

WOLVERHAMPTON CCG

Governing Body
10 July 2018

Agenda item 18

TITLE OF REPORT:	Communication and Participation update
AUTHOR(S) OF REPORT:	Sue McKie, Patient and Public Involvement Lay Member Helen Cook, Communications, Marketing & Engagement Manager
MANAGEMENT LEAD:	Mike Hastings – Director of Operations
PURPOSE OF REPORT:	This report updates the Governing Body on the key communications and participation activities in May and June 2018.
ACTION REQUIRED:	<input type="checkbox"/> Decision <input checked="" type="checkbox"/> Assurance
PUBLIC OR PRIVATE:	This report is intended for the public domain
KEY POINTS:	<p>The key points to note from the report are:</p> <p>2.1.1 Extended opening for Pharmacy and GP surgeries – May Bank Holiday</p> <p>2.2.5 Annual Report</p> <p>2.2.7 Annual General Meeting (AGM)</p> <p>2.2.10 Transforming Care Programme (TCP) public engagement – Black Country</p>
RECOMMENDATION:	<ul style="list-style-type: none"> • Receive and discuss this report • Note the action being taken
LINK TO BOARD ASSURANCE FRAMEWORK AIMS & OBJECTIVES:	
1. Improving the quality and safety of the services we commission	<ul style="list-style-type: none"> • Involves and actively engages patients and the public. Uses the Engagement Cycle. – Commissioning Intentions. • Works in partnership with others.
2. Reducing Health Inequalities in Wolverhampton	<ul style="list-style-type: none"> • Involves and actively engages patients and the public. Uses the Engagement Cycle. – Commissioning Intentions. • Works in partnership with others. • Delivering key mandate requirements and NHS Constitution standards.
3. System effectiveness delivered within our financial envelope	<ul style="list-style-type: none"> • Providing assurance that we are delivering our core purpose of commissioning high quality health and care for our patients that meet the duties of the NHS Constitution, the Mandate to the NHS and the CCG Improvement and Assessment



	Framework.
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1. BACKGROUND AND CURRENT SITUATION

To update the Governing Body on the key activities which have taken place May and June 2018, to provide assurance that the Communication and Participation Strategy of the CCG is being delivered effectively.

2. KEY UPDATES

2.1. Communication

2.1.1 Extended opening for Pharmacy and GP surgeries May Bank Holiday

Extended bank holiday opening was shown on our website in advance of the two May Bank Holidays. The GP extended hours information was accessed over 1000 times on the website.

2.1.2 Press Releases

Press releases since the last meeting have included:

- Maternal Mental Health Matters
- Measles cases prompt calls for children to get the MMR vaccine
- May Bank Holidays 2018 Pharmacy opening in Wolverhampton
- Get the right treatment over the May Bank Holidays
- Time to get sun smart in Wolverhampton
- Boost for mental health services for new and expectant mums in the Black Country
- Walk this May for health benefits!
- May Bank Holiday 2018 GP opening in Wolverhampton
- Families encouraged to Stay Well this Whitsun holiday
- Have your say and help shape maternity services in region
- Cancer Engagement Event – May 2018
- Fibonacci improvements to boost mental health care in Wolverhampton
- Online digital counselling service for young people aged 11 – 19
- Pregnant women and new mums invited to share their views at the 'Whose Shoes?' maternity services event
- Met Office alert issued for heatwave

2.1.2 Whose Shoes

Pregnant women and new mums have been invited to share their views at the 'Whose Shoes?' maternity services event which will take place in Wolverhampton on Tuesday 17 July. This will be the fourth such event across the Black Country and West Bham STP to gather views and feedback from pregnant women, new mums and their families. More information available here.

<https://wolverhamptonccg.nhs.uk/about-us/news/665-pregnant-women-and-new-mums-invited-to-share-their-views-at-the-whose-shoes-maternity-services-event>



2.1.3 Heatwave advice

Late June saw temperatures across England soar to dangerous levels and a Level 2 warning issued by The Met Office. Communications via press, online, electronically and social media were circulated to public and staff to remind them about how to take care, and shared tips to stay safe in the sun and high temperatures.

2.1.4 NHS70 Wolverhampton city event

Health and social care partners across the city are joining together with Sainsburys to share the NHS70 celebrations on Friday 6 July 2018. We are planning to celebrate 70 years of the NHS at Sainsburys with our own tea party between 10am -12noon.

2.2. Communication & Engagement with members and stakeholders

2.2.1 GP Bulletin

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

2.2.2 Practice Nurse Bulletin

The May/June edition of the Practice Nurse Bulletin included the following topics:

- Nursing Associate and Registered Nurse apprenticeships
- Clinical Academic Internships
- Practice Makes Perfect Forum
- Training and events
- Black Country and West Bham STP stakeholder news
- NHS England CCG Bulletin
- Shaping Maternity Services
- Over-Arching DV Protocol

2.2.3 Members Meeting

The GP Members Meeting took place on 2 May. GP members heard from John Denley, Wolverhampton Director of Public Health about the transformation of Public Health including local changes to Health Checks across the city.

2.2.4 Practice Managers Forum

The PM Forum has not met yet this year, but has started planning for discussion topics and the schedule of meetings in 2018.

2.2.5 Annual Report

We have completed the Annual Report and submitted to NHSE on time. The Annual Report can also be found on our website <https://wolverhamptonccg.nhs.uk/publications/annual-reports/ccg-annual-reports/2368-wccg-annual-report-17-18>

2.2.6 Annual Report Summary

We are currently compiling the Annual Report Summary which will be available to the public at our Annual General Meeting in July.

2.2.7 Annual General Meeting (AGM)

We are planning for our AGM which will this year be on 25 July at Molineux in the afternoon. More detail about this will be communicated in the coming weeks.



2.2.8 **Mental Health Summit**

We worked in partnership with our communication colleagues in the STP and mental health providers to meet and start to look at how some mental health services can be commissioned and delivered on a Black Country footprint rather than a CCG area. This piece of work will be taken forward as part of the STP Mental Health worksteam.

2.2.9 **Childrens SEND event**

We attended a Wolverhampton SEND event to engage with parents and carers about their experiences of health services across the city. Information gathered at the event will shape future commissioning.

2.2.10 **Transforming Care Programme (TCP) public engagement – Black Country**

We have begun to gather views in Wolverhampton via a survey completed by parents and carers. We want to find out about their experiences of services available (or not) for children, young people and adults with diagnosed learning disabilities (LD) and/or autistic spectrum disorder (ASD) are supported within local communities, within capable environments to avoid unnecessary in-patient mental health admissions. The survey is available here:

<https://www.surveymonkey.co.uk/r/NMFHWDQ>

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. GP leads for the new models of care have been meeting with their network PPG Chairs to allow information on the new models, and provide an opportunity for the Chairs to ask questions. All the new groupings have decided to meet on a regular quarterly basis.

4. **PATIENT AND PUBLIC VIEWS**

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

Reports following consultations and public engagement are made available online on the CCG website. 'You said – we did' information is also available online following the outcome of the annual Commissioning Intentions events and decision by the Governing Body.

4.1 **PPG Chair / Citizen Forum Meeting**

The PPG Chair / Citizen Forum meeting took place in May with an attendance from 11 practices and no Citizens Forum representatives.

The meeting commenced with feedback from each of the practices and it is evident that some are more active than others with a small number of practices reporting that they have not had recent meetings. A couple of practices are very active reporting that they have undertaken surveys and produced newsletters which they had shared with other practices. It was agreed that these could be shared with the larger group.



A general discussion took place from matters arising from the minutes, which included GP charges for patient letters, the imminent GDPR arrangements and the role of patient representatives at CCG meetings.

As agreed at the March meeting, the group were provided with four questions to be reviewed aimed at supporting the CCGs commissioning intentions, a structure diagram and also a brief update on the Care Navigation programme. The four questions were:

- What is good?
- What is ok, but could be improved?
- What is bad?
- How can things be improved?

There was a lively debate on the revised Terms of Reference which some members felt were still too long but that they would be finalised once agreed amendments were incorporated.

5. LAY MEMBER MEETINGS – attended:

- 5.1 Primary Care Commissioning Meeting
CCG Governing Body Meeting
CCG Governing Body Development meeting
Quality and Safety Meeting
1:1 Induction meetings
Clinical Priorities - End of life Strategy
Clinical Priorities - Falls prevention Strategy
Stakeholder event – Care navigation phase 2
Strategic communications
MGS PPG meeting

6. KEY RISKS AND MITIGATIONS

N/A

7. IMPACT ASSESSMENT

- 7.1. **Financial and Resource Implications** - None known
- 7.2. **Quality and Safety Implications** - Any patient stories (soft intelligence) received are passed onto Quality & Safety team for use in improvements to quality of services.
- 7.3. **Equality Implications** - Any engagement or consultations undertaken have all equality and inclusion issues considered fully.



7.4. **Legal and Policy Implications** - N/A

7.5. **Other Implications** - N/A

Name: Sue McKie

Job Title: Lay Member for Patient and Public Involvement

Date: 27 June 2018

ATTACHED: none

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)

NHS The General Practice Forward View (GP Forward View), April 2016

NHS Patient and Public Participation in Commissioning health and social care. 2017. PG Ref 06663



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 View	n/a	
Public / Patient View	SEND event Survey	13 June 2018 June 2018
Finance Implications discussed with Finance Team	n/a	
Quality Implications discussed with Quality and Risk 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	
Other Implications (Medicines management, estates, HR, IM&T etc.)	n/a	
Any relevant data requirements discussed with CSU Business Intelligence	n/a	
Signed off by Report Owner (Must be completed)	Sue McKie	27 June 2018

