NHS Act 2006 (Section 242) – consultation and engagement

NHS Five Year Forward View – Engaging Local people

NHS Constitution 2016 – patients' rights to be involved

NHS Five year Forward View (Including national/CCG policies and frameworks)



REPORT SIGN-OFF CHECKLIST

This section must be completed before the report is submitted to the Admin team. If any of these steps are not applicable please indicate, do not leave blank.

	Details/ Name	Date
Clinical and Practice View		
Public / Patient View		
Finance Implications discussed with Finance Team		
Quality Implications discussed with Quality and Risk Team	N/A	
Medicines Management Implications discussed with Medicines Management team	N/A	
Equality Implications discussed with CSU Equality and Inclusion Service	N/A	
Information Governance implications discussed with IG Support Officer	N/A	
Legal/ Policy implications discussed with Corporate Operations Manager	N/A	
Signed off by Report Owner (must be completed)	Pat Roberts	26 th October 2016



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