

WOLVERHAMPTON CCG

Governing Body – 8 March 2016

Agenda item 15

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 February 2016.</p> <p>The key points to note from the report are:</p> <p>2.1.2 Junior Doctors strike</p> <p>2.4.1 Grant Policy applications</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

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



2. MAIN BODY OF REPORT

2.1. Communication – key updates

2.1.1 **Stay Well This Winter (SWTW)** is the single winter campaign from NHS England. It aims to **reduce admissions** via behaviour change among the following cohorts:

- **older people**
- **carers**
- **parents of under-fives**
- **people with long-term conditions**

The campaign will run until the end of March 2016.

2.1.2 **Junior Doctors strike**

Work was prepared to inform all stakeholders and general public of measures taken by the CCG and its providers to ensure delivery of healthcare across the borough during the Junior Doctors Strike Wednesday 10 February. Communications plan completed and signed off to compliment CCG action plan.

2.1.3 **Urgent Care Centre Communications**

A joint communications and engagement plan has been developed to communicate the changes in the urgent care services that will take place on 1 April 2016.

2.2. Communication and Participation framework

2.2.1 **GP Locality meetings** - The following items were discussed:

- Peer Review development
- Clinical networks development
- Residential care home initiative
- Better Care Fund update
- Basket services and minor injuries review

2.2.2 **PPG Chairs and Citizen Forum Groups**

These groups met on 18 February at a combined meeting. Discussion from PPG's focused on recruitment to PPG groups and Access to GP appointments. Presentations were made on: Primary care strategy update, the new Urgent Care Centre, Joint Commissioning with NHSE and Grant policy update. The evaluation of the joint meeting is still being collated.

2.2.3 **JEAG**

The meeting took place in February - The patient themes/issues from: Quality Matters, Healthwatch report, GP Localities, Practice Managers and patient representatives and providers present all provide assurance that the Engagement Framework is fully operational and working well.

2.2.4 **GP Bulletin**

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

2.2.5 **Practice Nurse Bulletin**

The first edition of the Practice Nurse bulletin went out in early February and was well received. This will be a monthly e-bulletin which we hope that the Practice Nurses will help to develop.

2.3. Practice Managers Forum has concentrated on the following:

- GP new registration process, training and rolled out across practices with the help of the migrant centre
- Interpreter services, introduced and contact details rolled out to all practices to also be used to help in the registration process by phone for the non English speaking patients
- Healthwatch presented the 'Enter and View' programme. What the process was for this, what would instigate this and how they manage complaints from patients and communicate with practices regarding these
- Discussed the primary care strategy
- Discussion around the peer review specification. How this will work, our expectations on the organisation and help and support needed to make it not only worthwhile but to work it alongside our daily jobs
- Training on the foot health portal, also gave a good opportunity to feedback patient and practice comments to the foot health team
- Training and presentation from Public Health on the sexual health tender, introduction and training on how to tender for Public Health Community Services, we have been seen through this process and have had training on the Due North portal
- Updates on Better Care fund, projects and workstreams and the positive impact these will have on primary care services for both patients and staff
- Introduction to Aristotle, risk stratification tool that we will all be using in Primary care to monitor our referral data
- Discussion around safer sharps, how we get hold of the stock of these for primary care. Very few practices are receiving this stock
- Display energy certificates – DEC – we are working together to get these in place
- Regional Manager of NHSE for Capita Primary Care discussed records management changes, online portal for ordering stores and support/registrations advice and guidance

2.4. 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.

2.4.1 Grant Policy applications

A workshop was held on Monday 25 January to inform and support small and Third Sector organisations to apply for funding for the financial year 16/17. Applications for services to help to meet the CCG priorities closed on the 9 February and a panel met on the 15 February to assess the applications.

2.4.2 Engagement Commissioning Cycle

This meeting took place in February and is forward planning four events on mental and physical health to engage on specific issues for the current commissioning intentions. A 'You said we did' is in preparation to be distributed on last year's engagement in the commissioning cycle. Project leads are requesting patients for particular focus groups on an on-going basis.

2.5. Lay member's report of key meetings

The Lay Member has been informed by the Chair of Healthwatch and discussed the changes to local Healthwatch now that the contract will be transferred to Healthwatch Staffordshire in the future. All the staff will/may transfer to the new company and it is very much business as usual.

3. 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.

4. RISKS AND IMPLICATIONS

None to note

5. RECOMMENDATIONS

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

Name – Pat Roberts

Job Title - Lay member for PPI

Date: 23 February 2015

ATTACHED: None

RELEVANT BACKGROUND PAPERS

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

NHS Constitution – 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	N/A	
Public/ Patient View	Grant Policy applications	09 February 2016
Finance Implications discussed with Finance Team	N/A	
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	23 February 2016

