

**WOLVERHAMPTON CCG**

**Governing Body – 12 April 2016**

**Agenda item 16**

<b>Title of Report:</b>	<b>Communication and Participation update</b>
<b>Report of:</b>	Pat Roberts – Lay member for PPI
<b>Contact:</b>	Pat Roberts and Helen Cook, Communications & Engagement Manager
<b>Communication and Participation Team Action Required:</b>	<input type="checkbox"/> <b>Decision</b> <input checked="" type="checkbox"/> <b>Assurance</b>
<b>Purpose of Report:</b>	<p>This report updates the Governing Body on the key communications and participation activities in March 2016.</p> <p>The key points to note from the report are:</p> <p>2.1.2 <b>Junior Doctors strike</b></p> <p>2.1.3 <b>Urgent Care Centre communications</b></p> <p>2.3.2 <b>Appointment of Primary Care Joint Committee patient representatives</b></p>
<b>Public or Private:</b>	This report is intended for the public domain
<b>Relevance to CCG Priority:</b>	
<b>Relevance to Board Assurance Framework (BAF):</b>	1,2,2a,4
<ul style="list-style-type: none"> <li>• <b>Domain 1:</b> A Well Led Organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Involves and actively engages patients and the public</li> <li>• Works in partnership with others</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Domain 2a:</b> Performance – delivery of commitments and improved outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Delivering key mandate requirements and NHS Constitution standards</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Domain 2b:</b> Quality</li> </ul>	<ul style="list-style-type: none"> <li>• Improve quality and ensure better outcomes for patients</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Domain 4:</b> Planning (Long Term and Short Term)</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**1. BACKGROUND AND CURRENT SITUATION**

- To update the Governing Body on the key activities which have taken place in March, 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 **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 9 – 11 March. 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. Posters, leaflets and banners have been distributed across the borough in public places such as GP surgeries and local shops. Showell Park also is displaying large format banners on its site to communicate the changes. Social marketing campaign and proactive press releases also running to complement the campaign.

### Communication and Participation framework

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

- Peer Review programme
- Health Child Programme
- Manpower Planning
- Clinical networks development
- Primary Care in reach teams

#### 2.2.2 **PPG Chairs and Citizen Forum Groups**

These groups will meet in future as a Joint forum and the majority of Citizen Forum Members will act in a virtual capacity.

#### 2.2.3 **GP Bulletin**

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

#### 2.2.4 **Practice Nurse Bulletin**

The second edition of the Practice Nurse bulletin went out in early March. Topics covered included, revalidation tool kit training, student nurse placements and other training opportunities available.

#### 2.2.5 **Practice Managers Forum - concentrated on the following:**

- workforce planning training
- patient online updates
- update training on the friends and family test
- update from BCF and commissioning teams

### **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 Grant Policy applications**

Three grants have been awarded via the grant policy to date. The second round of applications have been advertised and there is a workshop on Tuesday 19 April to help facilitate applications.

#### **2.3.2 Primary Care Joint Committee – Patient Representatives**

Two Lay patient representatives for this committee have been successful at interview and appointed to the committee as full members

- **Lay member’s report of key meetings**

2.4.1 The Lay Member attended a drop in launch event hosted by Wolverhampton County Council (WCC), to give an overview of the arrangements for the transition to Engaging Communities Staffordshire (ECS) the company awarded the contract by WCC for Wolverhampton Healthwatch from 1<sup>st</sup> April.

2.4.2 The Lay member and team have now established contact with the University of Wolverhampton and look forward to encouraging more young people to be involved in many ways with WCCG

### **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: 18 March 2016**

**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.**

	<b>Details/ Name</b>	<b>Date</b>
Clinical and Practice View	<b>N/A</b>	
Public/ Patient View	<b>N/A</b>	
Finance Implications discussed with Finance Team	<b>N/A</b>	
Quality Implications discussed with Quality and Risk Team	<b>N/A</b>	
Medicines Management Implications discussed with Medicines Management team	<b>N/A</b>	
Equality Implications discussed with CSU Equality and Inclusion Service	<b>N/A</b>	
Information Governance implications discussed with IG Support Officer	<b>N/A</b>	
Legal/ Policy implications discussed with Corporate Operations Manager	<b>N/A</b>	
<b>Signed off by Report Owner (must be completed)</b>	Pat Roberts	18 March 2016

